

# OneLogin Multi Factor Authentication (MFA) User Manual

## Table of Contents

Overview .....	1
Objective .....	1
Checklist .....	1
Step 1: Downloading OneLogin Protect .....	2
Step 2: Setting Your Password .....	3
Step 3: Setting up MFA .....	5
Step 4: First Login After MFA is Enabled .....	8

## Overview

LIRS has created a single portal called OneLogin for affiliates to access all the applications needed for work in collaboration with LIRS. As a partner organization, access will be as follows:

Everyone will have access to:

- Absorb LMS – Learning Management System
- LIRS Connect – Extranet

The following will be permission based:

- IRIS – SSO
- IRIS – SSO Test

OneLogin also provides secure access by requiring Multi Factor Authentication (MFA) for login. MFA is a security technology which requires multiple methods of verification from different sources before allowing the user to login in to OneLogin. The use of MFA provides a more secure platform and provides users a greatly reduced risk of account theft.

## Objective

This document will provide a step-by-step guide of how to download and activate an MFA for your OneLogin portal to access LIRS applications.

## Checklist

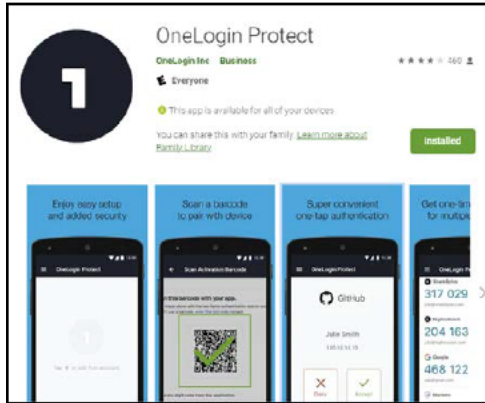
To kickstart this process you will receive an email from an LIRS IT administrator providing the link to OneLogin ([lirs.onelogin.com](https://lirs.onelogin.com)) and your username. Once you receive these credentials, you will have to reset your password and then set up MFA. The checklist below shows the order of steps you will need to follow. You can stop at the end of each section and resume the guide as needed. However, once you start any of the steps, please ensure you finish the section before stopping.

- Step 1: Downloading OneLogin Protect
- Step 2: Setting Your Password
- Step 3: Setting up MFA
- Step 4: First Login After MFA is Enabled

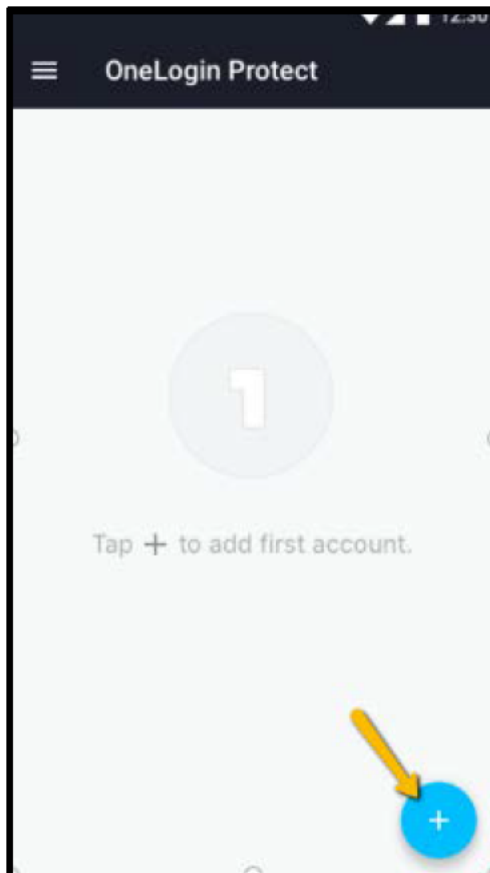
## Step 1: Downloading OneLogin Protect

When you set up MFA later in this guide, you will need an authenticator downloaded on your mobile device. OneLogin Protect is the recommended authenticator used for OneLogin. Please follow these steps to download OneLogin Protect, prior to continuing with the remainder of the guide.

