OneLogin Multi Factor Authentication (MFA) User Manual

Table of Contents

Overview

LIRS has created a single portal called OneLogin for affiliates to access all the applications needed for work in collaboration with LIRS. As a partner organization, access will be as follows:

Everyone will have access to:

- Absorb LMS – Learning Management System
- LIRS Connect – Extranet

The following will be permission based:

- IRIS – SSO
- IRIS – SSO Test

OneLogin also provides secure access by requiring Multi Factor Authentication (MFA) for login. MFA is a security technology which requires multiple methods of verification from different sources before allowing the user to login in to OneLogin. The use of MFA provides a more secure platform and provides users a greatly reduced risk of account theft.

Objective

This document will provide a step-by-step guide of how to download and activate an MFA for your OneLogin portal to access LIRS applications.

Checklist

To kickstart this process you will receive an email from an LIRS IT administrator providing the link to OneLogin (lirs.onelogin.com). You will have to use your Email Address as "Username" and click on Forgot Password to receive a password reset link to create new password and then set up MFA. The checklist below shows the order of steps you will need to follow. You can stop at the end of each section and resume the guide as needed. However, once you start any of the steps, please ensure you finish the section before stopping.

- ☐ Step 1: Downloading OneLogin Protect
- ☐ Step 2: Setting Your Password
- ☐ Step 3: Setting up MFA
- ☐ Step 4: First Login After MFA is Enabled

Step 1: Downloading OneLogin Protect

When you set up MFA later in this guide, you will need an authenticator downloaded on your mobile device. OneLogin Protect is the recommended authenticator used for OneLogin. Please follow these steps to download OneLogin Protect, prior to continuing with the remainder of the guide.

1. From your smart phone, please download the OneLogin Protect app from the App Store or Google Play.
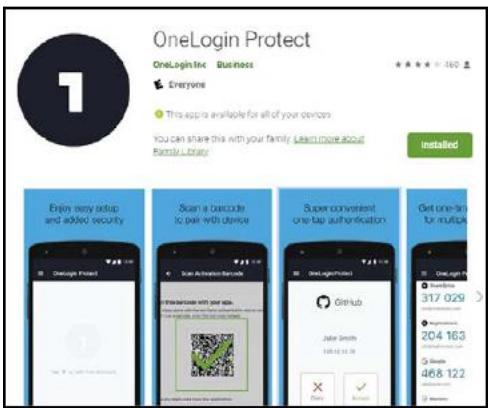
2. After installation, please open the application and verify it matches the image below. We will use this app again when you begin your MFA setup.
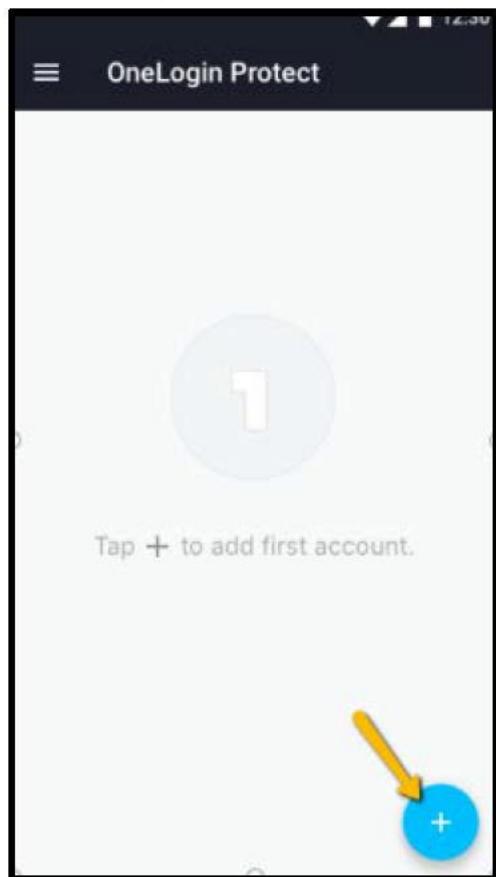
Step 2: Setting Your Password

You should have received an email containing instructions to setup OneLogin account. For security purposes, you will not receive a password for your account. Instead, you will need to set your own password using the Forgot Password workflow detailed below. This step has to be completed before you can set up MFA and login for the first time.

