TWO FACTOR AUTHENTICATION – ON DEMAND PASSWORD

OVERVIEW

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 "On Demand Password". This option is best suited when using a loaner laptop or accessing a computer other than a home or personal computer. An "On Demand Password" is sent to your mobile device through a text message or email message. This is a one-time password. This option does require internet or cellular coverage.

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 only 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 ensure your mobile device **phone number** has been communicated to **Technology**.

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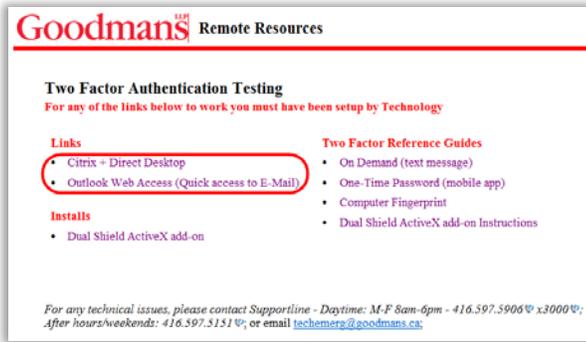
3. Click on the **Citrix + Direct Desktop** or the **Outlook Web Access** link and the following window will open:

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

ON DEMAND PASSWORD

An **On Demand Password** is sent to your mobile device through a text message or email message. This is a one-time password. This option requires internet or cellular coverage.

1. Click on the down arrow and select **On Demand Password**.

2. The following window will open.

3. Select **Email Me** or **Text Me** as your preferred channel and an **On Demand Password** will be sent to your mobile device.


Email Me or Text Me

Note: The following steps refer to the **Email Me** method. The **Text Me** method consists of the exact same steps listed below however you will receive a text message with your activation code as opposed to an email message.
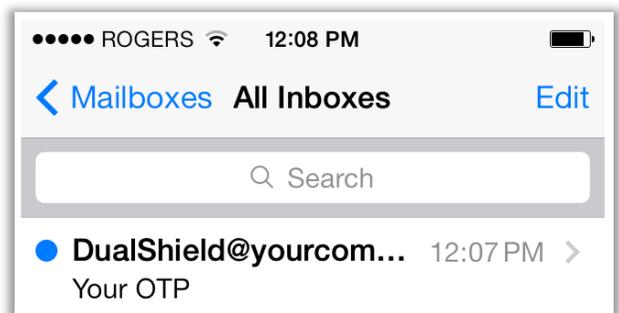
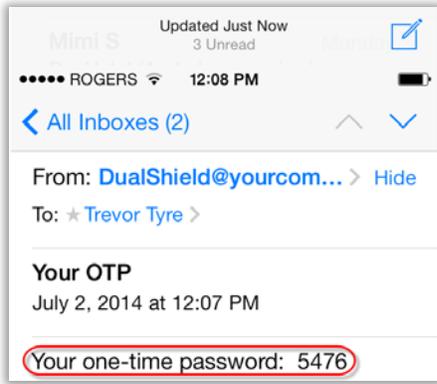1. Click on the down arrow next to **Email Me** to display a partial view of your email address.

2. Click on the **Email Address** and an email will be generated along with a one-time password. The following message will display.
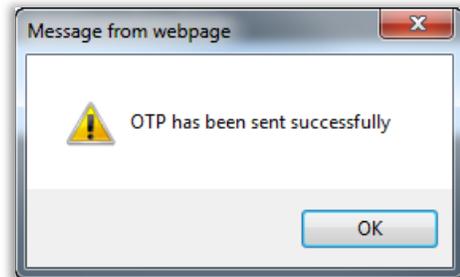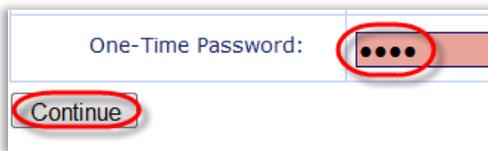

3. Check your email on your mobile device for the email message and password.

4. Open the email to see your password.

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

6. Click **Continue**.

7. The following window will open.

8. Enter your **Static Password** (**Static Password** = your **Network Password**).

9. Click **Continue** and depending on your original selection in step 3 on page 1, the **Citrix** login or **Outlook Web App** login screen will open.
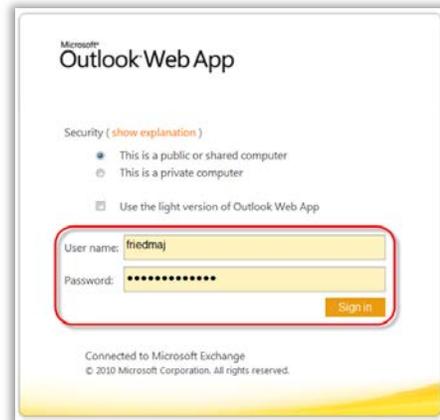
Citrix Access

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.