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Effective January 23, 2024, SanWITS is being updated to require Multi-factor Authentication (MFA) for user account access. MFA is an approach to security authentication that requires the user to provide more than one form of a credential to prove their identity. To accomplish this, a Time-Based One-Time Password (TOTP) code will need to be created to access the system. TOTP is a common form of multi-factor authentication. Unique numeric passwords are generated that use the current time as an input. The time-based passwords are available offline and provide users friendly, increased account security when used as part of the multi-factor authentication process. This can be done with a business smartphone or with the use of browser extensions.

INSTRUCTIONS
**Set-up Multi-Factor Authentication on your Internet Browser**
Download the Browser Extension & Add to Browser
1. Go to https://authenticator.cc/ to download and add the browser extension to your browser
2. Follow the process to download the extension to your browser
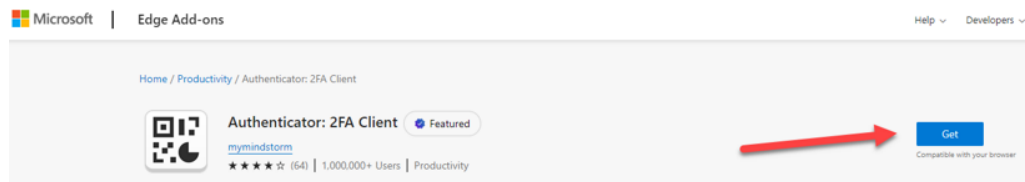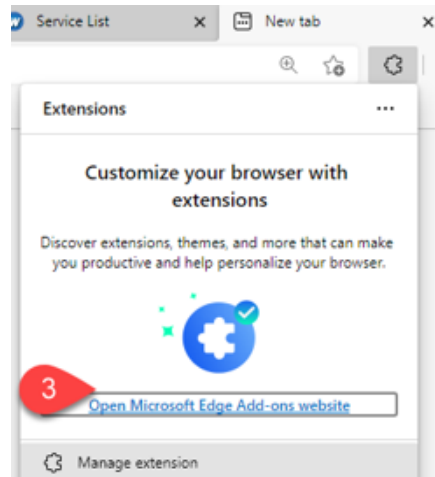

Add Authenticator Plug-in to Browser (Computer)
3. Once Authenticator is installed, add authenticator plug-in to your browser
   Step 1: In MS Edge browser, click on the ellipsis that brings you to browser settings
   ***Step 2***: Find the Extensions menu item in the list that appears
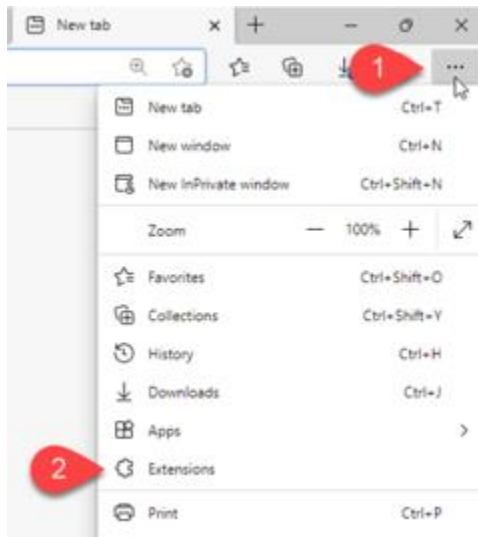
   Step 3: In the Extensions window, choose to Open Microsoft Edge Add-ons website.
   For Chrome, click on the ellipses on browser, click extensions and visit chrome web store.

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Step 4: In the Edge Add-ons window in the search bar, type in Authenticator to add the authenticator extension.

Step 5: Click the "Get" option.
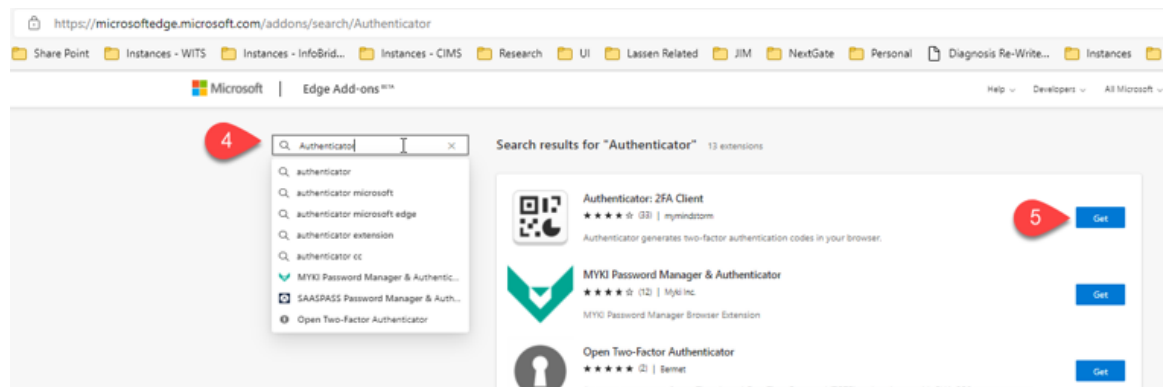
Step 6: Click Add extension to add the Authenticator browser-plug in. Once added, your browser will show the Authenticator icon as shown in the outlined box below.
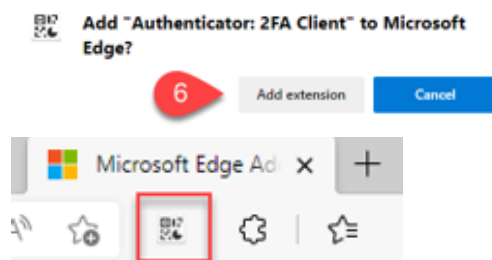
User Tip: For Chrome and FireFox, be sure to pin the Authenticator icon to the toolbar once added. The MS Edge browser pins the icon automatically.

