

# TOCH OneLogin Protect New Phone Instructions

\*\*\*These directions assume you have a phone with OneLogin Protect installed that you are replacing or swapping for a new/different phone. **Please follow these directions before you get rid of your current phone** that has OneLogin Protect installed\*\*\*

If you no longer have your old device you will need to contact Technology Solutions by calling (919) 969-2020, entering a ticket via BossDesk (<https://toch.bossmdesk.io/helpdesk/tickets/new>) or emailing [tshelpdesk@townofchapelhill.org](mailto:tshelpdesk@townofchapelhill.org). Please remember to provide a call back number. You will be asked to verify your identity. More information about MFA is available at <https://thehive.townofchapelhill.org/services/ts/mfa/>

1. From an Edge or Chrome browser go to <https://toch.onelogin.com/> This can be done using your current phone's web browser.
2. Enter your **email address** > click **Continue**



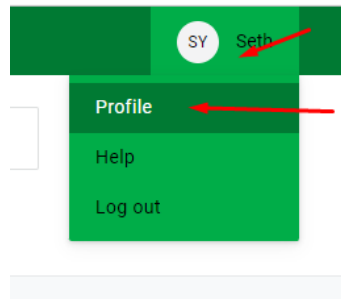
The screenshot shows the login interface for the Town of Chapel Hill. At the top, there is a green banner with the town's logo and the text 'TOWN OF CHAPEL HILL'. Below this is a white login form. The form contains an 'Email' label, a text input field with the placeholder text 'youremail@townofchapelhill.org', a 'Remember me' checkbox, and a prominent blue 'Continue' button. At the bottom of the form, there are three links: 'Helpdesk', 'Forgot Password', and 'Help'.

3. Enter your **Windows password** > **Continue**

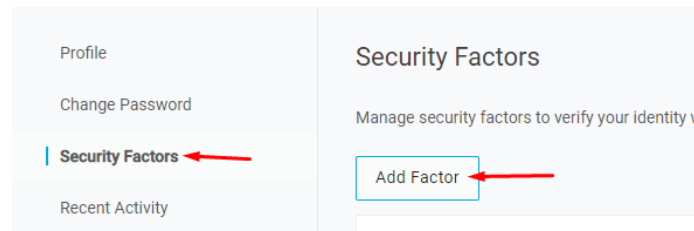
Password

  
  
[Helpdesk](#) | [Forgot Password](#) | [Help](#)

4. In the upper right of the page Click on **your name** > **Profile**

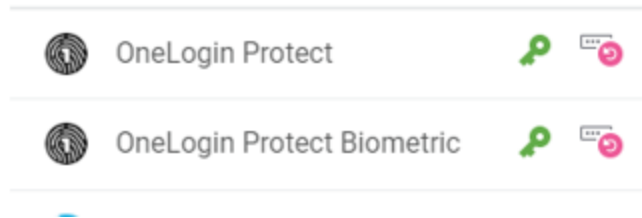


5. On the left click on **Security Factors** > **Add Factor**

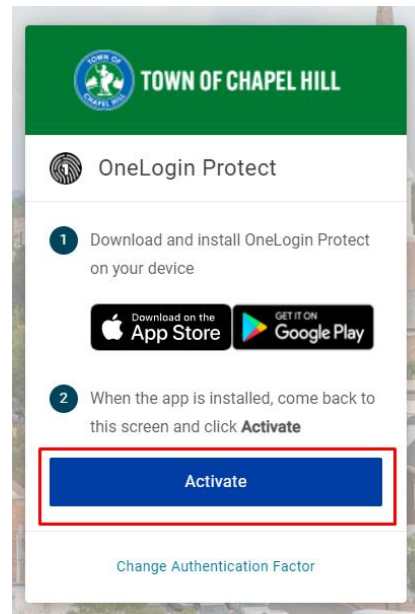


6. If you use your **fingerprint or Apple Face ID** to unlock your phone, click **OneLogin Protect Biometric**. Otherwise click **OneLogin Protect**. If you have received a hardware YubiKey and do not have a smartphone skip to Step 10.

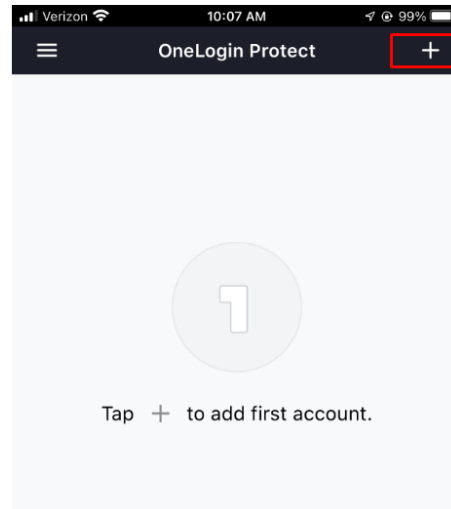
## Select Security Factor



7. If you have not already installed the **OneLogin Protect** app on your new phone, then click **Activate**. A barcode will then display on the page.