1. Step 1: On the OneLogin login screen, user will select **Forgot Password.** The Reset Your Password screen will appear. Enter your Email Address as "Username" and select continue.
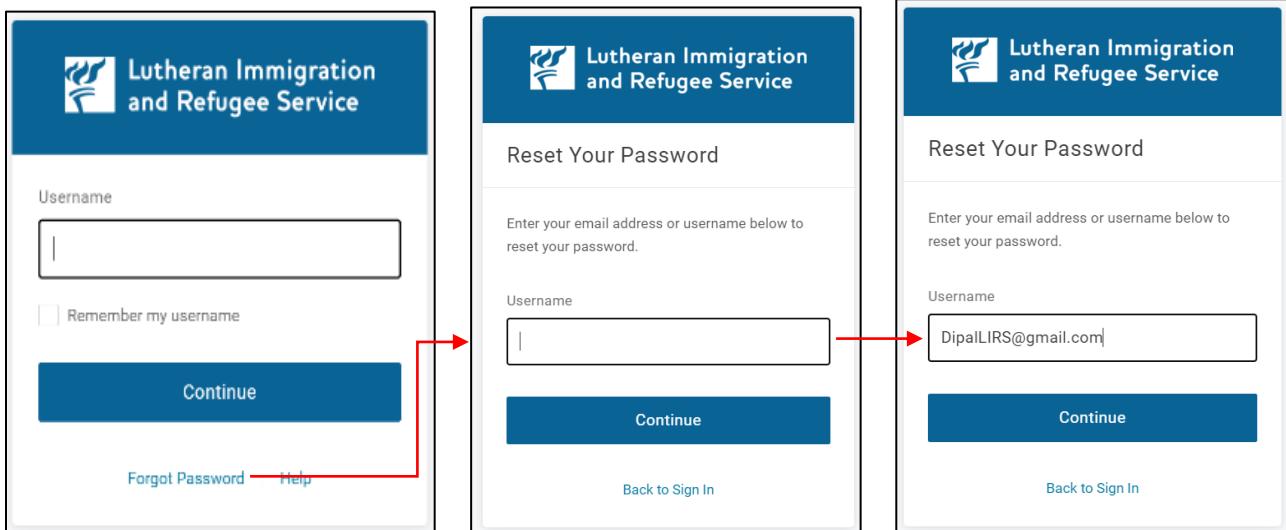
2. You will be prompted to select your authentication factor, please select **Email**.
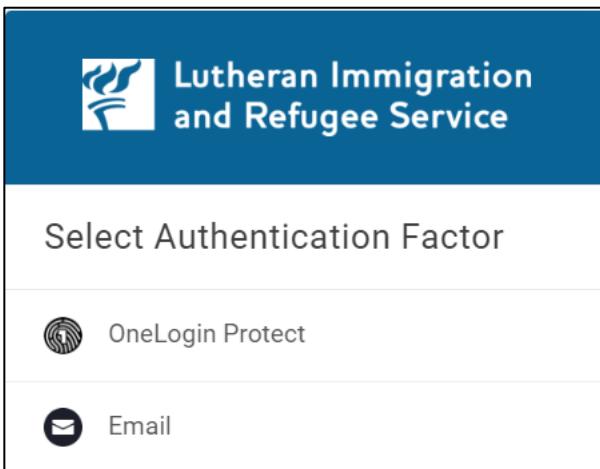
3. You will receive an email containing a password reset link. Click the link