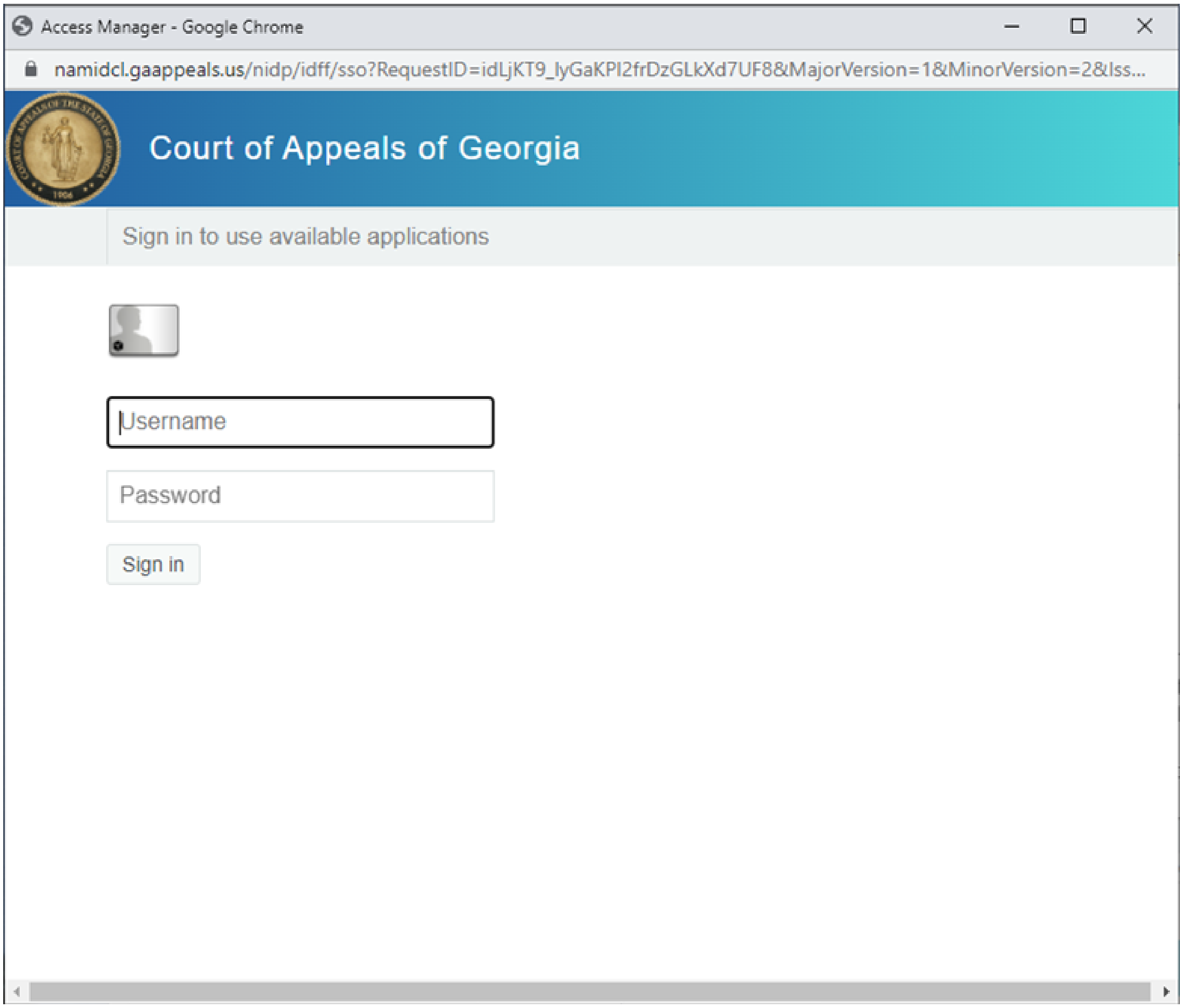
# Multi Factor Authentication Instructions

GCOA will soon require multi-factor authentication (MFA) in order to access the Court's resources. Earlier this year you were encouraged to enroll one of several second factors in preparation for this transition. <**S:\1 - IT TRAINING\MFA Enrollment** >The initial rollout will allow users to choose one of three second factor methods, which are explained in detail at the end of this document:

- One Time Passcode
- SMS Message
- Smartphone

The instructions below will provide an overview of how to go through the MFA sign-on process. The screenshots show the steps to sign into the Docket on a desktop browser. While the view will be slightly different when accessing other resources or on another device (Like a mobile phone or iPad), the steps are the same.

