

## How to activate your Google Authenticator soft token

This document describes how to activate your Google Authenticator on your smartphone using the Self Service Portal.

Depending on your smartphone you will need to go to the appropriate mobile App Store to download and install Google Authenticator.

**Android** – Play Store – Search for Google Authenticator

**Iphones** – iTunes – Search for Google Authenticator

**Windows phones** - Search for Authenticator

**Blackberry** – From your phone browser go to [m.google.com/authenticator](https://m.google.com/authenticator)

**Corporate Blackberry's** – Google Authenticator should be installed by default. You will find it within your list of icons or in the "Downloads" folder depending on the age of your device.

When you have successfully installed the application you then need to link it to you network account.

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Please go to <https://remote.cheshire.gov.uk/token>

- Sign into the **Token Self Service Portal** using your network username and password.

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**Welcome to the  
Token Self Service Portal**

Username

Password

Sign in to activate your software or physical token

You can also resync your tokens if you have any problems logging in

**This portal is only for activating and resyncing your tokens. When complete, please sign out and use your usual link**

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Please note that from here you will NOT be able to access any other network resources.

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- At the "**Login**" screen, sign in with the same network username and password

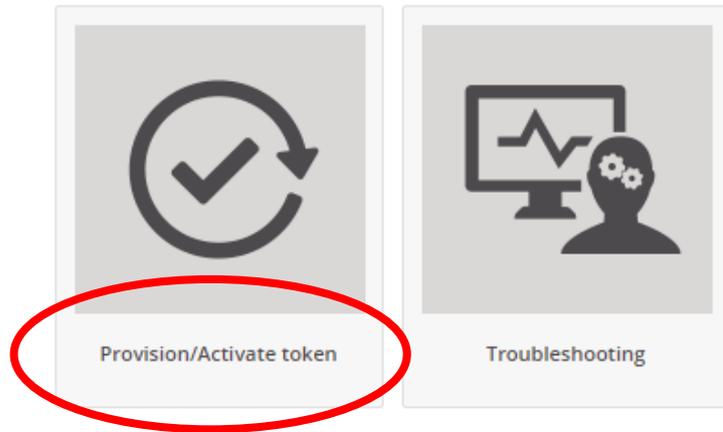
### Login

User ID

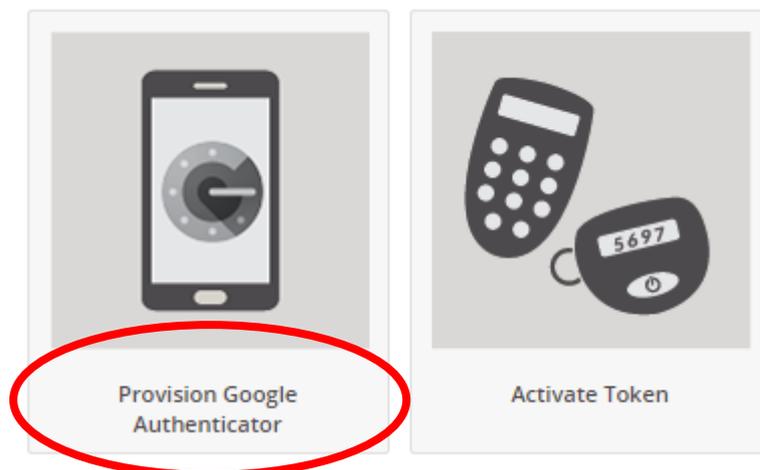
User Password

- To activate a Soft Token/ Google Authenticator/ Authenticator, please select **“Provision/Activate Token”**

What do you wish to do?



- Select **“Provision Google Authenticator”**



If you receive a notice in the top right of the screen

*“User: XXXXX already has a token serial number associated in the LDAP directory. Please confirm that you want to overwrite the token serial number.”*

And you are activating a replacement token please press **Confirm**

- **Step 1:** Select the type of smartphone you are using

PROVISION GOOGLE AUTHENTICATOR

1

INSTALL GOOGLE AUTHENTICATOR

2

QR CODE & OTP

3

CONFIRMATION

### Step 1: Install Google authenticator

Select your type of device. You will be linked to an external site for instructions on how to provision Google Authenticator for your specific device.