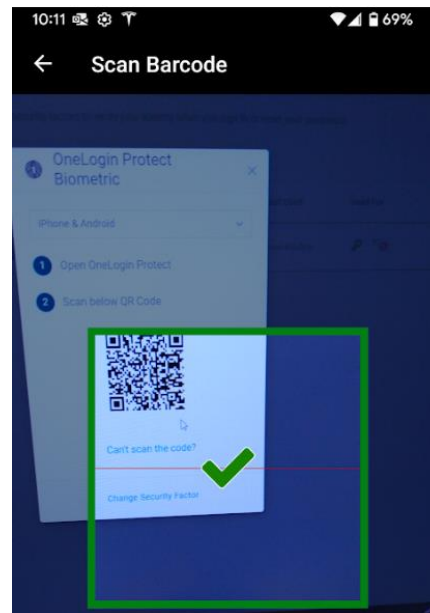


8. Open the OneLogin Protect app and click the **+** icon. If you get a prompt about allowing the camera select 'only this time'.

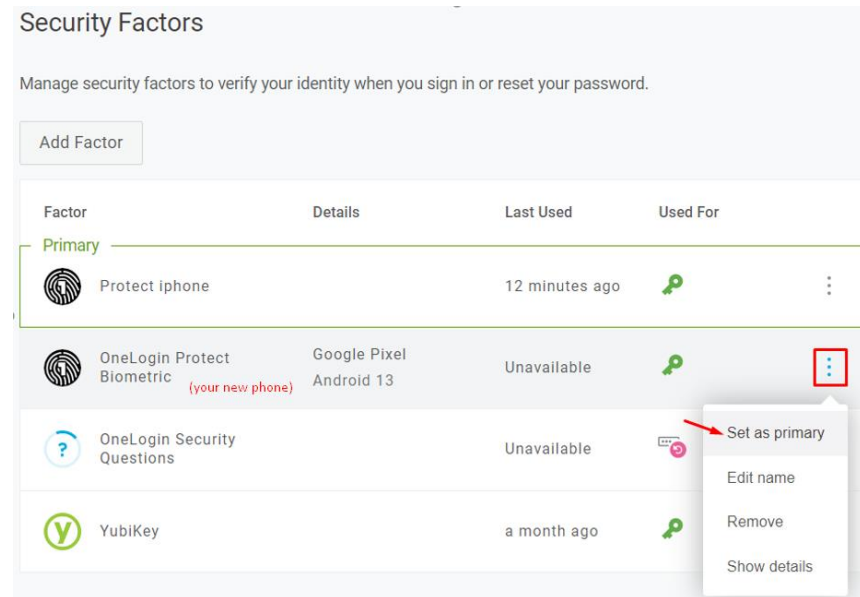


The camera on your phone will now display.

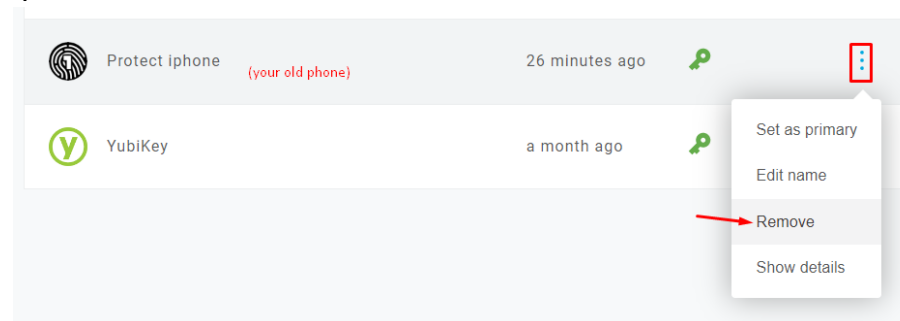
9. Point the camera at the barcode on the screen. You should then get a green check mark.



10. The browser will then take you back to the Security Factors page. Click on the **three dots next to your new phone** > Select **'Set as primary'**.



11. If you no longer need your old phone click on the three dots next to it > Remove



If you have any questions, you can contact the TS Helpdesk by entering a ticket, via email, or calling (919) 969-2020. The TS team will get back to you as soon as we can.

Helpdesk – <https://toch.bosshelpdesk.io/helpdesk/tickets/new>

Email – [tshelpdesk@townofchapelhill.org](mailto:tshelpdesk@townofchapelhill.org)