UA NetID+ - options for when your phone is not available

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UA employees were moved to mandatory two-factor NetID+ logins in the spring of 2018 and students will be moved in the fall of 2018. Often people will use their cell phone as the second form of authentication.

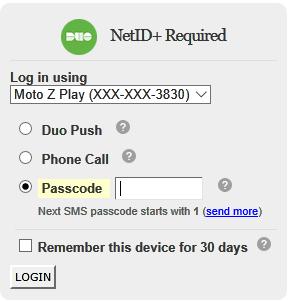
Unfortunately, there may come a day when your phone battery dies, or you leave your phone at home on the bathroom counter. What do you do?

The UA has a mechanism to generate a list of one time passcodes (OTP) that can be used for two factor logins instead of your phone. With a printed list in your wallet, or some other secure location, you can still access the UA services (email, UAccess, iLab) that you need. To get this list of codes, you need to plan ahead for the possibility that you might need them.

YouTube tutorial on OTP from University IT Services (UITS):
https://www.youtube.com/watch?v=I5mrtttcK28&index=9&list=PLXpm_6NMk1t8kQPFAY7EM4zeY3E-TFMMc

Step-by-step Instructions for getting OTP *(for Windows, but Macintosh computers should be similar)*:

1. You will need to perform these steps on a computer that has access to a printer.
2. Use the computer's web browser and log into: https://netid-plus.arizona.edu/ (you will need your phone for this part)
3. Once you have completed the login, click on **Manage your Account**
4. Near the top of the next page that appears is a button that says **Print Bypass Codes**, click the button.
5. A small window will open with the instructions *Store these Bypass Codes in a safe place!* At the bottom of this window will be a button to allow you to print this list.
6. Clicking the print button will open the print dialog, print the page.
7. As the instructions say, you should store these Bypass Codes in a safe place.
8. Once you have printed your codes, close out the open windows and logout of NetID+.

Logging into UA NetID+ with a OTP

1. Using a web browser, attempt to go to a service that requires a UA NetID+ login.
2. Login using your UA NetID username and password
3. At the NetID+ window select **Passcode** and type in the first unused number from your list. Since you can only use a passcode number one time the window will hint at the code that comes next. Once you use a code, you are encouraged to somehow mark your list to indicate that the code has been used.
4. Click **Login**.