

FIRST LOGIN TO THE IFAD NETWORK USING AN IFAD COMPUTER

Ready to start?

All you need is:



- 1  **Download OneSpan Mobile Authenticator** application from the App or Play Store.

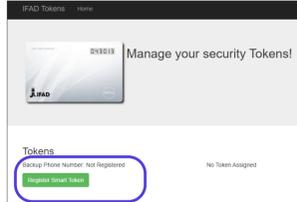
If you already used this application in the past, remove it and download it again



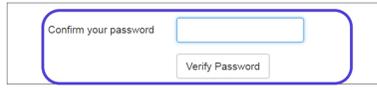
- 1 **Turn on your computer** ensuring it is **connected to the power supply**
- 2 **Press **ctrl+alt+delete**** when the login screen appears 
- 3 Ensure that the computer is **connected to internet** either via cable or wifi (click the **wireless icon** on the **bottom right** hand side of the screen and insert the wifi password)
- 4 Click on **Other User** at the **bottom left corner**.
Insert your **IFAD username** and **password** sent to your personal email by **selfservice@ifad.org**.
- 5 The **Ivanti** popup appears.
Click on **Enter your one-time password** then click on **Proceed**
If the Ivanti popup doesn't appear, try to restart your computer or connect to a different network.



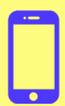
- 6 A second window will appear, **enter your IFAD password** again
- 7 In your web browser type: <https://selfservice.ifad.org/Tokens/>
Insert your **username** and **password**
- 8 Click on **Register Smart Token**



- 9 Enter your IFAD password in the **Confirm your password** field and click on **Verify Password**.



- 10 **CRONTO** image appears on your computer, take your phone now!



- 1 **Open the OneSpan Mobile authenticator** app
- 2 **Allow** the app to use your camera, **scan** the **CRONTO** image displayed on your laptop.
- 3 The app will ask you to **confirm your authentication method** which, by default, is the same you use to unlock your phone (**PIN code, Face ID, Fingerprint, etc**). **If none of them are being used, you will be asked to choose a 6-digit PIN (please note this is NOT a One Time Password)**
- 4 Allow access to camera and notifications.



Please note that you will need to re-register your smart token after 60 days of break in contract.
In case of change or loss of your smartphone please contact your front office.



Restart your computer and wait 5 minutes

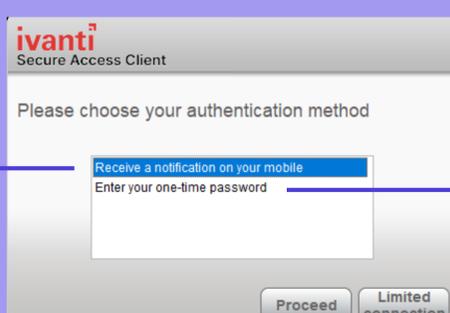


Click



Insert IFAD username + password

Now the 2FA pops up. Choose between one of the two options



Receive a notification on your mobile

- **Tap** on the notification that appears on your smartphone.
Note: if you do not see the notification open up the OneSpan app.
- **Authenticate** yourself with Pin / face scan / fingerprint on your app.
- **Click on Done** once you get the message "Authentication successful"

Enter your one-time password

- **Open** the One Span
- **Tap** generate a one-time password (OTP)
- **Authenticate** yourself with Pin / face scan / fingerprint on your app.
Note: the OTP is the 6 digit number valid for the time it is displayed on the screen.
- On your computer, **type** in your one-time password and **click** on Proceed.

DO YOU NEED HELP?

Please contact us at:
ITsupport@ifad.org

Please **change the password** sent to your personal email by selfservice@ifad.org **within 7 days** from receipt of the email.

To do so, click: **Ctrl+Alt+Del** and click on **Change a password**.