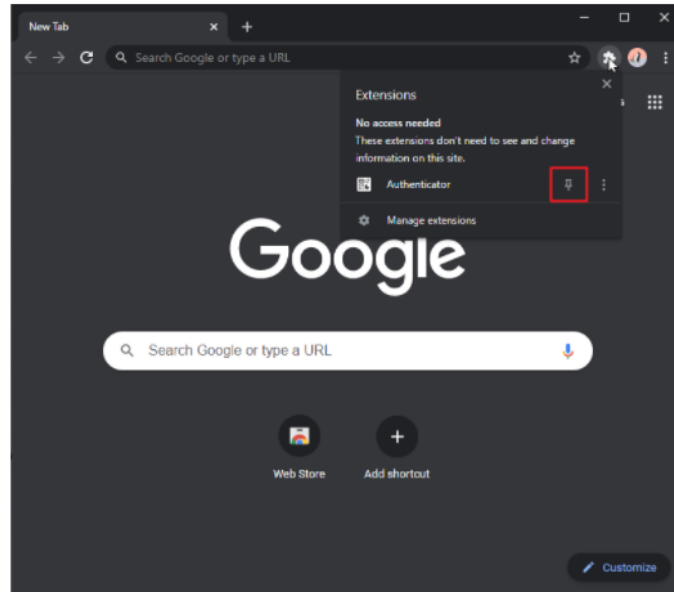SANWITS – MULTI-FACTOR AUTHENTICATION (MFA)
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When you first install Authenticator Extension in Chrome, you should pin its icon to the toolbar.

Set-up SanWITS Access: Security Question and Password

For Existing Users **prior to MFA go live. This includes users with existing password but does not have a TOTP set-up**

1. Log In Screen – User will need to reset password to set-up TOTP Login
   - Click Forgot Password or Pin? Hyperlink
   - User will be asked to reset password. Enter Username

   - User will be asked to answer security question. Password reset email will be sent to your email address.
   - Once new password is set-up, a TOTP Authentication Link will be sent to your email address.

For New Users

1. When your account is created by San Diego, an email will automatically be sent to you from SanWITS.

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- Click the link in the email 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.

- Once password and security question are set-up, a TOTP Authentication Link will be sent to your email address.

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 will 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. If you can't scan a barcode enter the text of the code that is displayed under the QR code instead on the two-factor authentication app on your phone.

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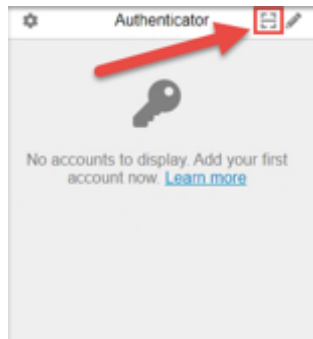
Step 4: The Browser Extension will prompt you to drag your mouse around the QR code on the screen – until you have a box around the QR code.


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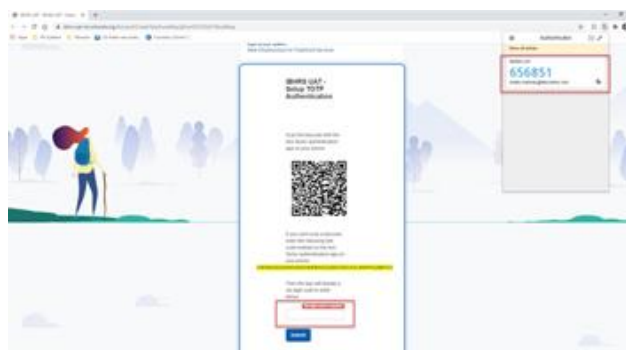
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Step 6: Re-open the Browser Extension and enter the six-digit code provided. You can copy/paste or memorize the number provided.

Note: To use Copy / Paste, Chrome will require you to allow the authenticator to have additional permissions. Select "Allow."
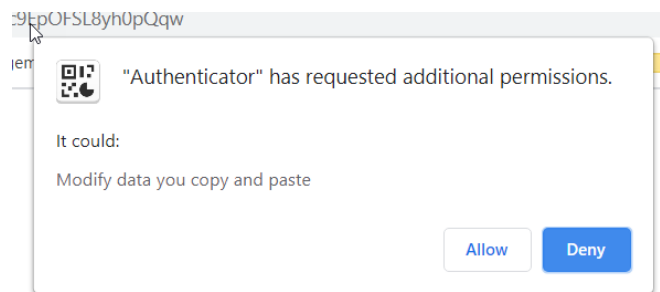
You can then click the number within the Authenticator extension, which will copy the value. Then either right-click or hold "Control" and "V" on your keyboard. This will paste the number in the field that states "Six-digit code is required."


