FEI Systems

Connecting Every Dimension of
Health and Human Services

WITS

TOTP Set Up Process

Customer(s):

IBHRS

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Introduction

When using IBHRS, Two-Factor Authentication is required. To do this process, a Time-Based One-Time (TOTP) password will need to be created. Traditionally, this is done with a smartphone. For users without smartphones, the use of browser extensions for TOTP is approved. The recommended authenticator is https://authenticator.cc/ which may be added to Edge, Chrome, and Firefox.

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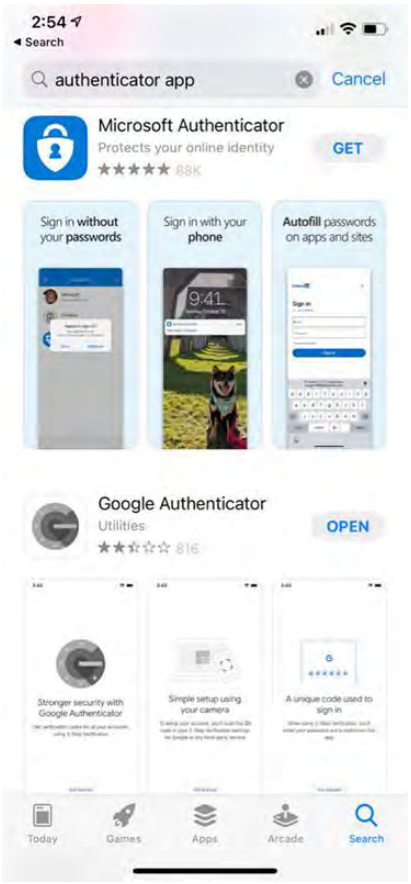
1 For Smartphones

1.1 Download an Authenticator App

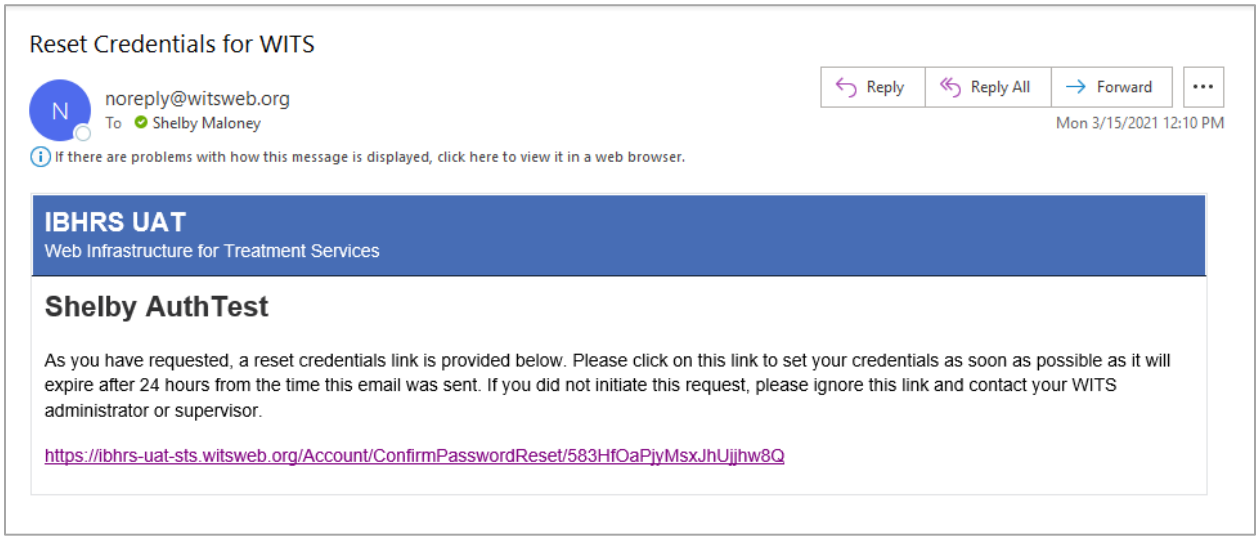
Download the micorsoft or google authenticator via the Apple App store or the Google Play Store.