in the email and be redirected to OneLogin's password setup screen.
   a. Enter a password according to the password criteria.
   b. Note: After your MFA is set up, you will be able to user OneLogin Protect as your authenticator should you need to reset your password.
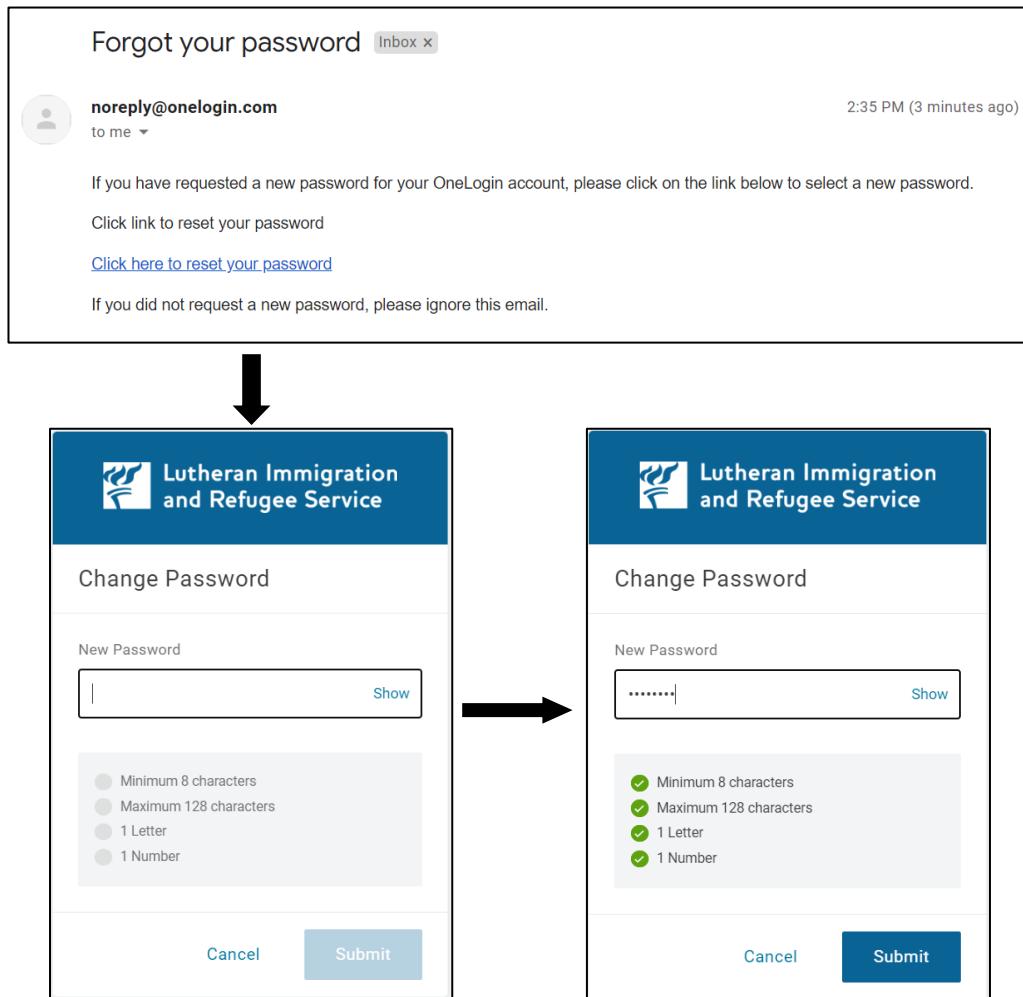
4. Select **Submit** and you will be redirected to the login screen. You can now login with the password you just setup.

