

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

Non-Citrix Users

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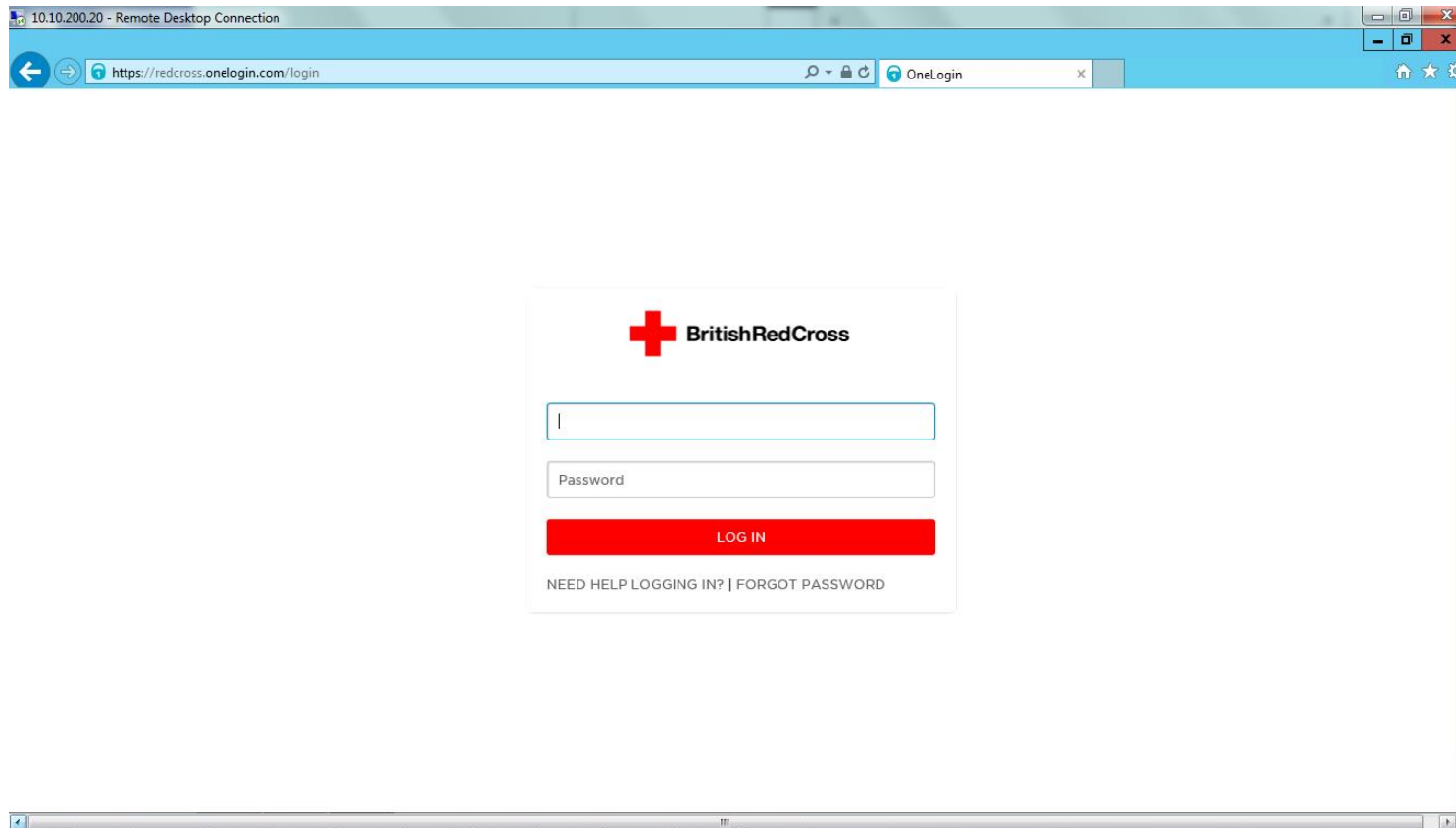
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Introduction

If you need to access British Red Cross systems from home or offsite, you now need to log in to a new security portal using a username, password and answering a security question.

