

# TWO-FACTOR AUTHENTICATION

## for online services at WU

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**TIP**

Read the **FAQs on two-factor authentication** to find out how it fits in practice at work:  
[short.wu.ac.at/community-faqs-2fa-en](https://short.wu.ac.at/community-faqs-2fa-en)

# 1 General Information

**Two-factor authentication (2FA)** improves the protection of online services and systems at WU. When logging in, authorized users must enter a second, unique piece of information in addition to their password (e.g. a numeric code). This so-called second factor is generated or delivered independently from the first one (e.g. via an app on a mobile device or via SMS).

## What is the "second factor"?

At WU, the second factor consists of a 6-digit numerical code that is valid only for a short period of time and can be used only once. This is called a "*Time-based One-Time Password*" (abbreviated: **TOTP**).

### PLEASE NOTE

- You can activate and set up the two-factor authentication via the *Two-factor authentication* menu in the **Controlpanel application**
- There are two options available to get the second factor:
  1. use an **authenticator app** (recommended)
  2. receive an **SMS** message to a cell phone number registered for this service
- When logging in to an online service with 2FA, you are required to enter:
  - › your **WU account password** (*first factor*)
  - › a **6-digit sequence of numbers** (TOTP) that is valid for a short period of time (*second factor*)

# 2 Using Authenticator Apps

### IMPORTANT

A **TOTP token** is required when using an authenticator app. You can create this token anytime in the Controlpanel application and get a QR code in the process. Scan the QR code with your authenticator app.

Please follow these steps to use **2FA** with an **authenticator app**:

<b>1</b>	Create a TOTP token in the <b>Controlpanel application</b> .	see details <b>Seite 3</b>
<b>2</b>	Please choose and install <u>one</u> of the two authenticator apps on your mobile phone.	<ul style="list-style-type: none"> <li>• Microsoft Authenticator <b>Seite 4</b></li> <li>or</li> <li>• privacyIDEA <b>Seite 5</b></li> </ul>
<b>3</b>	Scan the QR code displayed in the Controlpanel application with your authenticator app.	<ul style="list-style-type: none"> <li>• Microsoft Authenticator <b>Seite 4</b></li> <li>or</li> <li>• privacyIDEA <b>Seite 5</b></li> </ul>

## 2.1 Create a TOTP Token

To generate a **TOTP token**, please log in to the **Controlpanel application**.

Select **Two-Factor Authentication > Manage Tokens** from the menu on the left. Then click on **Create TOTP-token**.

→ WU Controlpanel Helene Maier QUICKLINKS +

Helene Maier (helmaier)

- Overview
- My account
- My email
- My teams
- Videoconferencing
- Information services
- Two-factor authentication
  - > Cell phone registration for 2FA
  - Manage tokens
  - > Activity log
- Other WU services
- Software

### Manage tokens

Here you manage your tokens for SMS and Authenticator apps.

**Please note:**

- When you first add a token, two-factor authentication is permanently activated for your account.
- From that point on, you will **always** need a second factor when logging in to certain WU IT services.
- To learn more about using 2FA with your cell phone, please refer to the [Two-Factor Authentication instructions](#).

### Ihre Daten

Username	helmaier
Name	Helene Maier

**IMPORTANT!**  
At least **one token must always be active** (either SMS or TOTP)! It is not possible to deactivate all tokens.

### TOTP-Tokens

No TOTP-tokens registered

+ Create TOTP-token

Impressum → Support

Your TOTP token is displayed in the form of a **QR code**. Please use your authenticator app to scan this QR code.

→ WU Controlpanel Helene Maier QUICKLINKS +

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  - > Activity log
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- Software

### Create token

Your token has been created

TOTP00504616

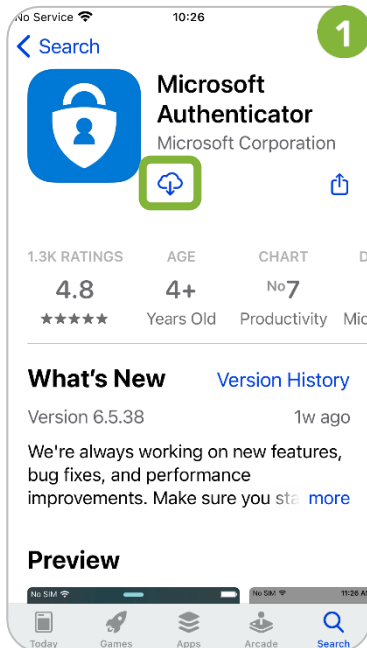


- Use this QR code **only once** and **exclusively** with your authenticator app!
- The QR code contains the secret key for your token and is subject to the same **secrecy requirements** as your account password.
- If you suspect unauthorized use or misuse of your token, **deactivate** the TOTP token currently in use and generate a new one.

