

## REMOTE ACCESS AND MULTI-FACTOR AUTHENTICATION HINTS AND TIPS

### Why do I need to put in a Verification Code as well as log in using my username and password?

This change is part of a wider initiative to improve information security at VicRoads. We are adding an additional verification step to the remote access process to provide greater levels of network security.

When you login remotely you will be asked to provide

- Your VicRoads username and password
- A verification code which will change every time you log on

### Do I need to be connected to the internet the first time I register my details on the Multi-Factor Authentication user portal?

Yes, you need internet access to access the [Multi-Factor Authentication](#) portal

### What devices can I register to receive my Verification Code

- Any mobile phone capable of receiving a Text Message.
- Android smart phones and Apple iPhones can use the Multi-Factor Authentication Mobile App which you download from the relevant App Store.
- The Mobile App can also be downloaded to other Android and Apple IOS devices eg tablets
- The Mobile App cannot be downloaded to a laptop or desktop computer

### What is the simplest way to receive my verification code?

Receiving a text on your mobile phone number is the simplest method of verification.

### I don't have my mobile phone with me, can I still use remote access?

If you don't have your nominated phone please contact Service Desk for assistance

**DoT IT ServiceDesk:** 1800 948 080

### What if I don't enter my verification code?

If you don't enter the Verification Code or notification within a certain time period the log in process will automatically time out. You will need to log on again and provide your Verification Code as soon as it becomes available to overcome this problem.

### I am in a poor mobile coverage area and often don't receive text messages. What should I do?

Rather than receiving your verification code via text download the Mobile App.

**iPhone** - Go to the App store download the "Azure Authenticator" app to your mobile.

**Android** - Go to Play Store on your mobile and search for "Azure Authenticator".

Once you have downloaded the App Log into the [Multi-Factor Authentication](#) Portal. When you log in go to the Change method menu, update to Mobile App and save your new details. You will need to be connected to WiFi to complete this task.

For detailed instructions refer to the [Remote Access User Guide \(Staff and Partners\)](#)

### **I am trying to connect to Remote Access and my Verification Code hasn't arrived. What should I do?**

The Verification Code should come through in seconds. If you haven't received it attempt to log on again. If it still doesn't arrive do the following checks

- Do you have mobile reception on your phone?
- Do you have your mobile phone on silent?
- Are you using the same mobile you registered through the Multi-Factor Authentication portal? If not, can you access it easily
- When you registered your phone did you change the country code from the United States to Australia?
- If you still require assistance, please contact the Service Desk.
  - **DoT IT ServiceDesk:** 1800 948 080

### **I connect via a VicRoads supplied 3G modem or AirCard. Will I need to enter the Verification Code or notification to gain access?**

Connection to the network via a VicRoads supplied 3G modem or AirCard does not currently require the additional "second factor" notification to be entered.

### **Do I need to register for Multi-Factor Authentication process if I use my personal computer from home?**

No. If you are connecting from a personal or non-VicRoads device you will be limited to only accessing iNotes which is a web-based version of Lotus Notes e-mail and calendar and does not currently require Multi-Factor Authentication.

### **My mobile app doesn't seem to be working.**

The activation process may vary for different mobile phones. Try the following actions

- ensure Push Notifications are turned on, by checking your phone settings
- delete and then reinstall the App
- change default setting on the Notification screen to "set as priority" to ensure it is shown at the top of the screen during "Do Not Disturb" periods

If you still require assistance, please contact the Service Desk.

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### **I am getting a "login failed" message when I try and remotely access the network. What do I do?**

There maybe a couple of reasons for this message

- Password or verification code was entered incorrectly
- Delay in clicking on "Approve" on the Mobile App
- User ID may have been disabled
- Password expired

If you still require assistance, please contact the Service Desk.

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### **I bought a new phone and now my Multi-Factor Authentication App isn't working.**

You will need to reinstall the App on your new device

**iPhone** - Go to the App store download the "Azure Authenticator" app to your mobile.

**Android** - Go to Play Store on your mobile and search for "Azure Authenticator".

Once you have downloaded the App Log into the [Multi-Factor Authentication](#) Portal. When you log in go to the Change method menu, update to Mobile App and save your new details,

For detailed instructions refer to the [Remote Access User Guide \(Staff and Partners\)](#)

### **I can't complete my log in. An "Access Denied" error message has appeared.**

If you don't provide the Verification Code or notification within a certain time period the log in process will automatically time out. You will need to log on again and provide your Verification Code as soon as it becomes available to overcome this problem.

### **Can I log on remotely when I am overseas?**

Yes, but you need to enable roaming on your mobile device so you can receive your Verification Code or notification. Alternatively, download the Mobile App and connect the device to wi-fi to authenticate your login request.

### **My VicRoads account was disabled and I can't log into remote access even though my account has been restored.**

You will need to re-register for remote access via the [Multi-Factor Authentication](#) Portal. If you still require assistance, please contact the Service Desk.

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### **When I login the verification code prompt box is already populated with dots.**

The dots are related to a browser setting. You can just ignore them and enter in your verification code as normal.

### **I don't have a mobile phone and I don't want to get one. Can I still use remote access?**

The only way to remotely access the VicRoads network is via the multi factor verification process.

The verification code is delivered either via text message or through a mobile App to a phone or tablet.

If you do not want to use a mobile phone then the Mobile App can be downloaded on other devices such as an iPad or Android tablet.

### **How will you use my mobile phone number?**

When registering for Multi-Factor Authentication we will ask you for your mobile number to so you can receive your Verification Code via text message. Once you provide your mobile number it will be stored in a secure VicRoads server.

The information you provide will be used to authenticate your identity as part of the Multi-Factor Authentication process. The collection, use and storage of the mobile number comply with all relevant standards and legislation.