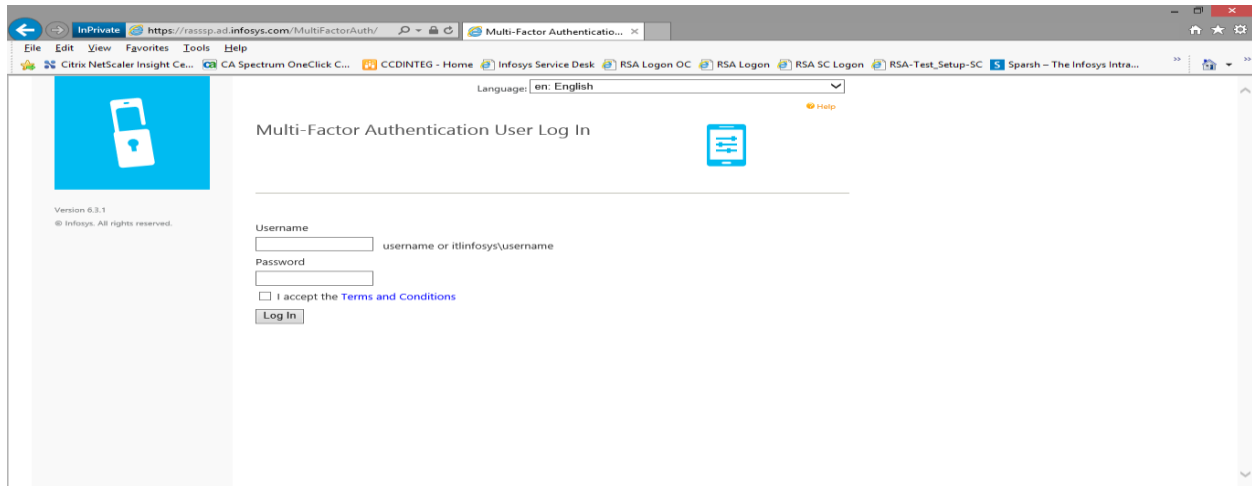


MFA User Administration

Prerequisites

- The Admin should be a registered user on Microsoft Multi Factor Authentication (MFA) in order to do user administration activities.
- He/she should have admin privileges to carry out user administration
- Click [here](#) to register when you are connected to Infosys network.

User management Portal for Administrators - <https://rasssp.ad.infosys.com>



Multi-Factor Authentication User Log In

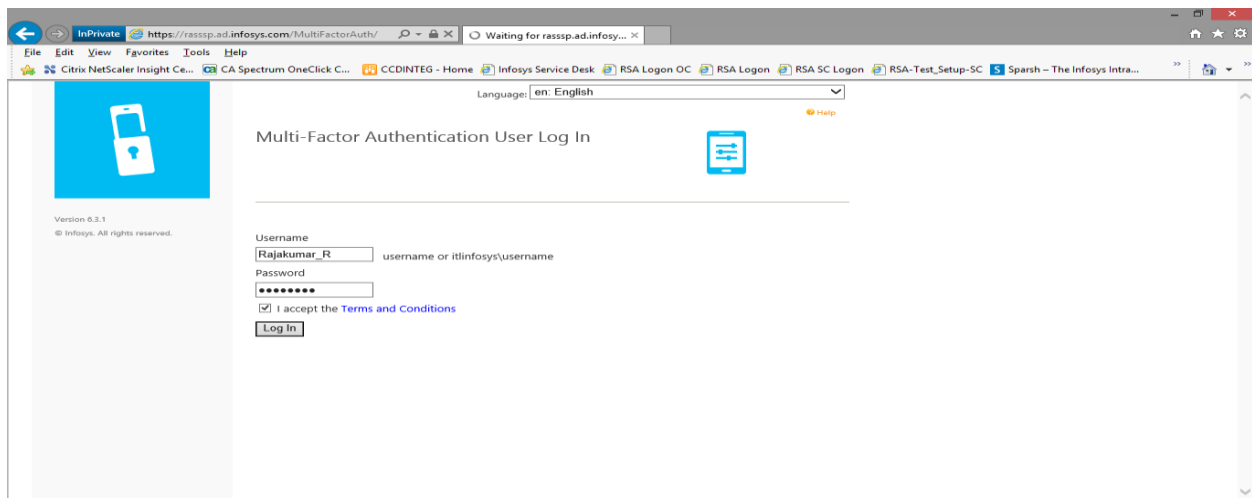
Username username or itinfosys/username

Password

☐ I accept the [Terms and Conditions](#)

Login Procedure

Enter domain ID, password, accept terms and conditions and click login. Wait for the MFA call on your registered number and provide your registered PIN for successful authentication.