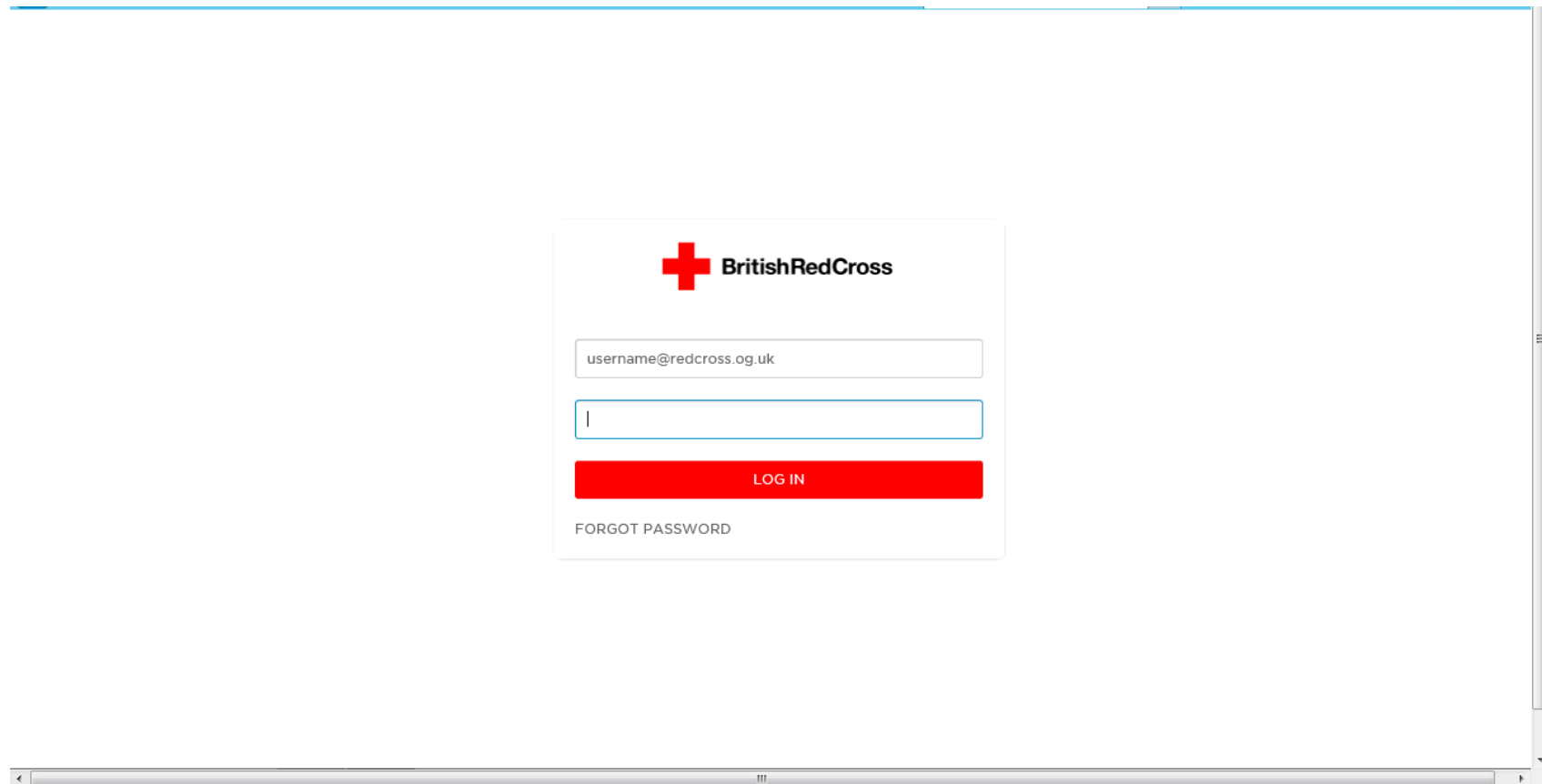
Getting to the security portal site

You should use this link: <https://redcross.onelogin.com> to access the portal. The screen shot below shows this landing page.



Your username

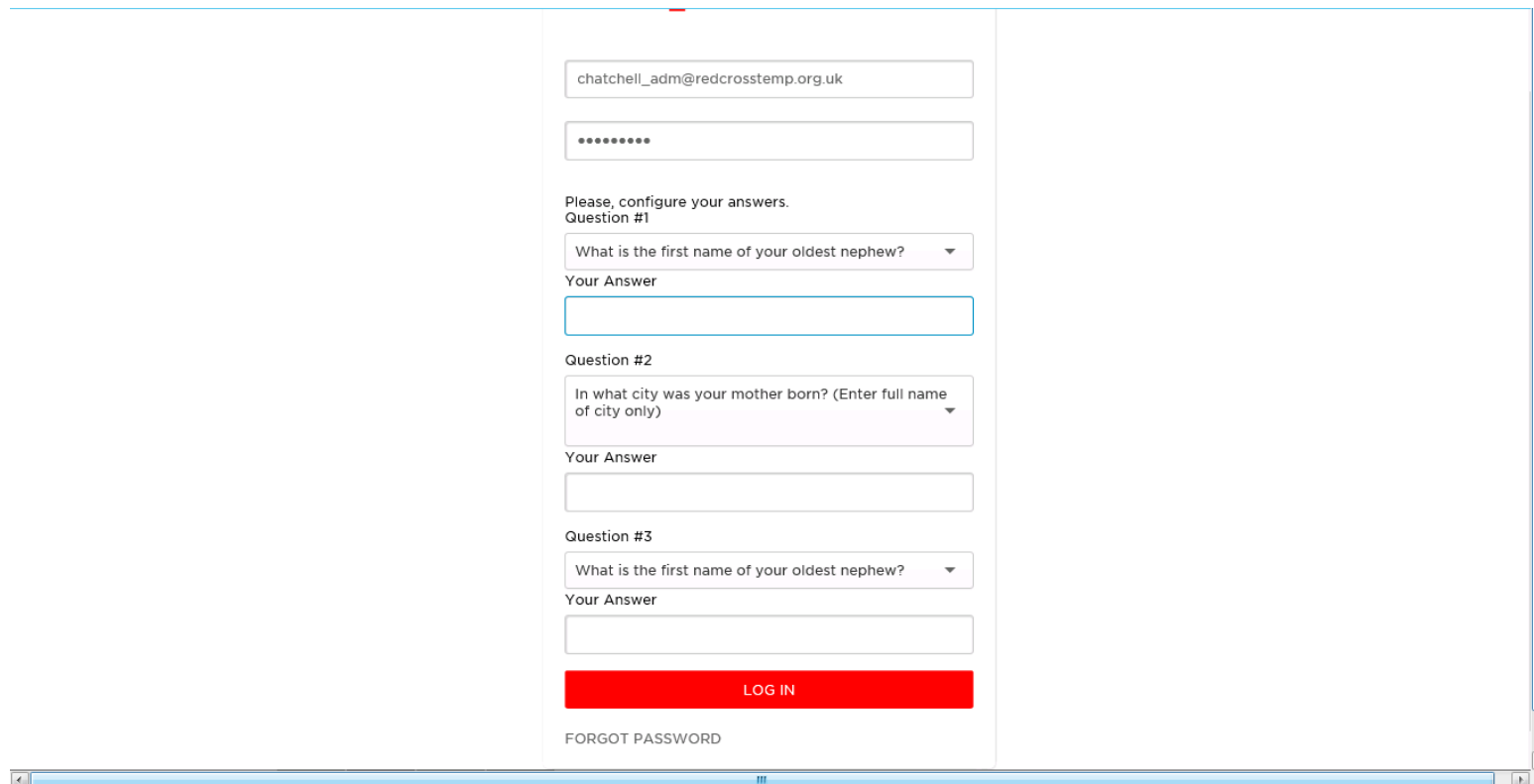
Enter your workforce ID followed by '@redcross.org.uk' e.g. **012345@redcross.org.uk** into the Username box (this format doesn't work as a Red Cross e-mail address but enables you to log in) and then enter the password you have recently been issued for the Red Room launch.



