

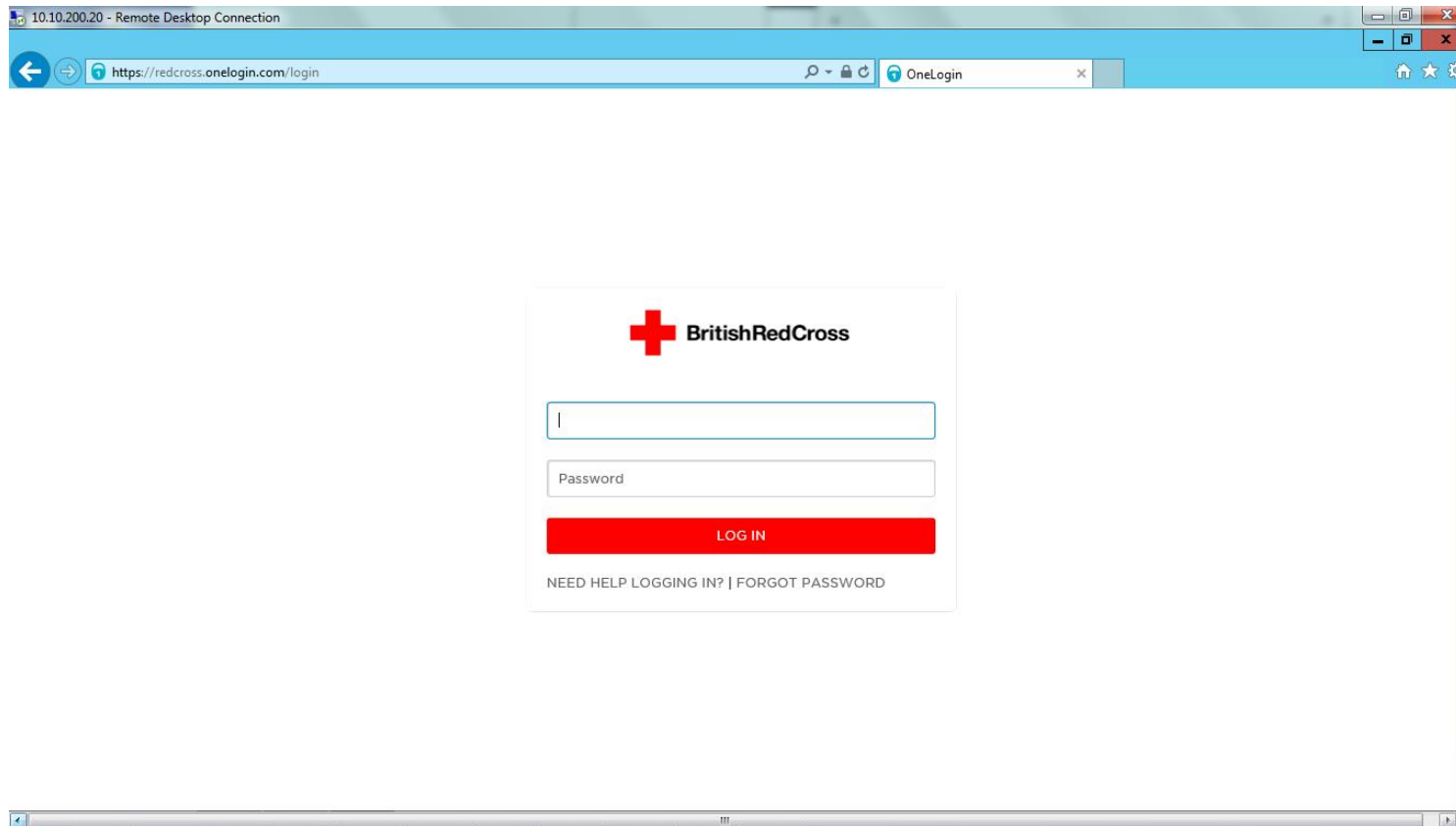
Logging in to our IT systems from home or offsite using dual factor login – OTP Users

Introduction

If you need to access British Red Cross systems from home or offsite, you now need to log in to a new security portal and enter a secure code which you will receive by the OTP app.