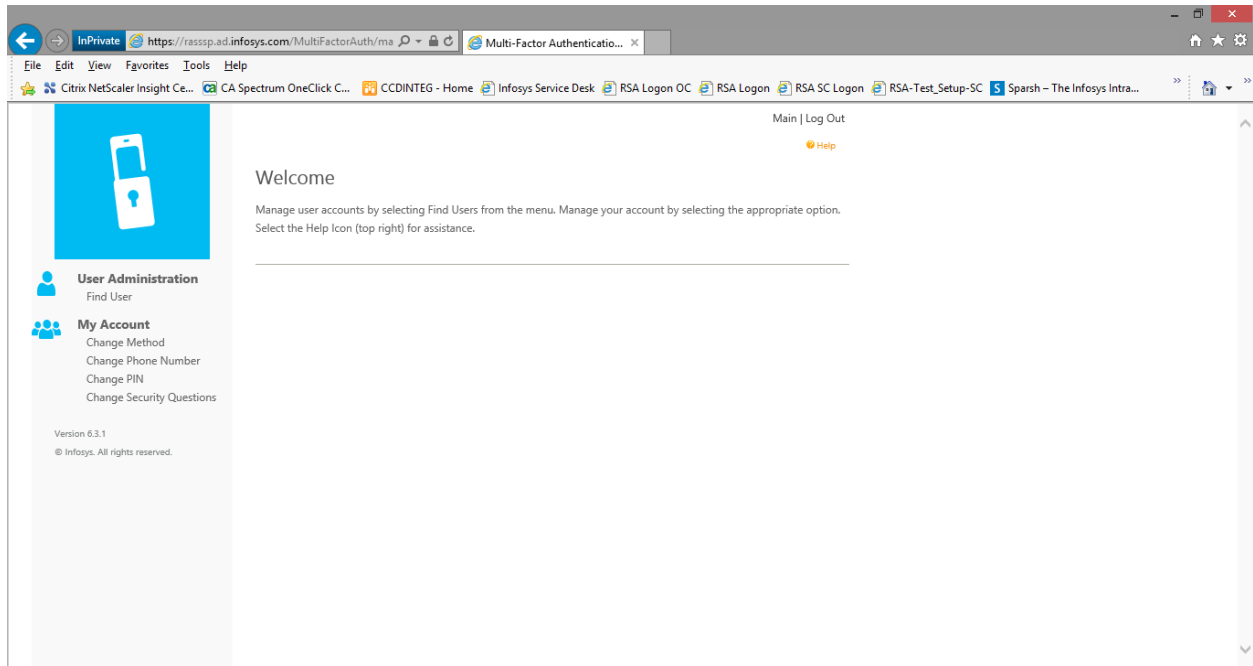
Multi-Factor Authentication User Log In

Username username or itinfosys/username

Password

☒ I accept the [Terms and Conditions](#)

After successful authentication admin will see the below page with two sections, **User Administration** and **My Account**. User Administration is for user admin related activities and my account is about your MFA related information and modifications.