1. Enter your username and password, then click "Sign in"

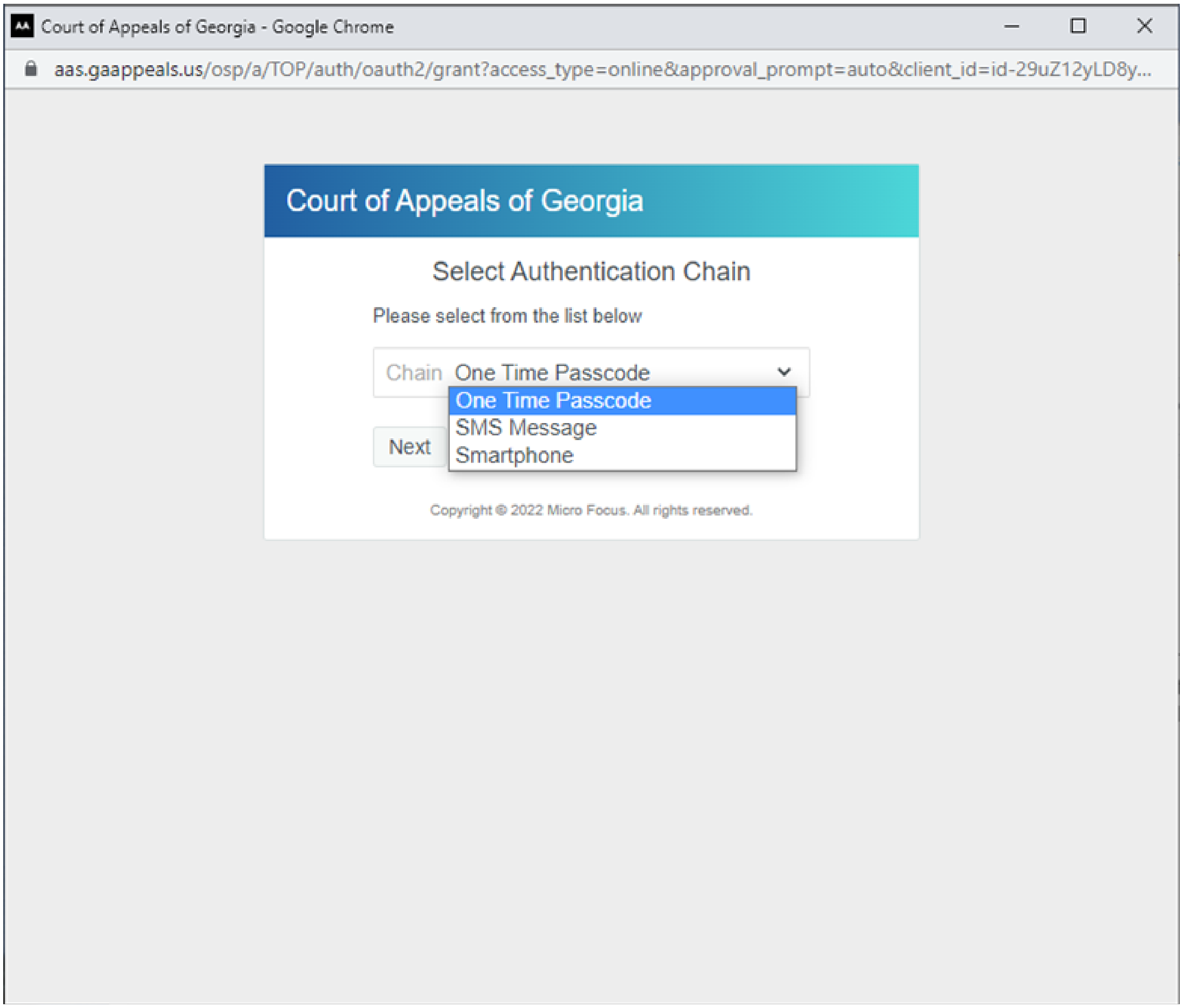


Access Manager - Google Chrome
namidcl.gaappeals.us/nidp/idff/sso?RequestID=idLjKT9_lyGaKPI2frDzGLkXd7UF8&MajorVersion=1&MinorVersion=2&Iss...
Username
Password
Sign in

Court of Appeals of Georgia

Sign in to use available applications

2. Choose one of the MFA methods from the dropdown below. You will only see options here for methods you've previously enrolled.  Once you've selected an option, click "Next" to continue.



Court of Appeals of Georgia - Google Chrome
aas.gaappeals.us/osp/a/TOP/auth/oauth2/grant?access_type=online&approval_prompt=auto&client_id=id-29uZ12yLD8y...
Court of Appeals of Georgia

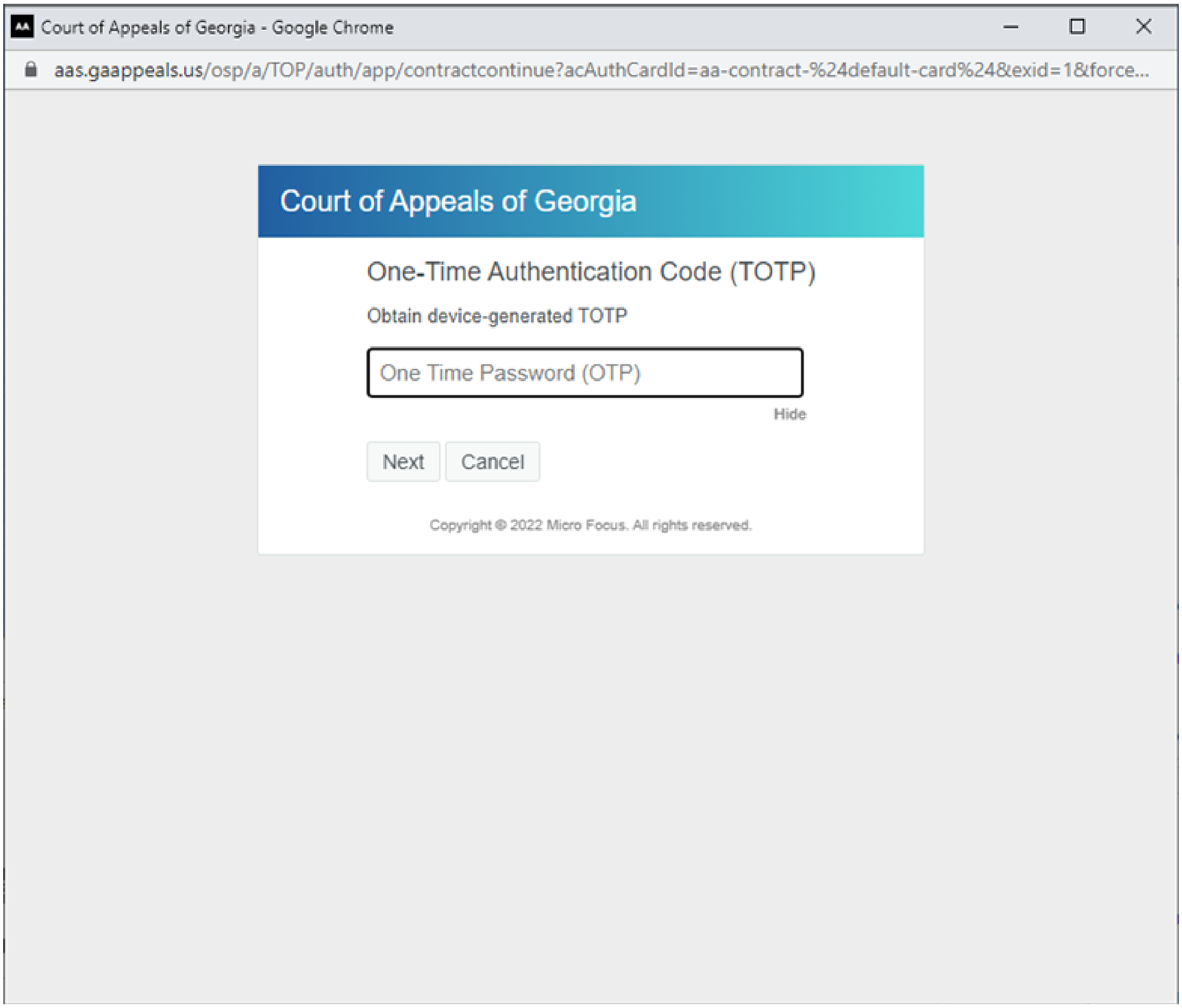
Select Authentication Chain

Please select from the list below

Chain: One Time Passcode

- One Time Passcode
- SMS Message
- Smartphone

3. You will be prompted to enter the One Time Password (OTP) code, which will be delivered to you via whichever method you chose in the previous step. Enter in the code and click "Next" to continue.



Court of Appeals of Georgia - Google Chrome

aas.gaappeals.us/osp/a/TOP/auth/app/contractcontinue?acAuthCardId=aa-contract-%24default-card%24&exid=1&force...