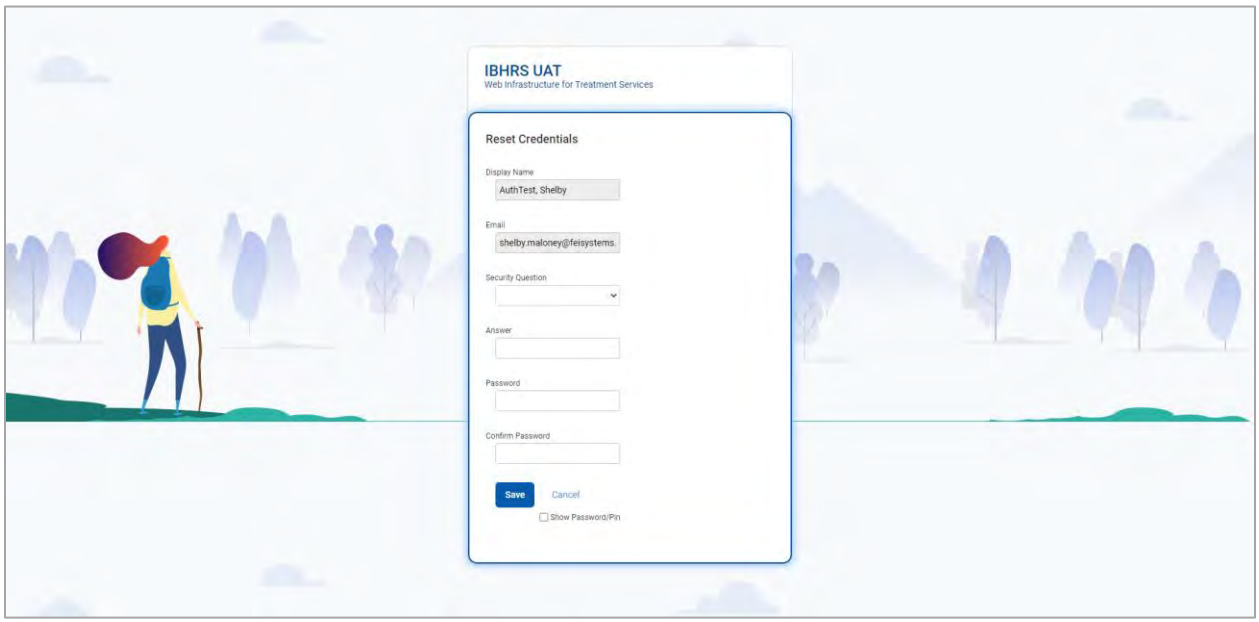
1.2 Set IBHRS Security Question & Password

Step 1: When your account has been created, click the link in the email sent to you to set up your security question and password. **This link expires after 24 hours, so it is important to click the link as soon as possible.**

If you already have an account, go to the login page and click **Reset Passsword** to generate the email.

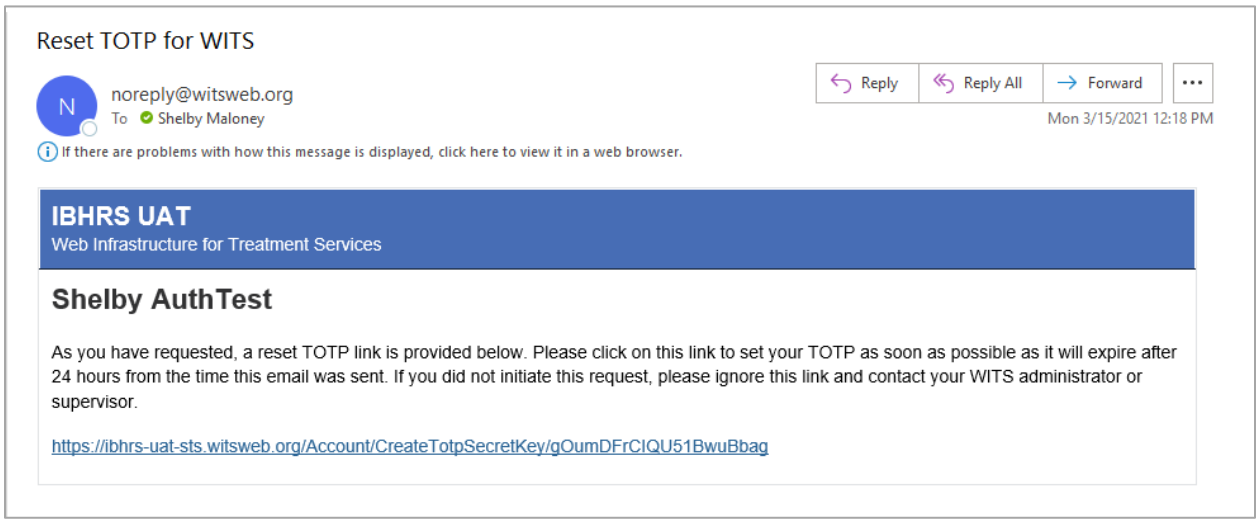


Step 2: On the Reset Credentials screen, choose a security question, and type in the answer. Keep in mind, you should choose something that you will remember, and that the security question answer is case sensitive. Next enter and confirm a password.