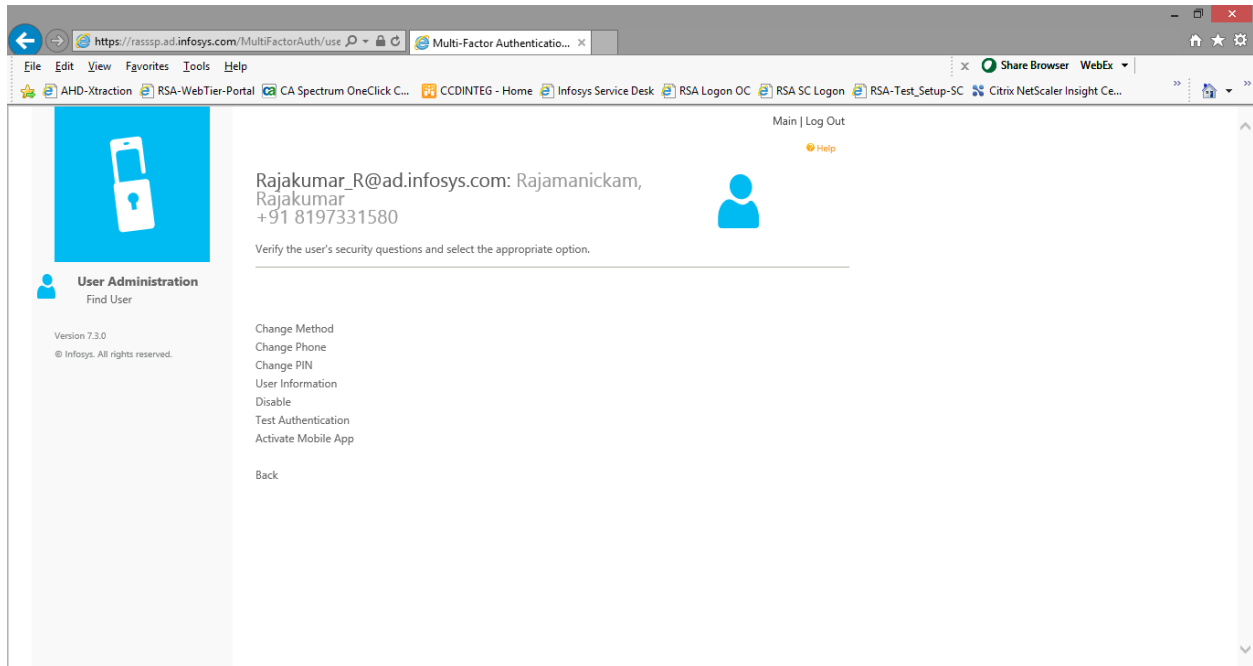
User Administration

Note: In Intranet/LAN users can change their Phone, PIN, security questions and answers on their own by logging into self service portal <https://rasssp.ad.infosys.com>. Support will be required only when users are in remote location.