Step 3: Setting up MFA

Prerequisite checklist:

☐ OneLogin Protect has been downloaded to your mobile device. Refer to Step 1 guide if not complete.
☐ You have reset the password on your account. Refer to Step 2 guide if not complete.

1. Login to OneLogin (lirs.onelogin.com) and press continue.
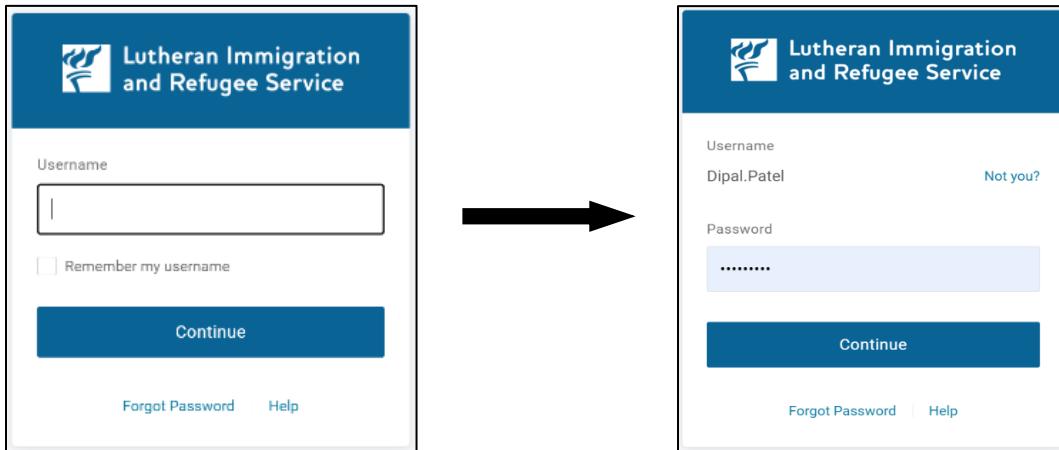
2. You will be redirected to the beginning of the MFA set up process. Select **Begin Setup**.
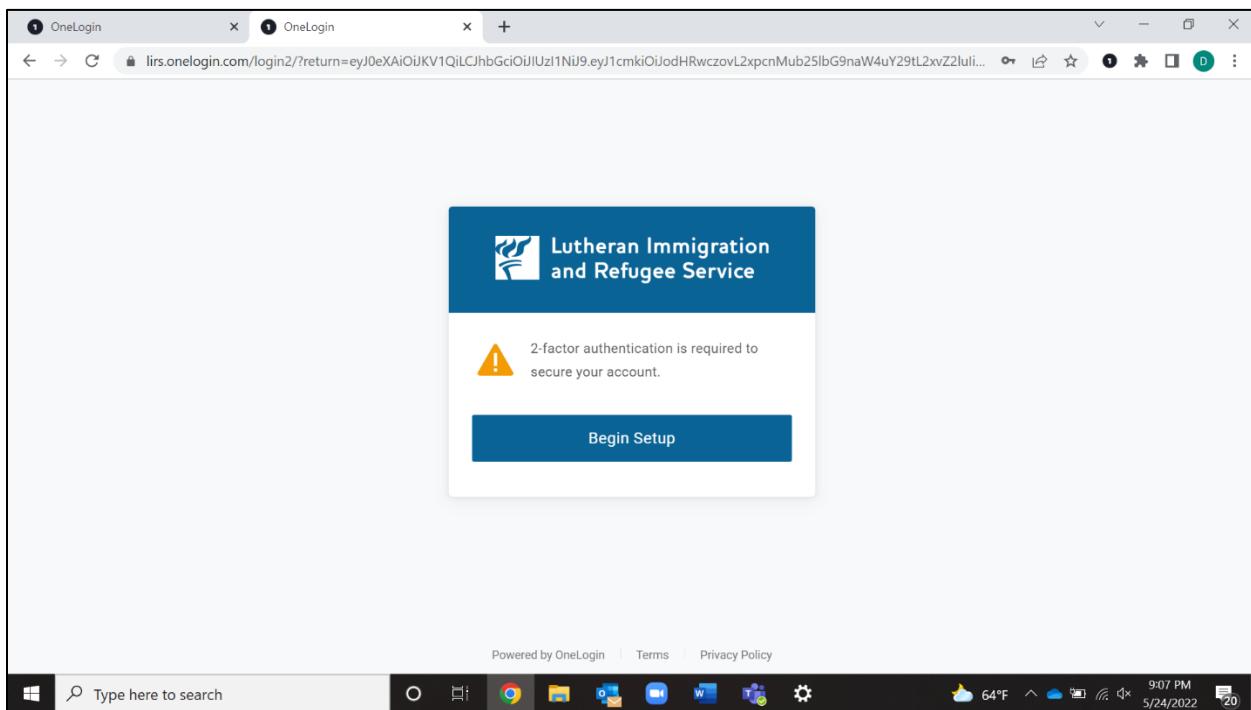
3. You will be asked to select your authenticator. As noted previously, please select **OneLogin Protect**.
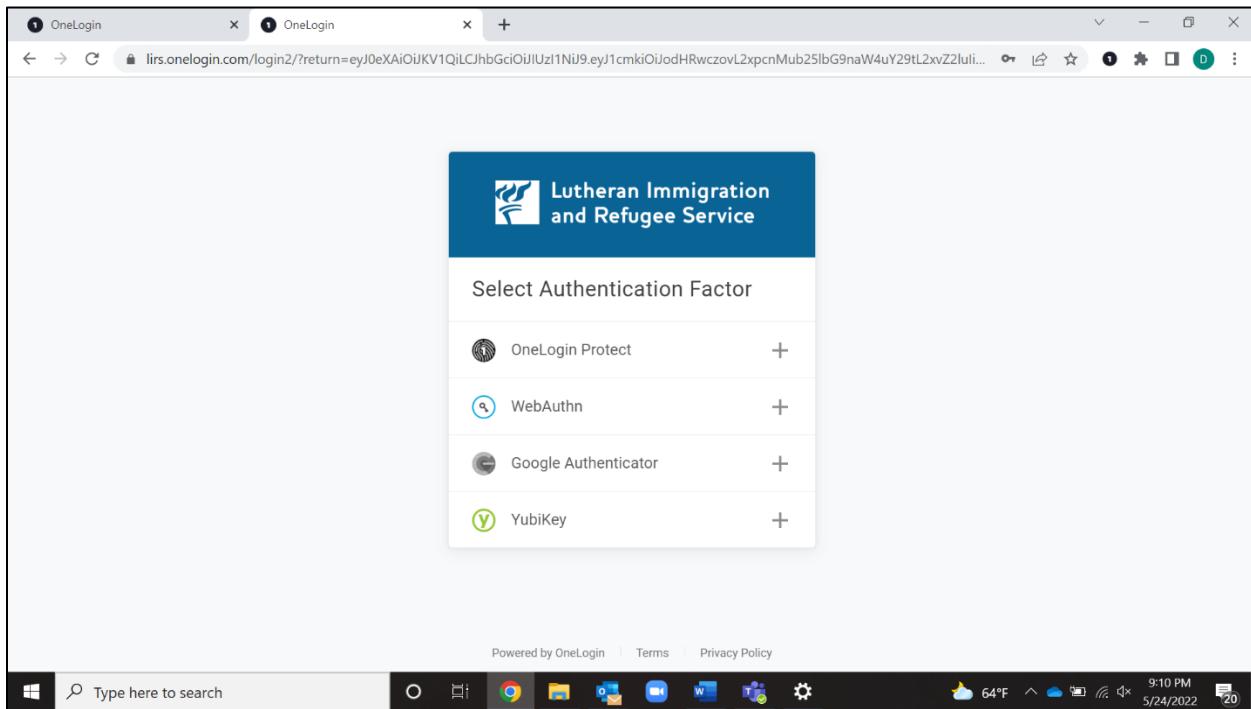