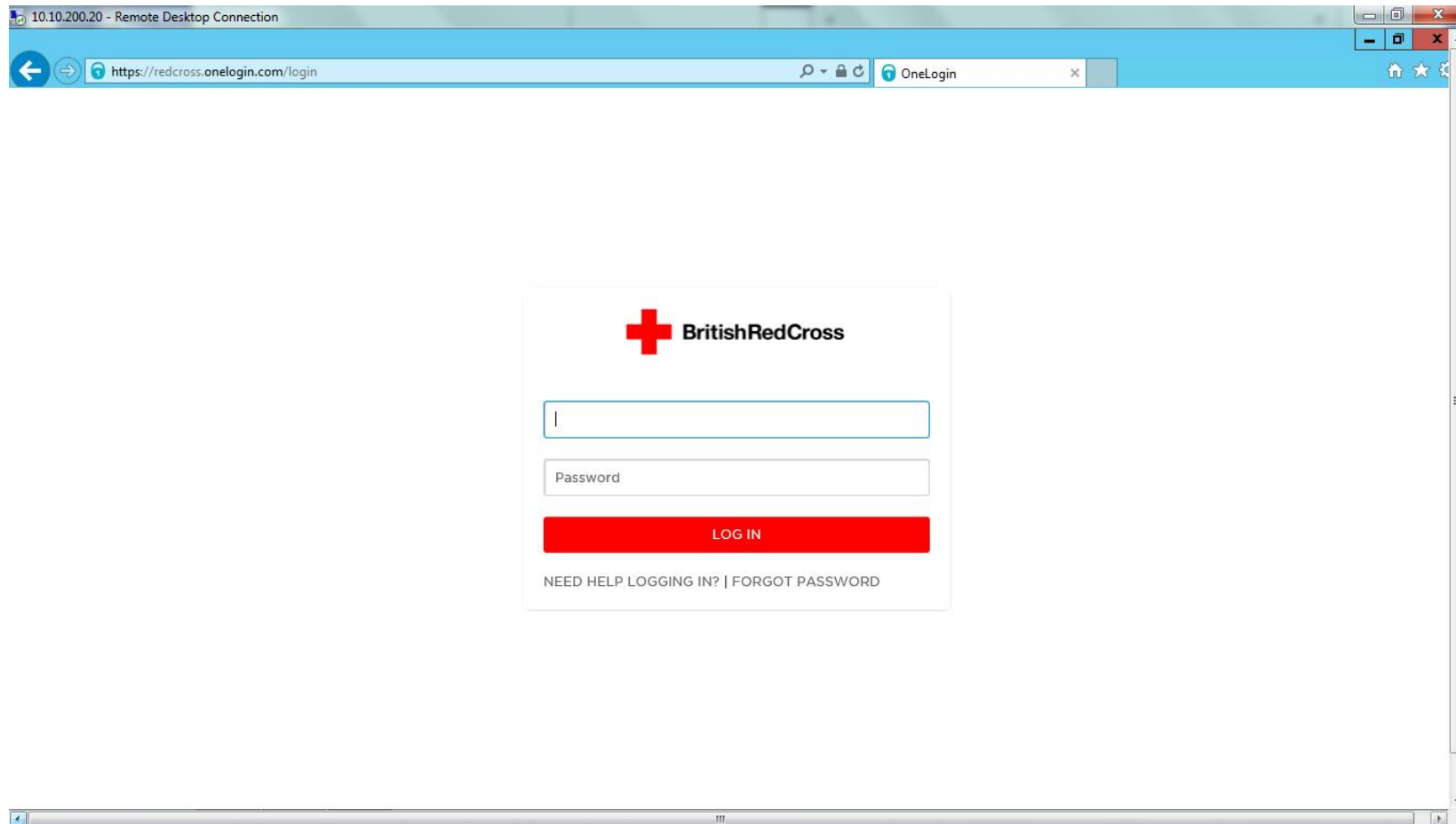
Getting to the security portal site

The old address <https://mydesktop.redcross.org> will soon be replaced with: <https://redcross.onelogin.com>. The screen shot below shows this landing page.