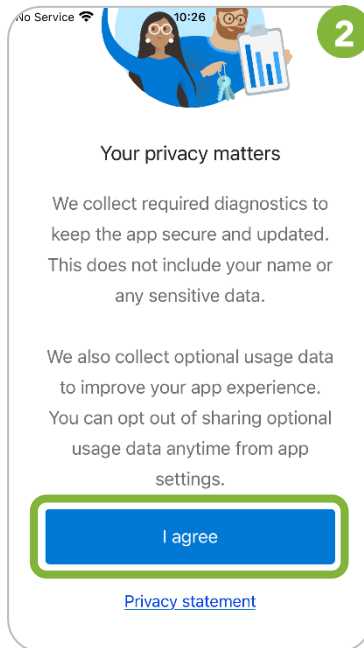
## 2.2 Set up Microsoft Authenticator

- **Apple App Store:** [Microsoft Authenticator](#)
- **Google Play Store:** [Microsoft Authenticator](#)

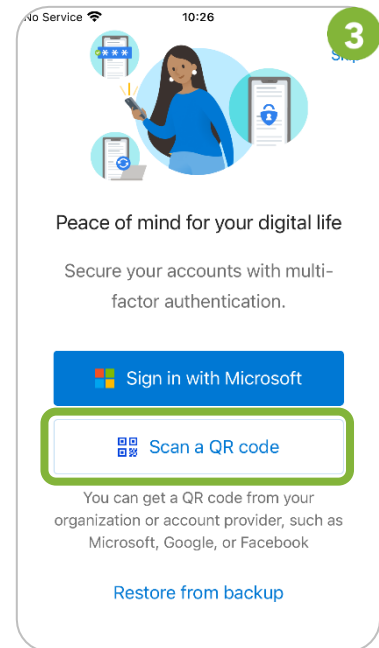
Download the app from the store



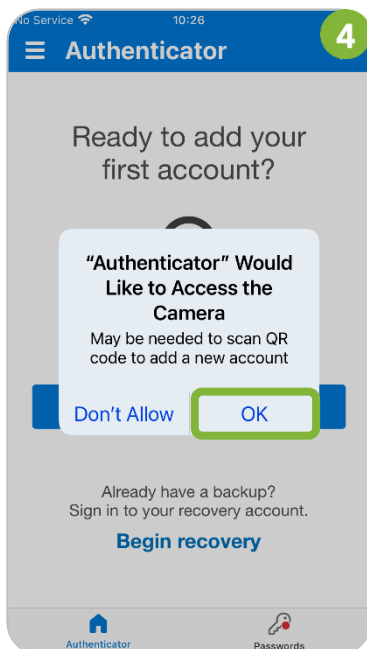
Agree to the privacy policy



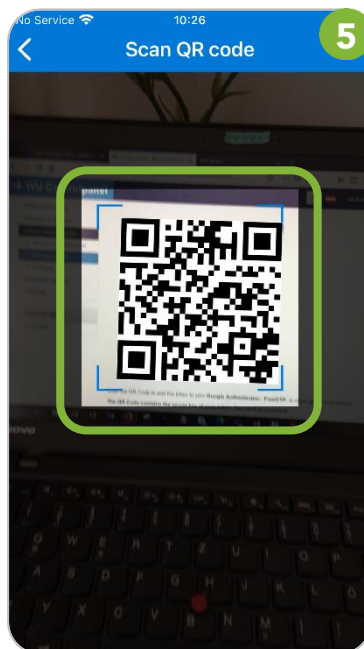
Select **Scan a QR code**



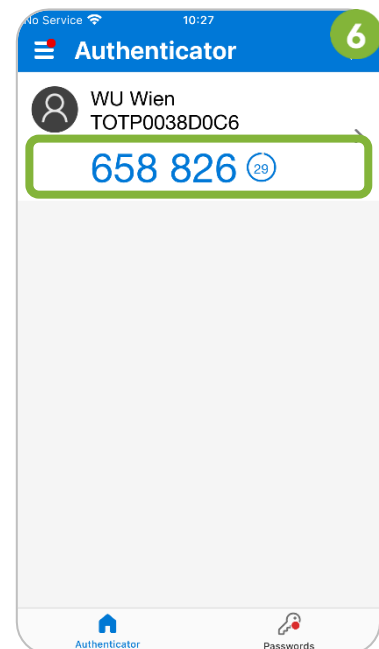
Allow access to camera: please select **OK**



