

Two Factor Authentication FAQs

1. What is two factor authentication?

Two factor authentication is where you will have an additional step to the login process, where you will need to enter a onetime passcode sent via email or SMS to your details registered. This offers an extra layer security and protection, keeping yours and others details safe.

2. How often will have enter a onetime passcode and how will this be sent?

This depends on the application you are accessing, please see the frequency and methods for each application below:

Application	How often you will need to enter a onetime passcode	How will the onetime passcode be sent
Sentinel App (IOS and Android)	You only need to enter the onetime passcode when you scan your card the first time on a new device.	You can select to receive this via SMS to the mobile number registered on your mySentinel account. Alternatively, you can opt to receive this via email, which will sent to email address registered on your mySentinel.
MySentinel Website	You will be asked to enter your onetime passcode on first login and every 2 days from when you last logged into your account.	You will receive this via email, which will be sent to your email address registered on mySentinel.
Sentinel Administration Portal	You will be asked to enter your onetime passcode on first login and every 2 days from when you last logged into your account.	You will receive this via email, which will be sent to the email address registered on your account.

3. I have been asked to enter a onetime passcode on the Sentinel app and it is saying I need to register my details?

You will need to register your details on my Sentinel to scan yourself and others into the Sentinel app. To register for mySentinel please go to [Log In \(mysentinel.me\)](https://mysentinel.me) and click register, you will be asked to complete your details and an email will be sent to you to complete your registration.

4. I have not received my onetime passcode; how can I receive a new one?

Please check your junk folder and retry by clicking the back button this will then take you back to the login page.

If you still have not received your onetime passcode, please contact the helpdesk to check your details registered.

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5. I have entered my onetime passcode incorrectly, can I reattempt?

Yes, on your reattempt you will be asked to complete a second step to select an image related to the word shown on the screen.

If you need to receive a new onetime passcode, please click the back button this will then take you back to the login page to retry and receive a new code.

6. How many times can I re-attempt to enter my onetime passcode?

You will need to reset your onetime passcode if you have entered this incorrectly 3 times. After this you will need to receive a new onetime passcode, please click the back button this will then take you back to the login page to retry and receive a new code.