Your username

Use your Citrix username and password.



Logging in for the first time using the One Time Password (OTP) app

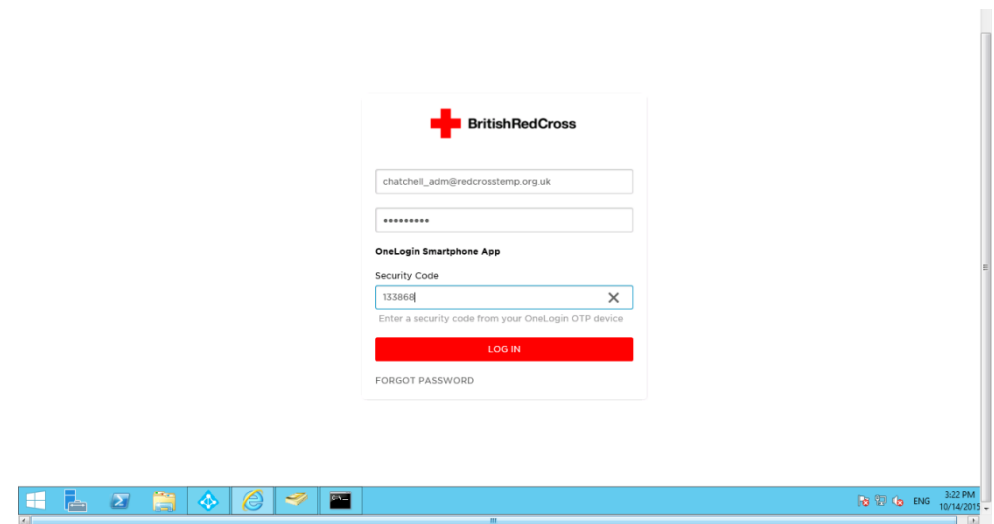
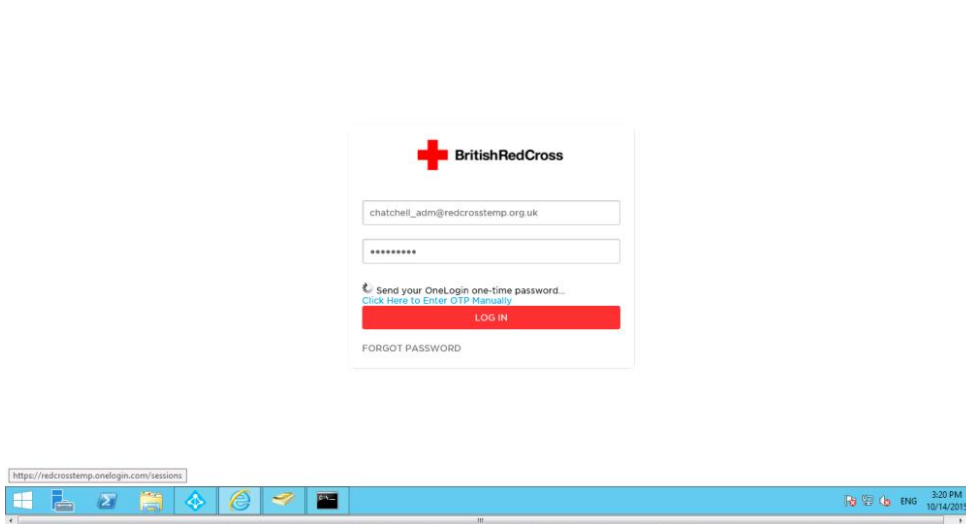
Start the app on your mobile device. Copy the Credential ID (or this may be called OTP ID depending on the device you are using) which is a 12-digit combination of letters and numbers into the box marked Credential ID on the portal login screen. Then, copy the One Time Password number on your app into the Security Code 1 box. Wait 30 seconds and a new code will appear on your app - copy this into the Security Code 2 box. Click Log in on the portal screen.



