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## TRAC-IT Authenticator App

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Due to the sensitive information included in **TRAC-IT**, you must use an authenticator app to verify your identity when logging into the system.

This document will explain the steps in **TRAC-IT** to use the authenticator app of your choice. Your organization may have a recommended authenticator. If not, you can explore one of these three:

Microsoft –

<https://www.microsoft.com/en-us/security/mobile-authenticator-app>

Google –

[https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en\\_US&gl=US](https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en_US&gl=US)

Authy –

<https://authy.com/download/>

The links provided above provide instructions on how to download the app to your personal device.

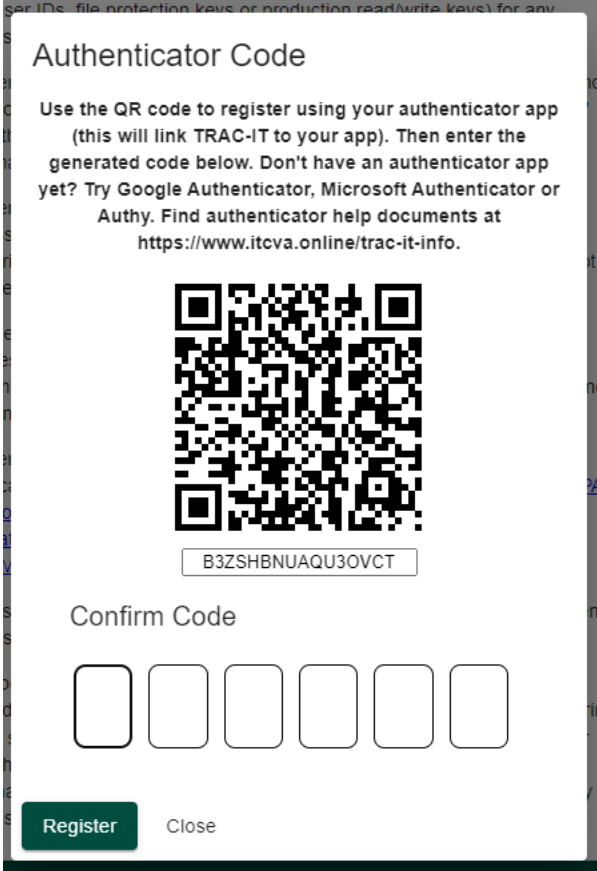
**Note: The Support Desk is able to help you log into TRAC-IT using the authenticator app. The Support Desk is not able to help with downloading the authenticator app onto your personal device.**

## Logging in for the *FIRST* time with the Authenticator App

The first time you log into **TRAC-IT** using the authenticator app, you should follow these steps:

### 1. Enter your User Name and Password in **TRAC-IT**

If your User Name and Password are accepted, the following screen will appear:



The screenshot shows a registration window titled "Authenticator Code". The text inside reads: "Use the QR code to register using your authenticator app (this will link TRAC-IT to your app). Then enter the generated code below. Don't have an authenticator app yet? Try Google Authenticator, Microsoft Authenticator or Authy. Find authenticator help documents at <https://www.itcva.online/trac-it-info>." Below the text is a QR code and a text box containing the code "B3ZSHBNUAQ3OVCT". Underneath is a "Confirm Code" section with six empty input boxes. At the bottom, there are two buttons: "Register" (green) and "Close".

### 2. If using a personal mobile device, open the authenticator app and scan the QR Code.

If using a desktop authenticator app, use the text below the QR Code. In this example, it is B3ZSHBNUAQ3OVCT.

### 3. Your authenticator app will create a code that you will enter into **TRAC-IT**. Enter the code and click Register

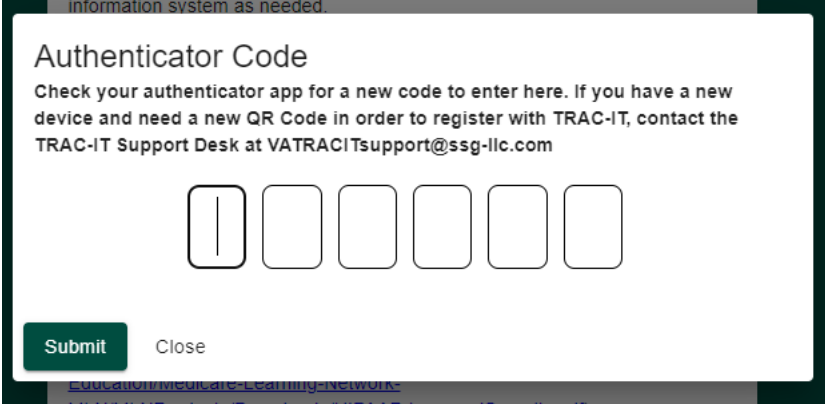
### 4. A new account will be created in your authenticator app for **TRAC-IT** for future log ins.

## Routine Log In's with the Authenticator App

Once you register **TRAC-IT** with your authenticator app and the account has been added, follow these steps to log in again:

### 1. Enter your User Name and Password in **TRAC-IT**

If your User Name and Password are accepted, the following screen will appear:



The screenshot shows a web browser window with a white background and a dark border. At the top, it says "information system as needed." Below that, the title is "Authenticator Code". The main text reads: "Check your authenticator app for a new code to enter here. If you have a new device and need a new QR Code in order to register with TRAC-IT, contact the TRAC-IT Support Desk at VATRACITsupport@ssg-ilc.com". Below the text are six empty rectangular boxes for entering the code. At the bottom left is a green "Submit" button, and at the bottom right is a "Close" link. At the very bottom, there is a URL: "Education/Medical Learning Network / M-MAIL/Products/Downloads/IDA/Downloads/Security.pdf".

### 2. Open your authenticator app and look at the **TRAC-IT** account. A new code should appear

### 3. Enter the new code in **TRAC-IT** and click Submit

**Note: The Support Desk can provide general guidance related to authenticator apps. However, specific guidance regarding your personal device and authenticator app should be given by your organization's IT support.**

**If you need a new QR Code, the Support Desk can reset your account. However, you will need to reset your password in TRAC-IT as well as the QR Code.**