

Generate or Unlock a One-Time Passcode



NetX360 uses One-Time Passcode (OTP) to provide multi-factor authentication for extra security (such as instances where the system does not recognize a device). Firm administrators can generate or unlock an OTP.

If a NetX360 user gets locked out of NetX360 by entering an incorrect password on a recognized device or trying to access from an unrecognized device, an OTP is sent to the pre-registered device via voice, SMS (text message), or email upon request. Using this passcode, the user can regain access to NetX360 at any time.

Prerequisite

- The user must have been set up and configured for OTP in NetX360.

Entitlements

BFE #	CATALOG TYPE	CATEGORY	BFE NAME	ACCESS LEVEL	DESCRIPTION
17486	Functional	Administrative	ONE-TIME PASSCODE FOR NETX360	Access	Allows a NetX360 user to authenticate using OTP by calling the service desk to receive the one time passcode
2870	Functional	Administrative	ONE-TIME PASSCODE FOR NETX360-EMAIL	Access	Allows a user to authenticate via email using OTP
2871	Functional	Administrative	ONE-TIME PASSCODE FOR NETX360-VOICE	Access	Allows a user to authenticate via voice call using OTP
2872	Functional	Administrative	ONE-TIME PASSCODE FOR NETX360-SMS	Access	Allows a user to authenticate via SMS using OTP
17404	Functional	Administrative	OTP ONE TIME PASSCODE INTERNATION SMS CALL	Access	Allows a user to receive OTP via call or SMS to mobile phone numbers belonging to countries other than U.S Note: User also requires one of the other OTP entitlements (BFEs 2870, 2871, or 2872.)
15786	Functional	Administrative	One-Time Passcode for NetX360 - Administration	Update	Allows an administrator to reset OTP and provide passcodes to NetX360 users Note: OTP support team members need this entitlement.

Generate a One-Time Passcode

Use **Generate Code** to generate a new OTP.

Note: Each OTP is valid for 10 minutes, and a user can request up to five OTPs in a period of 30 minutes. If the user does not use the OTP, on the fourth and fifth requests, an alert displays that further requests lead to temporary suspension of the user ID. On the sixth request, the user ID is temporarily locked.

1. Click **Admin > Admin Tools > Entitlements > One-Time Passcode Administration**. The **One-Time Passcode Administration** page displays.

Global search keyword: **admin**

2. Select **NetX360** as the product, enter the user's **user ID** and **PIN**, and click **Continue**. The **One-Time Passcode Information** section displays.
 - If there is no active OTP code for the account, the **Unlock OTP** button is disabled.
 - If the status of the OTP is set to **Locked**, the time remaining displays as **Expired**. The OTP has expired. Five OTP requests are allowed within a 30-minute period before the account is locked for ten minutes.
3. Click **Unlock** to remove the lock from OTP.
4. Click **Generate One-Time Passcode**. The six-digit code displays to the right of the button. An information message displays at the top of the page confirming the request.
5. Provide the new OTP code to the user. The user receives an email notification that an OTP code has been generated.

Unlock a One-Time Passcode

Use **Unlock** to remove the OTP lock from a user ID. OTP generation is locked when the user enters the OTP incorrectly three times. When the lock is removed, the user must use the previously generated OTP to validate their identity.

1. Click **Admin > Admin Tools > Entitlements > One-Time Passcode Administration**. The **One-Time Passcode Administration** page displays.

Global search keyword: **admin**

2. Select **NetX360** as the product, enter the user's **user ID** and **PIN**, and click **Continue**. The **One-Time Passcode Information** section displays.
 - If the status of the OTP is set to **Locked** then the OTP lock counter is set to **3**. The number of attempts to validate the active OTP code was reached; three failed attempts against an active code are allowed during the timeperiod.
3. Click **Unlock**. An information message displays at the top of the page confirming the request. The user receives an email notification that the OTP has been unlocked.

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