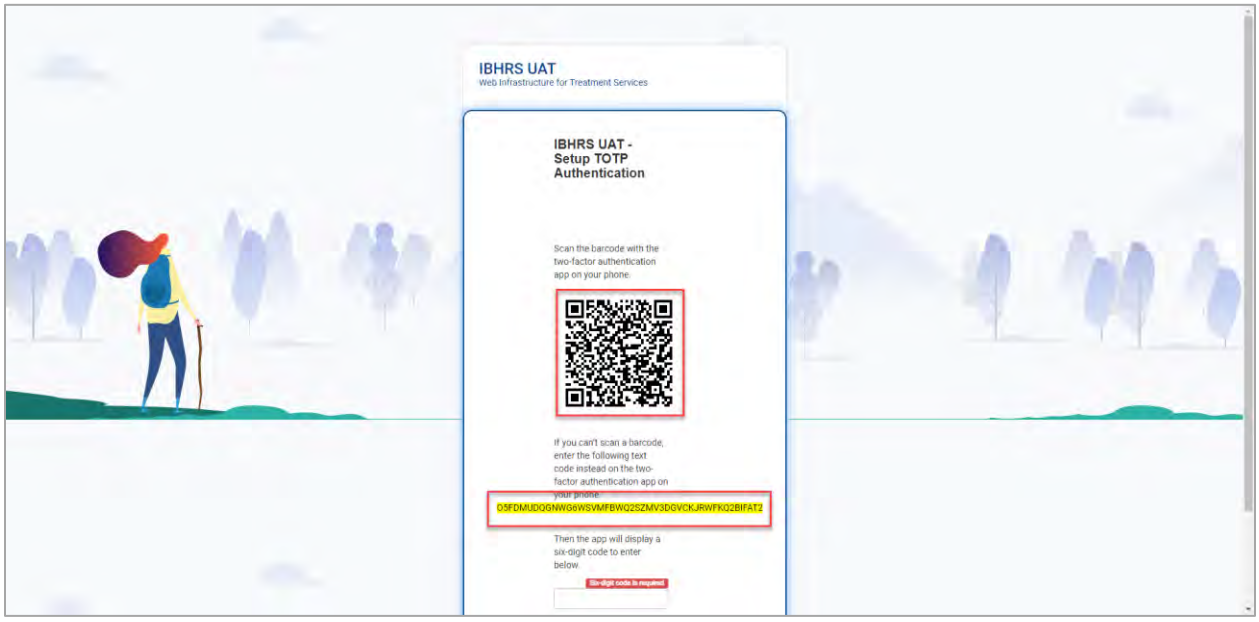


1.3 Set up TOTP Authentication

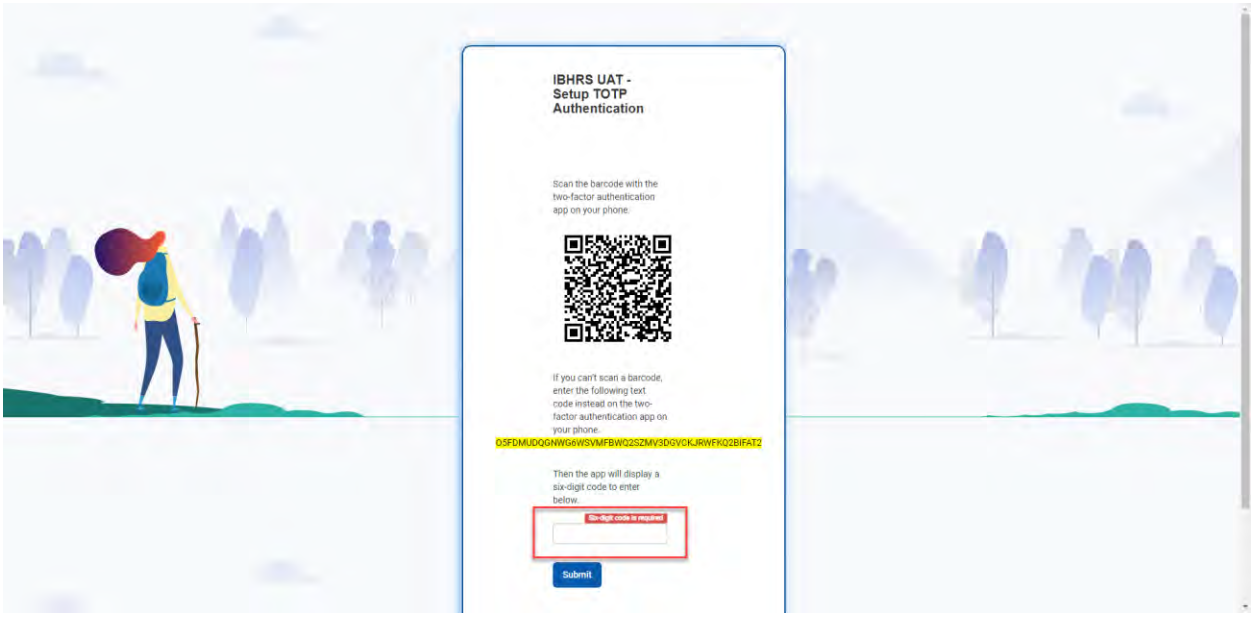
Step 1: After you have set up your security question and password, a TOTP Authentication Link will be sent to your email address. Click the link in the email sent to you to set up your TOTP Authentication.



Step 2: After clicking the link, you'll be taken to the TOTP Authentication page. The page will provide both a QR code and a key – the QR code can be used to set up the TOTP with the authenticator app. Scan the QR Code with your Authentication App. And that will connect your app to IBHRS.

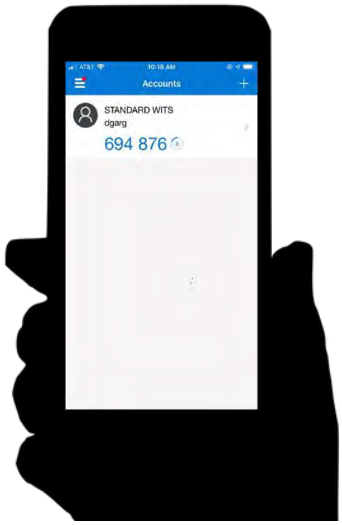


Step 5: Enter the six-digit code from the app onto the TOTP Authentication screen and click “Submit”. Your TOTP is now set up.

