

# Windows GINA login User Guide

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## Overview

PINsafe can be used to protect the Windows login and remote login for Windows 2000, 2003 and XP. For the Windows PINsafe GINA Administrator guide see [Microsoft Windows GINA login](#). For the PINsafe Credential Provider for Vista, Windows 7 and 2008 server see [Windows Credential Provider User Guide](#).

## User Login


A user may login by entering their username, password and One Time Code. The one time code can be sent by an SMS message or a mobile phone client. Do not click Get Message unless the image is to be used for authentication.

The image shows a Windows-style dialog box titled "PINsafe Login". The title bar is blue with the text "PINsafe Login" in white. The main area has a white background with the "PINsafe" logo in large, bold, black letters. Below the logo, there are three input fields: "User name:" with the text "graham", "Password:" with masked characters "••••••••", and "OTC:" with masked characters "••••". Below the OTC field is a button labeled "Get Image". Underneath the "Get Image" button is a large, empty rectangular box. At the bottom of the dialog, there are four buttons: "OK", "Cancel", "Shut Down...", and "Options <<".

A user can also authenticate using a One Time Code generated from a [TURING](#) graphical image.

**PINsafe Login**

# PINsafe®

 This computer is in use and has been locked.  
Only QWERTY-D2ACFFB8\graham (graham) or an administrator can unlock this computer.

User name:

Password:

OTC:

1	2	3	4	5	6	7	8	9	0
7	3	2	1	0	6	5	9	4	8

The option for standard authentication when the PINsafe server cannot be contacted may be available.

**Log On to Windows**

# PINsafe®

User name:

Password:

For information on the PINsafe security string and PIN extraction see [PINsafe User Guide](#)

## ChangePIN

If the PIN number is required to be changed, then the ChangePIN page will appear. It is also possible to change the PIN and password by using the Ctrl-Alt-Del keys and then Change Password.

Remember with PINsafe, the PIN number is never entered. To change the PIN enter the current OTC, and then enter an OTC for the new PIN.

Example:

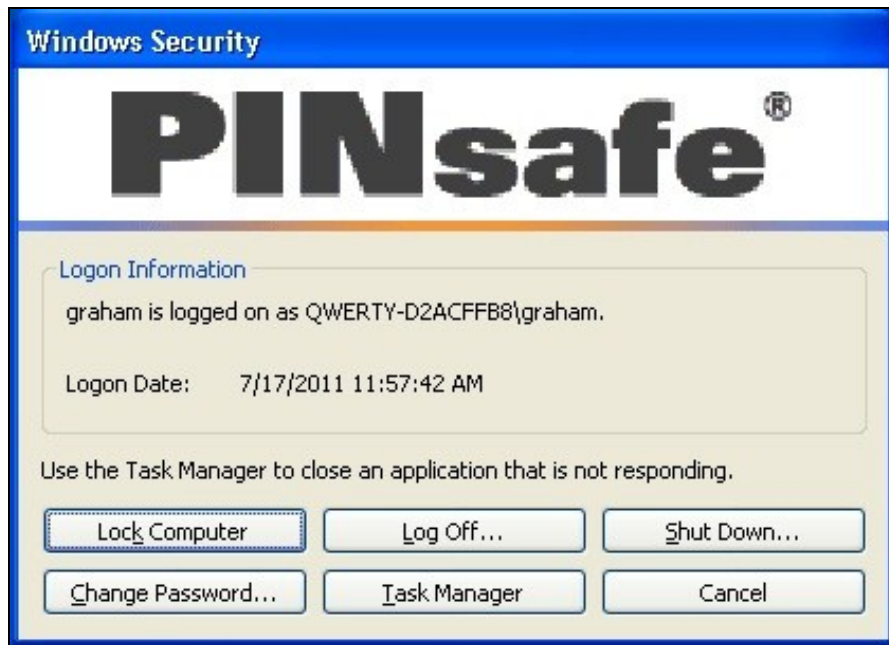
```
Security string is 8375210964, current PIN 1234, required new PIN 7890
OTC 8375
New OTC 0964
Confirm New OTC 0964
```

PIN policy may prevent repeated digits or sequences.