Send Code

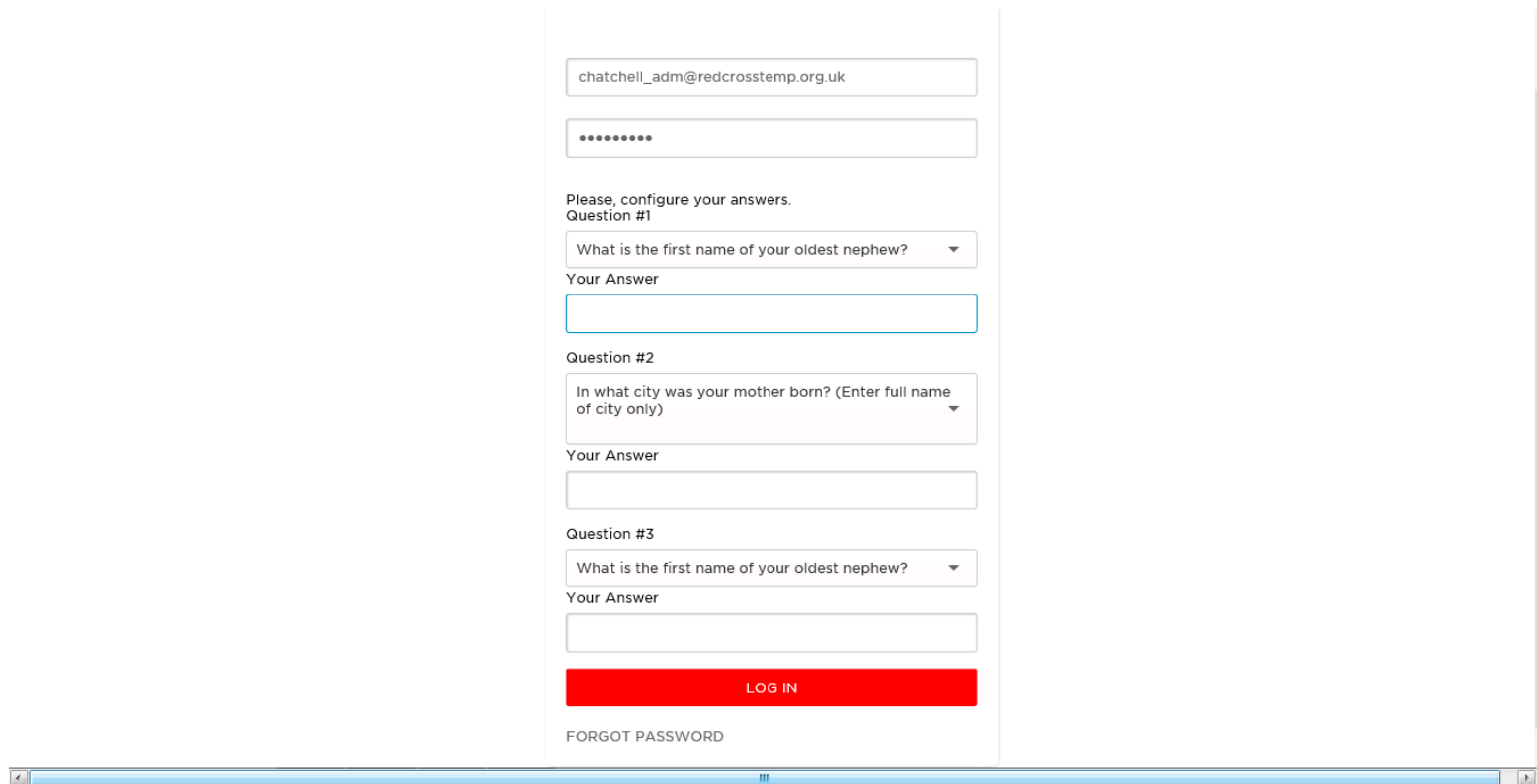
Will I need to do this every time?

No – after this you will only need to enter one security code. Type your username and password, then click on Login. If you have mobile signal click Send on the app. If you don't have mobile signal click "Click Here to Enter your OTP Manually" on the portal screen. This will load a box for you to enter the 6-digit code.



Setting security questions

You will be asked to answer some security questions the first time you log in to the portal. These questions will be used for resetting your password if you forget it at a later date.



chatchell_adm@redcrosstemp.org.uk

.....