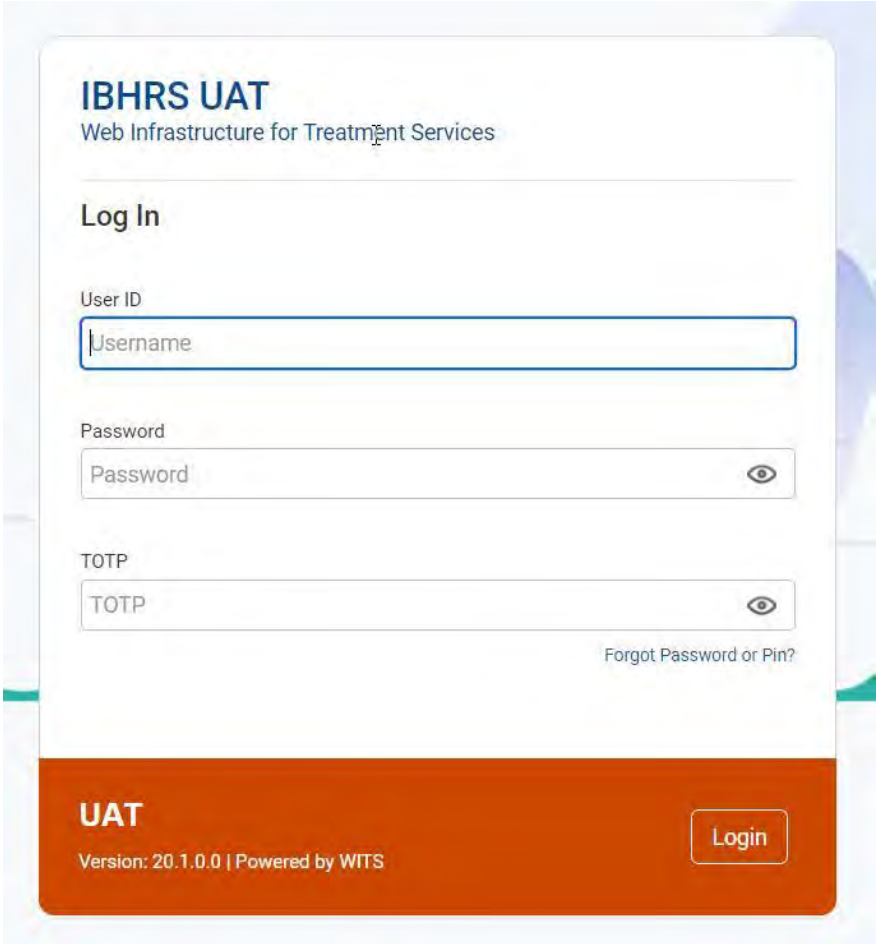


1.4 Login to IBHRS

Step 1. When you log into IBHRS, it will ask for a TOTP code. Open your app to get the code.



Step 2: When logging into IBHRS, put the TOTP code from your phone into the TOTP Field.

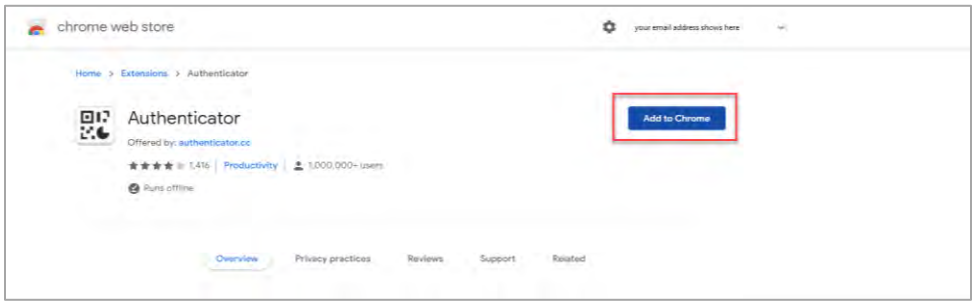


2 For Web Browsers

2.1 Download the Browser Extension and Add to Browser

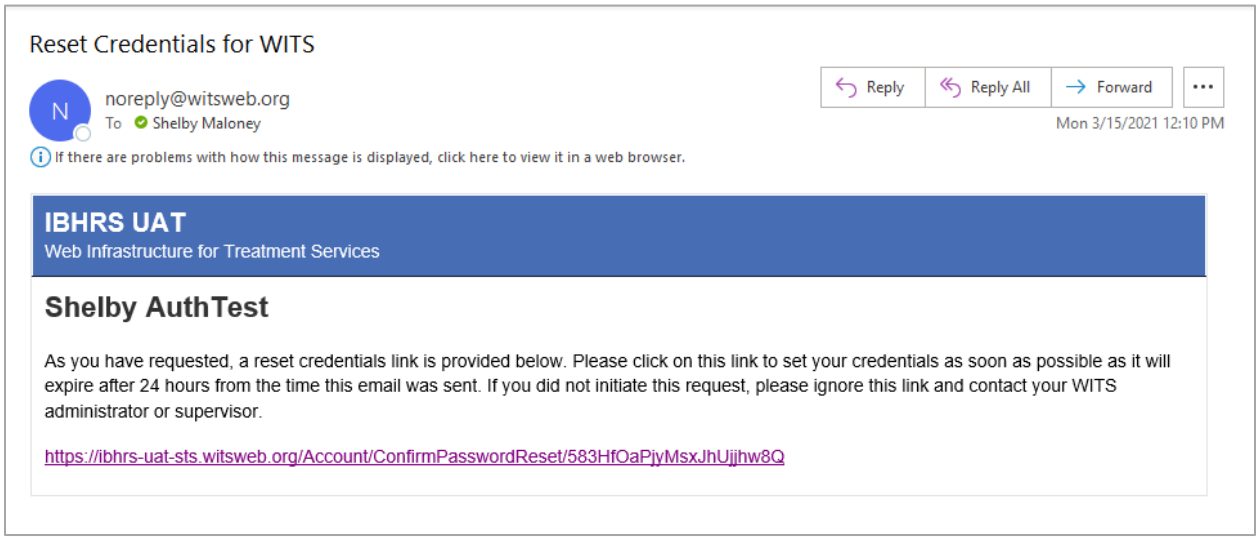
Step 1: When at the https://authenticator.cc/ page, you will be prompted to download. Choose your browser, and Add.

