



HYPERSECU®

Using HyperOTP™ with SAASPASS Access Management Tool

10/17/2018

HSTE-NB0043-RV 1.1

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Introduction

This document will demonstrate how to register and use your HyperOTP™ one-time password token with a SAASPASS account. SAASPASS is compatible with both or TOTP time-based tokens (30 or 60 seconds) and HOTP event-based tokens.

NOTE: This document is up to date with SAASPASS account procedures on the date of publication. However, SAASPASS reserves the right to make changes to their procedures and services at any time.

Requirements

Before you register your HyperOTP token, you will need:

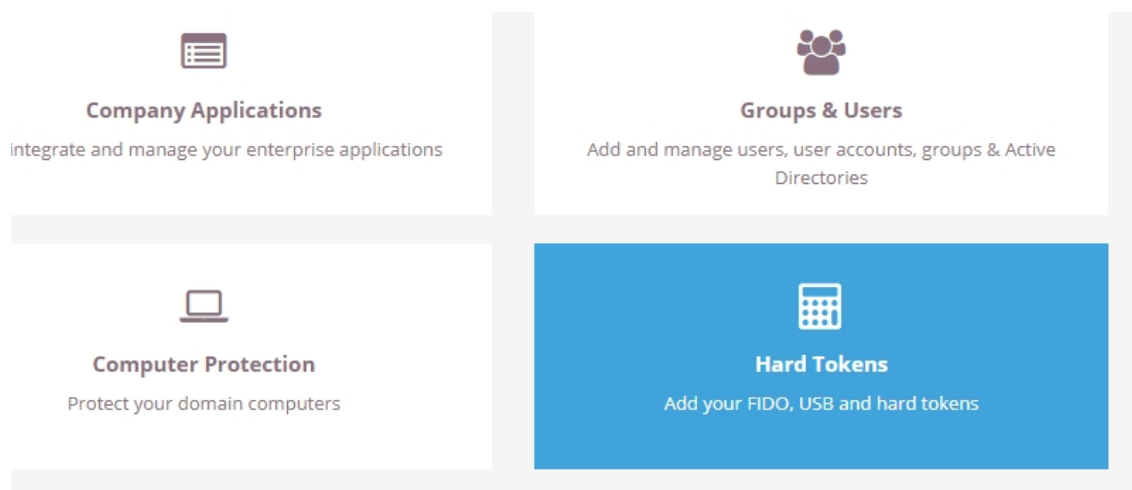
- The latest version of any web browser
- A valid account with SAASPASS
- A HyperOTP TOTP or HOTP one-time password token

Registering a HyperOTP™ One-Time Password Token

Before you register your HyperOTP one-time password token, you must have your SAASPASS account set up and activated. Once it's been activated, you can begin registration.

IMPORTANT: Only users with Admin status can register and manage OTP tokens.

1. Log in to your SAASPASS account and make sure you are in Company Mode.
2. On the Administrative dashboard, click **Hard Tokens**.