Scan the **QR code** displayed in the Controlpanel application



Your one-time password (**TOTP**) is now available



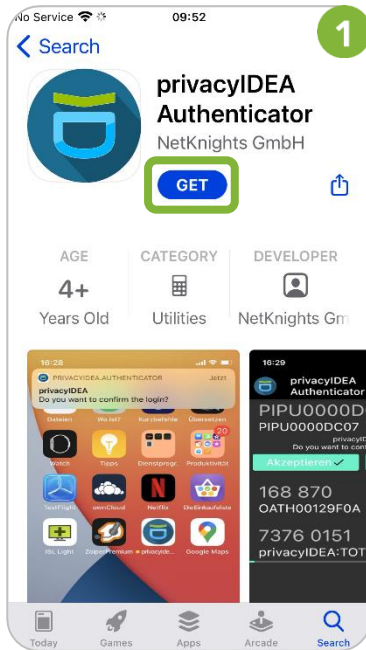
### SUPPORT

We are ready to help if you experience difficulties or have questions about 2FA. Please send us your support request via the [Service Desk](#).

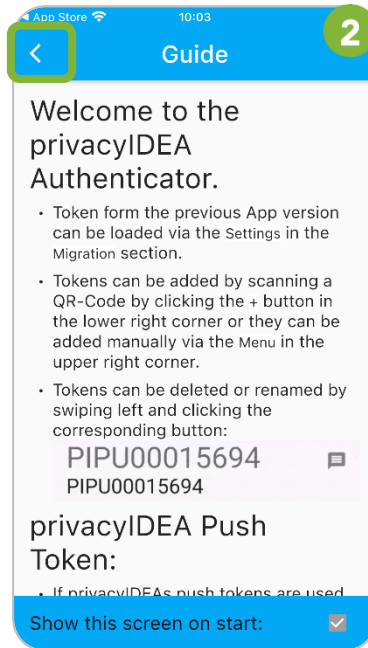
## 2.3 Set up PrivacyIDEA Authenticator

- **Apple App Store:** [privacyIDEA Authenticator](#)
- **Google Play Store:** [privacyIDEA Authenticator](#)

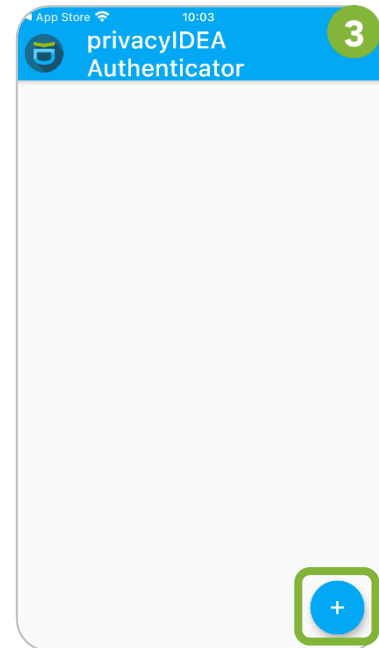
Download the app from the store



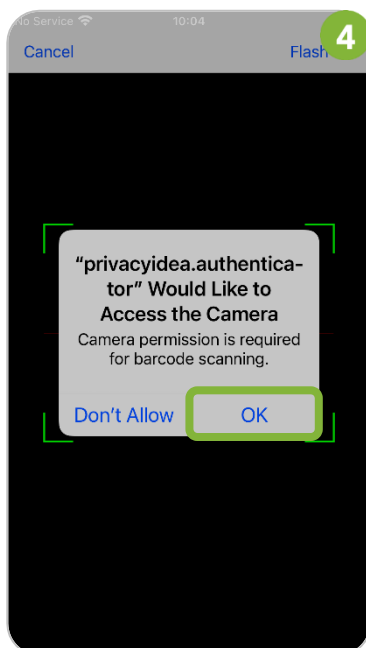
Exit the app guide: select the **'back' arrow**



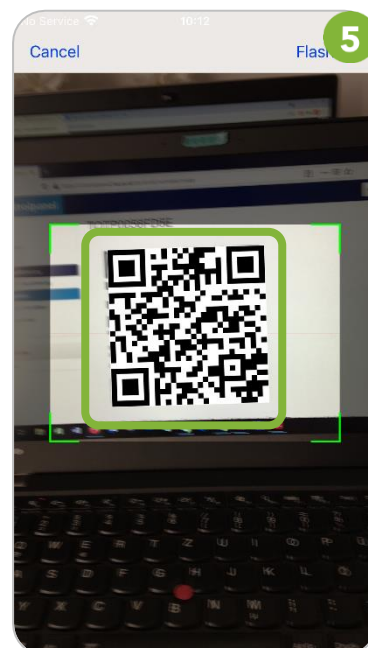
Select the **plus symbol** on the bottom right



