Digital Services Token Authentication Guide

Contents

What is Token Authentication?

Token-based authentication is a security technique that authenticates the users who attempt to log in to a server, a network, or some other secure system, using a security token provided by the server. The security token can be verified either by using an app on a smart phone or by using a physical token issued by Digital Services.

Google Authenticator

Google Authenticator is an application that you can download on to your Smartphone or iPhone that will generate a security code to allow you use for remote access.

The Application can be downloaded from here:

https://itunes.apple.com/gb/app/google-authenticator/id388497605?mt=8

Freya Tokens

Freya Tokens are small electronic devices issued by Digital Services for use where staff do not have access to smartphones and need to work remotely on our network.

Registering on the network.

You will need access to a Lewisham computer and your Smartphone/iPhone for this process.

Open a browser on the network and go to:

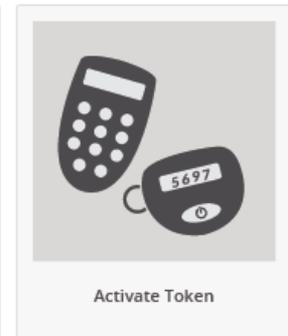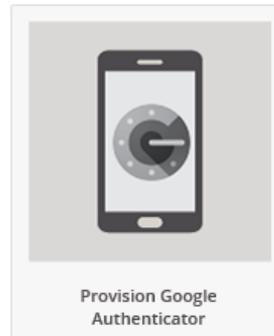https://token.lbdigitalservices.co.uk/FrejaSelfServicePortal/lbl/

LOGIN = Firstname.Surname
PASSWORD = Your network password.

TIP: Your network password is the one you use to log on to the thin clients in the Civic Centre.

Select Provision / Activate Token

Select the type of token you would like to register.

TIP:
If you have previously registered a token, you will see this message. If you would like to proceed click "CONFIRM".

ⓘ Notice

User: ryan.dolan1 already has a token. Please confirm that you want to overwrite the token serial number.

Registering on the Token

Google Authenticator App

Once you have selected "Provision Google Authenticator" you will need to select the type of smartphone that you are using. Once that is done you will see a QR Code on screen.

On Your Smart Phone

1. Download and open the app on your smartphone.
2. Tap "Begin Set Up"
3. Tap "Scan Barcode"
4. Point your smartphone at the screen and scan the QR Code
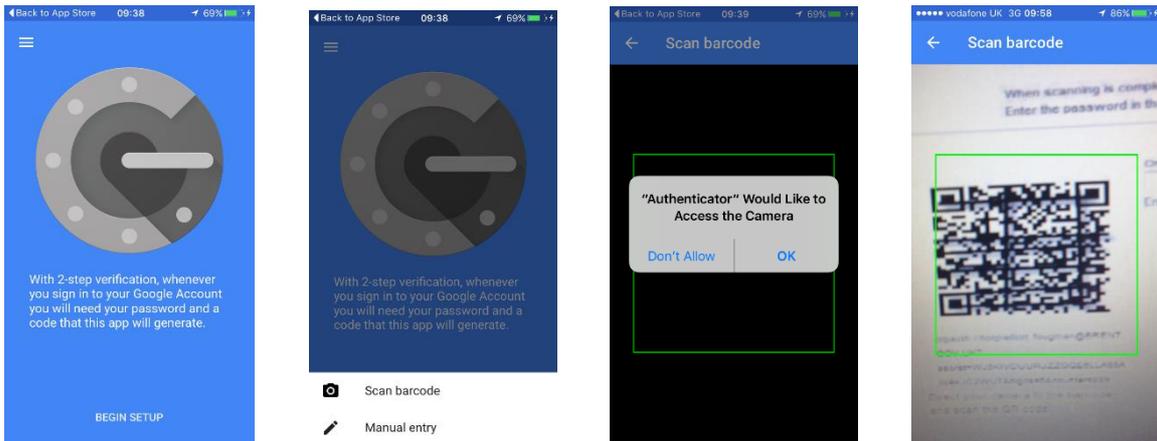
Enter the code from your smartphone into box on screen marked One Time Passcode and click continue. Your Token Authentication is now set up.

Freya Token

Once you have selected "Activate Token" you will need to select the type of token that you have been issued. We are currently only issuing Freya Tokens, so click on the one that matchers your token.

1. Enter the Serial Number from the reverse of your token
2. Click Continue
3. Press the button on the front of the token
4. Enter the code from the token into the field marked One Time Passcode.

Your token has now been activated.

The End