

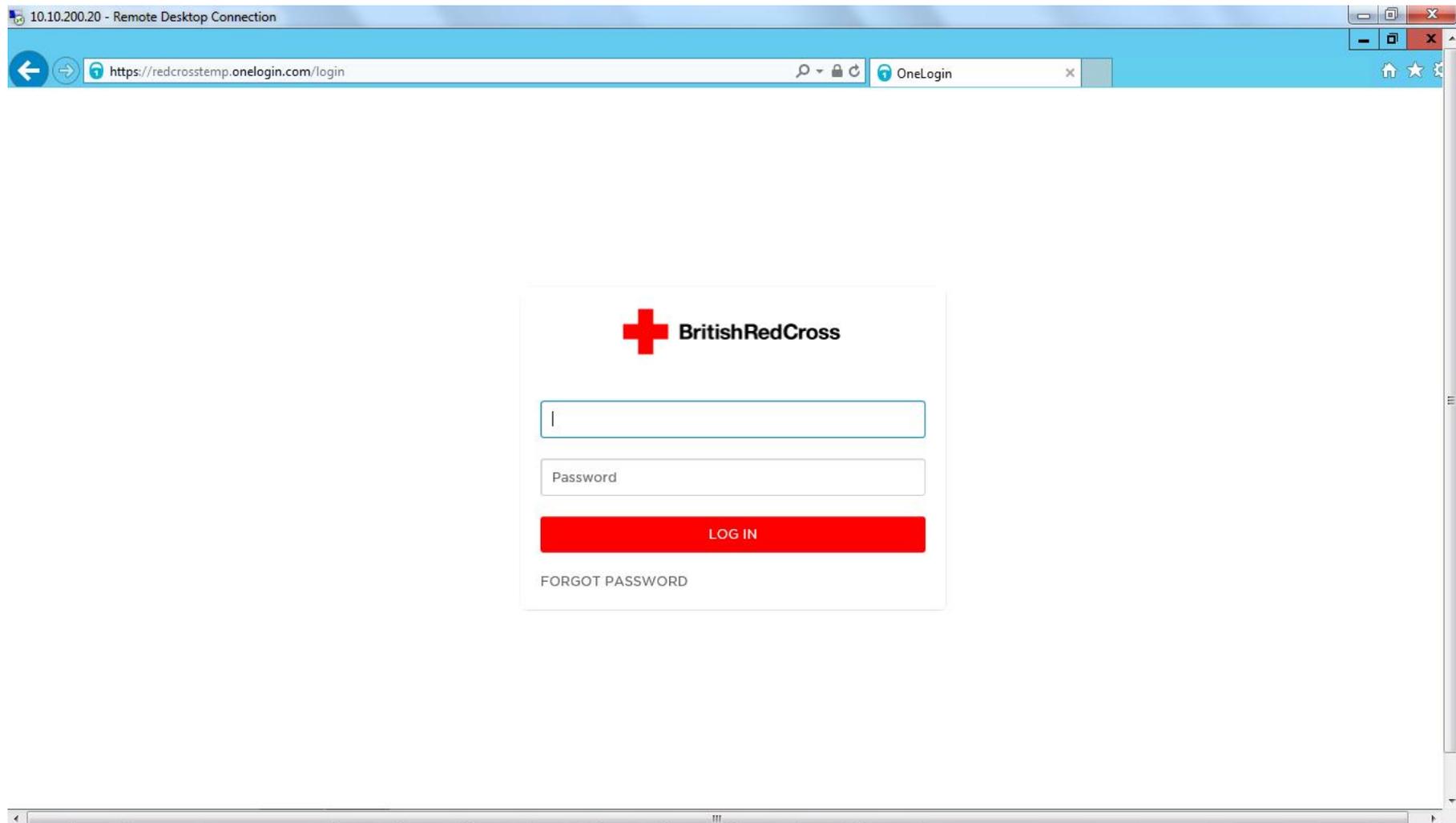
Logging in to our IT systems from home or offsite using dual factor login via Text Message

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 text message.