The image shows a screenshot of a web browser displaying the British Red Cross login page. The page features the British Red Cross logo (a red cross) and the text "BritishRedCross". Below the logo, there is a username input field containing the text "username@redcross.org.uk". Below the username field is a password input field with a vertical cursor. A red "LOG IN" button is positioned below the password field. At the bottom of the login form, there is a link labeled "FORGOT PASSWORD". The browser's address bar and scrollbars are visible at the bottom and right edges of the screenshot.

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. For reference – this is the way that volunteers will always access the system rather than using the OTP app above. This is shown on page 9.



The screenshot shows a web form for logging in. At the top, there is a text input field containing the email address "chatchell_adm@redcrosstemp.org.uk". Below it is a password input field with seven dots. The form then asks the user to "Please, configure your answers." and presents three security questions, each with a dropdown menu and a corresponding "Your Answer" text input field. The first question is "What is the first name of your oldest nephew?". The second question is "In what city was your mother born? (Enter full name of city only)". The third question is "What is the first name of your oldest nephew?". At the bottom of the form is a red "LOG IN" button and a link for "FORGOT PASSWORD".

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? ▾

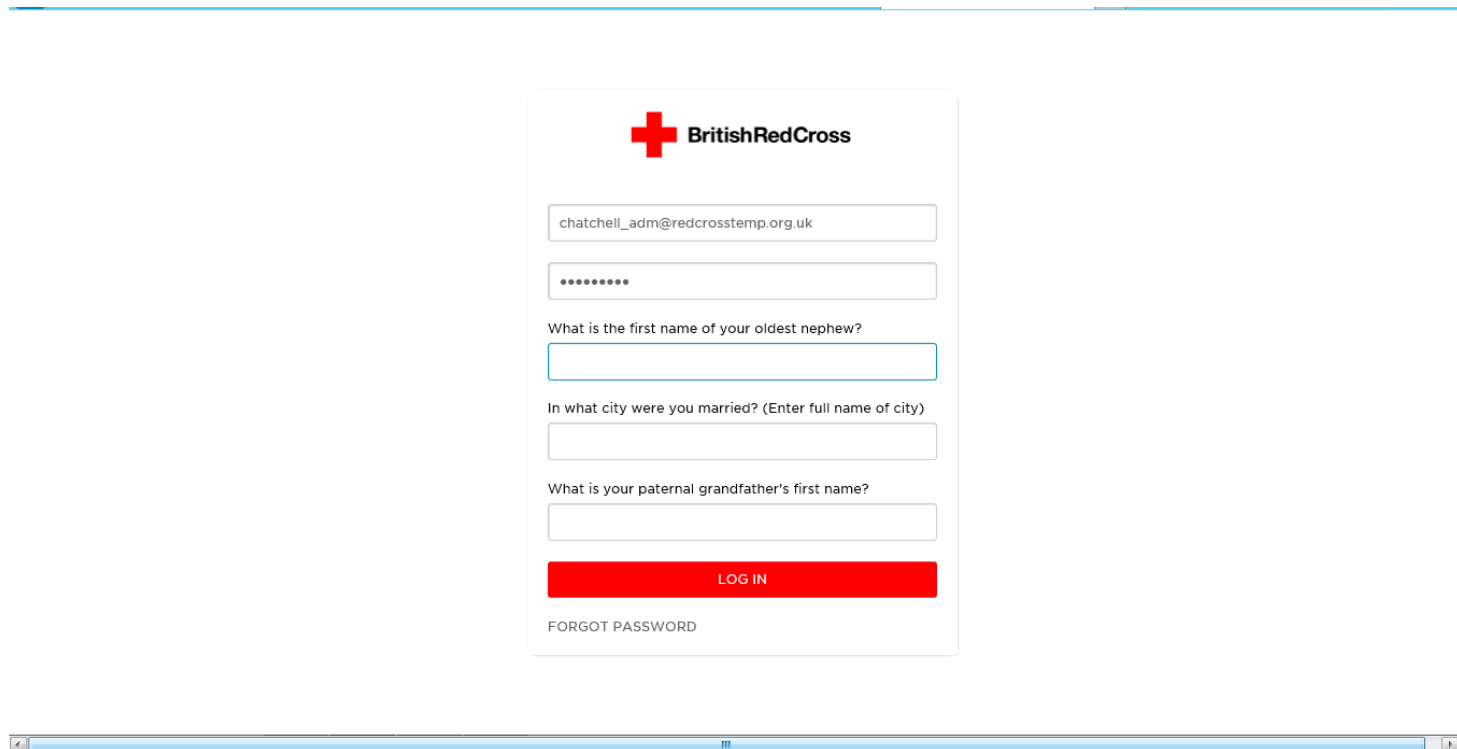
Your Answer

LOG IN

[FORGOT PASSWORD](#)

Using the security questions to log in

Once you have set the security questions on your first log in, you will be presented with the screen below in order to gain access. Type your username, password and the answer to the security question shown on the screen – you will only be asked one security question per login.



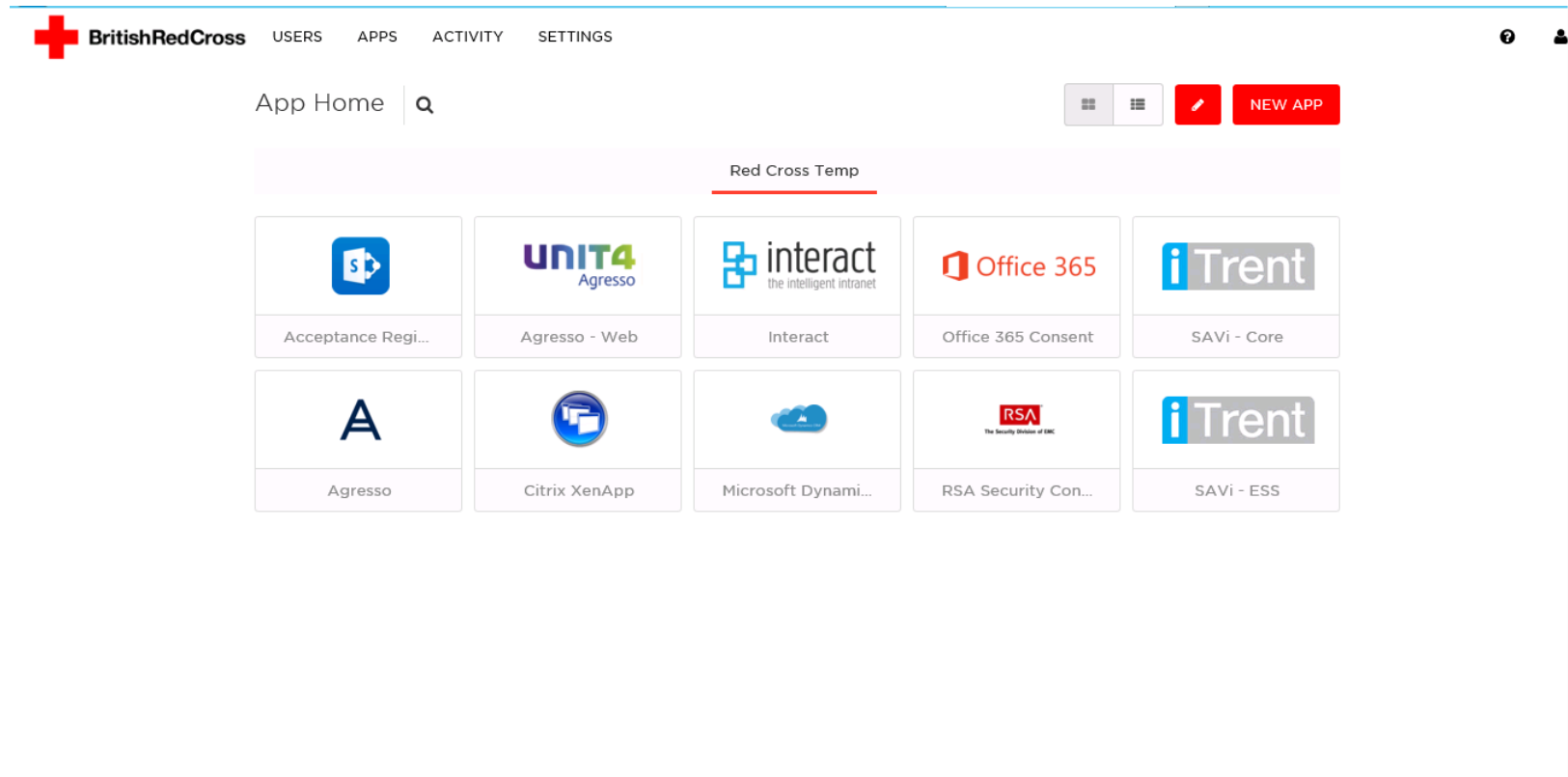
The screenshot shows a web browser window displaying the British Red Cross login page. The page features the British Red Cross logo at the top, followed by a form with the following fields:

- Username:
- Password:
- Security Question 1: "What is the first name of your oldest nephew?" with an empty text input field.
- Security Question 2: "In what city were you married? (Enter full name of city)" with an empty text input field.
- Security Question 3: "What is your paternal grandfather's first name?" with an empty text input field.

