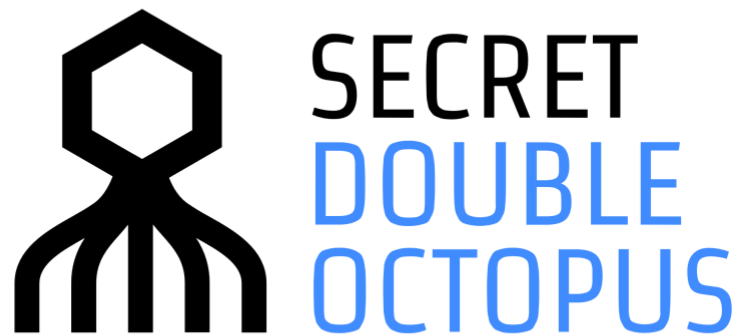


MARCH 7, 2021



Octopus Authentication for iOS User Guide

VERSION 4.5.0

CONTENTS

Introduction	3
Requirements and Prerequisites.....	3
Enrolling Your Mobile Device	4
Getting to Know the Home Screen	9
Working with Authentication Requests	10
Viewing Your Authentication History	12
Accessing Account Credentials	13
Account Information and Troubleshooting	15
Working with the Help Screen	16

Introduction

Octopus Authentication for iOS allows you to access workstations, remote services, cloud applications and on-premise systems quickly and easily using passwordless authentication through your mobile device.

This document describes how to register (enroll) your device in the system and how to work with the new version of the Octopus Authenticator mobile app (version 4.5.0). The following topics are covered:

- Enrolling Your Mobile Device
- Getting to Know the Home Screen
- Working with Authentication Requests
- Viewing Your Authentication History
- Accessing Account Credentials
- Account Information and Troubleshooting

Requirements and Prerequisites

Octopus Authentication for iOS can be used on devices with iOS 10 and higher (iPhone 5 and higher).

The Octopus Authenticator mobile app can be downloaded from the App Store.

Enrolling Your Mobile Device

In order to be able to authenticate using the Octopus Authenticator mobile app, you need to first register your device in the system. This process is also called enrollment.

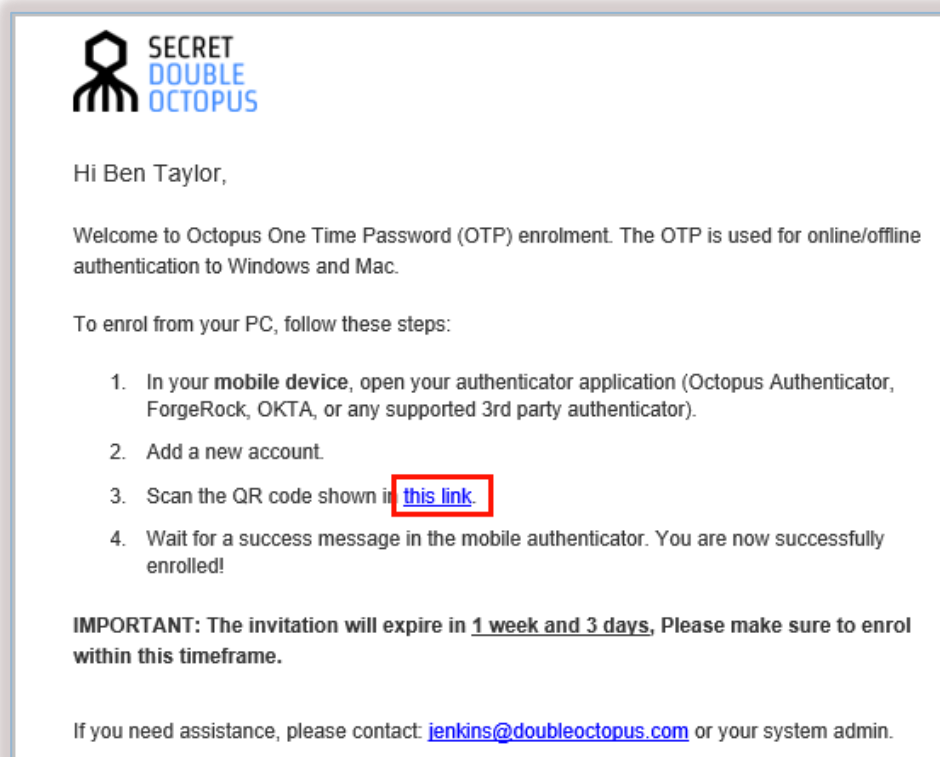
You can register your iOS device after you receive an enrollment invitation email from the system administrator.