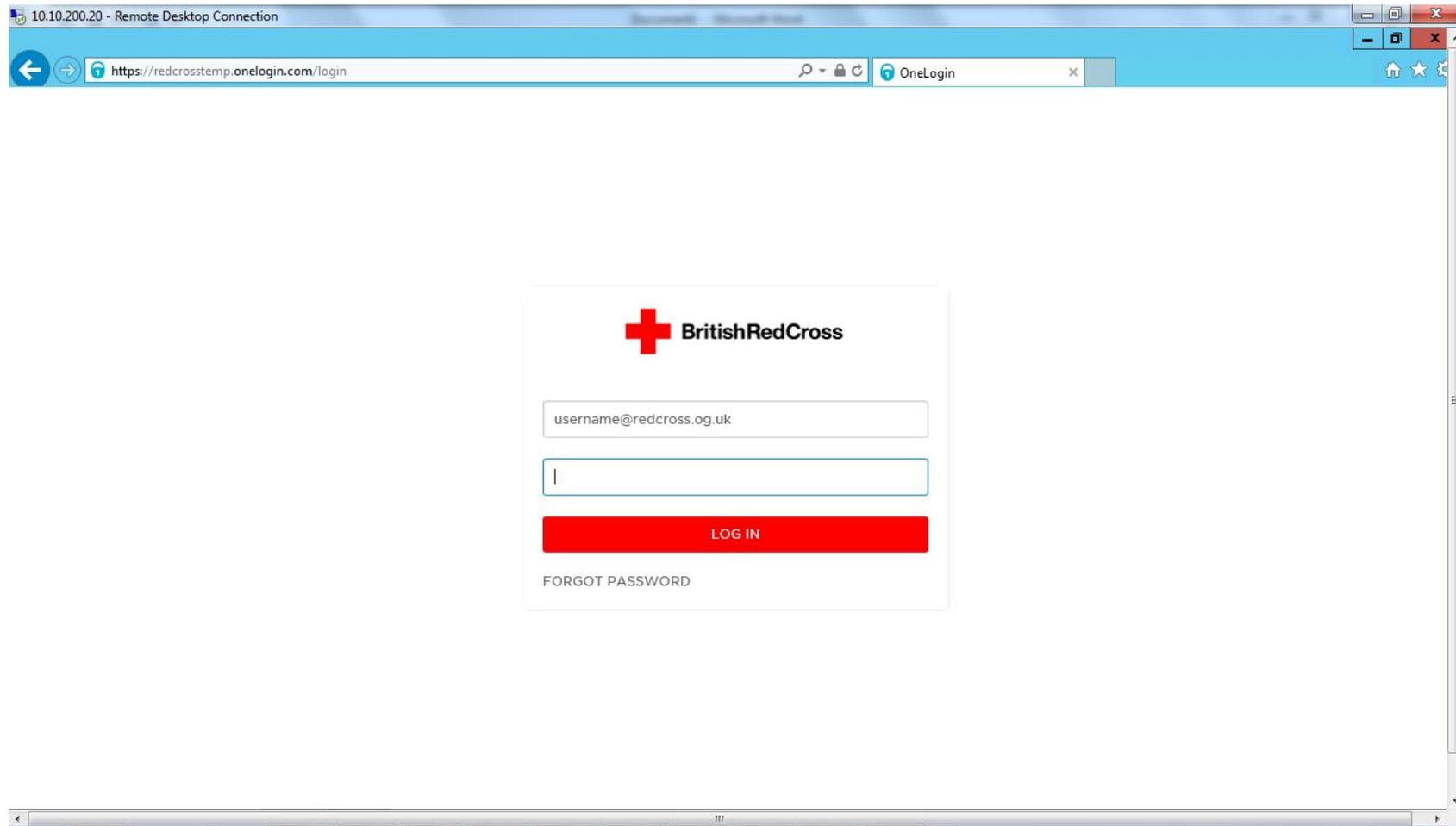
Getting to the OneLogin portal site

To access the OneLogin portal use: <https://redcross.onelogin.com>. The screen below will appear. PLEASE NOTE: The address used to access Citrix remotely (<https://mydesktop.redcross.org.uk> will soon redirect to the OneLogin portal.