When the installation is completed, return to this page and click "Continue" below.



iPhone, iPad, iPod Touch



BlackBerry® smartphones



Android



Windows phone

🏠
BACK

NEED HELP INSTALLING
CONTINUE

- Your selection will be highlighted, now further options are available:
- If you require help with installing Google Authenticator/ Authenticator click “**Need Help Installing**” which will launch a new window re-directing you to the third party website, with instructions on how install Google Authenticator/ Authenticator.



iPhone, iPad, iPod Touch



BlackBerry® smartphones



Android



Windows phone

🏠
BACK

NEED HELP INSTALLING
CONTINUE

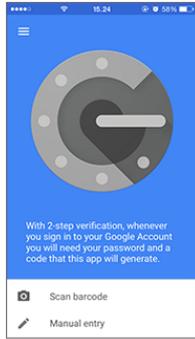
- If you have downloaded the Google Authenticator (or Authenticator if using a Windows phone) you can click “**Continue.**”

- **Step 2:** Once you have downloaded the app, open it and choose **“Begin Set up”** then tap **“Scan barcode.”**

Step 2: QR code & OTP

Start the Google Authenticator and select Scan Barcode. If you don't already have an account, you need to add that first.

When scanning is completed, a one-time password will be displayed. Enter the password in the box, then click on "Continue".



**Account:** sharedtest1320212@OURCHESHIRE.CCUSERS.COM  
**Key:** BCNSWSZZ5UL02FO3E36ZSVKTI5J7KTBEZZM

Direct your camera to the barcode and scan the QR code.

One-time password

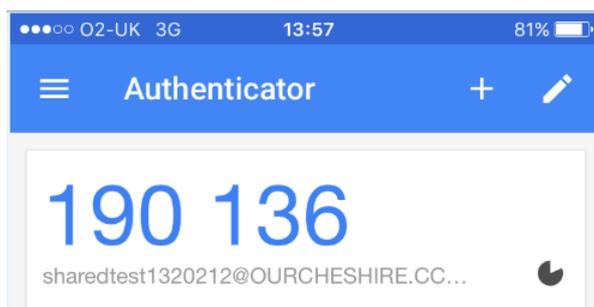
Enter the one-time password.

CONTINUE

- The camera should launch on your smartphone (some Android smartphone models will require you to download an additional QR scanner. Please follow the instructions within the app on your smartphone)
- Hold your smartphone up to the screen as if you are taking a photo of the QR code (below) and the app will automatically detect the QR code



- The Google Authenticator/ Authenticator app will display a 6 digit code once the QR code is scanned.



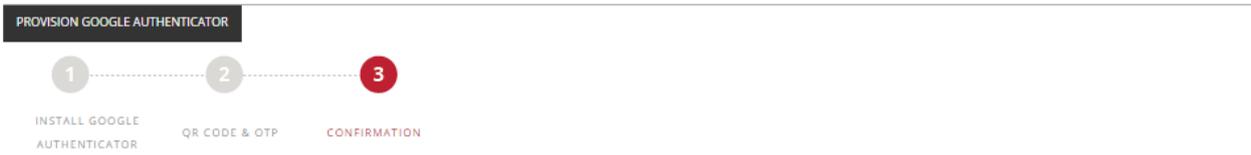
- The current 6 digit code that is onscreen of your smartphone will need entering into the **“One-time Password”** field that is on your token portal screen
- Click **“Continue”**

**Step 2: QR code & OTP**

Start the Google Authenticator and select Scan Barcode. If you don't already have an account, you need to add that first.  
When scanning is completed, a one-time password will be displayed. Enter the password in the box, then click on "Continue".

The screenshot shows the Google Authenticator app interface. On the left, there's a 'Scan barcode' button. In the center, a QR code is displayed. To the right of the QR code, the account information is shown: 'Account: sharedtest1320212@OURCHESHIRE.CCCUSERS.COM' and 'Key: BCNSW5ZZ5UL02FO3E36ZSVKTI5J7KTBVEZZM'. Below this, it says 'Direct your camera to the barcode and scan the QR code.' To the right of the QR code, there is a text input field labeled 'One-time password' with a red circle around it. Below the input field, it says 'Enter the one-time password.' At the bottom right of the screen, there is a 'CONTINUE' button, also circled in red. At the bottom left, there are 'BACK' and home icons.

- **Step 3: Confirmation message.**
- If provisioned correctly you will receive the below **“Confirmation”** message



**Step 3: Confirmation**

You have successfully provisioned Google Authenticator. You are now ready to use Google Authenticator for login.