Step 2: Follow the process to download the extension to your browser.

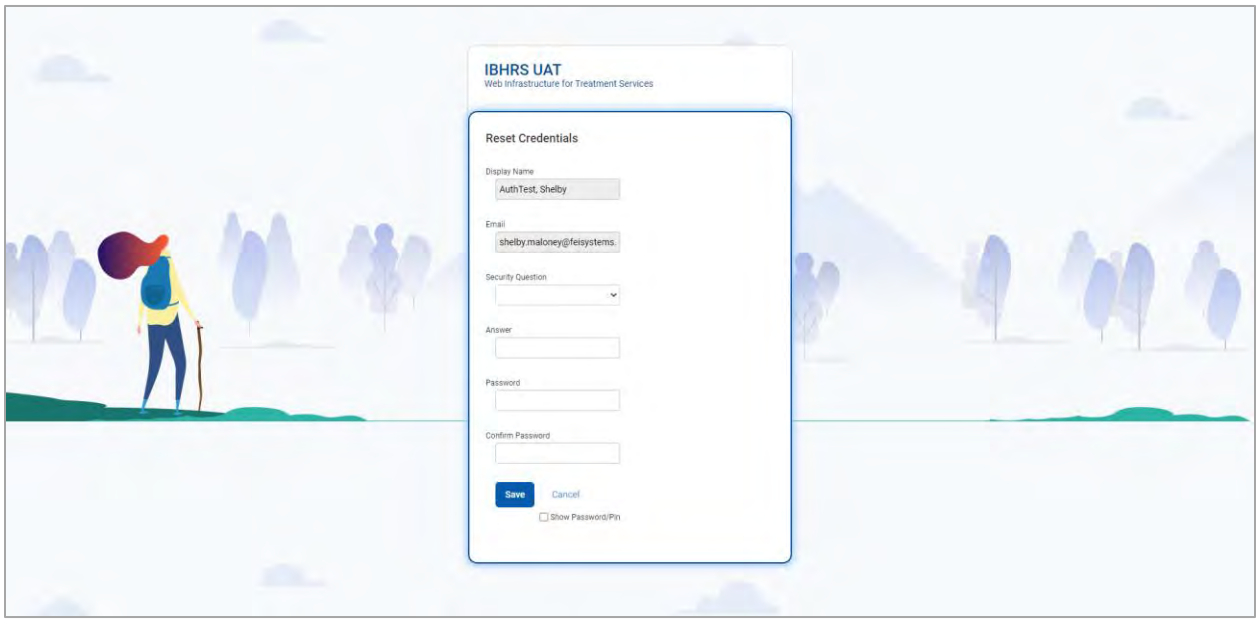


2.2 Set IBHRS Security Question & Password

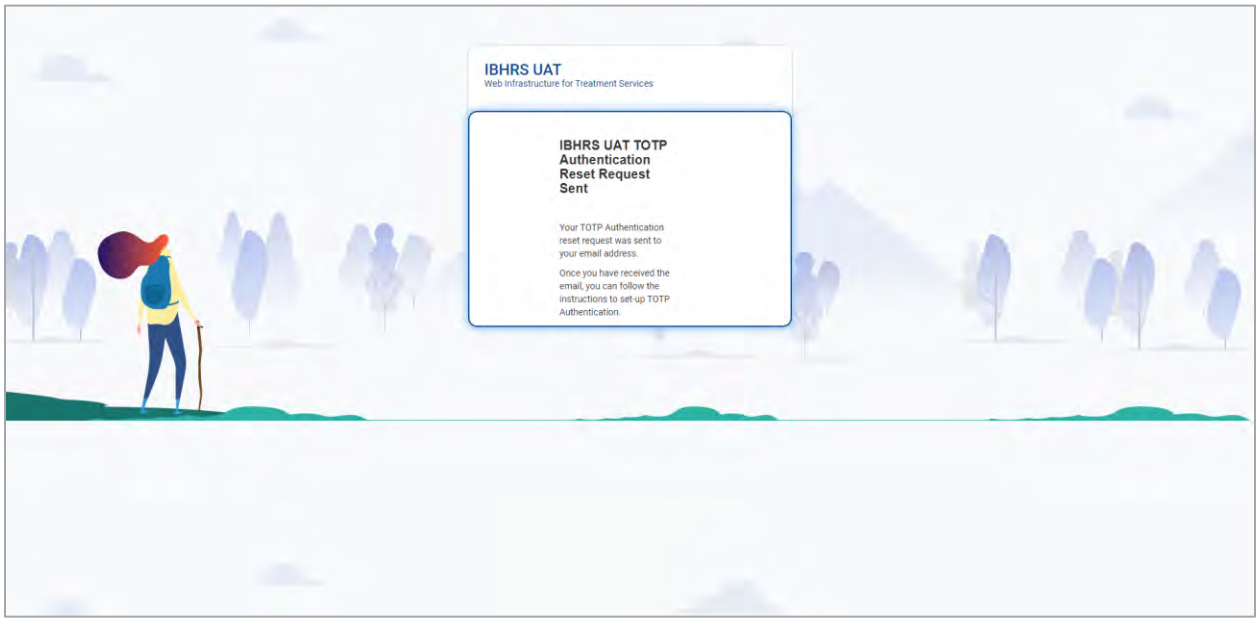
Step 1: When your account has been created, click the link in the email sent to you to set up your security question and password. **This link expires after 24 hours, so it is important to click the link as soon as possible.**



Step 2: On the Reset Credentials screen, choose a security question, and type in the answer. Keep in mind, you should choose something that you will remember, and that the security question answer is case sensitive. Next enter and confirm a password.