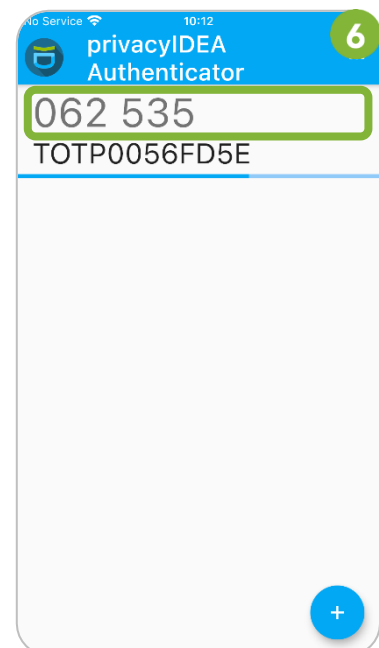
Allow access to camera: please select **OK**



Scan the **QR code** displayed in the Controlpanel application



Your one-time password (TOTP) is now available



### SUPPORT

We are ready to help if you experience difficulties or have questions about 2FA. Please send us your support request via the [Service Desk](#).

## 3 Using SMS delivery

You can also receive your one-time password (TOTP) via SMS on your cell phone. To do this, please register your **Austrian cell phone number** in the **Controlpanel application**.

Select **Two-factor authentication > Cell phone registration** in the menu on the left. Please select **Register a new cell phone number**.

The screenshot shows the 'WU Controlpanel' interface. At the top, there is a navigation bar with 'Helene Maier' and 'QUICKLINKS +'. The left sidebar contains a menu with 'Two-factor authentication' expanded, and 'Cell phone registration for 2FA' selected, indicated by a green arrow. The main content area is titled 'Cell phone registration for 2FA' and includes a 'Please note' section with instructions and a '+ Register a new cell phone number' button highlighted with a green box.

Enter your (Austrian) cell phone number. Then click **Next**.

The screenshot shows the 'Register a new cell phone number' form. The title is 'Register a new cell phone number'. Below the title, there is a paragraph of text: 'The registration of a new cell phone requires several steps. Make sure that your cell phone is reachable during the registration process.' This is followed by 'Cell phone registration step 1: Enter your phone number' and 'Please enter your phone number. You will be sent a text message with a confirmation code.' At the bottom, there is a 'Number: \*' input field with a dropdown menu and a 'Next >' button highlighted with a green box.

You will receive a confirmation code via SMS. Please enter the code in the field **Confirmation code** and click **Submit**.

The screenshot shows the 'Register a new cell phone number' form. The title is 'Register a new cell phone number'. Below the title, there is a paragraph of text: 'The registration of a new cell phone requires several steps. Make sure that your cell phone is reachable during the registration process.' This is followed by 'Cell phone registration step 2: Enter the confirmation code' and 'The confirmation code was sent to the phone number you provided (transmission can take a few minutes). Please enter the confirmation code in the field below. By clicking the "Submit"-button you finish the registration.' At the bottom, there is a 'Confirmation code:' input field and a 'Submit' button highlighted with a green box.

Your cell phone has been registered and will be displayed in the table.

## Cell phone registration for 2FA

You can register a cell phone number here, which will enable SMS messaging for two-factor authentication.

**Please note:**

- When you first register a cell phone, two-factor authentication is permanently activated for your account.
- From that point on, you will **always** need a second factor when logging in to certain WU IT services.
- Only **one phone number** can be registered for 2FA.
- To learn more about using 2FA with your cell phone, please refer to the [Two-Factor Authentication instructions](#).

Area code	Number	Last update	Registration	
+43-680	██████	06.04.2021, 14:48	complete	<a href="#">Change cell phone</a>

**PLEASE  
NOTE**

- You can register only **one** cell phone number for two-factor authentication.
- Click the **Change cell phone** button if you want to receive the SMS on a different phone number.

## 4 Feedback and Support

The **IT Support Center** at the Vienna University of Economics and Business is the first point of contact for WU faculty, staff, and students in all IT-related matters. We are available to provide additional help and are also interested in your feedback on these instructions.

**Hotline** +43 1 313 36 – 3000

**Email** [hotline@wu.ac.at](mailto:hotline@wu.ac.at)

**Availability** [short.wu.ac.at/it-support-hours](https://short.wu.ac.at/it-support-hours)

**Website** [www.wu.ac.at/en/it/support](https://www.wu.ac.at/en/it/support)