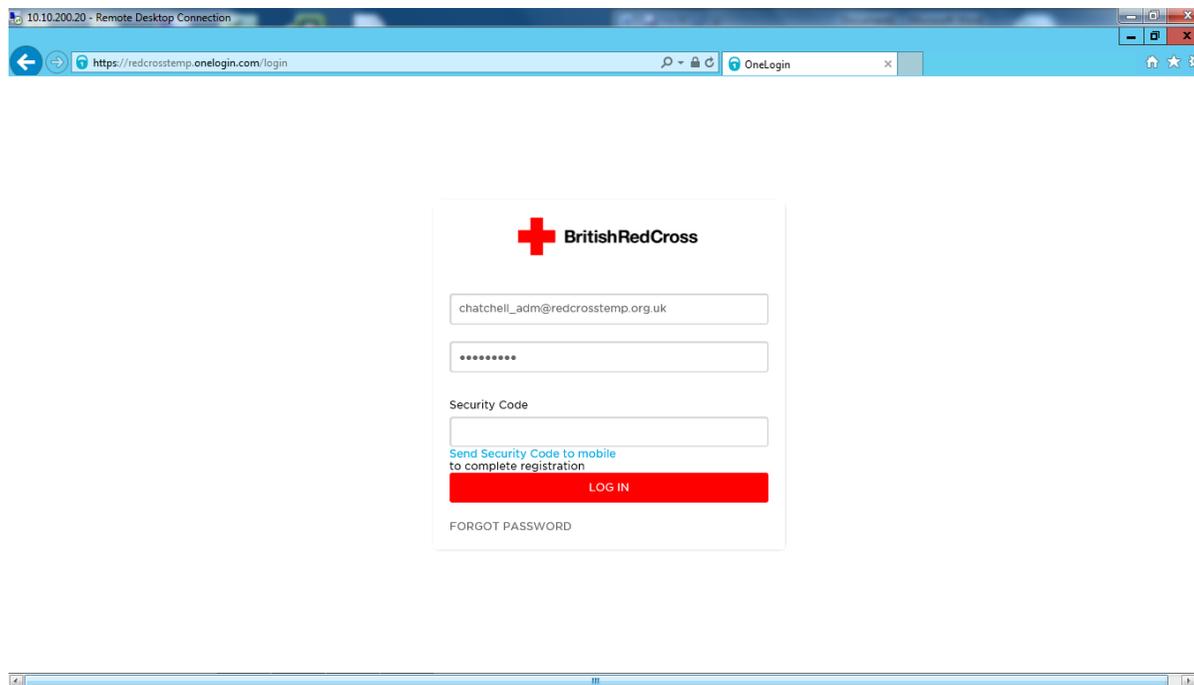
Your username

Enter your Citrix username and password.

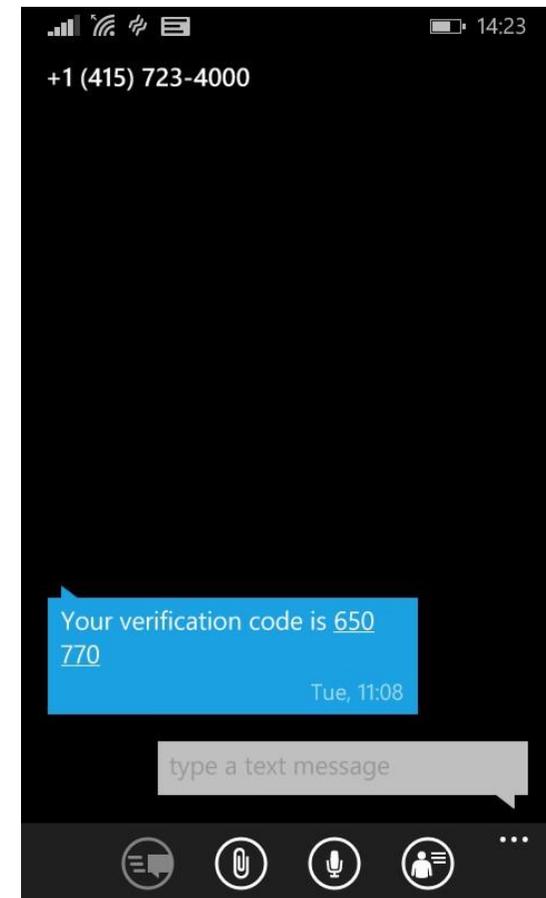


Using a text message to login

If you use a text message to log in, enter your username and password and click “Send Security Code to Mobile”. You will receive a message on your phone (see right hand box below). Put the Verification Code from your phone screen into the Security Code box on the portal screen and click ‘Login’. You will be taken to the portal as shown on Page 6.