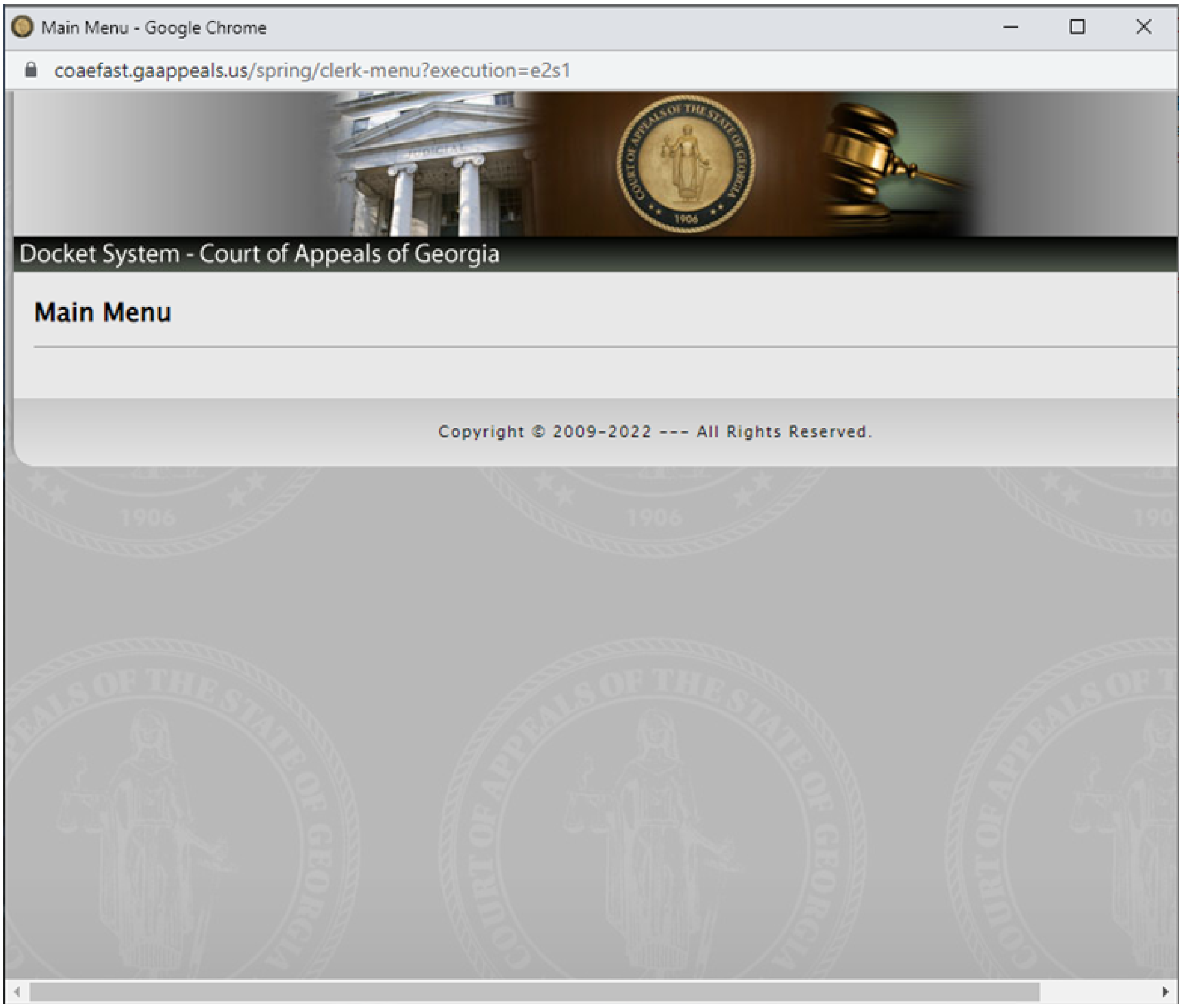
Court of Appeals of Georgia

One-Time Authentication Code (TOTP)

Obtain device-generated TOTP

Copyright © 2022 Micro Focus. All rights reserved.

4. Once the code is entered in, you'll be redirected to the landing page of the resource you were logging into. For example, if you logged into the Docket and went through the previous steps, you would arrive on the main menu page as shown below:



Main Menu - Google Chrome

coaefast.gaappeals.us/spring/clerk-menu?execution=e2s1

Docket System - Court of Appeals of Georgia

Main Menu

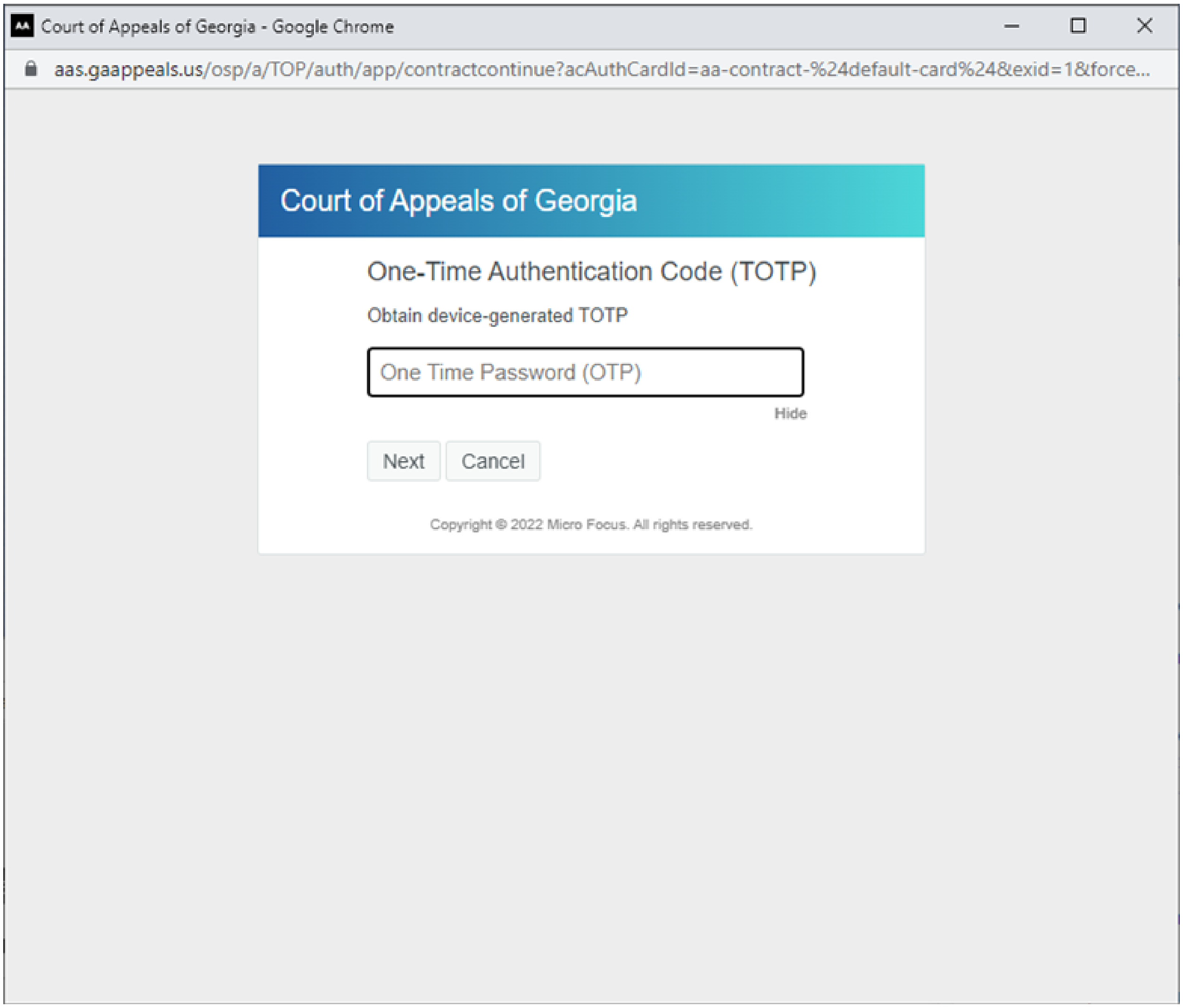
Copyright © 2009-2022 --- All Rights Reserved.