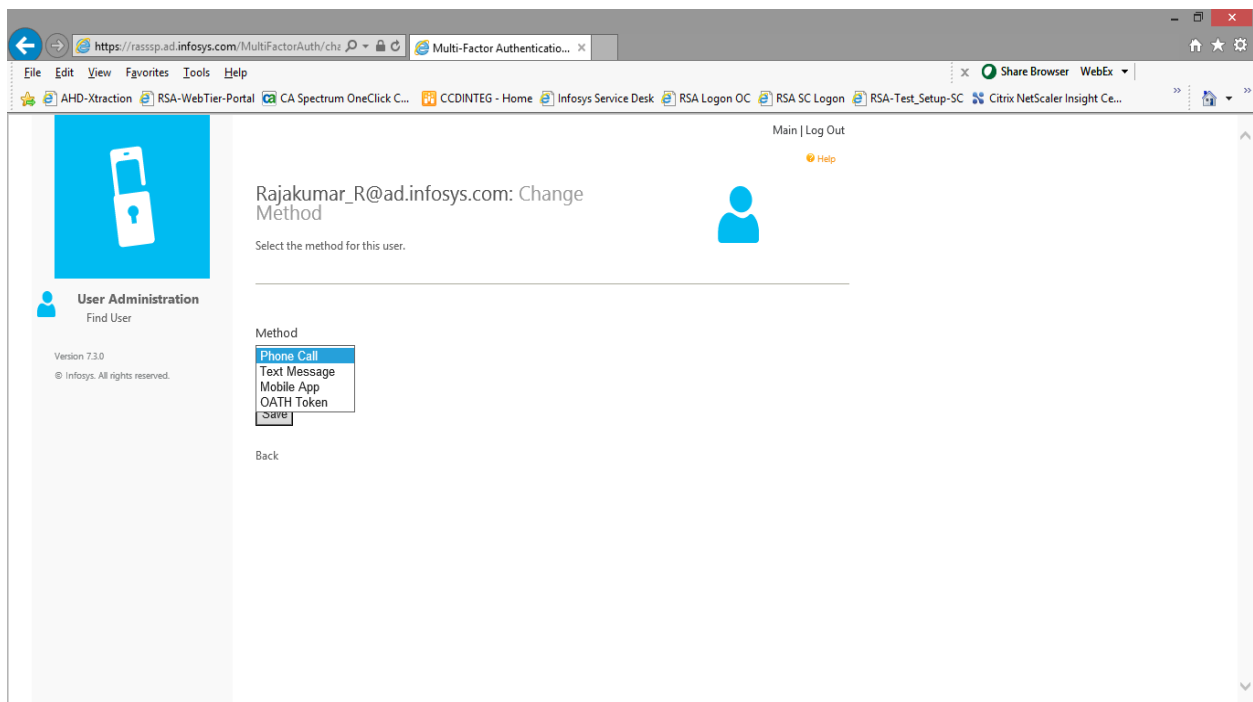
User Administration options

Find User – With this option Admin can **Change Method, Change Phone, Change PIN, View and Change user Information, Enable or Disable , Activate Mobile APP and test authentication** for users.

Find User – Provide user email address to find his/her details



Change Method – To change the authentication method of a user click change method



Change Phone – To change phone number of user(s).

The screenshot shows a web browser window with the URL `https://rasssp.ad.infosys.com/MultiFactorAuth/che`. The page title is "Rajakumar_R@ad.infosys.com: Change Phone". Below the title, it says "Specify a new phone number for this user." and shows a user icon. On the left, there is a sidebar with a "User Administration" section and a "Find User" button. The main content area has a "PRIMARY" section with a "New Mobile Number" field. The field has a dropdown menu showing "India +91" and a text input field containing "7760982911". Below the field, there is a "Send email" checkbox and a "Save" button. At the bottom, there is a "Back" link.

Multi-Factor Authentication...

File Edit View Favorites Tools Help

Share Browser WebEx

Citrix NetScaler Insight Ce... CA Spectrum OneClick C... CCDINTEG - Home Infosys Service Desk RSA Logon OC RSA Logon RSA SC Logon RSA-Test_Setup-SC Sparsh - The Infosys Intra...

Main | Log Out Help

Rajakumar_R@ad.infosys.com: Change Phone

Specify a new phone number for this user.

User Administration Find User

Version 6.3.1
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PRIMARY

New Mobile Number

India +91 7760982911

☐ Send email

Save

Back

Change PIN – To change PIN in case user forget the PIN and in remote location with no access to email

The screenshot shows a web browser window with the URL `https://rasssp.ad.infosys.com/MultiFactorAuth/che`. The page title is "Rajakumar_R@ad.infosys.com: Change PIN". Below the title, it says "Specify a new PIN number for this user." and shows a user icon. On the left, there is a sidebar with a "User Administration" section and a "Find User" button. The main content area has a "New PIN" section with two input fields: "New PIN" and "Confirm PIN". The "New PIN" field has a red asterisk and a tooltip that says "Minimum 4 Digits (Weak PIN not allowed. Cannot contain 4 or more consecutive digit of the phone number, 3 or more repeating digits, or 3 or more sequential digits.)". There is a "Generate" button next to the "New PIN" field. Below the "Confirm PIN" field, there is a "PIN change required" checkbox which is checked, and a "Send email" checkbox. At the bottom, there is a "Save" button. At the very bottom, there is a "Back" link.

Multi-Factor Authentication...

File Edit View Favorites Tools Help

Share Browser WebEx

Citrix NetScaler Insight Ce... CA Spectrum OneClick C... CCDINTEG - Home Infosys Service Desk RSA Logon OC RSA Logon RSA SC Logon RSA-Test_Setup-SC Sparsh - The Infosys Intra...

Main | Log Out Help

Rajakumar_R@ad.infosys.com: Change PIN

Specify a new PIN number for this user.

User Administration Find User

Version 6.3.1
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New PIN

Confirm PIN

Minimum 4 Digits (Weak PIN not allowed. Cannot contain 4 or more consecutive digit of the phone number, 3 or more repeating digits, or 3 or more sequential digits.) Generate

☒ PIN change required

☐ Send email

Save

Back

Uncheck send email. Click on generate for system generated random PIN. **Ensure PIN change required is checked.** Use has to change this PIN during phone authentication.