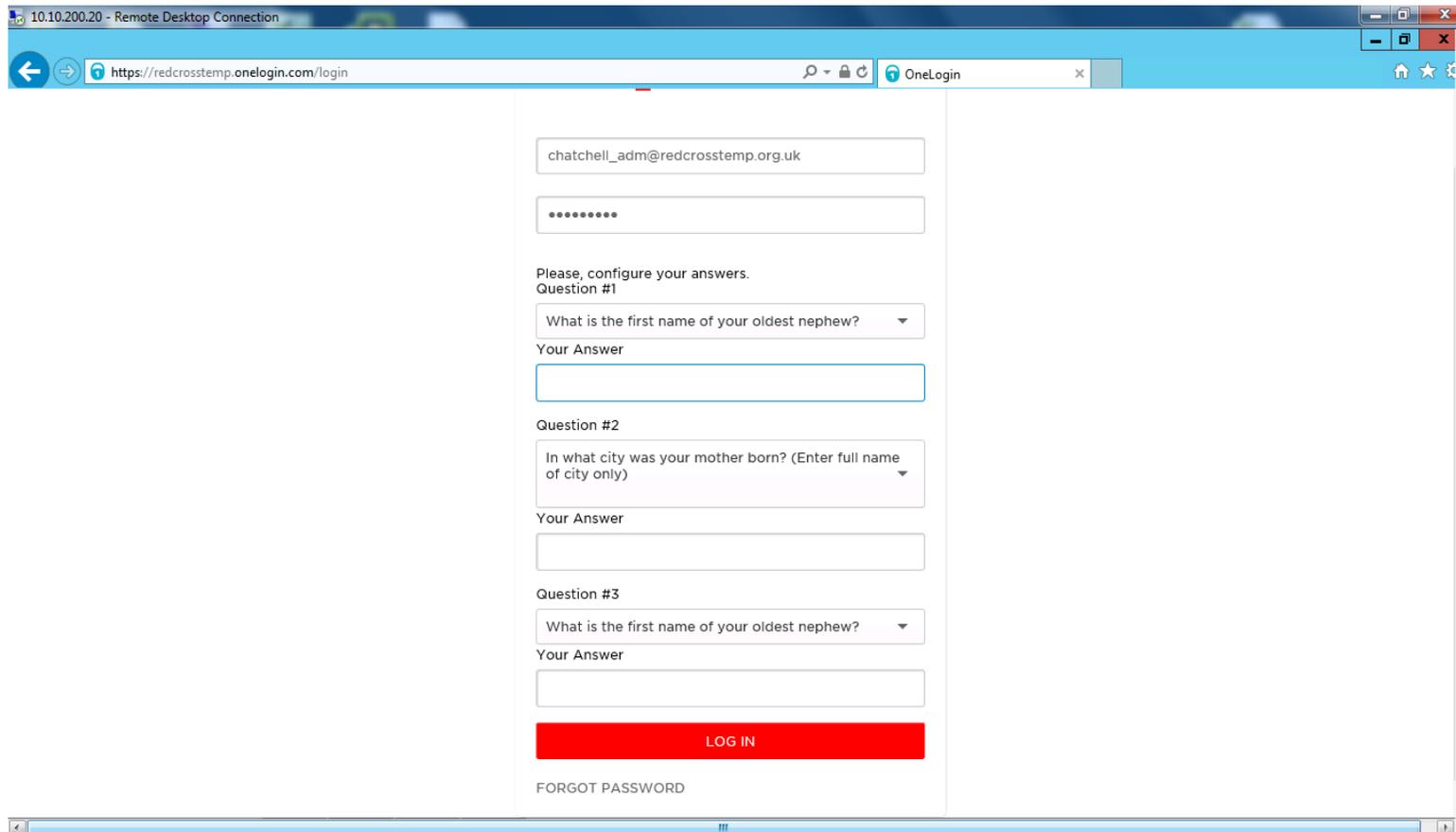


A screenshot of a web browser window showing the British Red Cross OneLogin portal. The browser address bar displays <https://redcrosstemp.onelogin.com/login>. The page features the British Red Cross logo at the top. Below the logo are four input fields: a username field containing 'chatchell_adm@redcrosstemp.org.uk', a password field with masked characters, a 'Security Code' field, and a 'Send Security Code to mobile to complete registration' link. A prominent red 'LOG IN' button is located below the security code field, and a 'FORGOT PASSWORD' link is at the bottom of the form.