4. You will be prompted to download OneLogin Protect. You have previously completed this step so please select **Activate** and move to step 5.
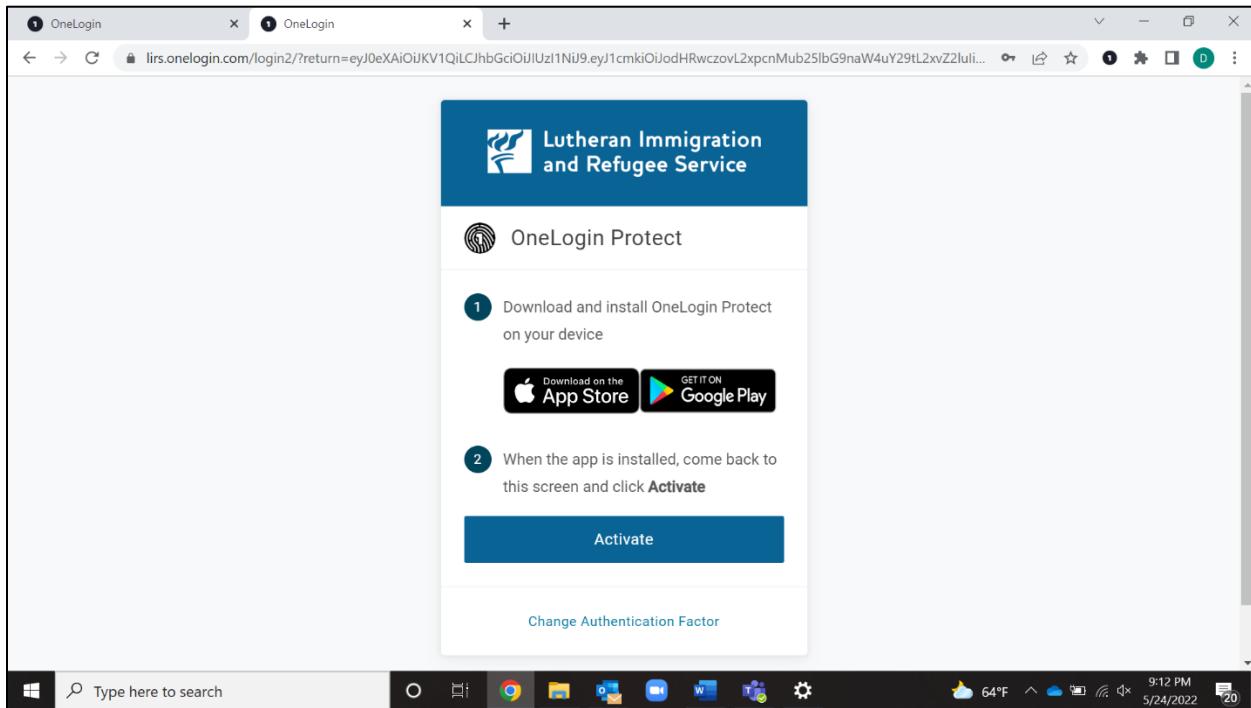