1. From your smart phone, please download the OneLogin Protect app from the App Store or Google Play.



2. After installation, please open the application and verify it matches the image below. We will use this app again when you begin your MFA setup.



## Step 2: Setting Your Password

You should have received an email containing your username for OneLogin. For security purposes, you will not receive a password for your account. Instead, you will need to set your own password using the Forgot Password workflow detailed below. This step has to be completed before you can set up MFA and login for the first time.

1. Step 1: On the OneLogin login screen, user will select **Forgot Password**. The Reset Your Password screen will appear. Enter username and select continue.

The image shows three sequential screenshots of the password reset process:

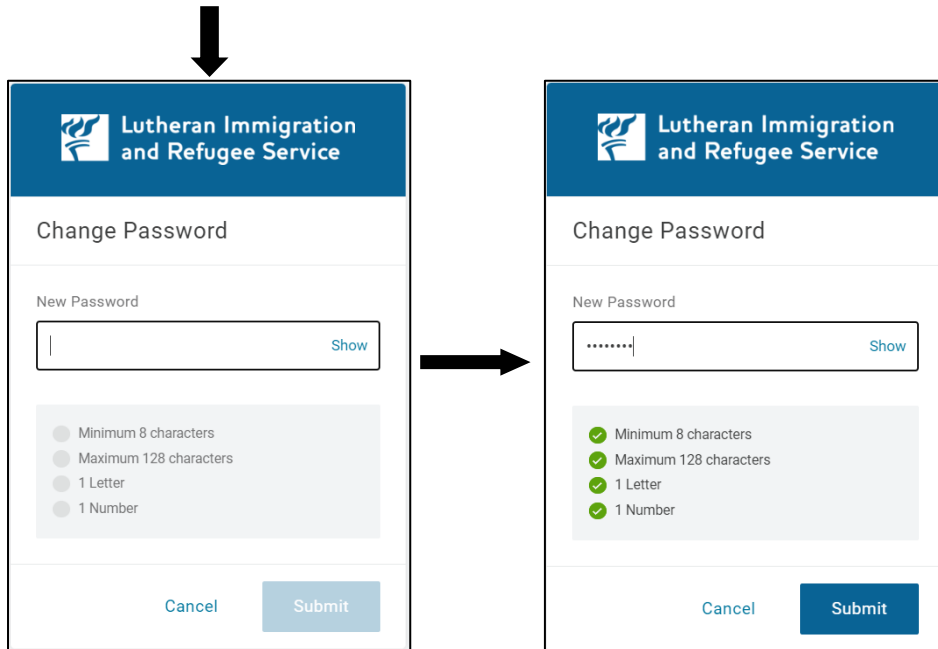
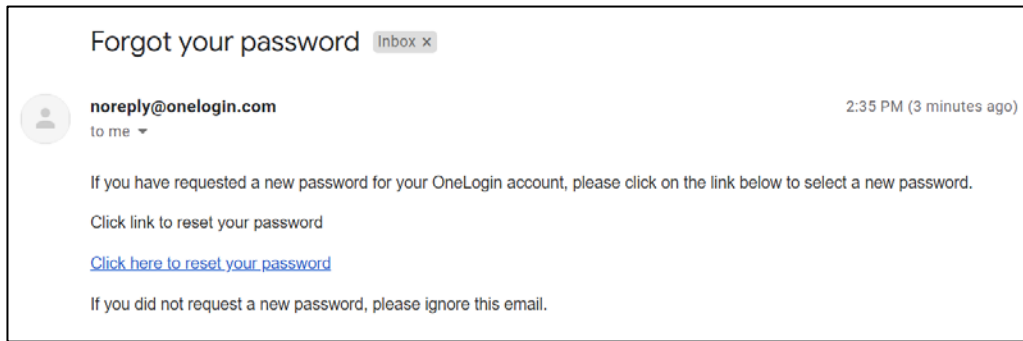
- First Screenshot:** The 'Lutheran Immigration and Refugee Service' login page. It features a 'Username' input field, a 'Remember my username' checkbox, a blue 'Continue' button, and a 'Forgot Password' link. A red arrow points from the 'Forgot Password' link to the second screenshot.
- Second Screenshot:** The 'Reset Your Password' screen. It prompts the user to 'Enter your email address or username below to reset your password.' It has a 'Username' input field and a blue 'Continue' button. A red arrow points from the 'Continue' button to the third screenshot.
- Third Screenshot:** The 'Reset Your Password' screen with the email address 'DipalLIRS@gmail.com' entered in the 'Username' field. It has a blue 'Continue' button and a 'Back to Sign In' link.