# Second Factor Methods Explained

This section outlines the details of the second factor methods and what their individual log in flows will look like.

## One Time Passcode

This method enables you to authenticate using a time-based-one-time password (TOTP). The TOTP is generated on the NetIQ Advanced Authentication app. Take the code generated in the app and enter into the box asking for the One Time Password.



Court of Appeals of Georgia - Google Chrome

aas.gaappeals.us/osp/a/TOP/auth/app/contractcontinue?acAuthCardId=aa-contract-%24default-card%24&exid=1&force...

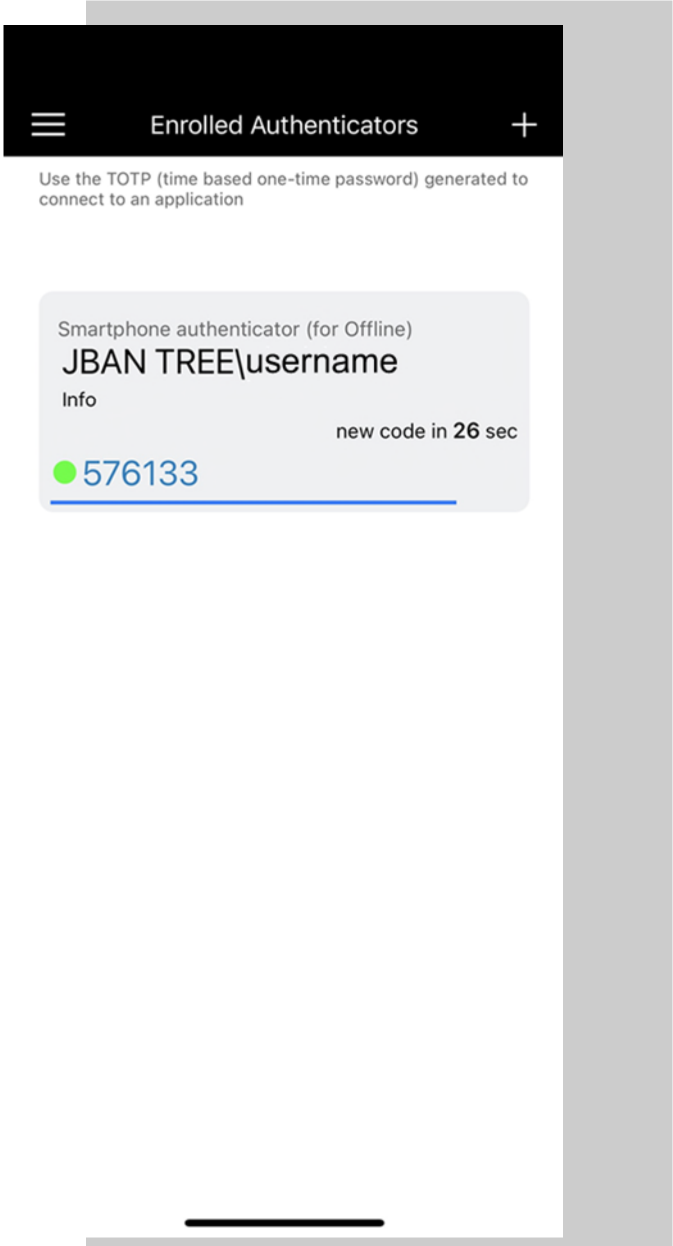
Court of Appeals of Georgia

One-Time Authentication Code (TOTP)

Obtain device-generated TOTP

Copyright © 2022 Micro Focus. All rights reserved.

The code is valid for a short time before changing, and the time remaining before the code changes is shown in the app, as shown in the screenshot below:



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

Smartphone authenticator (for Offline)