IMPORTANT: If you have several devices, you will need to register each one separately. Each device requires its own enrollment invitation.

The procedure below shows an example of enrollment using a one-time password (OTP), an enrollment method new for version 4.5.0. If you enroll using passwordless authentication, you will not be asked for an OTP.

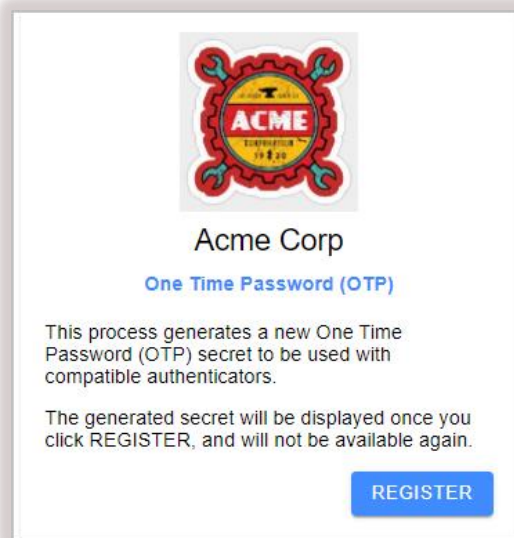
To enroll in the system (using OTP):

1. From your PC, open the invitation email from Secret Double Octopus and click the enrollment link.



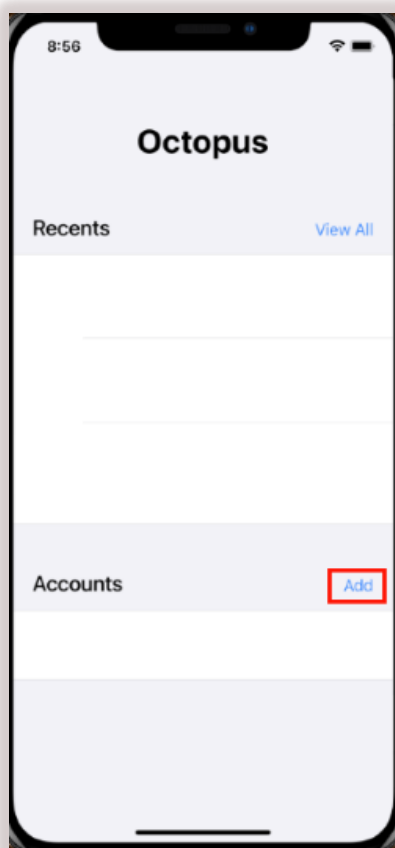
You will be redirected to OTP Authentication Registration in the User Portal.

2. Click **Register**.

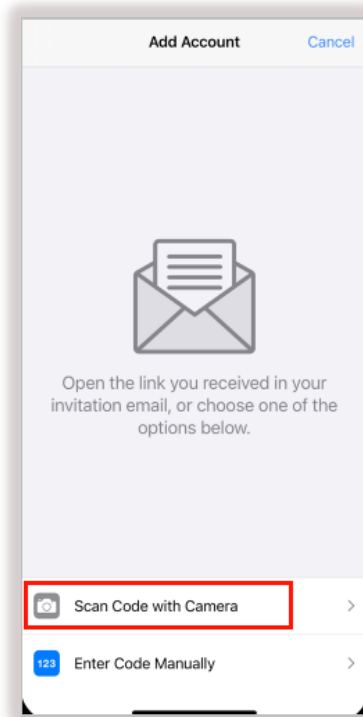


A QR code is displayed in the browser.

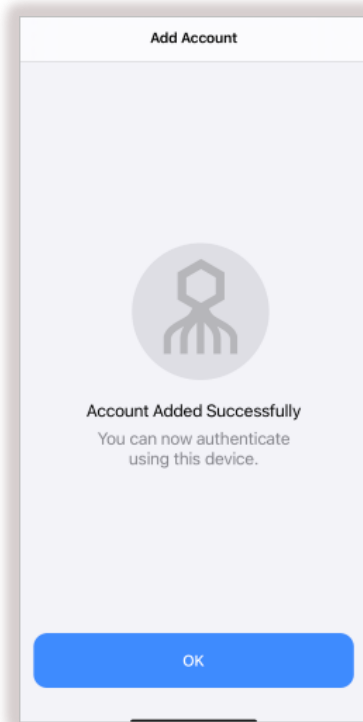
3. Open your authenticator application on your iOS device. (In this example, we use Octopus Authenticator.) On the Home screen, tap **Add**.