2. You will be prompted to select your authentication factor, please select **Email**.

The screenshot shows the 'Select Authentication Factor' screen for Lutheran Immigration and Refugee Service. It lists two options:

- OneLogin Protect**: Represented by a circular icon with a stylized 'G'.
- Email**: Represented by an envelope icon.

3. You will receive an email containing a password reset link. Click the link in the email and be redirected to OneLogin's password setup screen.
  - a. Enter a password according to the password criteria.
  - b. Note: After your MFA is set up, you will be able to use OneLogin Protect as your authenticator should you need to reset your password.



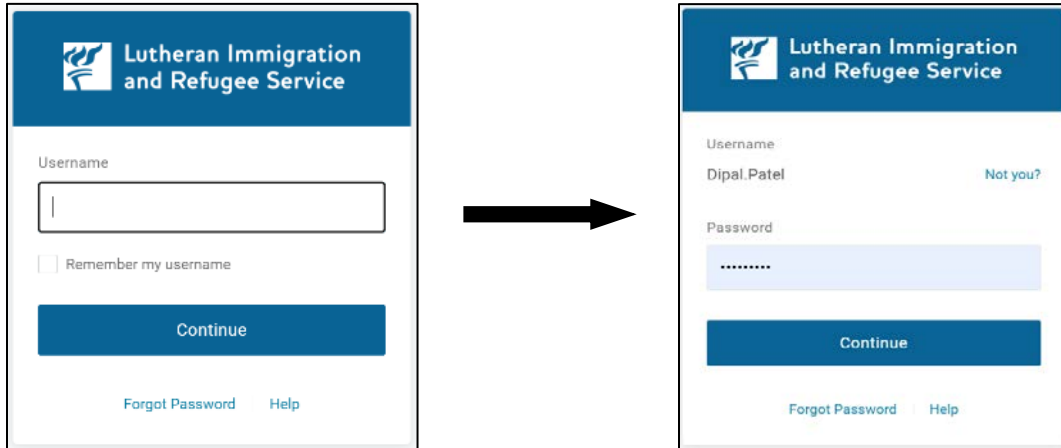
4. Select **Submit** and you will be redirected to the login screen. You can now login with the password you just setup.

### Step 3: Setting up MFA

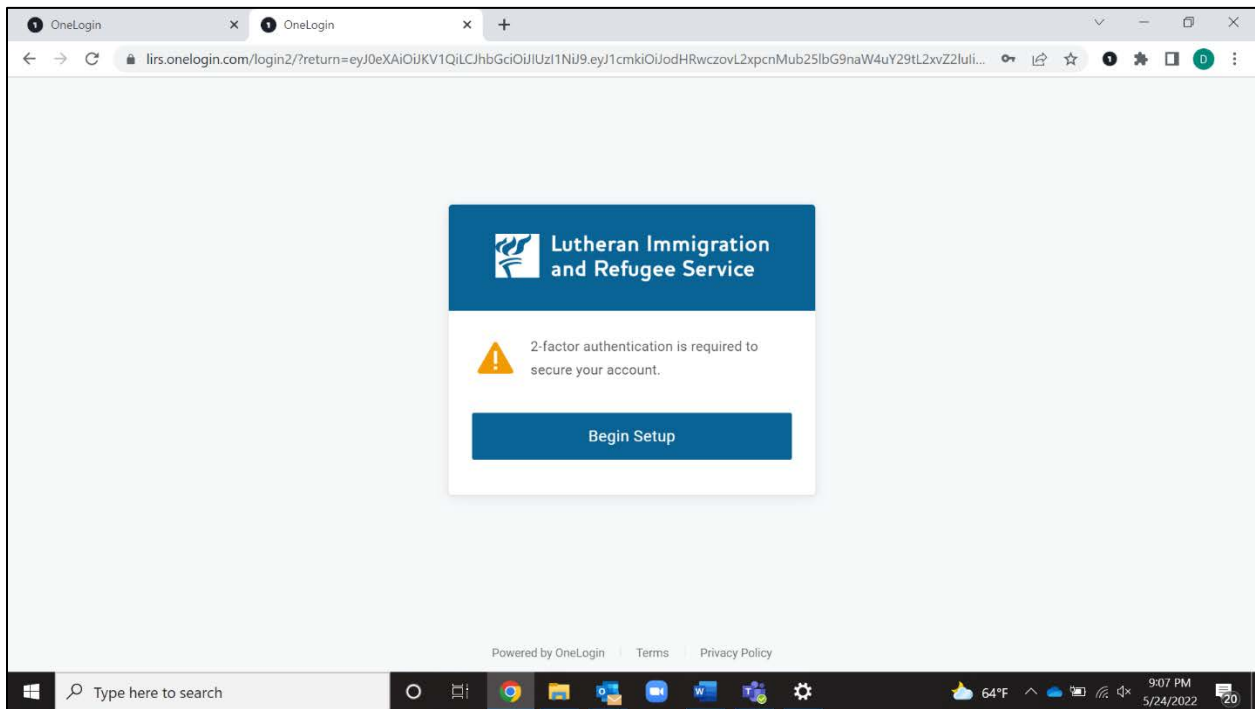
Prerequisite checklist:

- OneLogin Protect has been downloaded to your mobile device. Refer to [Step 1 guide](#) if not complete.
- You have reset the password on your account. Refer to [Step 2 guide](#) if not complete.

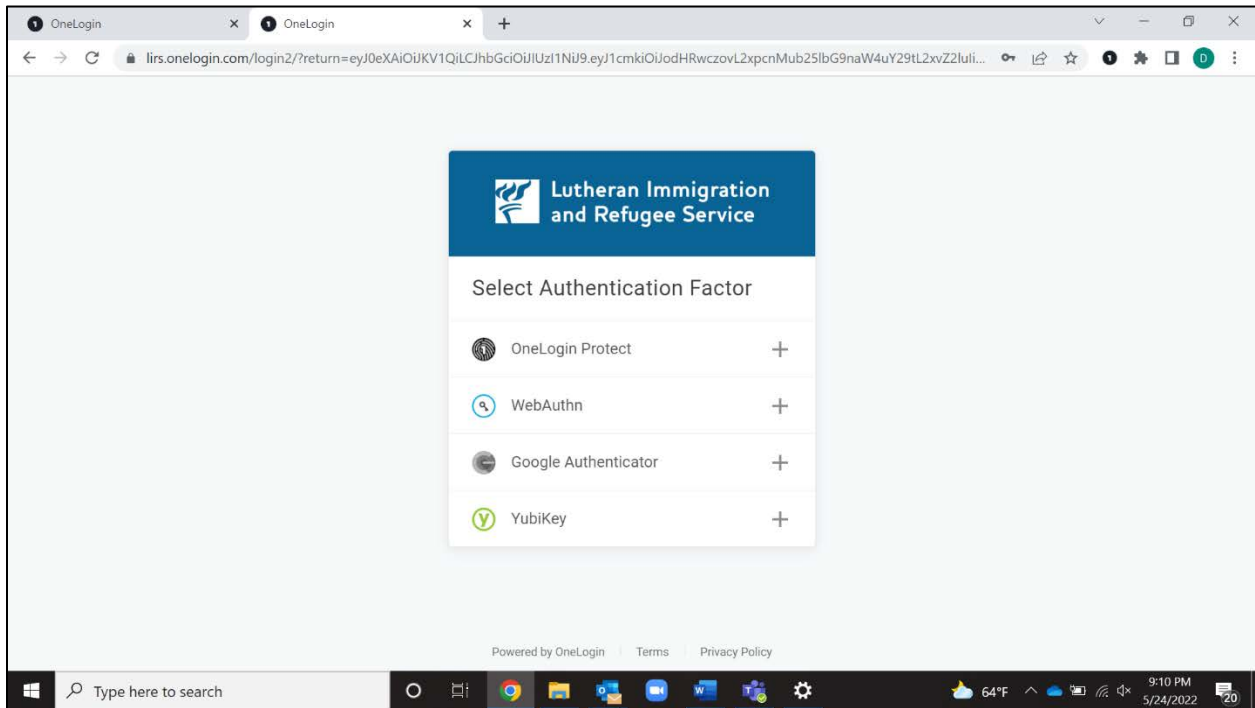
1. Login to OneLogin (lirs.onelogin.com) and press continue.