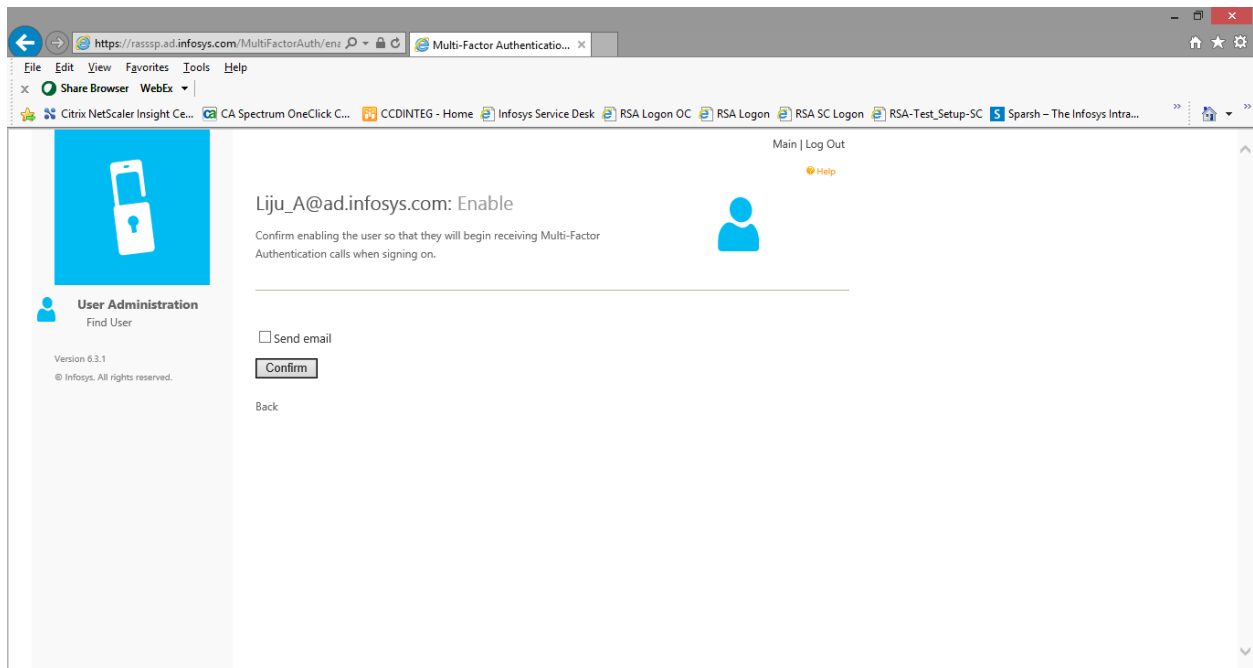
In case the user has access to his Infosys email, uncheck PIN Change required and check send email. Click on generate for system generated random PIN and Save. A system generated PIN will be mailed to user. Admin will see the PIN as “MASKED”.

View and Change user information – to view and change user information in case of a mismatch.

The screenshot shows a web browser window with the URL <https://rassp.ad.infosys.com/MultiFactorAuth/use>. The page title is "Multi-Factor Authentication...". The main content area displays "Rajakumar_R@ad.infosys.com: User Information" with a blue user icon. Below the title, it says "Specify new information for this user." There are five input fields: "New First Name" (containing "Rajakumar"), "New Last Name" (containing "Rajamanickam"), "New Email Address" (containing "Rajakumar_R@infosys.com"), "New User Group" (empty), and a "Save" button. A "Back" link is at the bottom. The left sidebar shows a "User Administration" section with a "Find User" link and version information "Version 6.3.1 © Infosys. All rights reserved." The top navigation bar includes "Main | Log Out" and a "Help" link.