4. On the **Add Account** screen, tap **Scan Code with Camera**, and then scan the QR code displayed in your browser.

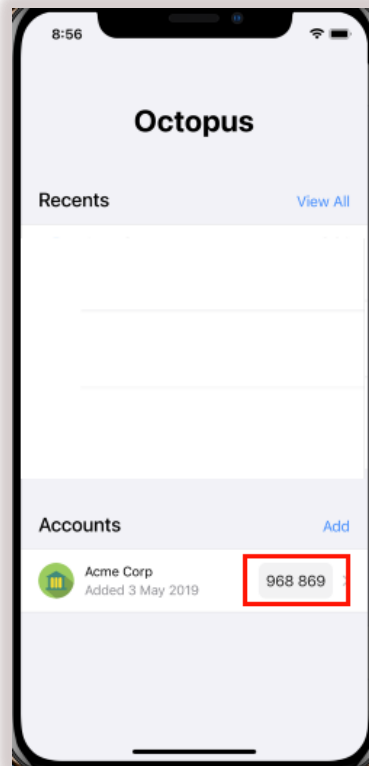


A confirmation message appears on the **Add Account** screen.

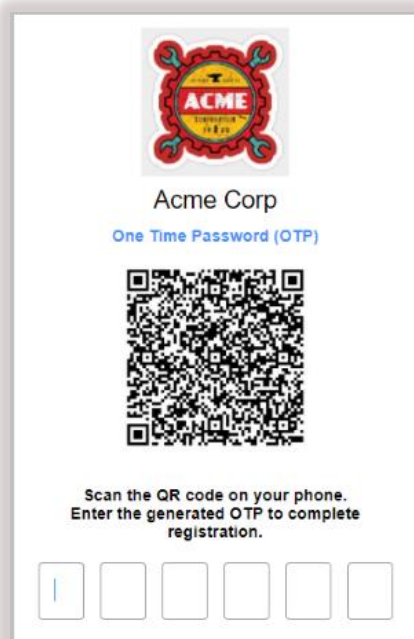


5. To close the **Add Account** screen, click **OK**.

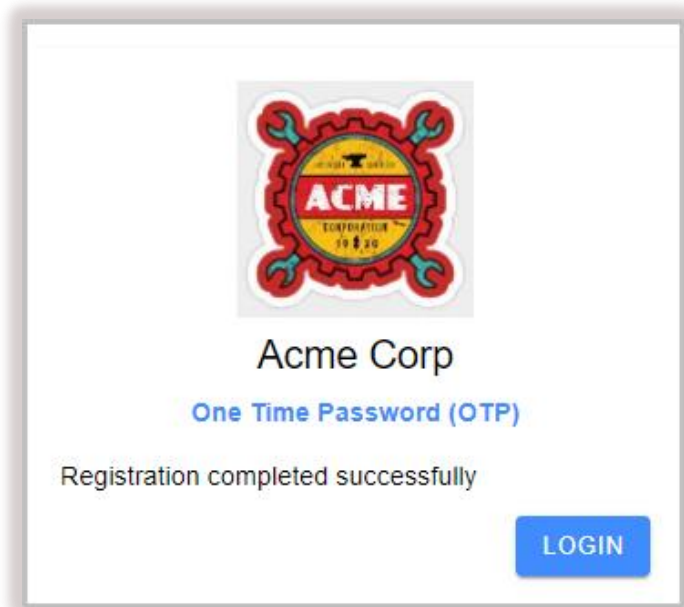
The newly added account is listed on the Home screen, with the OTP displayed.



6. Go back to your browser and enter the digits of the OTP code.



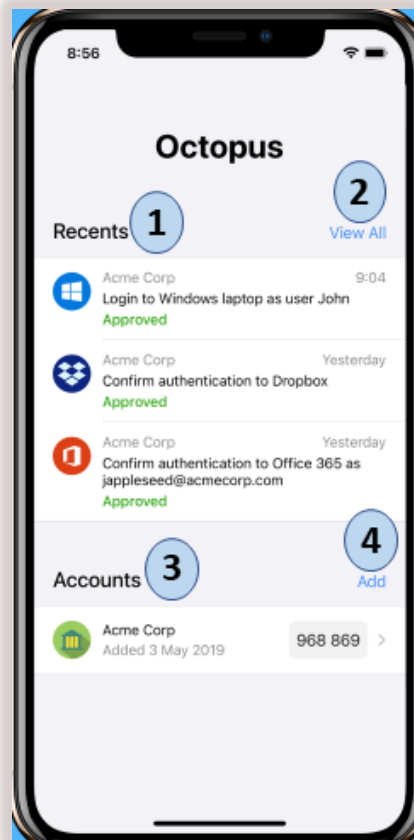
After you successfully complete registration, a confirmation message appears, and you can continue with login to the User Portal.