Step 7: After pasting the number, click "Submit". Your TOTP is now set up.

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

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Set-up Multi-Factor Authentication on your Smartphone
1. Download an Authenticator App
   - Download the Microsoft or Google authenticator via the Apple App store or the Google Play Store.
   - Google Authenticator App allows to add multiple accounts for those users that may have more than 1 SanWITS account. For instructions, go to last section of this user guide.
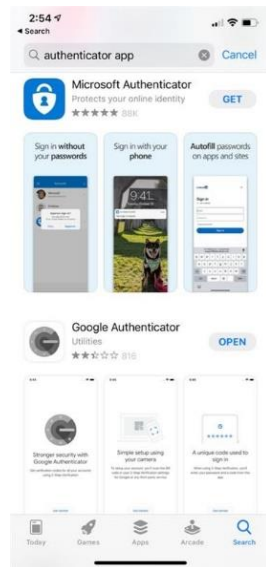
Once the app is downloaded to your Smartphone here are some standard steps to follow:
   - Open the app and go through the steps for adding a new account.
   - Each MFA app may have different instructions for adding a new account. However, typically, you will be prompted to scan for a QR code as this is a common MFA app feature.
   - Scan the QR code received in your Setup TOTP email.

Set-up SanWITS Access: Security Question and Password
For Existing Users **prior to MFA go live. This includes users with existing password but does not have a TOTP set-up**
1. Log In Screen – User will need to reset password to set-up TOTP Login
   - Click Forgot Password or Pin? Hyperlink

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- User will be asked to reset password. Enter Username

Reset your password by email

Username
witscheryl

Submit

- User will be asked to answer security question. Password reset email will be sent to your email address.
- Once new password is set-up, a TOTP Authentication Link will be sent to your email address.

For New Users

1. When your account is created by San Diego, an email will automatically be sent to you from SanWITS.
   - Click the link in the email 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.

- Once password and security question are set-up, a TOTP Authentication Link will be sent to your email address.

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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 that was sent to you by SanWITS to set up your TOTP Authentication.

Step 2: After clicking the link, you will 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 SanWITS. If you can't scan a barcode enter the text of the code that is displayed under the QR code instead on the two-factor authentication app on your phone.

Step 3: Enter the six-digit code from the app onto the TOTP Authentication screen and click "Submit". Your TOTP is now set up.
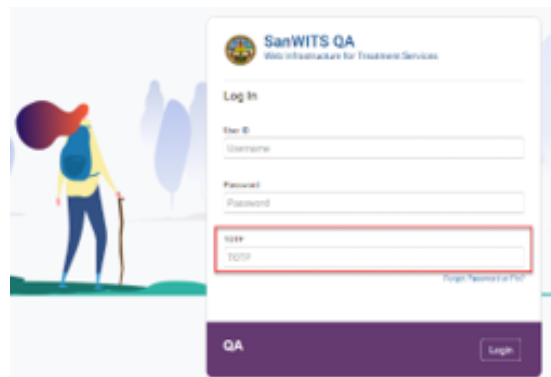
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Login to SanWITS using the MFA on your smartphone

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

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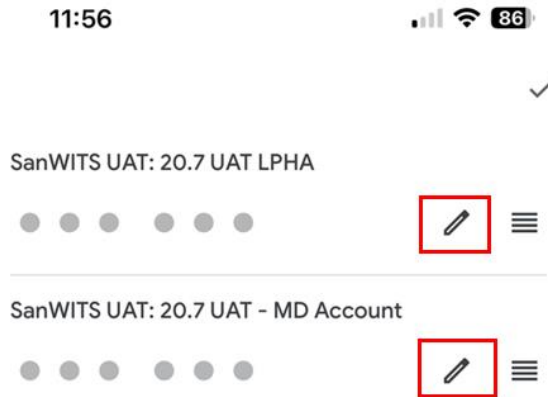

Setting up multiple accounts on your smartphone

With the **Google Authenticator** you could add and rename multiple accounts for easier management. Below you'll find a screenshot of how to add a second account and how to rename it.

1. To add another account, click on the "+" link at the bottom right side of the google authenticator screen

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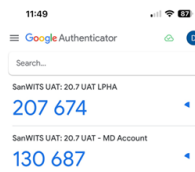
2. To rename a TOTP account, hold on the account for about 2 seconds until the edit icon appear as shown below. Click on the pencil icon to edit account name.

11:56

✓

SanWITS UAT: 20.7 UAT LPHA

● ● ● ● ● ●   ✏ ☰

SanWITS UAT: 20.7 UAT - MD Account

● ● ● ● ● ●   ✏ ☰

Rename the account on the area below.

12:01

< 　　　Edit account　　　🗑

Account
20.7 UAT - MD Account

Associated account
Where should this Authenticator code be stored?

D david.sheaves@yahoo.com   ✓