# 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.

| PINsafe Log                     | in   |
|---------------------------------|--|
|                                 | PINsafe®   |
| User name:<br>Password:<br>OTC: | graham         •••••         ••••         Get Image         OK       Cancel       Shut Down       Options << |

A user can also authenticate using a One Time Code generated from a TURing graphical image.

| PINsafe L | ogin   |
|-----------|--|
|           | PINsafe®   |
|           | This computer is in use and has been locked.         Only QWERTY-D2ACFFB8\graham (graham) or an administrator can unlock this computer.         User name:       graham         Password:       ••••••         OTC:       ••••         Get Image |
|           | 1 2 3 4 5 6 7 8 9 0<br>7 3 2 1 0 6 5 9 4 8   |
|           | OK Cancel  |

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

| Log On to W                             | indows                              |
|---|-------------------------------------|
|   | PINsafe®                            |
| <u>U</u> ser name:<br><u>P</u> assword: | graham<br> <br>OK Cancel Options >> |

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

| Windows Security   |
|--|
| <b>PINsafe</b> <sup>®</sup>  |
| Logon Information<br>graham is logged on as QWERTY-D2ACFFB8\graham.<br>Logon Date: 7/17/2011 11:57:42 AM |
| Use the Task Manager to close an application that is not responding.                                     |
|  |

To ChangePIN, password details can be left blank.

| Change Password       |                               |  |
|-----------------------|-------------------------------|--|
| PI                    | Nsafe®                        |  |
| User name:            | graham                        |  |
| Log on to:            | QWERTY-D2ACFFB8 (this compute |  |
| Old Password:         | 1                             |  |
| New Password:         |                               |  |
| Confirm New Password: |                               |  |
| Old OTC:              |                               |  |
| New OTC:              |                               |  |
| Confirm New OTC:      |                               |  |
|                       | Get Image                     |  |
|                       |                               |  |
|                       | Backup OK Cancel              |  |

#### ChangePIN using dual channel or mobile phone client

| Change Password               |                                 |
|-------------------------------|---------------------------------|
| PI                            | Nsafe®                          |
| <u>U</u> ser name:            | graham                          |
| Log on to:                    | QWERTY-D2ACFFB8 (this compute 🔽 |
| <u>O</u> ld Password:         |                                 |
| New Password:                 |                                 |
| <u>C</u> onfirm New Password: |                                 |
| Old OTC:                      | ••••                            |
| New OTC:                      | ••••                            |
| Confirm New OTC:              | ••••                            |
|                               | Get Image                       |
|                               |                                 |
|                               | Backup OK Cancel                |

ChangePIN using TURing

| Change Password               |                                    |
|-------------------------------|------------------------------------|
| PI                            | Nsafe®                             |
| User name:                    | graham                             |
| Log on to:                    | QWERTY-D2ACFFB8 (this compute 🗸    |
| Old Password:                 |                                    |
| <u>N</u> ew Password:         |                                    |
| <u>C</u> onfirm New Password: |                                    |
| Old OTC:                      | ••••                               |
| New OTC:                      | ••••                               |
| Confirm New OTC:              | ••••                               |
|                               | Get Image                          |
| 1 2                           | 3 4 5 6 7 8 9 0<br>7 9 4 6 5 1 6 8 |
|                               | Backup OK Cancel                   |

#### ChangePIN successful



### ChangePIN redirect at login

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



| PINsafe Change PI  | Ń      | × |
|--------------------|--------|---|
|                    |        |   |
| <u>U</u> ser name: | graham |   |
| Old OTC:           |        |   |
| New OTC:           |        |   |
| Confirm New OTC:   |        |   |
| Get                | Image  |   |
|                    |        |   |
|                    |        |   |
|                    |        |   |
|                    |        |   |
|                    |        |   |
|                    |        |   |

ChangePIN using dual channel or mobile phone client

| PINsafe Change PIN |        |        |
|--------------------|--------|--------|
|                    |        |        |
| User name:         | graham |        |
| Old OTC:           | ••••   |        |
| New OTC:           | ••••   |        |
| Confirm New OTC:   | ••••   |        |
| Get 1              | mage   |        |
|                    |        |        |
|                    |        |        |
|                    |        |        |
|                    |        |        |
|                    | ОК     | Cancel |
|                    |        |        |

ChangePIN using TURing

| PINsafe Change PIN 🛛 🔀 |               |  |
|------------------------|---------------|--|
|                        |               |  |
| User name:             | graham        |  |
| Old OTC:               | ••••          |  |
| New OTC:               | ••••          |  |
| Confirm New OTC:       | ••••          |  |
| Get 1                  | Image         |  |
| 1 2 3                  | 4 5 6 7 8 9 0 |  |
| 8 7 9                  | 3504512       |  |
| 1                      |               |  |
|                        | OK Cancel     |  |
|                        |               |  |

ChangePIN successful



# Troubleshooting

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

The One Time Code is incorrect



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

| Logon M | hessage 🛛 🔀   |
|---------|---|
| 1       | The system could not log you on. Make sure your User name and domain are correct,<br>then type your password again. Letters in passwords must be typed using the correct<br>case. |
|         | ОК  |