Below the form is a red "LOG IN" button and a link for "FORGOT PASSWORD".

What will I see when log in?

Once you have logged into the portal, you will be presented with 'tiles' to launch Red Room, SAVI Self Service and Volunteer expenses. Please note that the screen shot below is indicative of what you will see and not an exact duplicate.

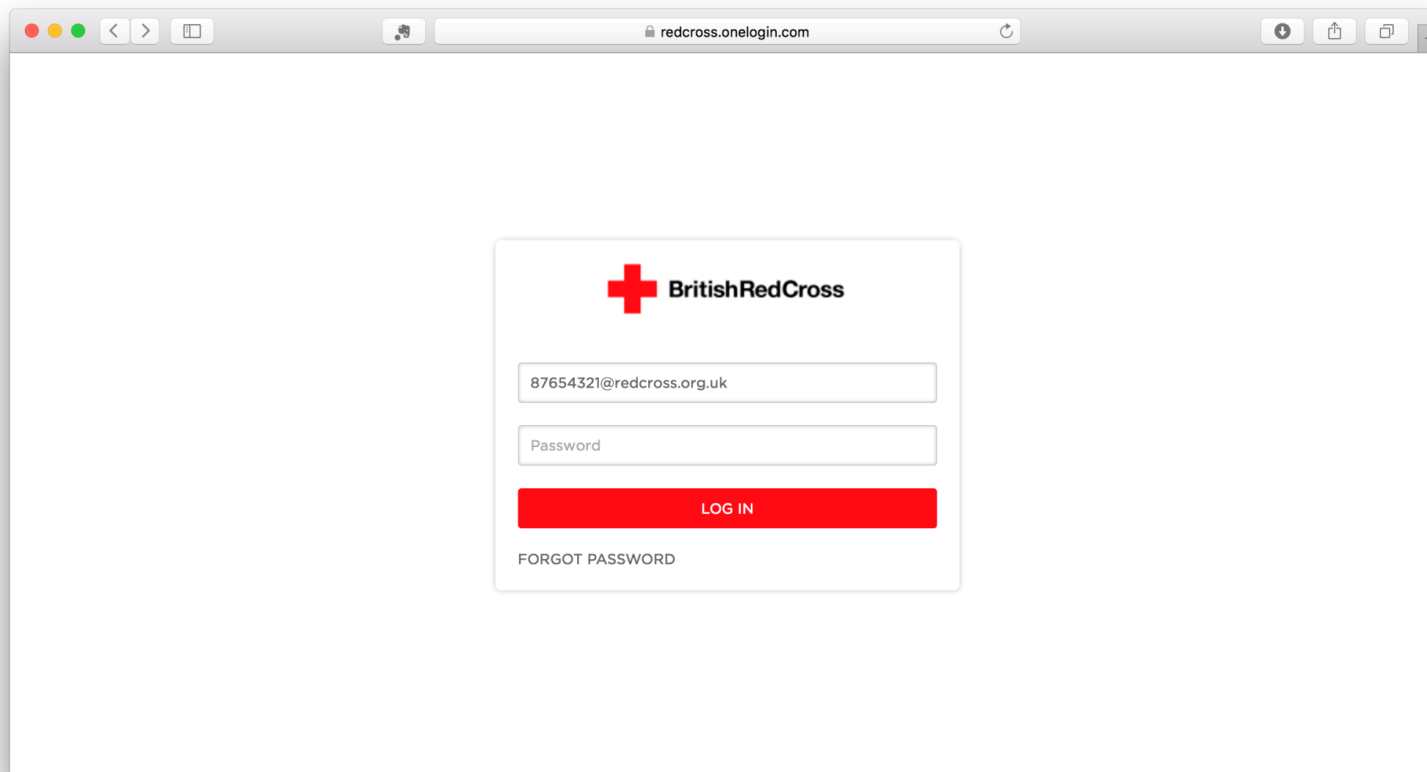


Resetting your password (1)

Following feedback from across the business it will be possible to reset your password using the OneLogin portal.

As part of your first login you will have been asked to answer five security questions and one of these will be used to complete the password reset process.