Getting to Know the Home Screen

The Home screen opens by default when you launch the Octopus Authenticator mobile app. Most app functionalities are available either directly on the Home screen, or are accessible with a single click.

The main features of the Home screen are listed and described in the table below the diagram.



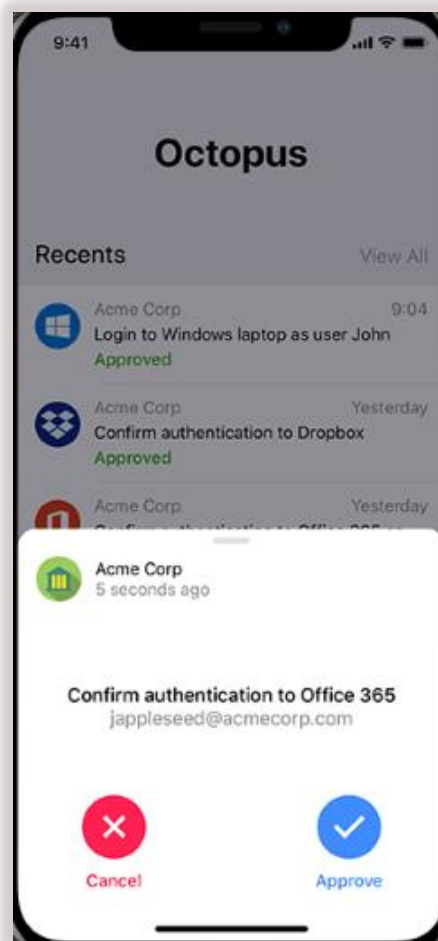
Number	Feature	Description / Notes
1	Recents	Shows details about recent authentication requests, including their status (e.g., Approved). If you have more than one device, the app is updated when an authentication request is approved or denied on another device.
2	View All	Tap to display the History screen, which lists all previous authentication requests.
3	Accounts	Lists all accounts and their creation dates. Tap to view more details about an account.
4	Add	Tap to add an account.

Working with Authentication Requests

Once you enroll a device, you can use it to authenticate to participating services. For each such service, you will receive a push notification with an approval request. Once you approve the request, the Octopus Authentication Server sends the response back to the service.

If the mobile app is open, an Authentication dialog pops up from the bottom of the screen when an authentication request arrives. The popup can appear in the following screens:

- Home
- History
- Account Details
- Help

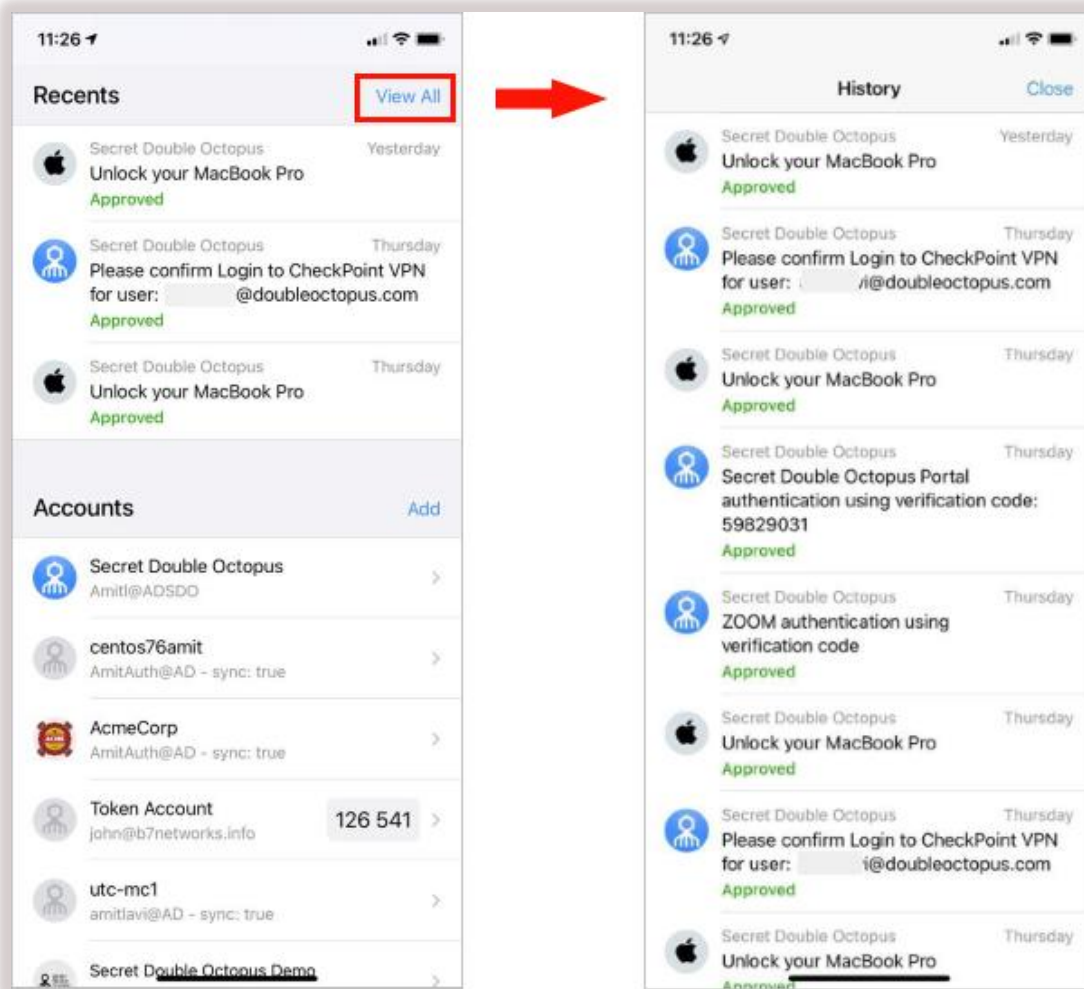


If the mobile app is not open, you can handle authentication requests directly from the push notification by force touching (or long pressing) on the notification bubble.



Viewing Your Authentication History

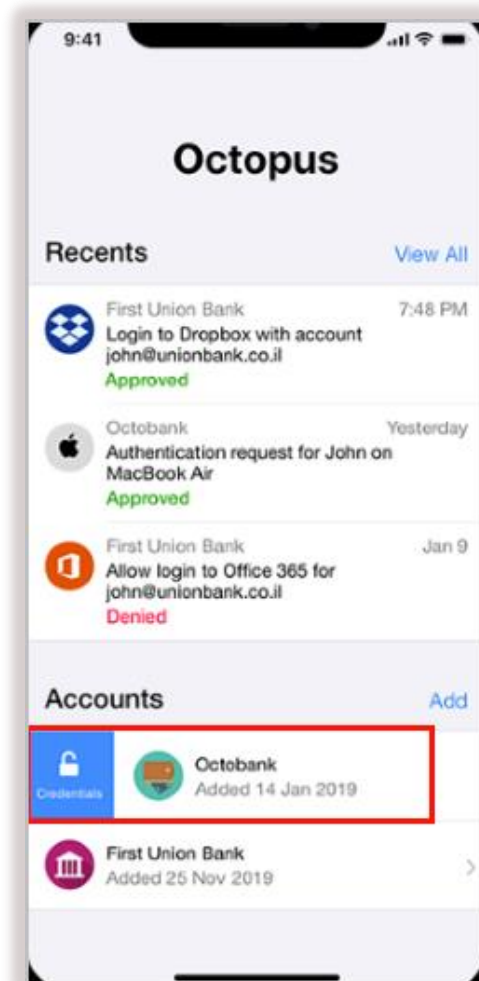
The most recent authentication requests are listed in the upper portion of the Home screen. To open the **History** screen that displays all requests, tap **View All**.