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

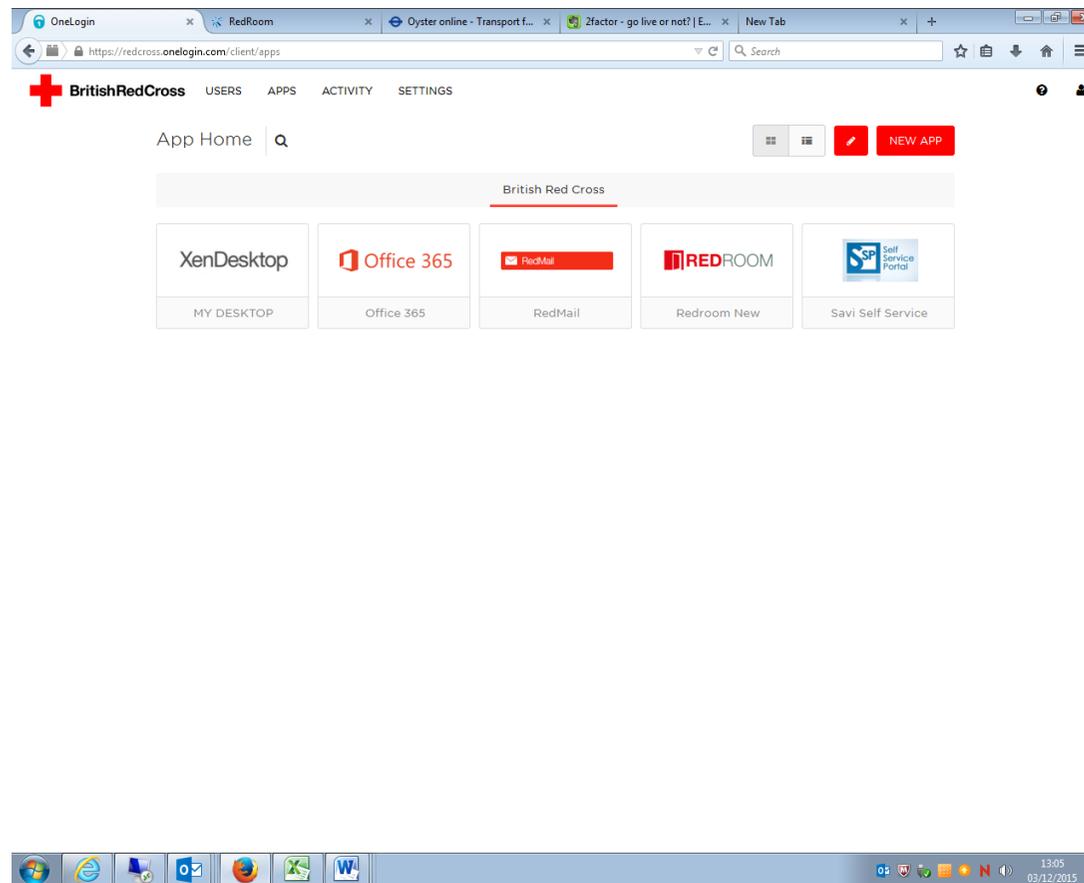


The screenshot shows a web browser window with the URL <https://redcrosstemp.onelogin.com/login>. The page displays a login form with the following elements:

- Email field: chatcell_adm@redcrosstemp.org.uk
- Password field: masked with dots
- Text: Please, configure your answers.
- Question #1: What is the first name of your oldest nephew? (dropdown menu)
- Your Answer: empty text input field
- Question #2: In what city was your mother born? (Enter full name of city only) (dropdown menu)
- Your Answer: empty text input field
- Question #3: What is the first name of your oldest nephew? (dropdown menu)
- Your Answer: empty text input field
- LOG IN button: red button with white text
- FORGOT PASSWORD link: text link below the button

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.