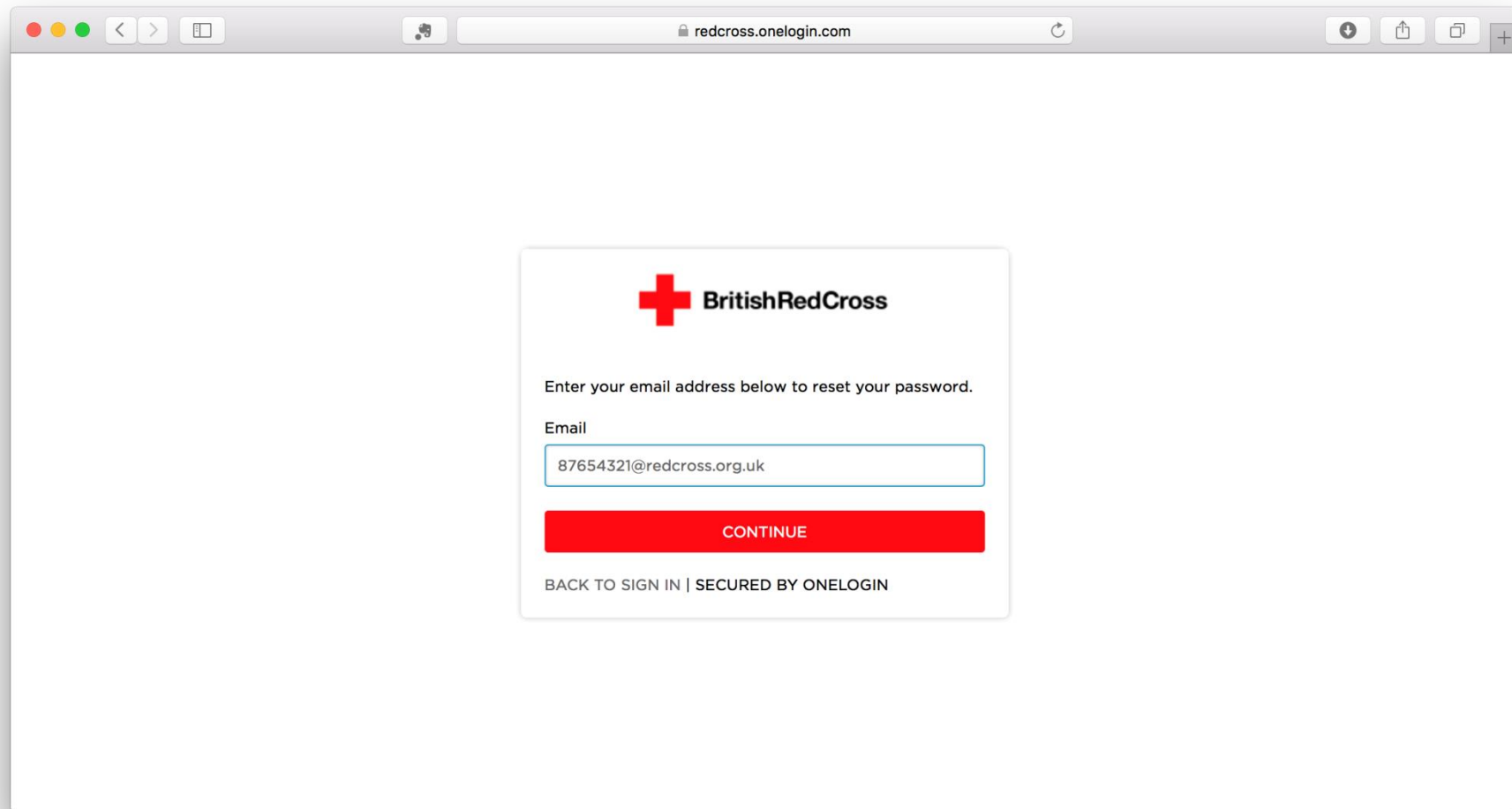
If you want to reset your password you can click the “Forgot Password” button (highlighted below):



The screenshot shows a web browser window with the URL `redcross.onelogin.com`. The page displays the British Red Cross logo and a login form. The form contains two input fields: one for an email address (containing `87654321@redcross.org.uk`) and one for a password. Below the fields is a red **LOG IN** button. At the bottom of the form, the text **FORGOT PASSWORD** is highlighted in red, indicating it is the link to be clicked for password reset.

Resetting your password (2)

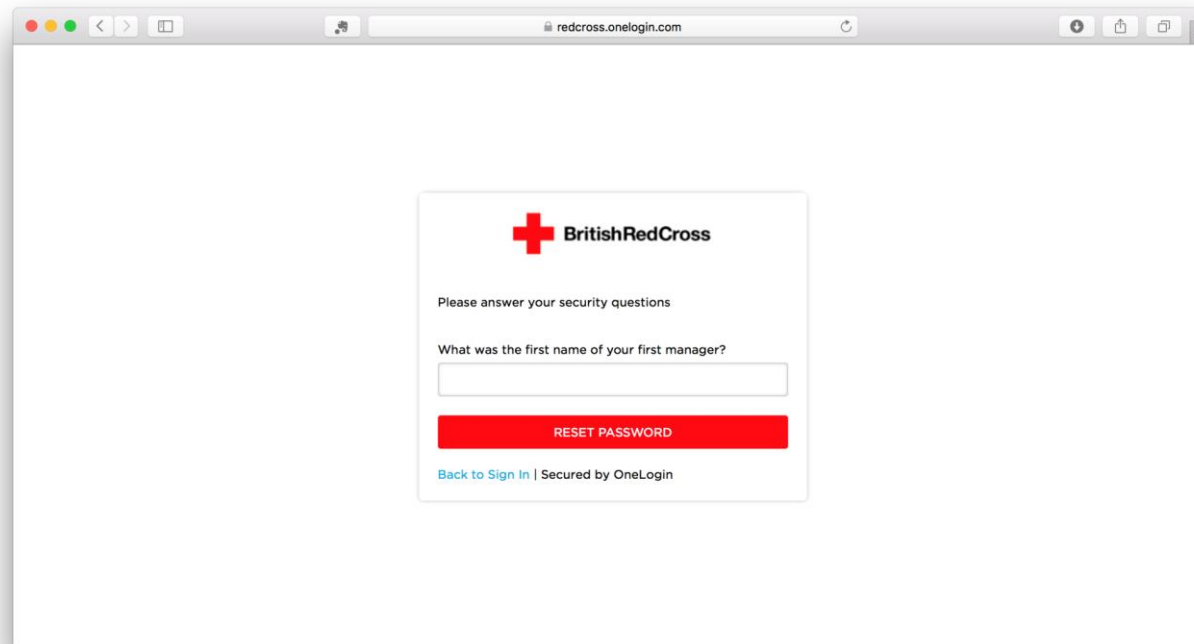
On the next screen you will be asked to enter your email address. **Please note** – if you are a volunteer this will be workforceID@redcross.org.uk. Then click the “Continue” button.