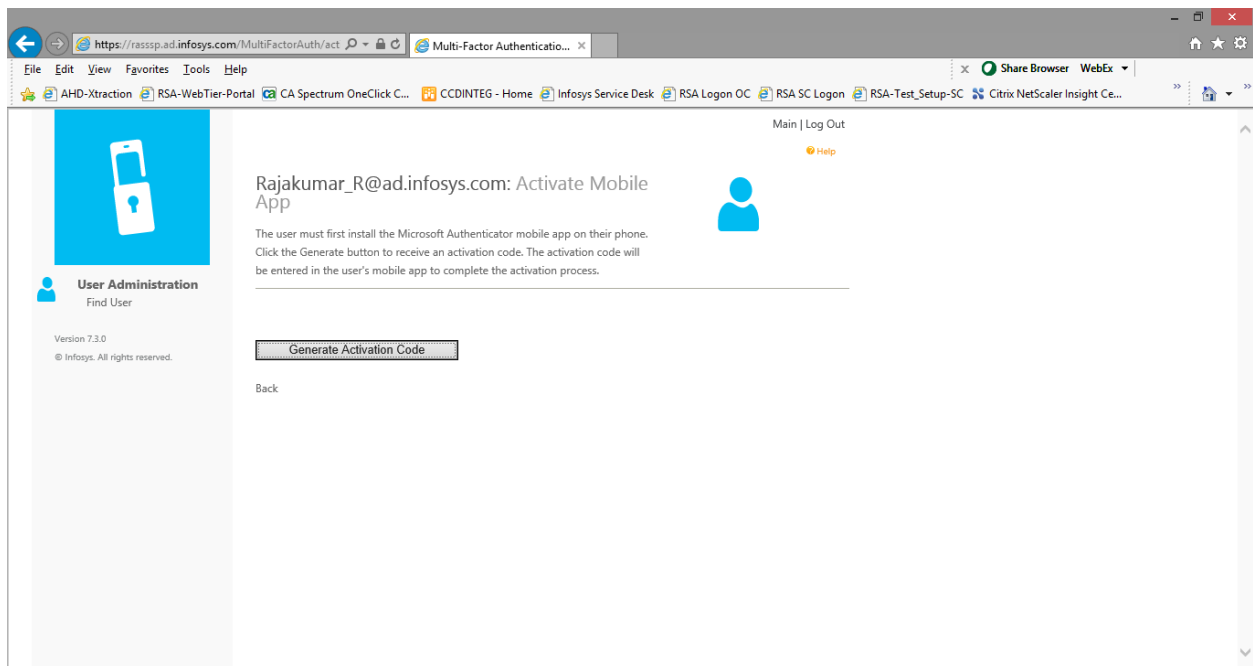
Enable/Disable user – To enable or disable user. Enable option will be provided if the user is disabled in MFA server and vice versa.

The screenshot shows a web browser window with the URL <https://rassp.ad.infosys.com/MultiFactorAuth/enu>. The page title is "Multi-Factor Authentication...". The main content area displays "Rajakumar_R@ad.infosys.com: Disable" with a blue user icon. Below the title, it says "Confirm disabling the user so that they will no longer receive Multi-Factor Authentication calls when signing on." There is a "Confirm" button. A "Back" link is at the bottom. The left sidebar shows a "User Administration" section with a "Find User" link and version information "Version 6.3.1 © Infosys. All rights reserved." The top navigation bar includes "Main | Log Out" and a "Help" link.