JBAN TREE\username

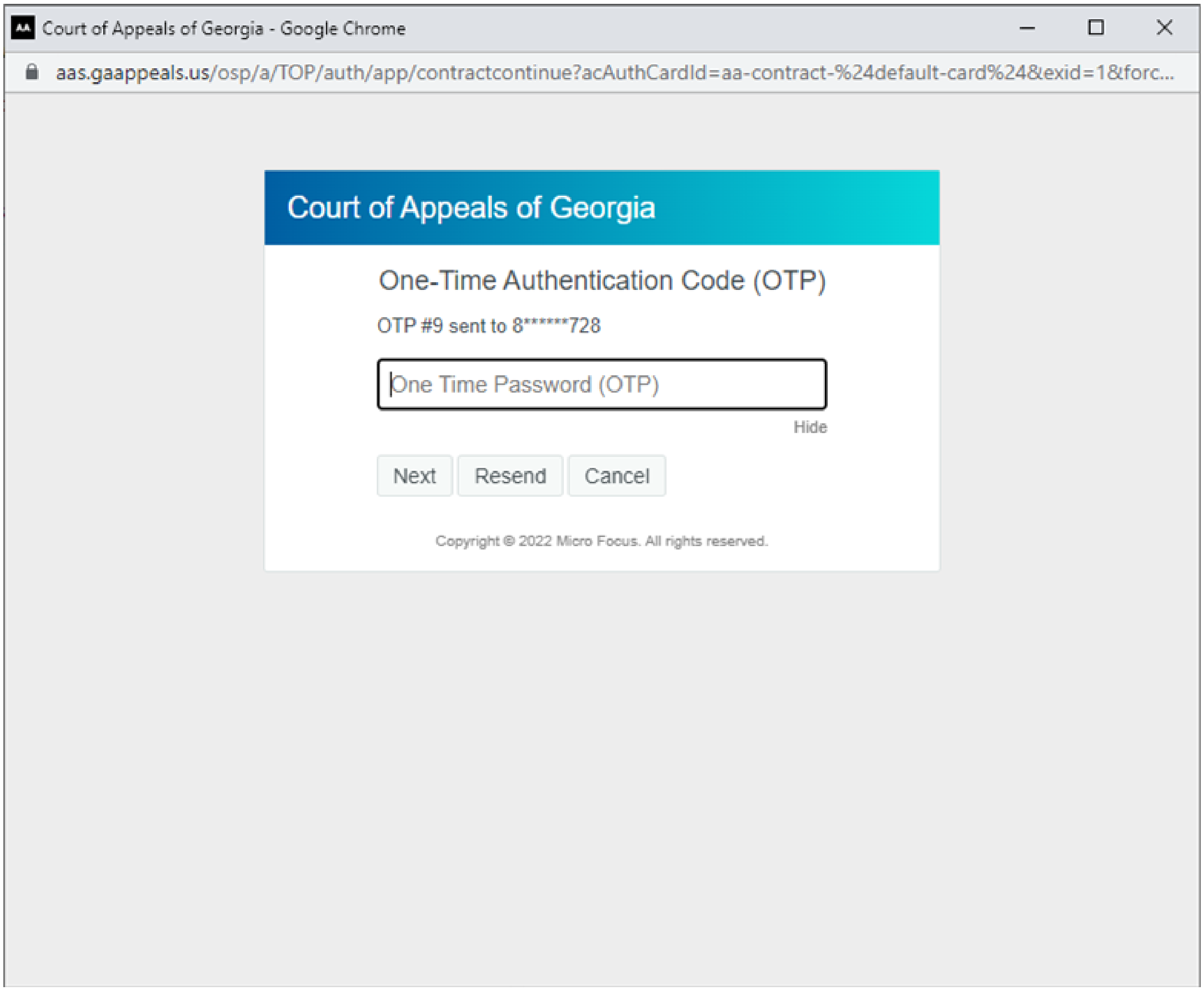
Info

new code in **26** sec

● 576133

## SMS Message

This method generates a password that is sent via text message to the phone number you enrolled. Once you receive the text message with the code, enter the code into the box asking for One Time Password, as shown below:



Court of Appeals of Georgia - Google Chrome

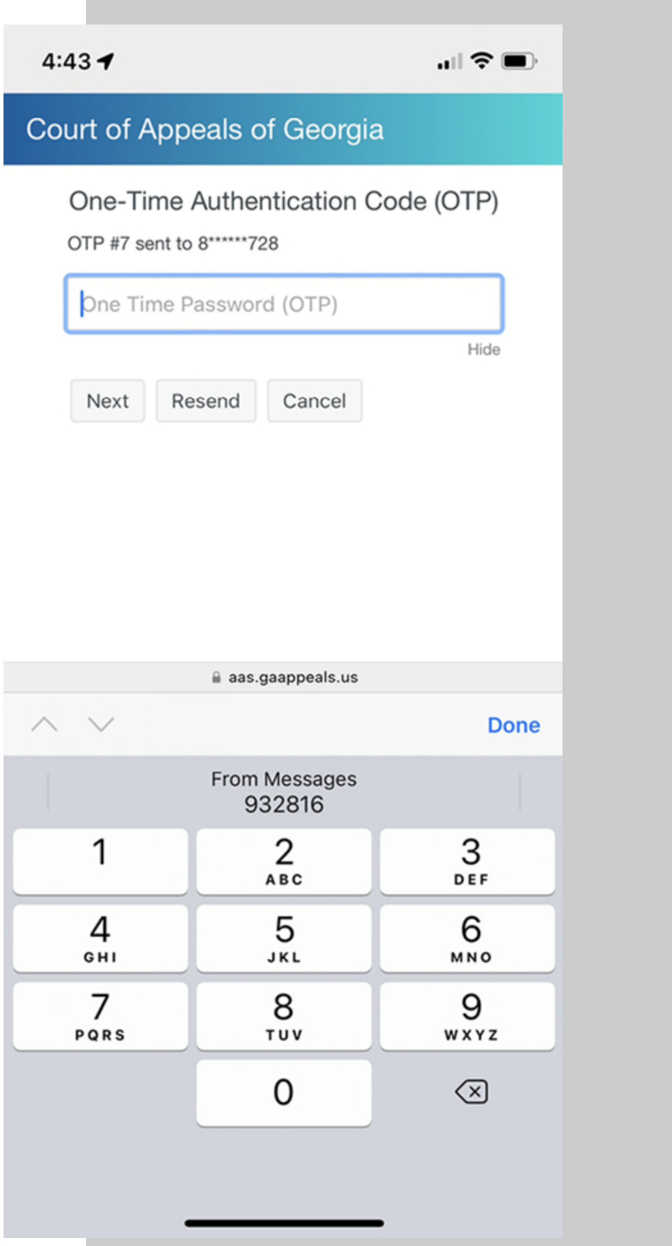
aas.gaappeals.us/osp/a/TOP/auth/app/contractcontinue?acAuthCardId=aa-contract-%24default-card%24&exid=1&forc...

Court of Appeals of Georgia

One-Time Authentication Code (OTP)

OTP #9 sent to 8******728

Copyright © 2022 Micro Focus. All rights reserved.



Court of Appeals of Georgia

One-Time Authentication Code (OTP)