The screenshot shows a web browser window with the URL redcross.onelogin.com. The page features the British Red Cross logo at the top. Below the logo, the text reads: "Enter your email address below to reset your password." There is an "Email" label above a text input field containing the email address "87654321@redcross.org.uk". A prominent red button labeled "CONTINUE" is positioned below the input field. At the bottom of the form, there is a link that says "BACK TO SIGN IN | SECURED BY ONELOGIN".

Resetting your password (3)

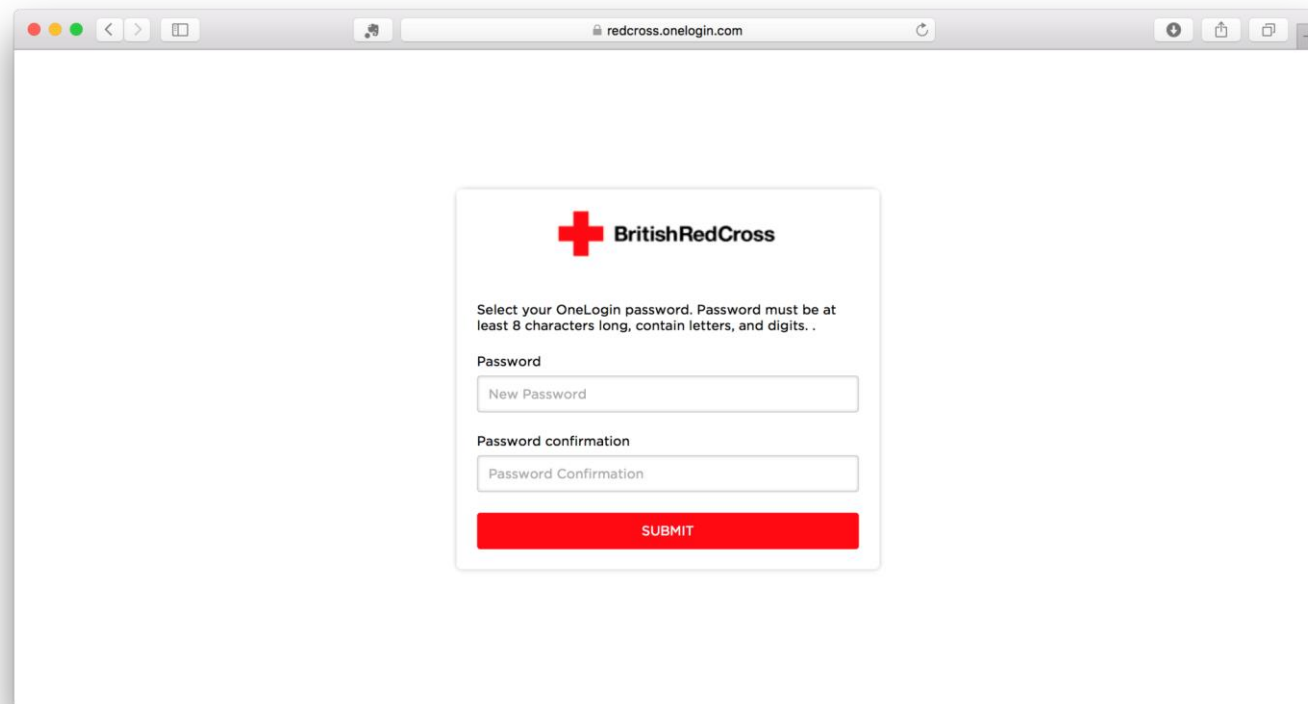
The next screen will prompt you to answer one of your pre-set security questions, type the answer in the box provided and then click “Reset Password”:



The screenshot shows a web browser window with the URL `redcross.onelogin.com`. The page content is centered and includes the British Red Cross logo (a red cross) and the text "BritishRedCross". Below the logo, it says "Please answer your security questions". The first question is "What was the first name of your first manager?". There is a text input field for the answer. Below the input field is a red button labeled "RESET PASSWORD". At the bottom of the form, there is a link "Back to Sign In" and the text "Secured by OneLogin".