5. Open the OneLogin Protect app and scan the QR code on the screen.

- o When you open the app, select the plus sign on the top right hand corner. This will open the camera app on you phone.
- o Using the camera, scan the QR code.
- o *Note: This is a one time QR code, if you exit the page at this time without scanning the QR code you will not be able to access to OneLogin with your MFA being reset.*
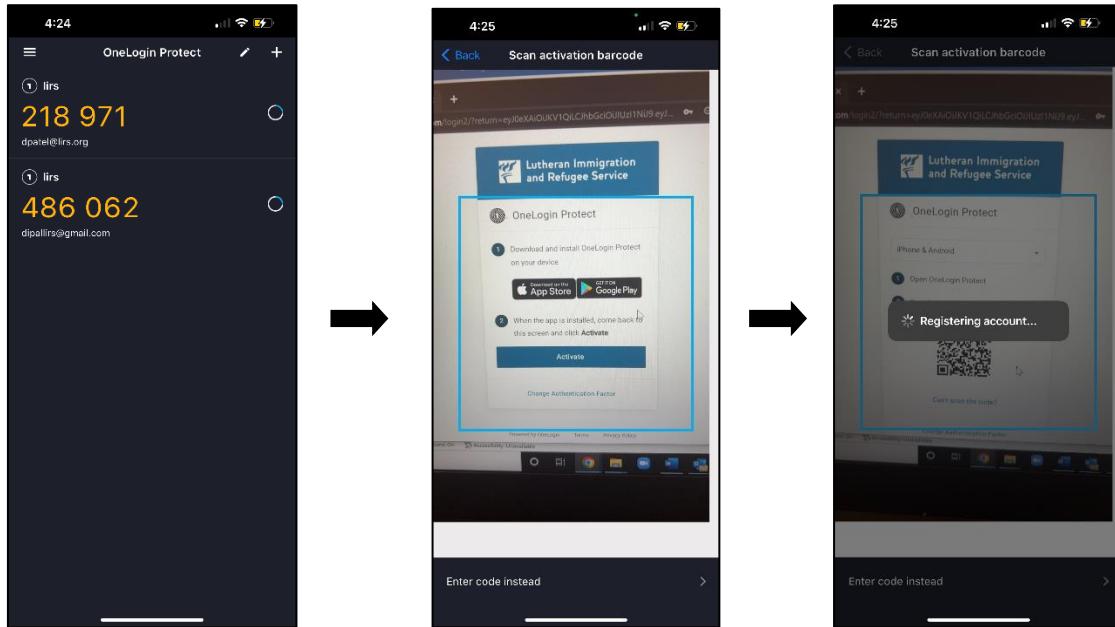
6. After the device is successfully registered, the user will have the option to add the OneLogin plugin to their browser. This is optional and can be skipped. If you skip you will be logged into the OneLogin.
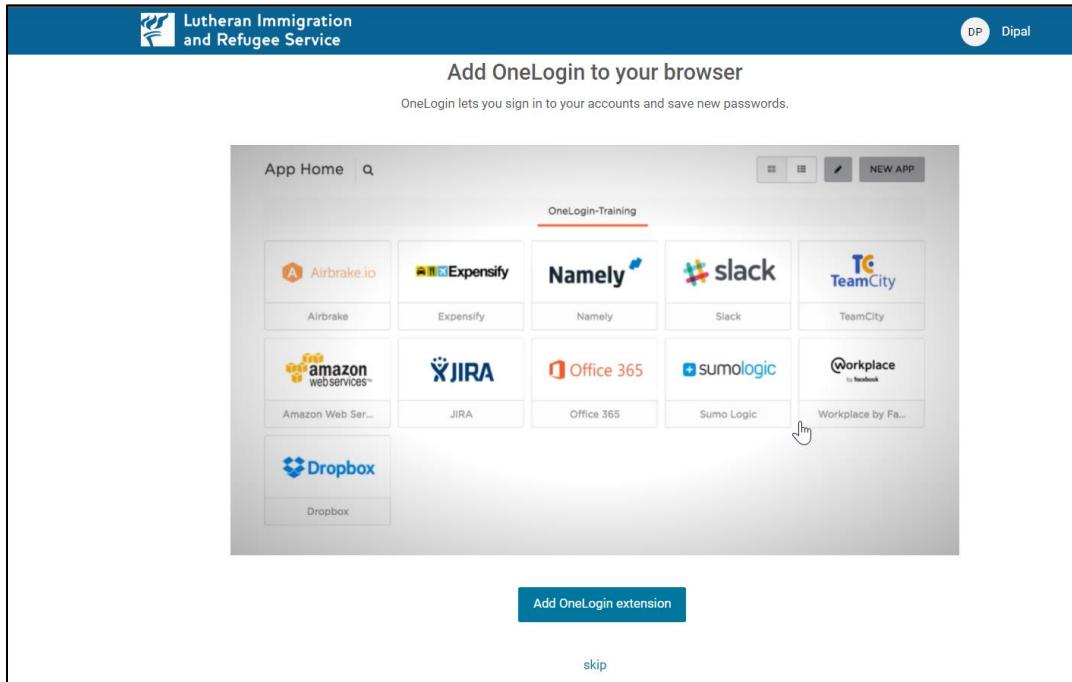
## Step 4: First Login After MFA is Enabled

Prerequisite checklist:

- ☐ OneLogin Protect has been downloaded to your mobile device. Refer to Step 1 if not complete.
- ☐ You have reset the password on your account. Refer to Step 2 if not complete.
- ☐ You have successfully set up MFA using OneLogin Protect. Refer to Step 3 if not complete.

