

Installing the NetIQ Authenticator App

1. Download the NetIQ Advanced Authentication app on your smartphone in one of the following ways:

- Navigate to **App store** and search for the **NetIQ Advanced Authentication** app.

OR

- Scan the following QR code in your **smartphone camera app** to navigate to the app download page in the store:



2. Perform the following action to install the app in your smartphone:

- iOS: Tap **Get**

Launching the NetIQ Authenticator App

1. Tap the  NetIQ Auth app icon to run the NetIQ Advanced Authentication app.
2. Accept the license agreement.
 - A message "New PIN" is displayed.
3. Specify a PIN to access the app and tap **OK**. (*The PIN code can only be numbers*)
 - A message "NetIQ Auth" Would Like to Send You Notifications is displayed.
4. Tap **Allow** to enable the push notification.
 - This will allow the "Push to Accept" functionality, otherwise the one-time code must be entered each time.

Enabling Touch ID or FaceID for NetIQ Authenticator App access

TouchID or FaceID options are only available if your smartphone device supports this functionality.

1. In the  NetIQ Authenticator App, tap the  menu icon.
2. Tap **Settings**.
3. Set **Touch ID** to **ON** to enable fingerprint authentication.
4. Set **FaceID** to **ON** to enable face authentication.
 - The fingerprint you set for the phone is used as a touch sensor for your app.

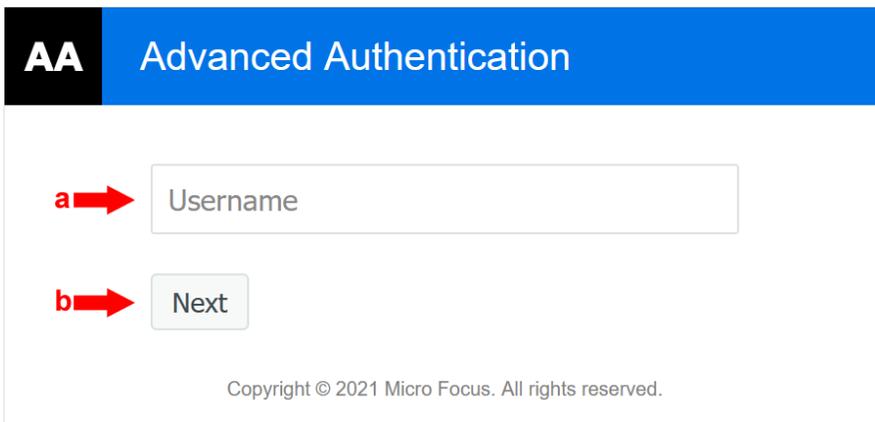
Enrolling your smartphone as a second factor

On your computer's web browser

1. Navigate to the Georgia Court of Appeals Multifactor Self-Service portal:

- <https://aas.gaappeals.us/account>

2. Enter your **COA username** and click the **Next** button:



AA Advanced Authentication

a → Username

b → Next

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3. Enter your **COA password** and click the **Next** button.

Password

Directory Password

a →

Show

b →

Next

Cancel

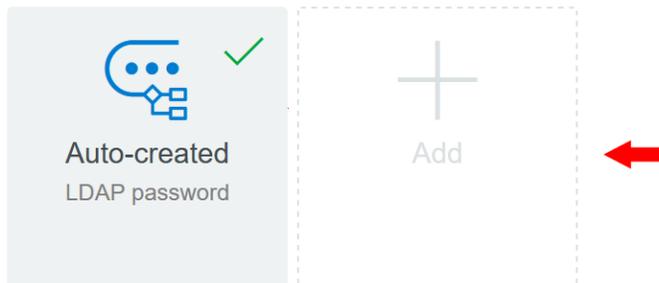
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- On the Authentication Methods page, click the **Add** button.

Authentication Methods

Enrolled methods are authenticators that you have already enrolled, and can be used to sign in. OTP methods are one-time password authenticators.

Your Enrolled Single Methods for sign in

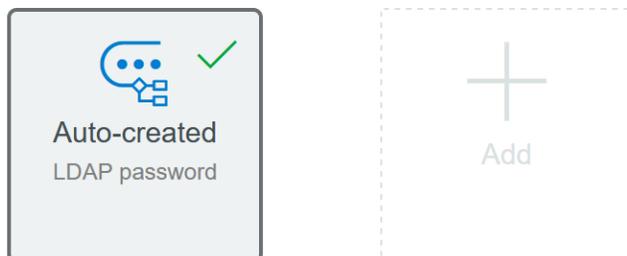


Auto-created
LDAP password

Add

Your Enrolled Sequences for sign in

LDAP Password Only



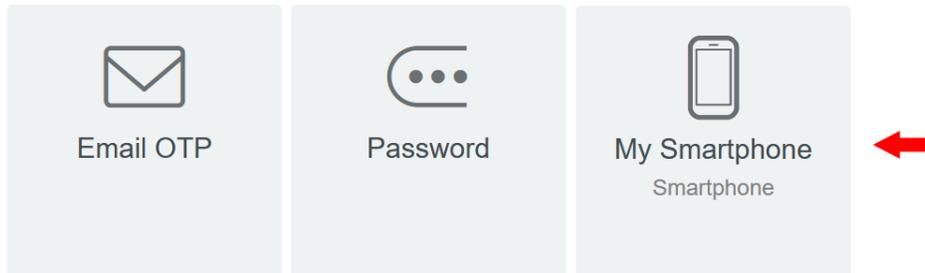
Auto-created
LDAP password

Add

- Select **Smartphone** from the available second factor methods.