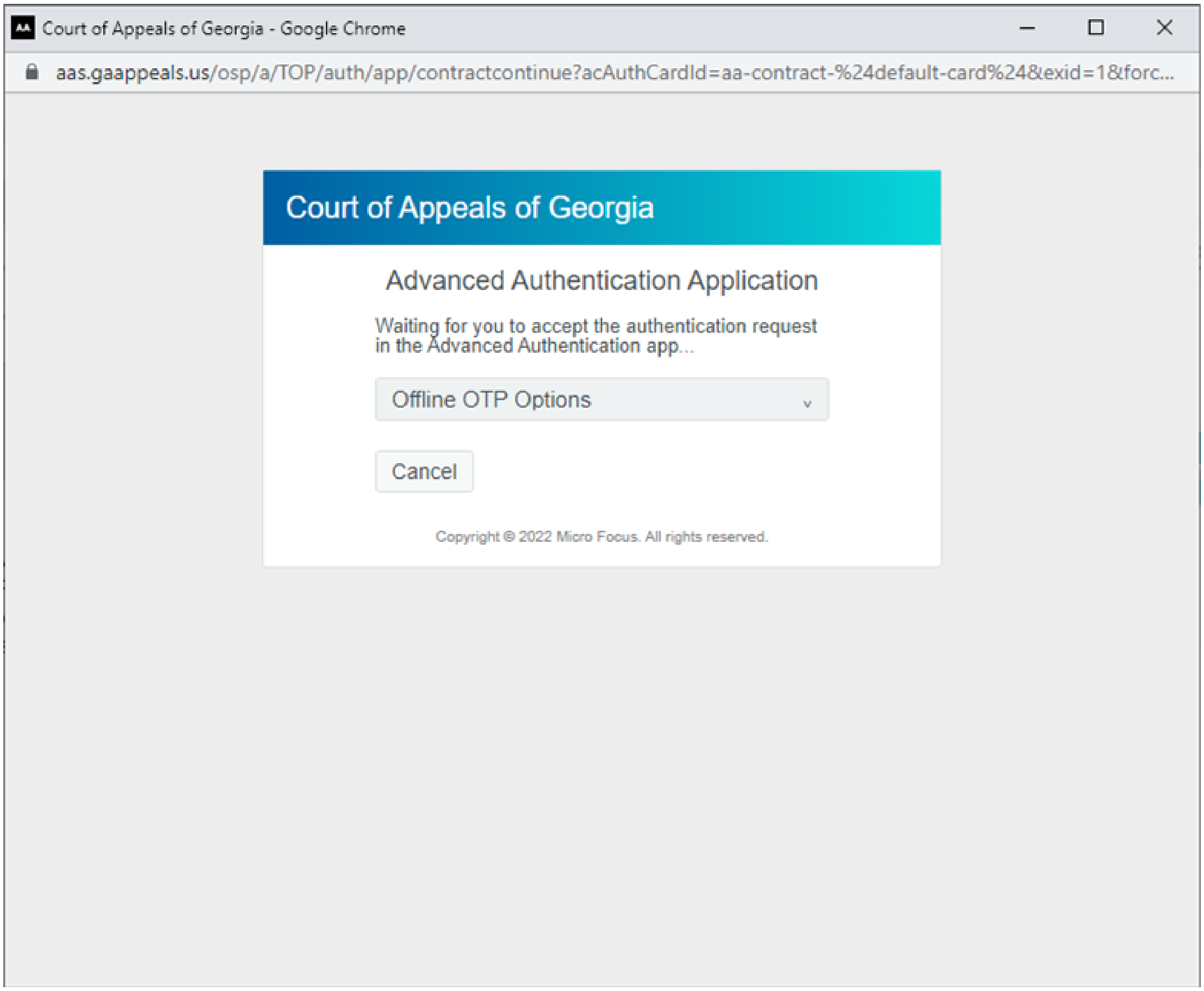
OTP #7 sent to 8******728

One Time Password (OTP)

From Messages
932816

## Smartphone

This method uses the NetIQ Advanced Authentication App. When the device on which this app has been installed is connected to the internet, a push notification with Accept or Reject buttons is displayed and a tap is all that is required to confirm your second factor, as shown below.



Court of Appeals of Georgia - Google Chrome

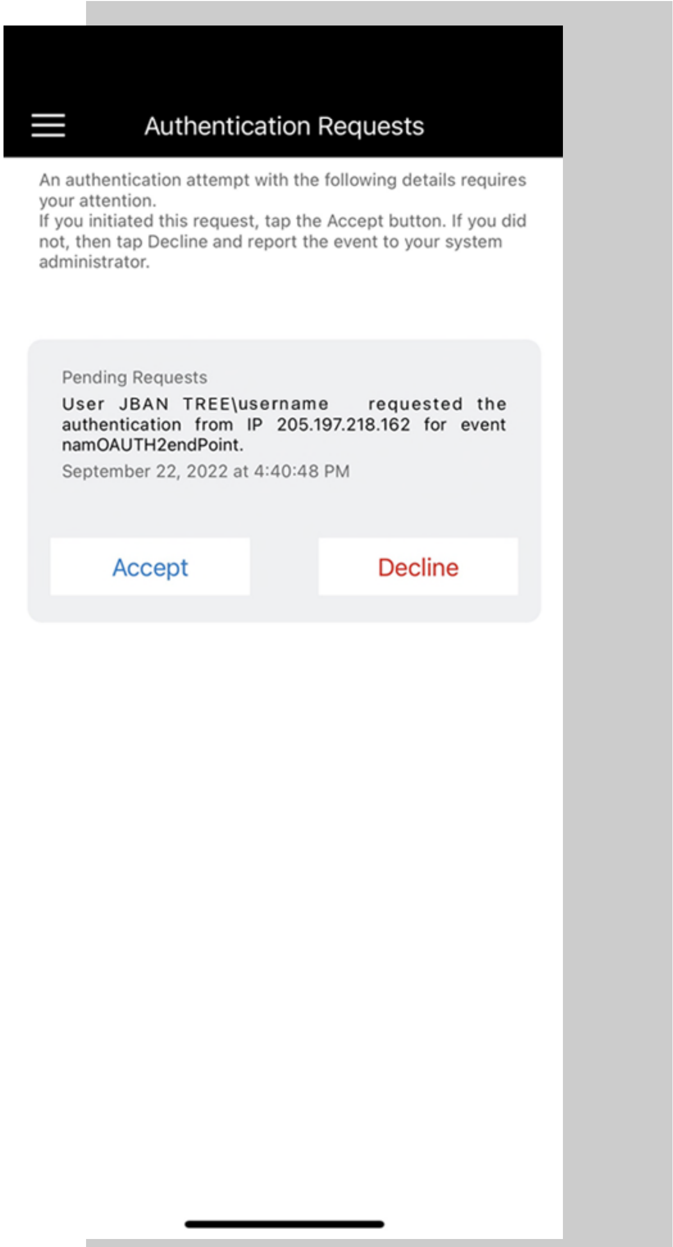
aas.gaappeals.us/osp/a/TOP/auth/app/contractcontinue?acAuthCardId=aa-contract-%24default-card%24&exid=1&forc...

Court of Appeals of Georgia

Advanced Authentication Application

Waiting for you to accept the authentication request in the Advanced Authentication app...

Copyright © 2022 Micro Focus. All rights reserved.