Resetting your password (4)

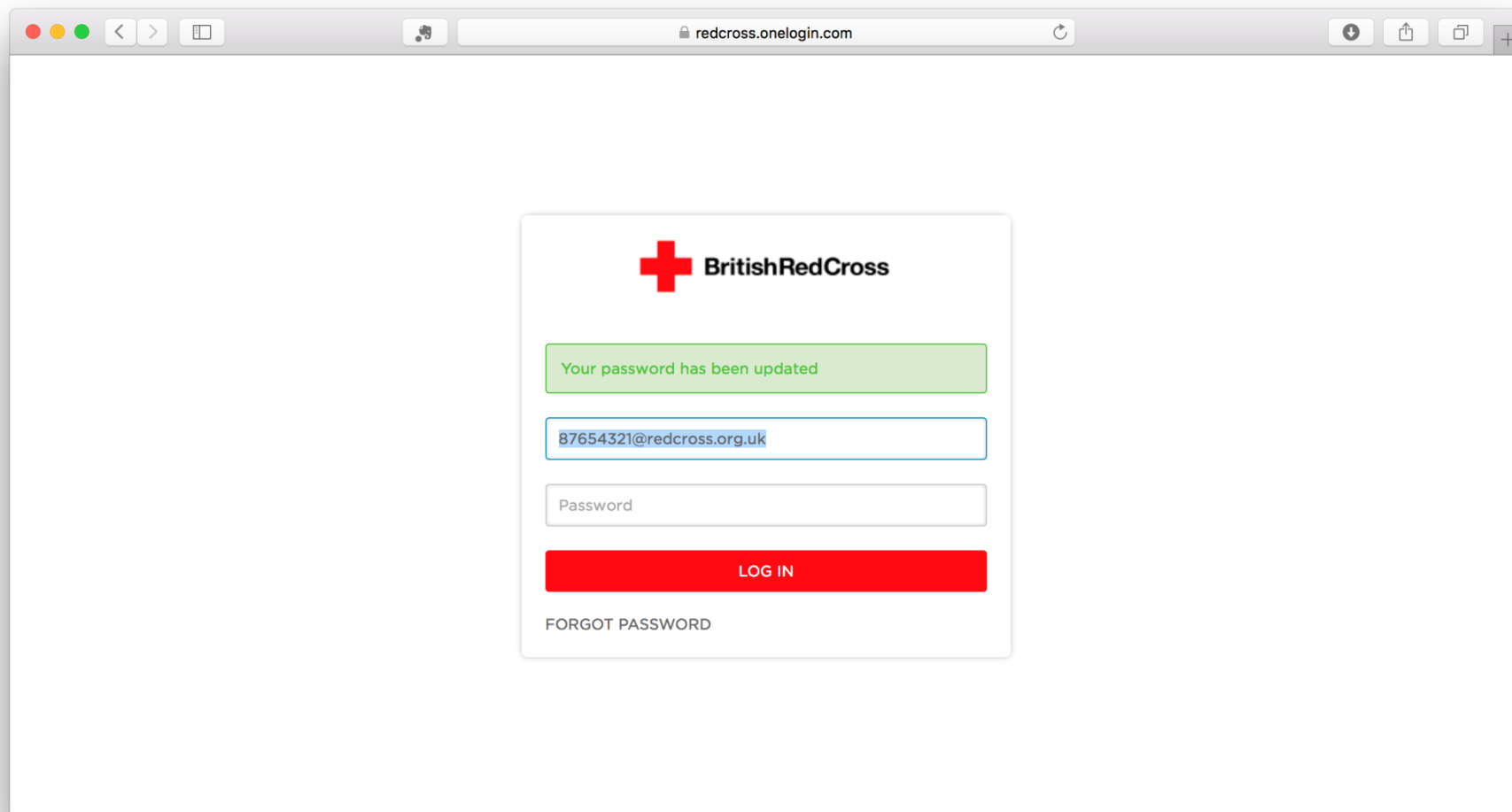
The next screen will ask you to enter and confirm your new password – as with the current information security policy, the password must be at least 8 characters long and contain both letters and numbers. Once this is done click “Submit”



The screenshot shows a web browser window with the URL `redcross.onelogin.com`. The page features the British Red Cross logo (a red cross) and the text "BritishRedCross". Below the logo, there is a message: "Select your OneLogin password. Password must be at least 8 characters long, contain letters, and digits. .". There are two input fields: "Password" with the placeholder text "New Password" and "Password confirmation" with the placeholder text "Password Confirmation". At the bottom of the form is a red "SUBMIT" button.

Resetting your password (5)

If your password and confirmation match, you will be returned to the login screen and the portal will confirm “Your password has been updated”, you can use your new password to login straightaway. If they did not match, or don’t meet the minimum requirements, you will be prompted to re-enter them before being returned to this screen.



The screenshot shows a web browser window with the URL `redcross.onelogin.com`. The page content is centered and features the British Red Cross logo (a red cross) and the text "BritishRedCross". Below the logo, there is a green message box that says "Your password has been updated". Underneath this message, there is a text input field containing the email address `87654321@redcross.org.uk`. Below the email field is a password input field labeled "Password". At the bottom of the form, there is a prominent red button labeled "LOG IN" and a link labeled "FORGOT PASSWORD".

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.