Available Methods for Enrollment

Select an authentication method for enrollment. Once enrolled, the method can be used for sign in. OTP methods are one-time password authenticators.



Warning - the QR Code must be scanned within 2 minutes of clicking the "Get QR Code" button. It is recommended to have the NetIQ Advanced Authentication app open on your smartphone in advance.

6. Click the **Get QR Code** button, a QR code will be displayed.

- *If the enrollment times out, click the cancel button and restart the process.*

Smartphone

The Smartphone method allows authentication with your smartphone. It is an out-of-band authentication. The NetIQ Advanced Authentication application sends a push message to your smartphone, which you can accept or reject. Installing the NetIQ Advanced Authentication mobile app on your smartphone is required.

Display Name

My Smartphone

To enroll, get a QR code and scan it using the Advanced Authentication mobile app:

Get QR Code



- As a backup method, the AdvAuth mobile app provides an OTP code if internet connection is not available on your smartphone.

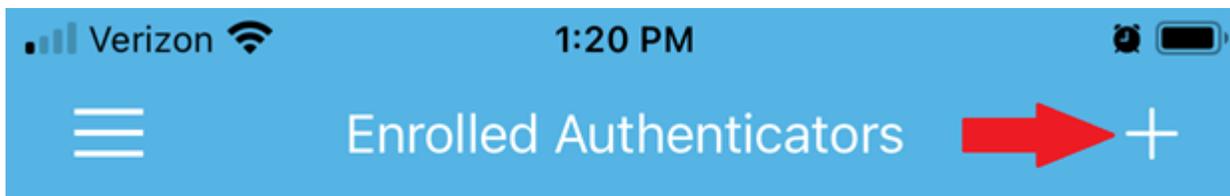
Save

Cancel

On your smartphone in the NetIQ Advanced Authentication App

7. Tap the + icon on the upper-right of the Enrolled Authenticators screen.

- A message Advanced Authentication Would like to Access the Camera is displayed.

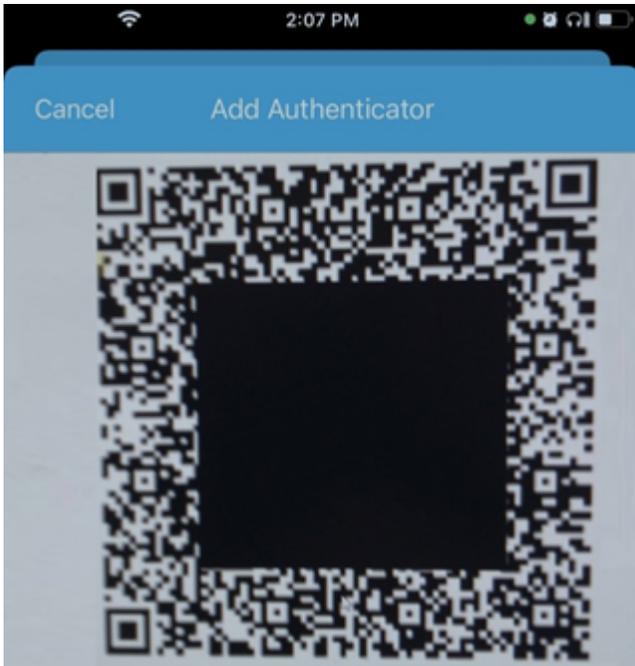


Use the TOTP (time based one-time password) generated to connect to an application

8. Tap **OK**.

9. Use the camera of your smartphone to capture the QR code using the NetIQ Advanced Authentication app.

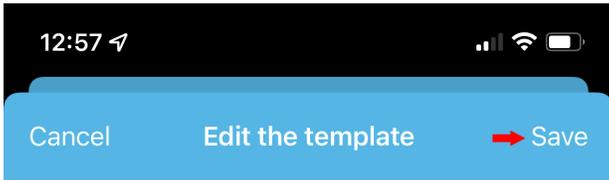
- The screen closes automatically when a green square appears over the QR code indicating that a compliant QR code is captured.



10. Specify **COA** for the **Account** text box.

11. Tap **Save** on your smartphone app

- The authenticator that you enrolled is displayed in the Enrolled Authenticators screen of your smartphone app.



Account

Additional information

Delete



On your computer's web browser

12. Return to the MFA Self-Service Portal on your computer, a message should state **Enrollment is complete**. Click the **Save** button.

Smartphone

The Smartphone method allows authentication with your smartphone. It is an out-of-band authentication. The NetIQ Advanced Authentication application sends a push message to your smartphone, which you can accept or reject. Installing the NetIQ Advanced Authentication mobile app on your smartphone is required.

Display Name

My Smartphone

✔ Enrollment is complete



To enroll, get a QR code and scan it using the Advanced Authentication mobile app:

Get QR Code



b • As a backup method, the AdvAuth mobile app provides an OTP code if internet connection is not available on your smartphone.



Save

Cancel

13. The smartphone authentication method should appear in the list of available authentication methods for multifactor authentication.

AA

Advanced Authentication

Authentication Methods

Enrolled methods are authenticators that you have already enrolled, and can be used to sign in. OTP methods are one-time password authenticators.

Your Enrolled Single Methods for sign in

 ✔ Auto-created LDAP password	 ✔ My Smartphone Smartphone	 ✔ Auto-created SMS OTP	 Add
--	--	--	--

Smartphone enrollment has been completed.