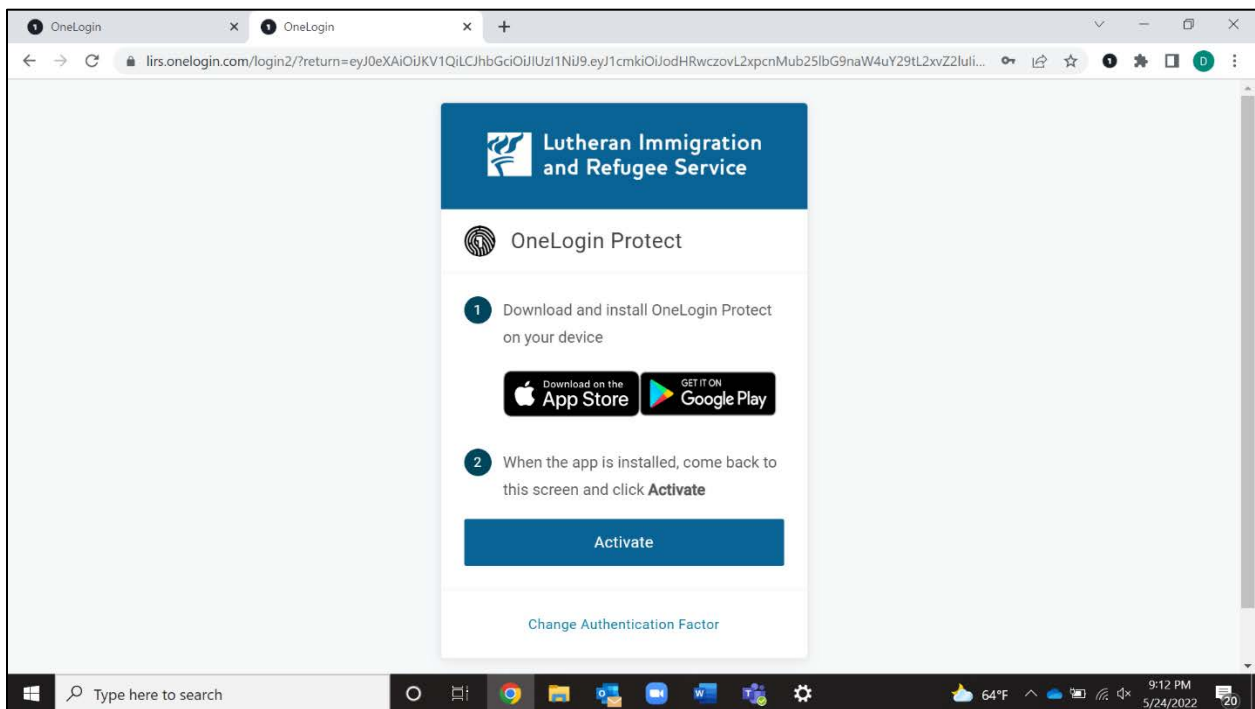
2. You will be redirected to the beginning of the MFA set up process. Select **Begin Setup**.