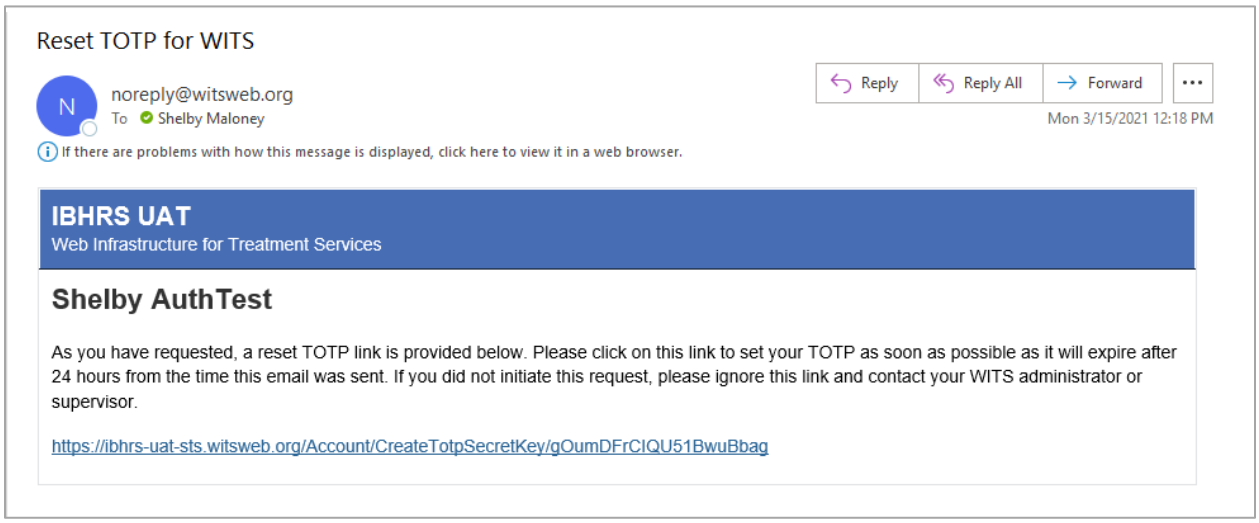


Step 3: After you have set up your security question and password, a TOTP Authentication Link will be sent to your email address.

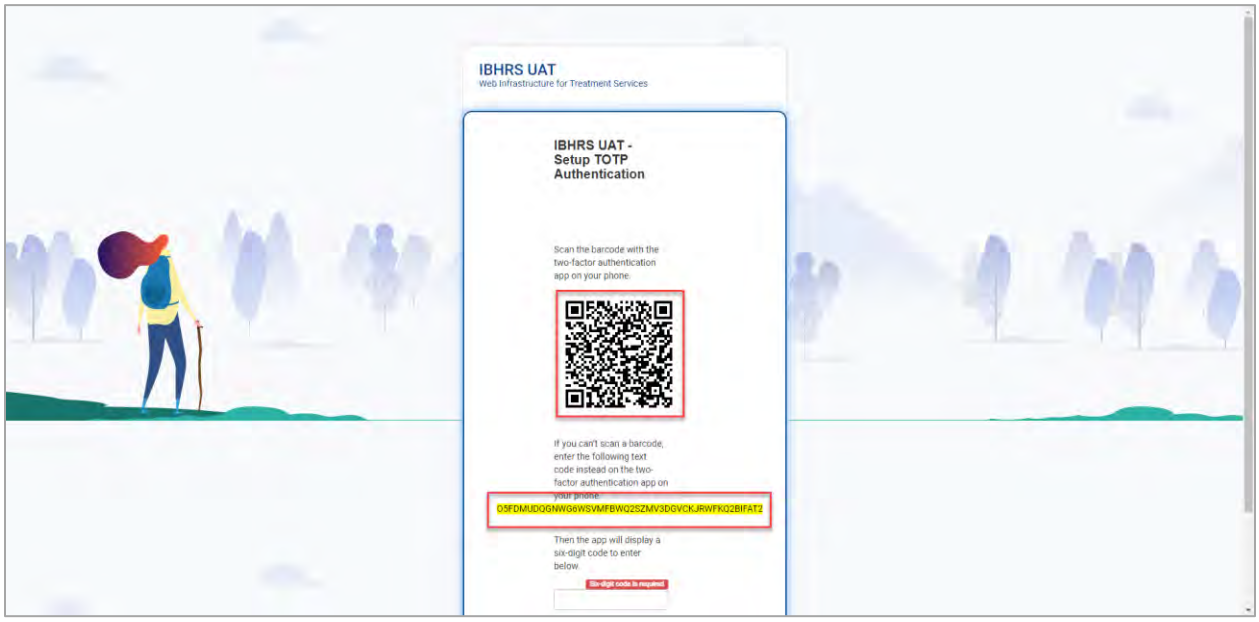


2.3 Set up TOTP Authentication

Step 1: After you have set up your security question and password, a TOTP Authentication Link will be sent to your email address. Click the link in the email sent to you to set up your TOTP Authentication.