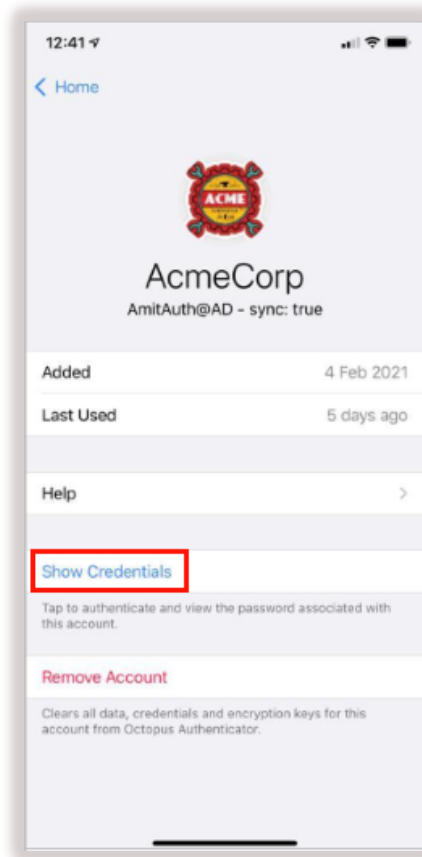
Accessing Account Credentials

The **Credentials** popup lets you view and work with passwords and tokens that have been generated for your account(s).

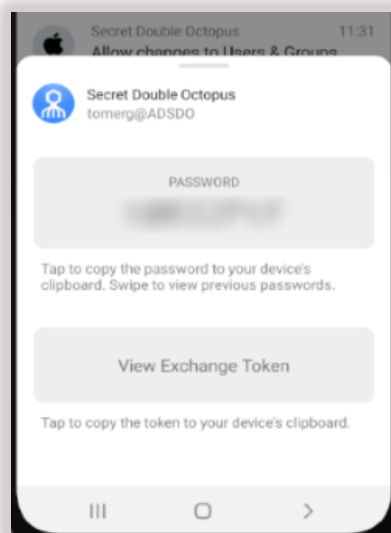
You can open the **Credentials** popup from the Home screen by right-swiping across the row of the account and then tapping **Credentials**.



Alternatively, you can open the popup by tapping the row of the account (to open the **Account** details page) and then tapping **Show Credentials**.



Once the **Credentials** popup opens, you can copy the credentials, or swipe to navigate to previously issued passwords.



Account Information and Troubleshooting

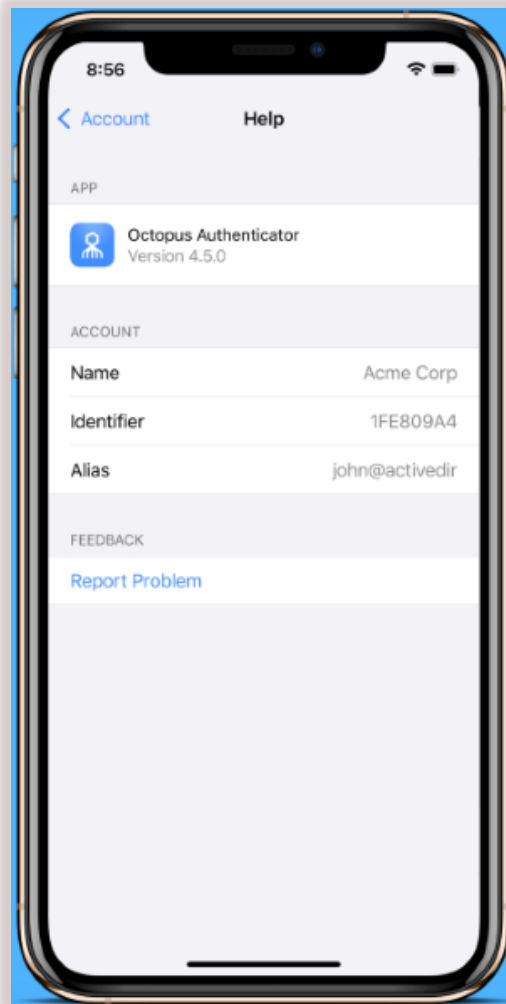
The **Account Details** page opens when you tap an account in the Accounts list (on the Home screen). This page provides basic information about the selected account, as well as the following features:

- **Help:** Tap to open the **Help** screen (Working with the Help Screen).
- **Show Credentials:** Tap to open the **Credentials** popup (Accessing Account Credentials)
- **Remove Account:** Tap to delete the account.



Working with the Help Screen

The upper portion of the **Help** screen displays the Octopus Authenticator version as well as various other details about the account. If you contact the Support team about issues you are experiencing, they may ask you for these details.



The **Feedback** portion of the screen allows you to easily report issues to the Support team. Tap **Report Problem** to generate a report that automatically includes your account details and a log file. When you send the report by email, the subject line is prefilled and your company's support email appears automatically in the CC list.