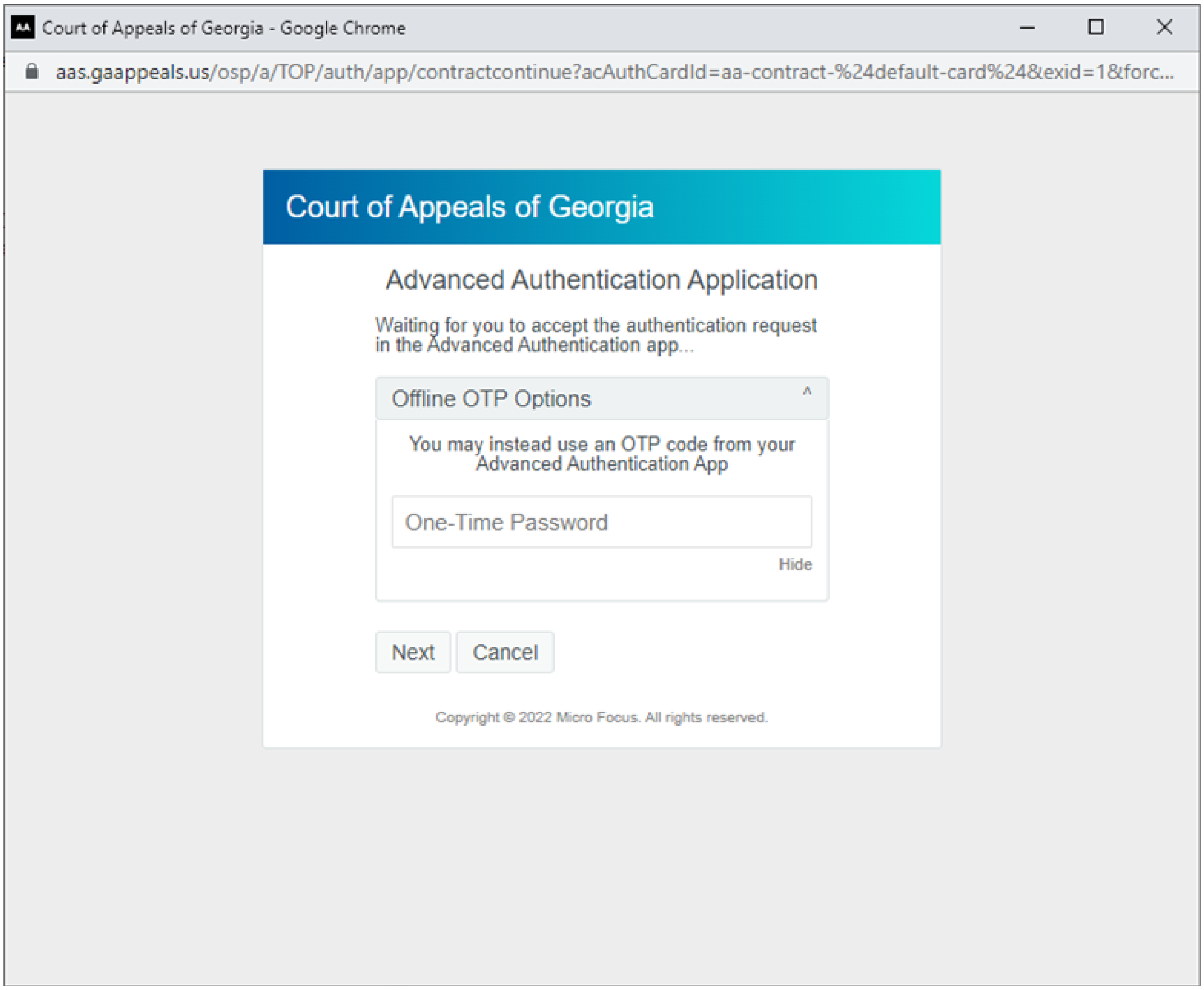
An authentication attempt with the following details requires your attention.
If you initiated this request, tap the Accept button. If you did not, then tap Decline and report the event to your system administrator.

Pending Requests

User JBAN TREE\username requested the authentication from IP 205.197.218.162 for event namOAUTH2endPoint.

September 22, 2022 at 4:40:48 PM

The Smartphone method can still be used to provide a second factor even when offline. Click the "Offline OTP Options" dialog to display an additional field for entering the offline code displayed in the app.



Court of Appeals of Georgia - Google Chrome

aas.gaappeals.us/osp/a/TOP/auth/app/contractcontinue?acAuthCardId=aa-contract-%24default-card%24&exid=1&forc...

Court of Appeals of Georgia

Advanced Authentication Application

Waiting for you to accept the authentication request in the Advanced Authentication app...