Please, configure your answers.

Question #1

What is the first name of your oldest nephew? ▾

Your Answer

Question #2

In what city was your mother born? (Enter full name of city only) ▾

Your Answer

Question #3

What is the first name of your oldest nephew? ▾

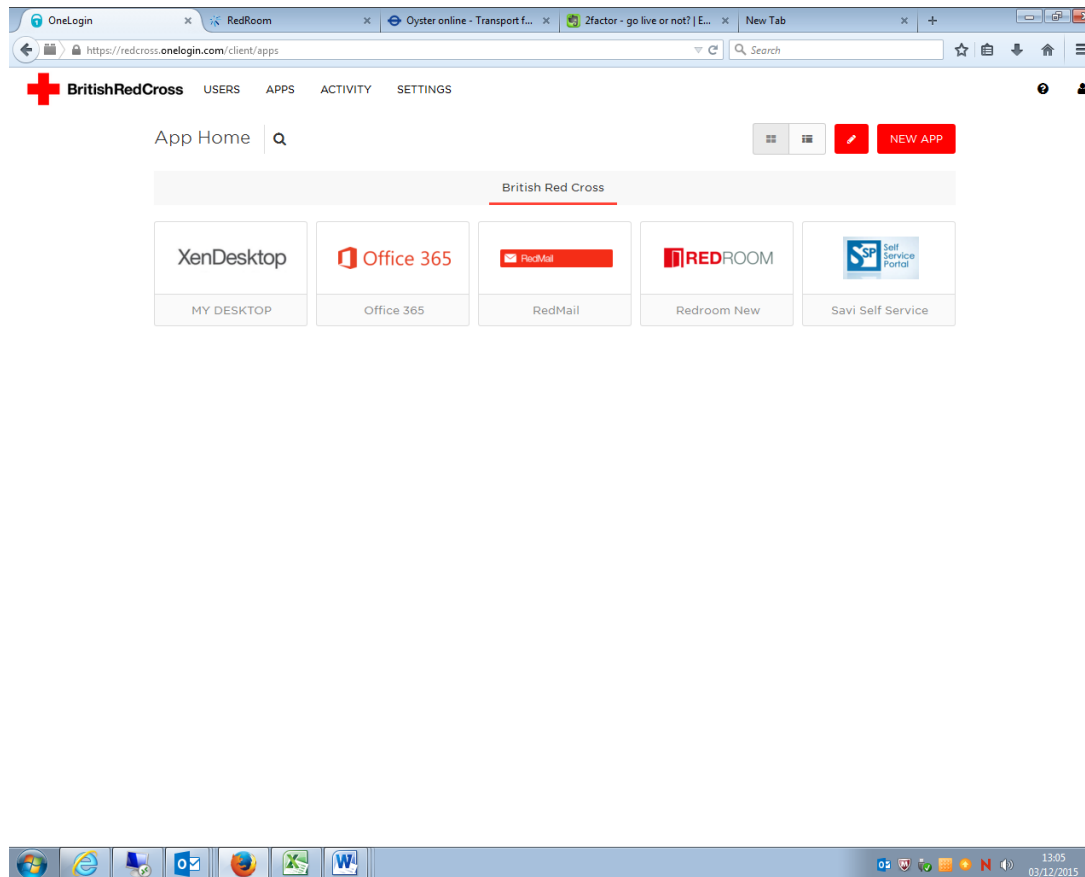
Your Answer

LOG IN

[FORGOT PASSWORD](#)

What will I see when log in?

Once you have logged into the portal, you will be presented with 'tiles' to launch your corporate applications. RedRoom, Office 365 and Citrix are currently the only applications which are single sign on, this means you can go straight to the application without having to log in to it. IT are working on including all the other applications, but in the meantime you will be able to launch them and log into them as normal.



Who to contact for help

If you have any issues logging in please continue to contact the IT service desk who will be able to assist you.

IT support desk: **0207 877 7300** will be offering out of hours support on the helpdesk to ensure that all our staff and volunteers are supported throughout these changes.