TWO FACTOR AUTHENTICATION – ONE-TIME PASSWORD

OVERVIEW

Goodmans LLP | Remote Resources

Two Factor Authentication Testing

For any of the links below to work you must have been setup by Technology

Links
- Citrix + Direct Desktop
- Outlook Web Access (Quick access to E-Mail)

Installs
- Dual Shield ActiveX add-on

Two Factor Reference Guides
- On Demand (text message)
- One-Time Password (mobile app)
- Computer Fingerprint
- Dual Shield ActiveX add-on Instructions

For any technical issues, please contact Supportline - Daytime: M-F 8am-6pm - 416.597.5906 x3000;
After hours/weekends: 416.597.5151; or email techemerg@goodmans.ca;

Goodmans has decided to implement a Two Factor Authentication system called DualShield. DualShield is a versatile two-factor authentication system with strong security, powerful features and great flexibility.

One of the available options is the "One-Time Password". This option is best suited when using a loaner laptop or accessing a computer other than a home or personal computer. A "One-Time Password" (OTP) is generated upon successful verification of a user's identity. The password is generated by clicking on the MobileID app on your mobile device and expires after a pre-set period (30 seconds) or upon usage.

SET-UP REQUIREMENTS

Before you can access **Goodmans Citrix + Direct Desktop** or **Outlook Web Access** you must be sure of the following:

- If using **Internet Explorer (IE)** as the default you must have **ActiveX** installed. (**This is the firm preference**).

- If using **Google Chrome** or **Firefox**, you must have **Java** installed.

- If using a **MAC**, please use **Safari** or **Firefox** as your browser. You cannot fingerprint your MAC computer using Chrome.

- iPads, or Tablets can use the **On Demand** or **One-Time Password**.

If your require assistance installing any of the above mentioned applications, please contact support.

PREPARING YOUR MOBILE DEVICE

Before you can begin using the **Two Factor Authentication** process you must do the following:

1. Ensure your mobile device **phone number** has been communicated to **Technology**; and

2. Ensure the **MobileID** app has been installed on your mobile device (can be found by searching **MobileID**, a free app, in your App Store).
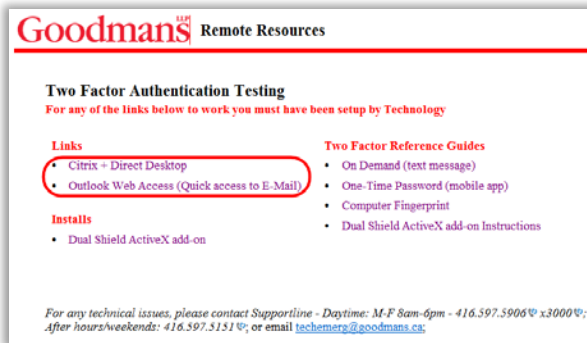
If you require assistance completing the setup, please contact Support at ext. 3000.

ACCESSING GOODMANS CITRIX OR WEBMAIL

1. From your preferred web browser, go to **http://www.goodmans.ca** and click on the **Login** link at the bottom of the screen.
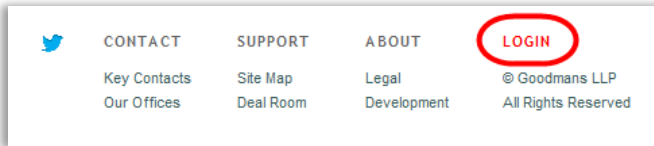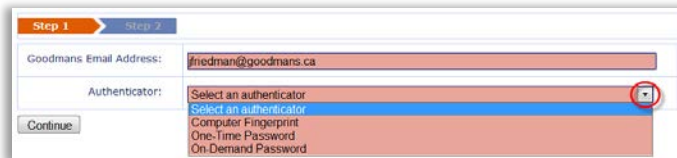

2. The following screen will open.

3. Click on the **Citrix + Direct Desktop** or the **Outlook Web Access** link and the following window will open:

4. Enter your **Goodmans Email Address** and click **Continue**.

5. Click on the down arrow and select **One-time Password**.

♦ **One-time Password** - a one-time password (**OTP**) is generated upon successful verification of a user's identity. The password is generated by clicking on the **MobileID** app on your mobile device and expires after a pre-set period (30 seconds) or upon usage;
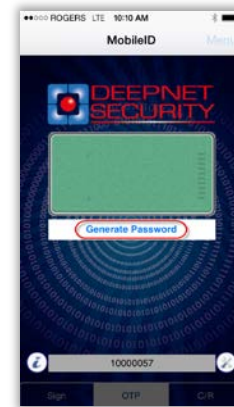
6. Move to your Mobile device and follow the steps listed below for the **One-time Password.**