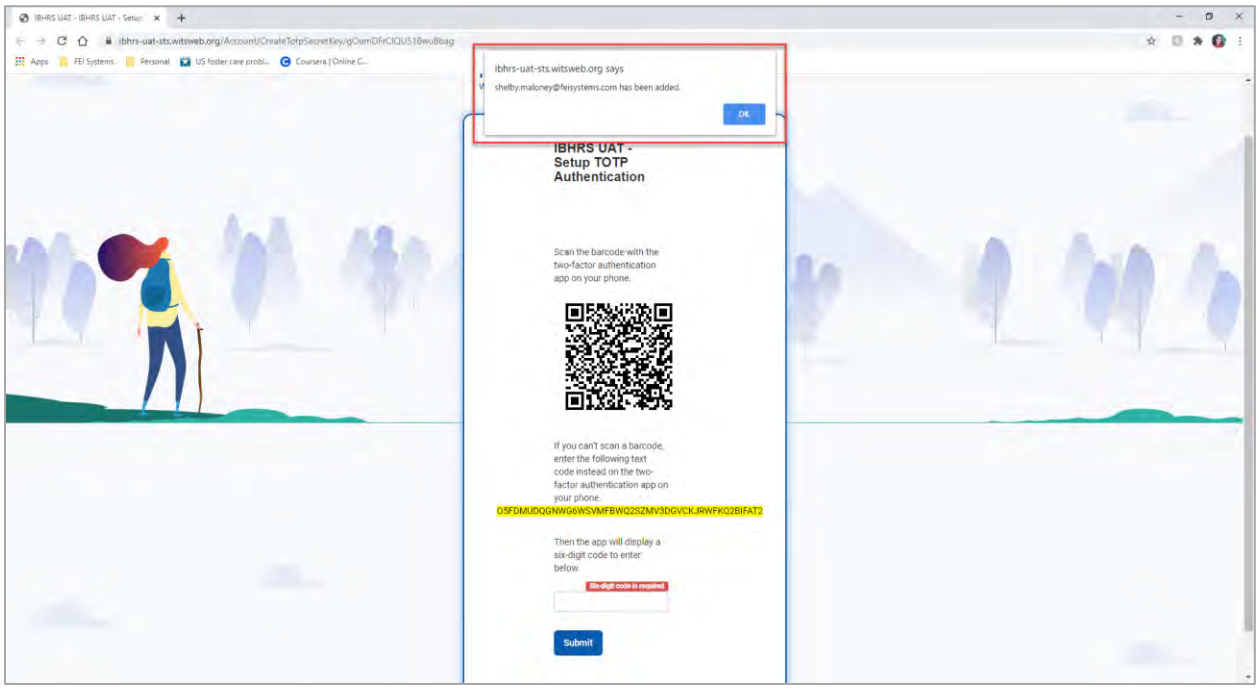
Step 2: After clicking the link, you'll be taken to the TOTP Authentication page. The page will provide both a QR code and a key – the QR code can be used to set up the TOTP with the Browser Extension.



Step 3: While on the screen with the QR code and Key, open the Browser Extension. Click the QR code button on the Browser Extension.

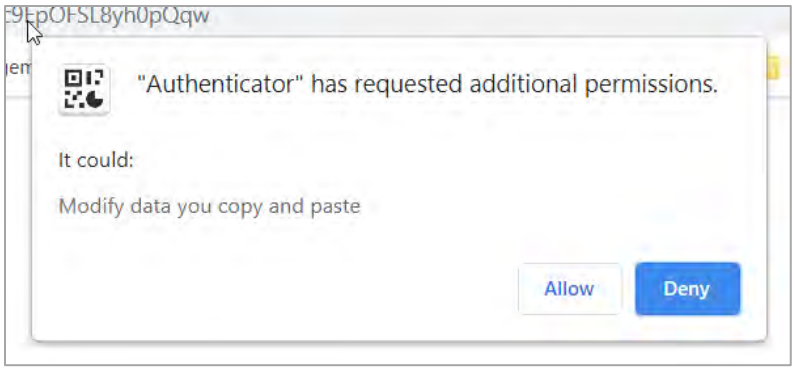
Step 4: The Browser Extension will prompt you to drag your mouse around the QR code on the screen – until you have a box around the QR code.

Step 5: Once you have successfully dragged your mouse around the QR code, the Browser Extension will give a message that the account has been added.