Security strings may be changed using security strings from SMS messages, mobile Phone Clients or using a TURING image. Do not click Request Image unless the TURING image is to be used for ChangePIN.

### User Requested ChangePIN using Change Password

From the Windows menu select Ctrl-Alt-Delete



The screenshot shows the 'Windows Security' window with the 'PINsafe' logo. Under the 'Logon Information' section, it states 'graham is logged on as QWERTY-D2ACFFB8\graham.' and 'Logon Date: 7/17/2011 11:57:42 AM'. Below this, a message says 'Use the Task Manager to close an application that is not responding.' There are six buttons: 'Lock Computer', 'Log Off...', 'Shut Down...', 'Change Password...', 'Task Manager', and 'Cancel'.

To ChangePIN, password details can be left blank.



The screenshot shows the 'Change Password' window with the 'PINsafe' logo. It contains several input fields: 'User name:' with 'graham', 'Log on to:' with a dropdown menu showing 'QWERTY-D2ACFFB8 (this computer)', 'Old Password:', 'New Password:', 'Confirm New Password:', 'Old OTC:', 'New OTC:', and 'Confirm New OTC:'. There is a 'Get Image' button below the OTC fields. At the bottom, there are three buttons: 'Backup...', 'OK', and 'Cancel'.

ChangePIN using dual channel or mobile phone client

Change Password

**PINsafe®**

User name:

graham

Log on to:

QWERTY-D2ACFFB8 (this compute

Old Password:

New Password:

Confirm New Password:

Old OTC:

••••

New OTC:

••••

Confirm New OTC:

••••

Get Image

Backup...

OK

Cancel

ChangePIN using TURING

**Change Password**

# PINsafe®

User name:

Log on to:  ▼

Old Password:

New Password:

Confirm New Password:

Old OTC:

New OTC:

Confirm New OTC:

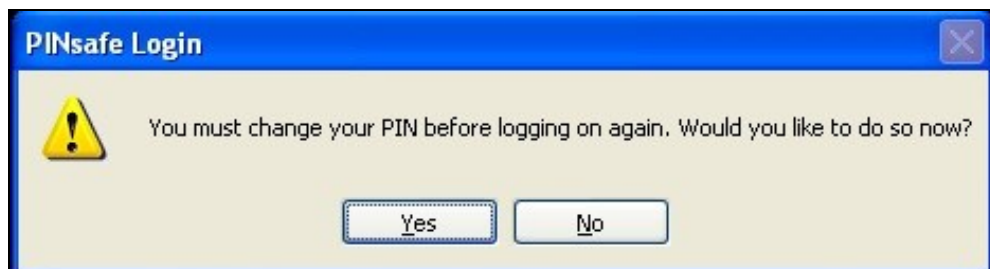
1	2	3	4	5	6	7	8	9	0
3	2	7	9	4	6	5	1	0	8

ChangePIN successful



### ChangePIN redirect at login

When required to ChangePIN the login is redirected to the ChangePIN page.



**PINsafe Change PIN** 

User name:

Old OTC:

New OTC:

Confirm New OTC:



ChangePIN using dual channel or mobile phone client

**PINsafe Change PIN** 

User name:

Old OTC:

New OTC:

Confirm New OTC:



ChangePIN using TURING

**PINsafe Change PIN**

User name:

Old OTC:

New OTC:

Confirm New OTC:

1 2 3 4 5 6 7 8 9 0

8 7 9 3 5 0 4 6 1 2

ChangePIN successful

**PINsafe Change PIN**


 Your PIN was changed successfully

## Troubleshooting

**The one-time code is incorrect. Please retype your one-time code**

The One Time Code is incorrect

**PINsafe error**

 The one-time code is incorrect. Please retype your one-time code.

**The password is incorrect. Please retype your password. Letters in passwords must be typed using the correct case.**

The Active Directory Password is incorrect



**The system could not log you on. Make sure your username and domain are correct, then type your password again. Letters in passwords must be typed using the correct case.**

The PINsafe account may be locked contact the PINsafe system Administrator