3. You will be asked to select your authenticator. As noted previously, please select **OneLogin Protect**.

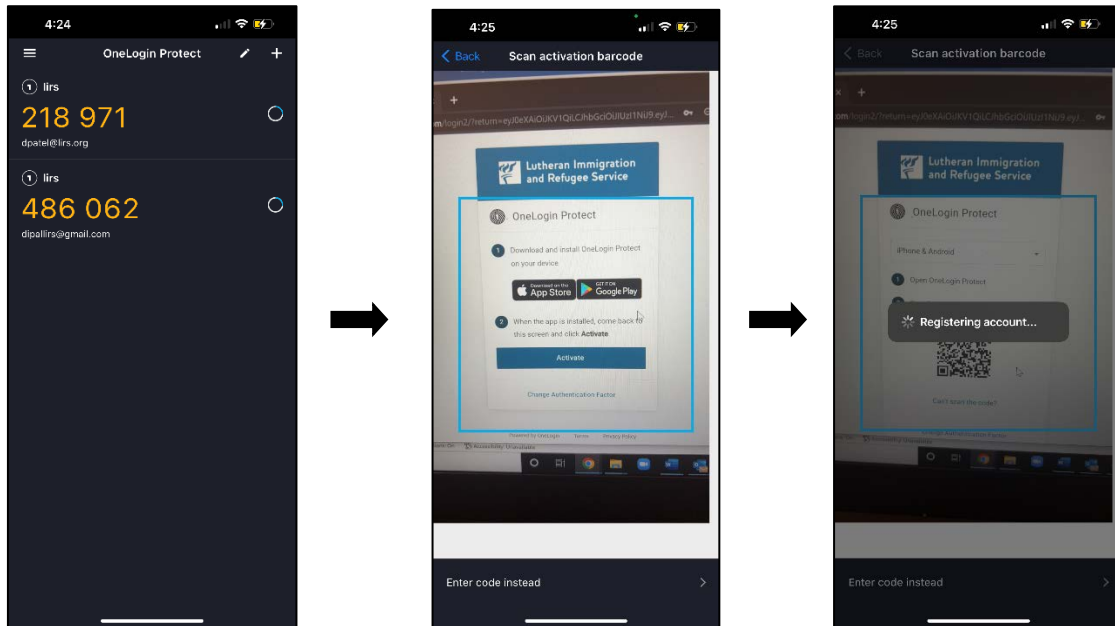


4. You will be prompted to download OneLogin Protect. You have previously completed this step so please select **Activate** and move to step 5.

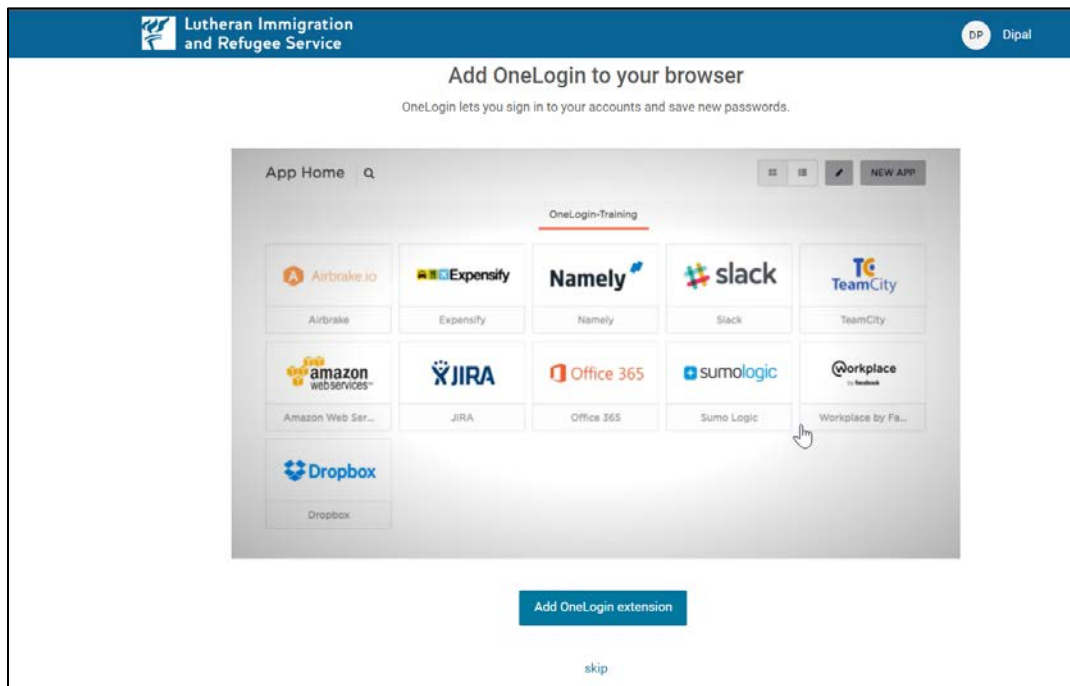


5. Open the OneLogin Protect app and scan the QR code on the screen.

- When you open the app, select the plus sign on the top right hand corner. This will open the camera app on you phone.
- Using the camera, scan the QR code.
- *Note: This is a one time QR code, if you exit the page at this time without scanning the QR code you will not be able to access to OneLogin with your MFA being reset.*