ONE-TIME PASSWORD

1. Click on the **MobileID** App on your mobile device.

2. The following window will open:

3. Select **Generate Password**.

4. A six digit password will display in the green box. This password is refreshed every 30 seconds or immediately upon usage.


5. Return to the **Goodmans Access** window and enter the six digit one-time password into the **Password** field.

6. Click **Continue** and the following window will open.
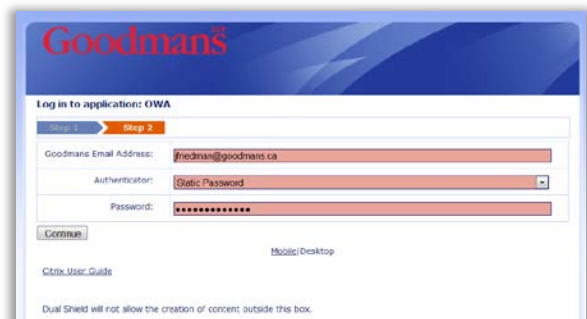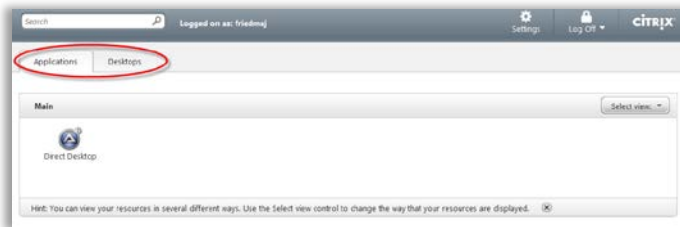
7. Enter your **Static Password** (**Static Password** = your **Network Password**).

8. Click **Continue** and depending on your original selection in step 1, the **Citrix** login or **Outlook Web App** login screen will open.
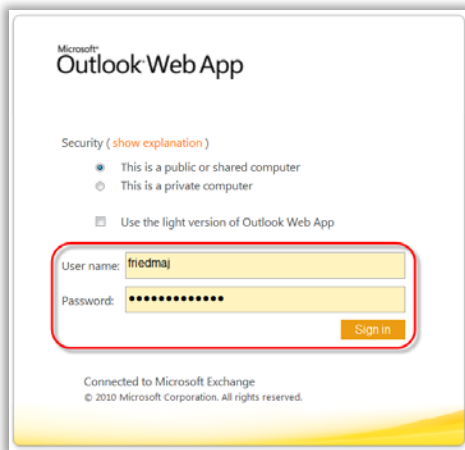
Citrix Access
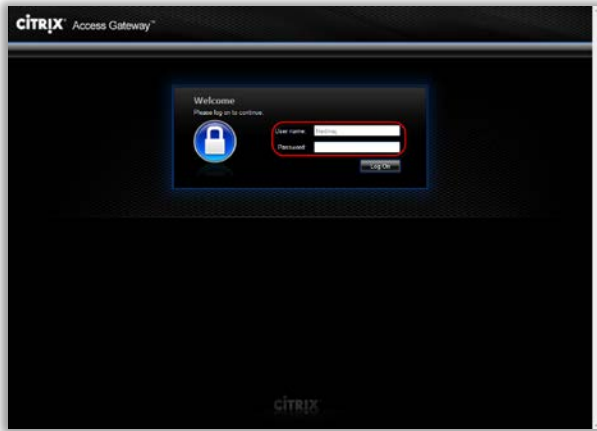
1. Enter your network password in the **Password** field and click the **Log On** button.

2. The following **Citrix** window will open.

3. Select your desired access type and continue as you normally would.

Outlook Web Access

Note: Your **User name** and **Password** will be automatically populated for you.

1. Click on the **Sign in** button. The next window you will see is your **Outlook Web Access** screen.

2. You can now proceed with your Outlook Inbox, Calendar, Contacts, etc.