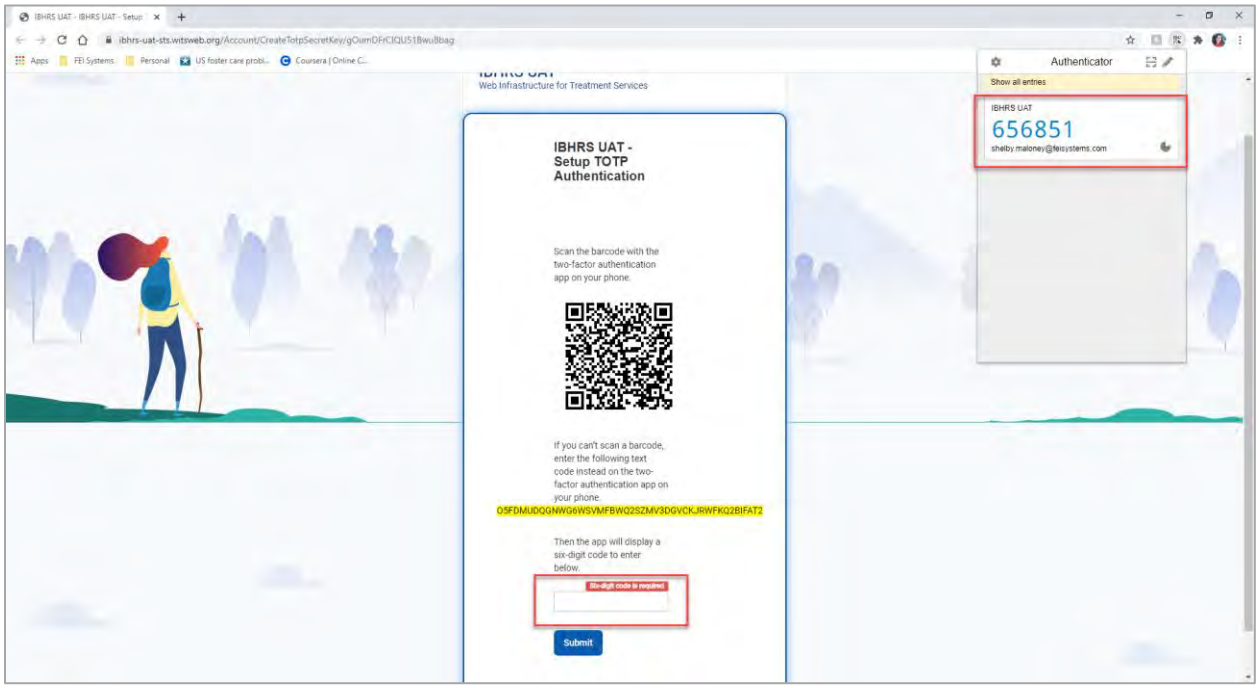


Step 6: Re-open the Browser Extension and enter the six-digit code provided. You can copy/paste or memorize the number provided.

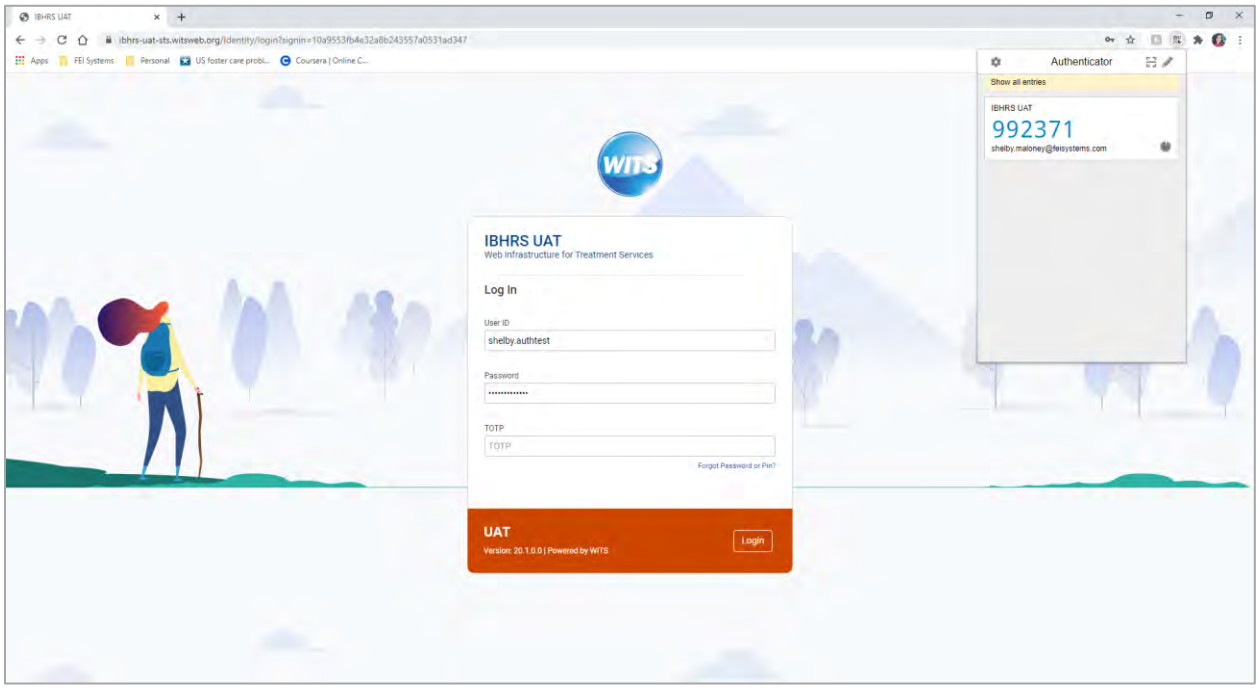
In order to use Copy / Paste, Chrome will require you to allow the authenticator to have additional permissions. Select “Allow.”



You can then click the number within the Authenticator extension, which will copy the value. Then either right-click or hold “Control” and “V” on your keyboard. This will paste the number in the field that states “Six-digit code is required.”



After pasting the number, click “Submit”. Your TOTP is now set up.

2.4 Login to IBHRS

Enter your User ID, Password, and code from the Browser Extension to login.