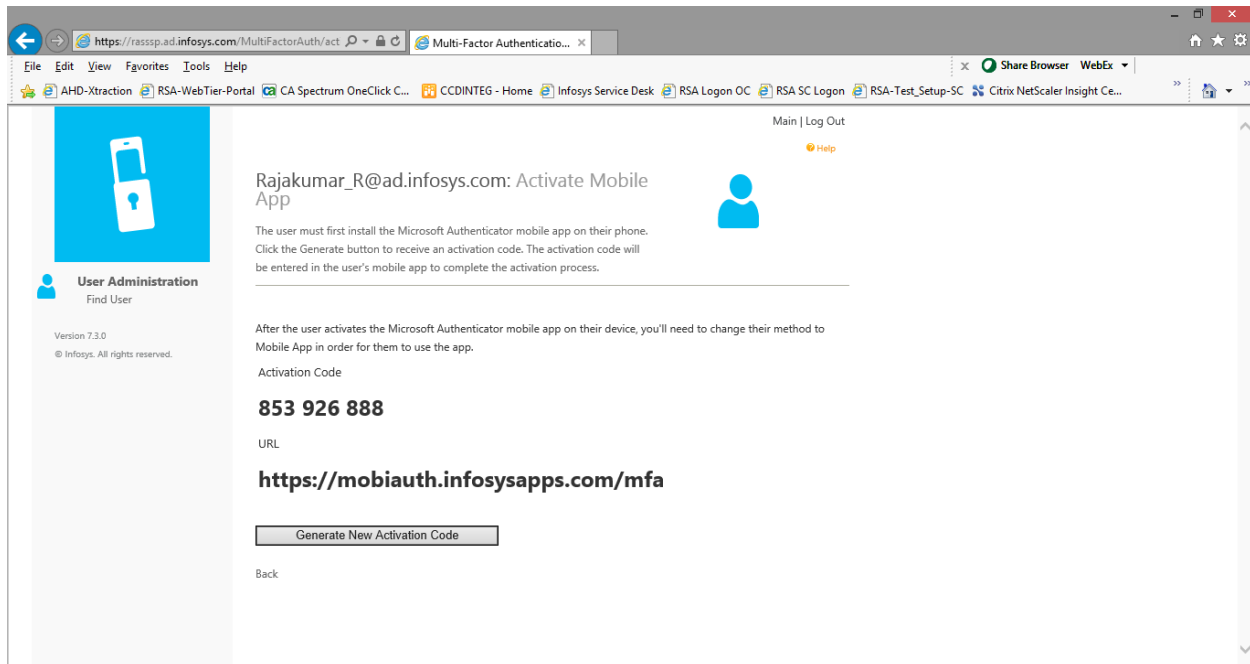


Activate Mobile APP – Prerequisite- Microsoft authenticator App should have been installed on user's smartphone.

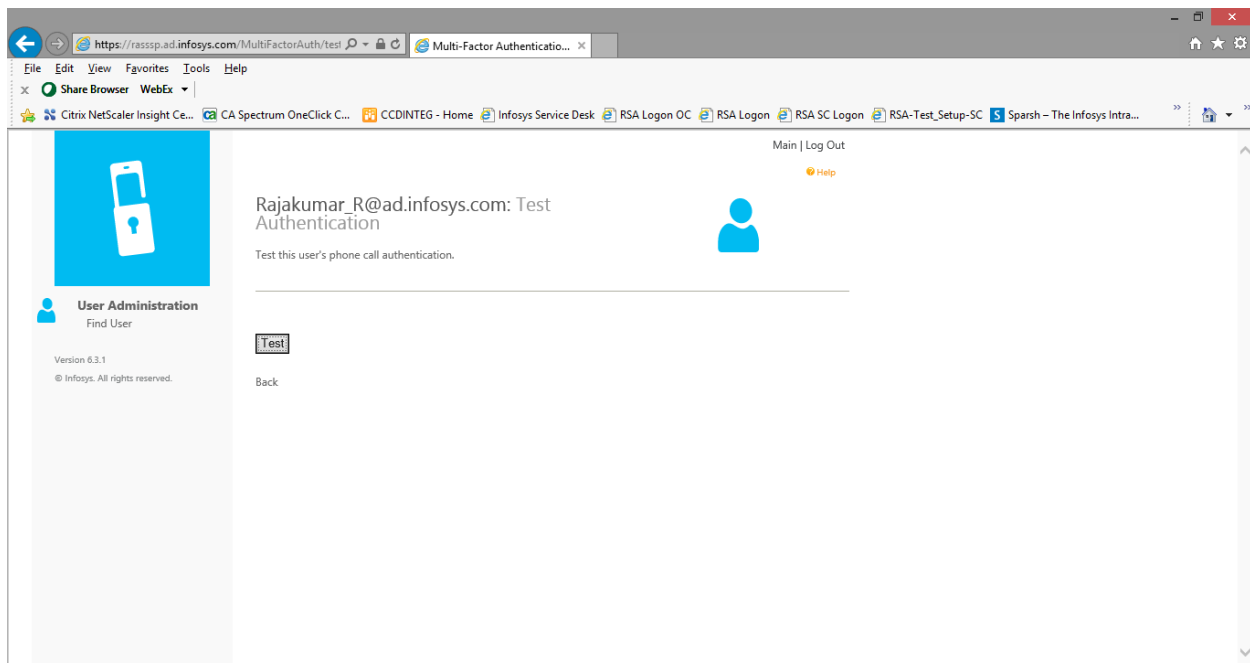
If the user want to change his authentication method to mobile app, select Activate mobile APP from user information page and click generate activation code



Activation code and URL will be displayed. Provide this info to the user to enter on his Microsoft authenticator mobile app manually (On Mobile app, Add account → Work or school account → enter code and URL manually and click finish). This will activate mobile app.



Test Authentication – click on test to verify user authentication. With test authentication, the authentication call will go users registered number (in case modified by admin the call will go to modified number) wherein he/she has to enter the PIN (in case PIN is changed by Admin, the new PIN has to be entered).



Upon successful authentication by user, Admin will see successful authentication as shown below.