1. Login to OneLogin (lirs.onelogin.org) and press continue.
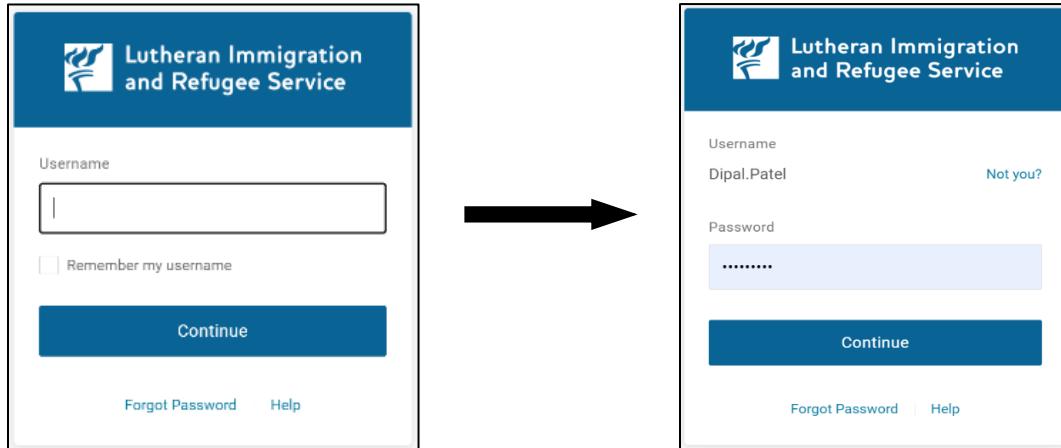
2. A message will appear on your browser saying a notification has been sent to your mobile device.
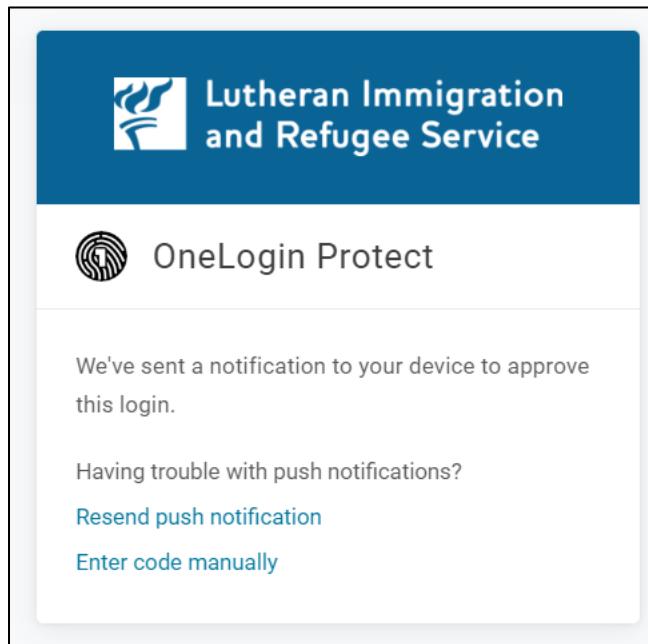
3. On your mobile device, click the 'OneLogin Protect' notification. This will open the OneLogin Protect app and you will be prompted to decline or accept the login attempt. Once you accept, a one-time passcode (OTP) will be sent to OneLogin and you will be logged into OneLogin.
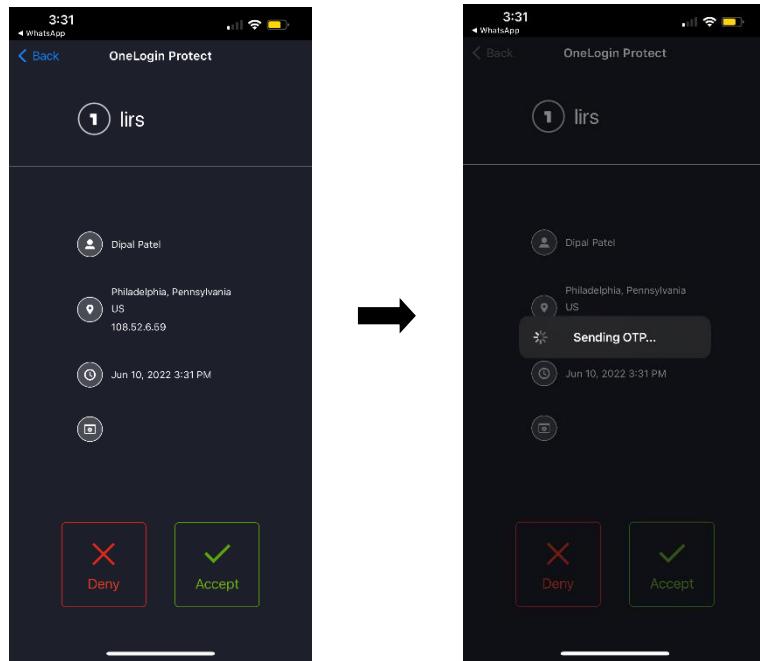
4. Once logged in, select the **Company** drop-down and select **everything** to display all accessible applications. From here, you can click each of the application icons for Absorb LMS, IRIS – SSO, IRIS Test – SSO, and LIRS Connect – Igloo, and you'll be automatically logged in and directed to the homepage of that application.