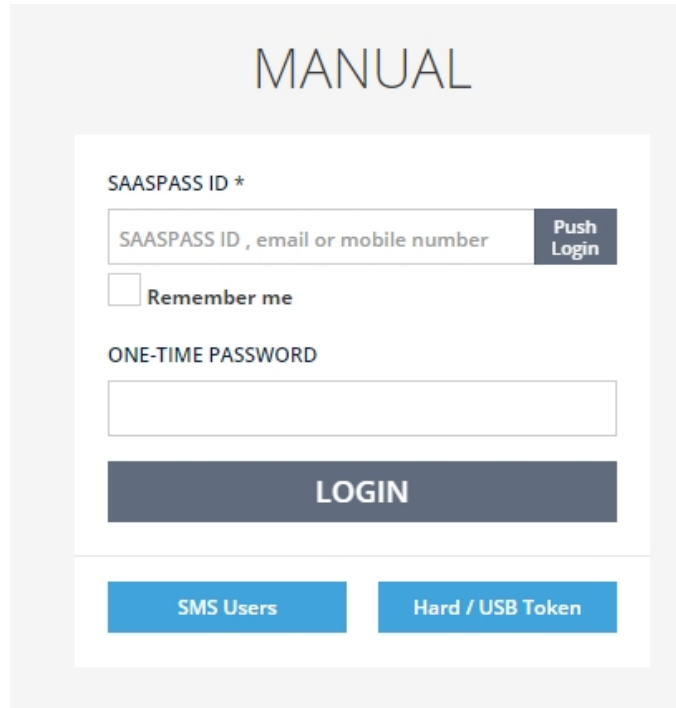


3. Click **Add Hard Tokens**.
4. Enter the token type, algorithm, and TOTP generation time if you are registering a TOTP token.
5. Enter the serial number found on your HyperOTP token, then enter the shared secret, or secret key.
6. Click **Save Tokens**.

NOTE: If you are unsure of the token's details such as algorithm or token type, check with your system administrator.

Signing In With a HyperOTP Token

1. Go to the SAASPASS login page and make sure you are signing in using the Manual option.



The screenshot shows a login interface titled "MANUAL". It features a form with the following elements:

- A label "SAASPASS ID *" above a text input field.
- The text "SAASPASS ID , email or mobile number" inside the input field.
- A "Push Login" button to the right of the input field.
- A checkbox labeled "Remember me".
- A label "ONE-TIME PASSWORD" above another text input field.
- A large dark blue "LOGIN" button below the second input field.
- Two blue buttons at the bottom: "SMS Users" and "Hard / USB Token".

2. Enter your sign in credentials, then turn on your OTP token and enter the 6 or 8 digit password displayed on the token.
3. Click **Login**.

Deleting a HyperOTP Token

If you want to delete your HyperOTP token, you can do so at any time.

1. On the Administrative dashboard, click **Hard Tokens**.
2. Locate the serial number of the token you want to delete and click **Delete**.
3. Use SAASPASS to authenticate your account and confirm the deletion.

IMPORTANT: Make sure you assign another authentication method to all user accounts associated with the OTP token or else these accounts will lose access to SAASPASS.

Troubleshooting

Hypersecu Information Systems Inc is not responsible for any errors related to SAASPASS services and operations. Please contact the support team for SAASPASS in such cases.

HyperOTP Token is Unavailable

If you're unable to use your HyperOTP token, you must contact your system administrator or someone with an admin role to help reset your account.

HyperOTP Token Won't Authorize

If your HyperOTP token will not authorize your sign in attempt, try the following options:

- Let a new one-time password generate and enter the new password.
- Your token may be out of sync. Try synchronizing the token. See *HyperOTP Token is Out of Sync* on page 7.

HyperOTP Token is Out of Sync

If a user can't sign in using their token, the token may have become out of sync. You can solve this by synchronizing the token again.

1. On the Administrative dashboard, click **Hard Tokens**.
2. Find the token you want to synchronize and click **Synchronize**.
3. Generate 3 one-time passwords in a row and enter each one in the fields:
 - For HOTP tokens, simply generate the OTP values consecutively and enter them.
 - For TOTP tokens, wait the required interval between each OTP value and enter each one.

TOKEN SYNCHRONIZATION
✕

<p>Token Serial Number 2108808900000046</p> <p>Generate and enter three consecutive one-time passwords (OTP):</p> <ul style="list-style-type: none"> • For event based tokens, simply generate and enter the OTPs from the token. • For time based tokens, wait for the interval of the next OTP and enter that. <p>Note:</p> <ul style="list-style-type: none"> • The tokens generated MUST be entered one after another (as they were generated) to be usable. 	<p>1st one-time password <input style="width: 100%; height: 20px;" type="text"/></p> <p>2nd one-time password <input style="width: 100%; height: 20px;" type="text"/></p> <p>3rd one-time password <input style="width: 100%; height: 20px;" type="text"/></p> <p style="text-align: center;">SYNCHRONIZE</p>
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4. Click **Synchronize**.

IMPORTANT: Re-synchronization may not take effect right away. If your token still appears out of sync and you can't sign in, wait a few minutes before trying again.