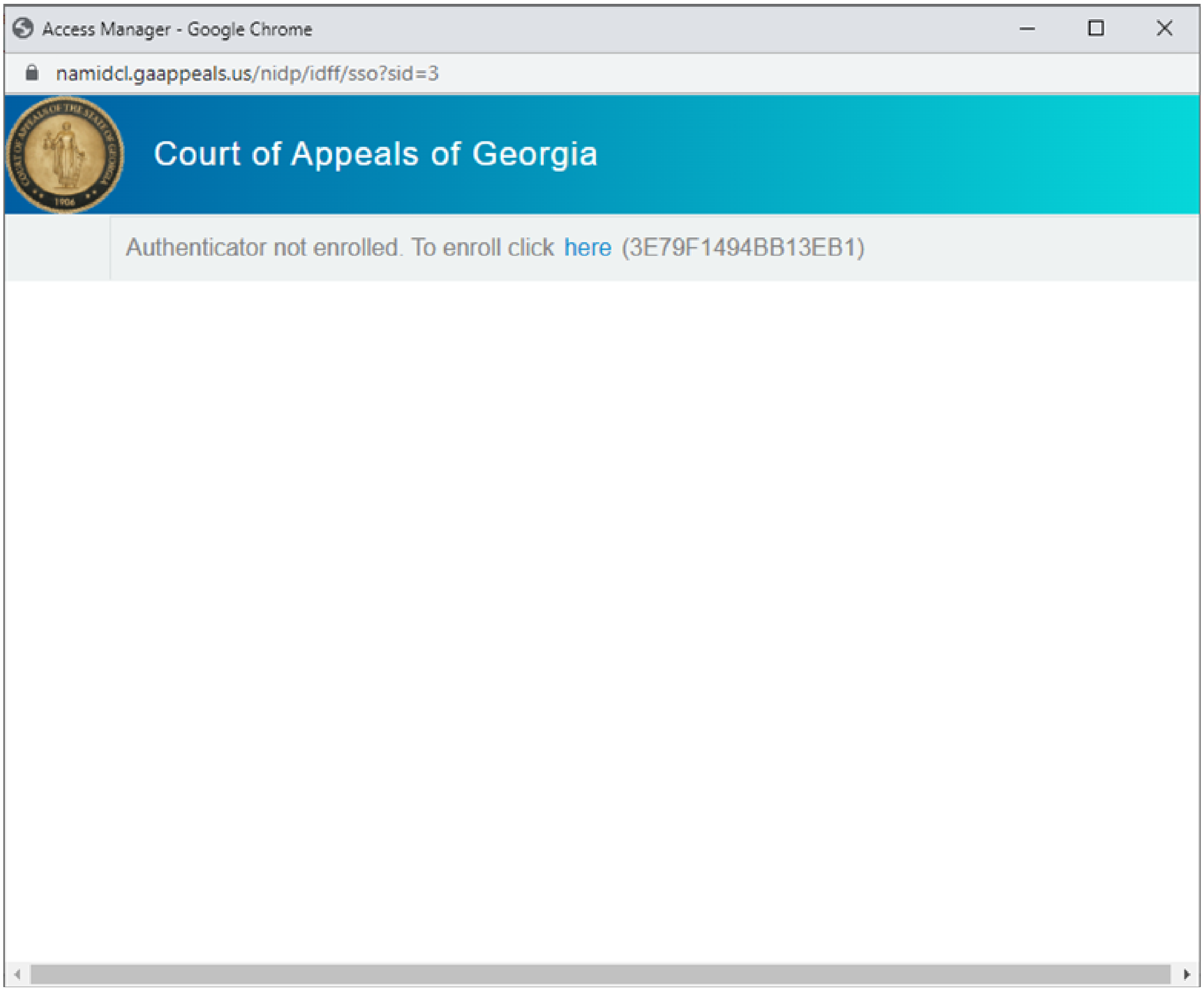
Offline OTP Options

You may instead use an OTP code from your Advanced Authentication App

Copyright © 2022 Micro Focus. All rights reserved.

## FAQ

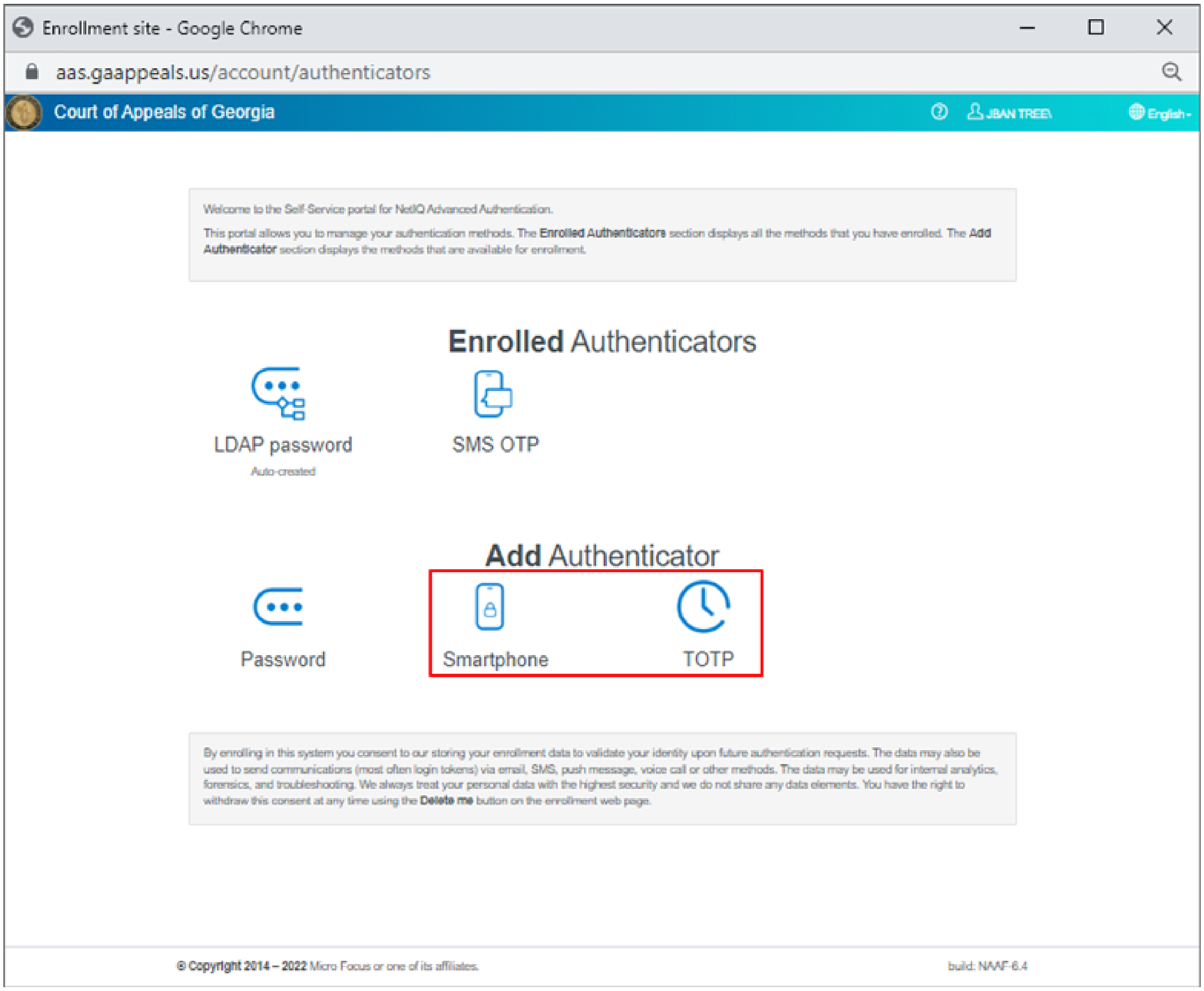
- What happens if I have not yet configured a second factor?
    - After providing your network username and password a message is displayed indicating the same along with a link to the enrollment page.


Access Manager - Google Chrome
namidcl.gaappeals.us/nidp/idff/sso?sid=3
Court of Appeals of Georgia

Authenticator not enrolled. To enroll click here (3E79F1494BB13EB1)

Instructions for registration for iPhones and Androids can be found at S:\1 - IT TRAINING\MFA Enrollment.

- Why do I not see all three options?
  - You have not yet registered for each. Access the enrollment site (https://aas.gaappeals.us/account) to configure additional methods.



Welcome to the Self-Service portal for NetIQ Advanced Authentication.

This portal allows you to manage your authentication methods. The **Enrolled Authenticators** section displays all the methods that you have enrolled. The **Add Authenticator** section displays the methods that are available for enrollment.

By enrolling in this system you consent to our storing your enrollment data to validate your identity upon future authentication requests. The data may also be used to send communications (most often login tokens) via email, SMS, push message, voice call or other methods. The data may be used for internal analytics, forensics, and troubleshooting. We always treat your personal data with the highest security and we do not share any data elements. You have the right to withdraw this consent at any time using the **Delete me** button on the enrollment web page.

**© Copyright 2014 – 2022** Micro Focus or one of its affiliates. build: NAAF-6.4