6. After the device is successfully registered, the user will have the option to add the OneLogin plugin to their browser. This is optional and can be skipped. If you skip you will be logged into the OneLogin.



## Step 4: First Login After MFA is Enabled

Prerequisite checklist:

- OneLogin Protect has been downloaded to your mobile device. Refer to [Step 1](#) if not complete.
- You have reset the password on your account. Refer to [Step 2](#) if not complete.
- You have successfully set up MFA using OneLogin Protect. Refer to [Step 3](#) if not complete.

1. Login to OneLogin (lirs.onelogin.org) and press continue.

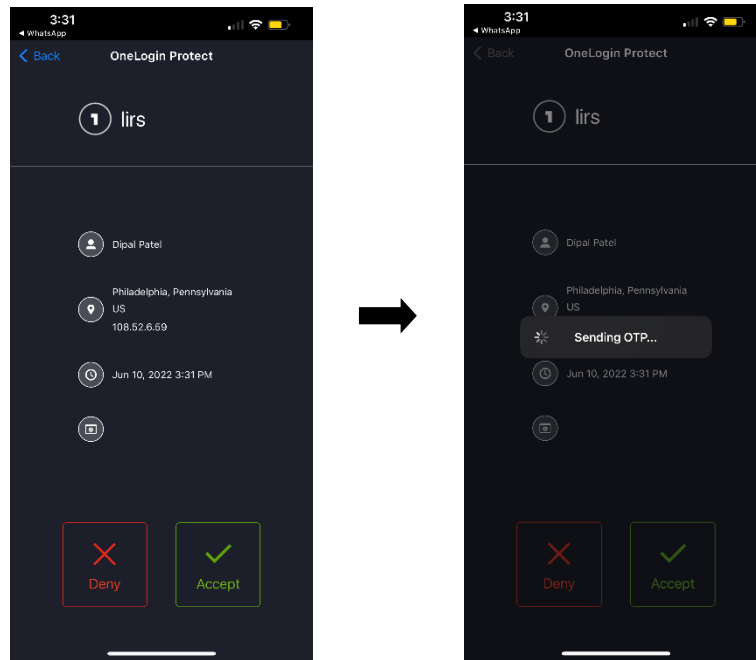
The image shows two sequential screenshots of the Lutheran Immigration and Refugee Service (LIRS) login page. The first screenshot displays the login form with an empty 'Username' field, a 'Remember my username' checkbox, and a 'Continue' button. The second screenshot shows the same form after the user has entered their username 'Dipal.Patel' and password (represented by dots). A 'Not you?' link is visible next to the username field. An arrow indicates the transition from the first to the second state.

2. A message will appear on your browser saying a notification has been sent to your mobile device.

The screenshot shows the OneLogin Protect notification screen. At the top, there is the LIRS logo and the text 'Lutheran Immigration and Refugee Service'. Below this, the OneLogin Protect logo is displayed. The main message reads: 'We've sent a notification to your device to approve this login.' Underneath, there is a question 'Having trouble with push notifications?' followed by two links: 'Resend push notification' and 'Enter code manually'.



3. On your mobile device, click the 'OneLogin Protect' notification. This will open the OneLogin Protect app and you will be prompted to decline or accept the login attempt. Once you accept, a one-time passcode (OTP) will be sent to OneLogin and you will be logged into OneLogin.



4. Once logged in, select the **Company** drop-down and select **everything** to display all accessible applications. From here, you can click each of the application icons for Absorb LMS, IRIS – SSO, IRIS Test – SSO, and LIRS Connect – Igloo, and you'll be automatically logged in and directed to the homepage of that application.