- Please ensure you **“Sign Out”** using the door icon, once you have completed your token provision

The screenshot shows a mobile notification bar. On the left, there is a yellow notification bubble with an information icon and the text 'Notice Please logout if you have finished.' To the right of the notification, there is a grey system bar containing several icons: a back arrow, a home icon, a session timer showing 'Session 00:18:18', and a door icon. The door icon is circled in red.

## How to re-sync your Google Authenticator Soft token

Please go to <https://remote.cheshire.gov.uk/token>

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Password

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- At the **“Login”** screen, sign in with the same network username and password

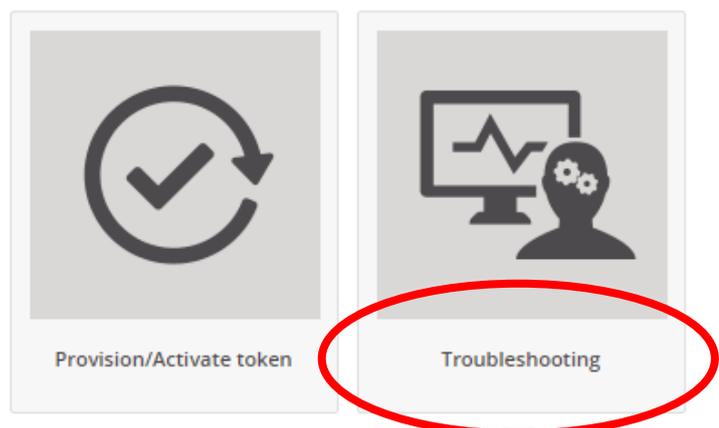
### Login

User ID

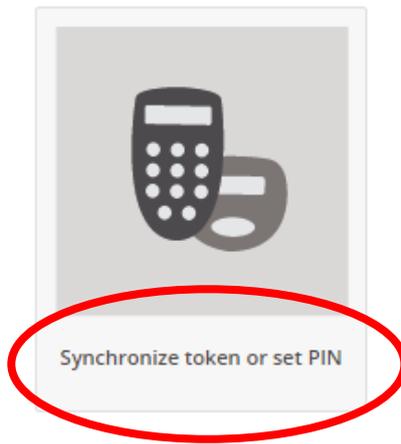
User Password

- To re-synchronize a Soft Token/ Google Authenticator/ Authenticator, please select **“Troubleshooting”**

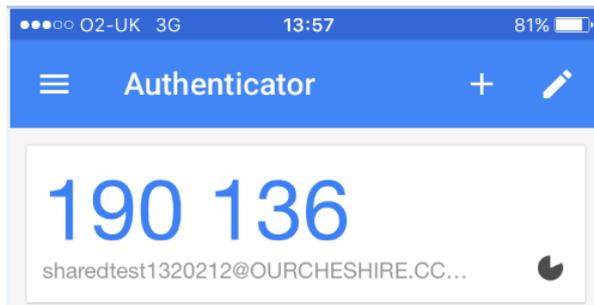
What do you wish to do?



- Select **“Synchronize token or set PIN”**



- Open Google Authenticator/ Authenticator app. It will display a 6 digit code



- The current 6 digit code that is onscreen of your smartphone will need entering into the **“One-time Password”** field that is on your token portal screen

SYNCHRONIZE TOKEN OR SET PIN

1 RESET/SYNCHRONIZE TOKEN      2 CONFIRMATION

### Step 1: Reset/Synchronize token

Enter your one-time password and whether you wish to reset your current PIN or choose a new PIN.

One-time password:

BACK CONTINUE

- Once you have entered the 6 digit code, a confirmation message will display

SYNCHRONIZE TOKEN OR SET PIN

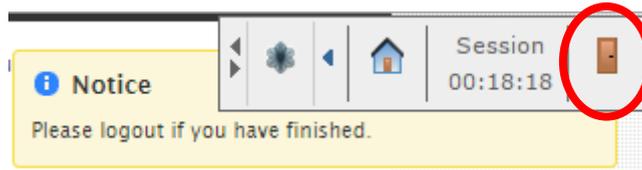
1 RESET/SYNCHRONIZE TOKEN      2 CONFIRMATION

### Step 2: Confirmation

You have successfully synchronized your token. You are now ready to use token for login.

Home

- Please ensure you "**Sign Out**" using the door icon, once you have completed your token provision



- You can now close your web browser