OneLogin Portal Add a Factor Instructions
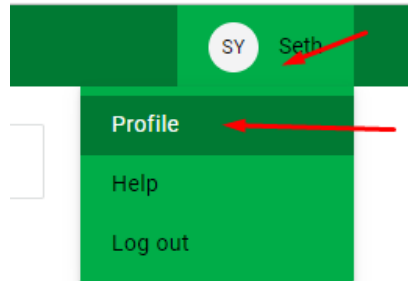
1. From your desktop browser (Chrome or Edge) go to https://toch.onelogin.com/

2. Enter your **email address** > click **Continue (If you are on site, it may automatically log you in and skip to step 4.)**
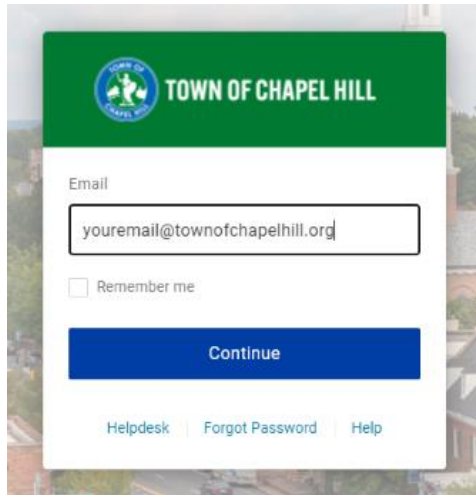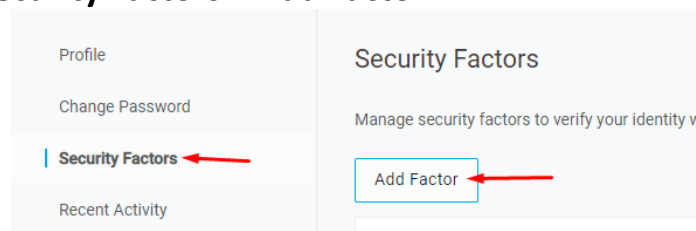

3. Enter your **Windows password** > **Continue**
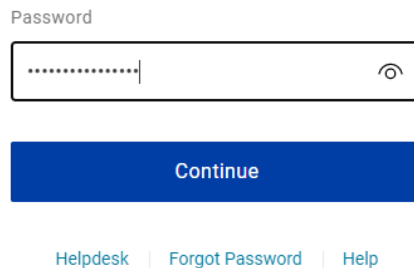
4. In the upper right of the page Click on **your name** > **Profile**
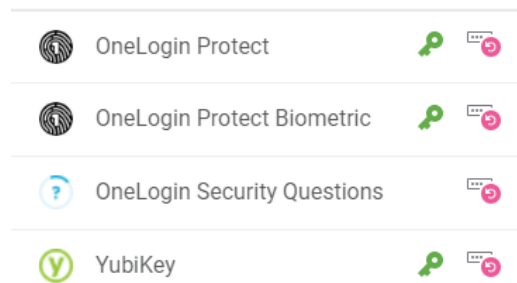

5. On the left click on **Security Factors** > **Add Factor**

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.
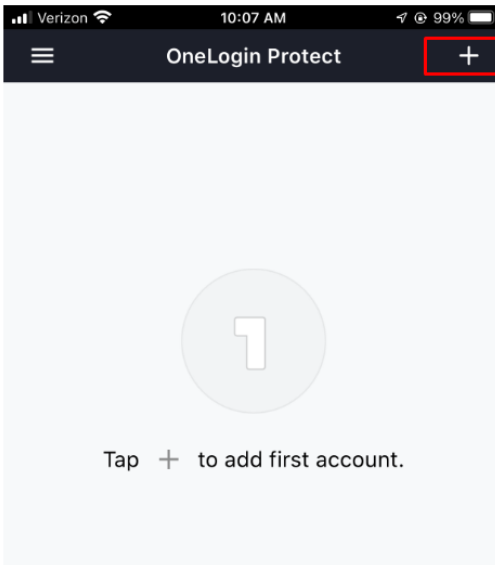

7. Install the **OneLogin Protect** app from the app store or google play store if you have not done so already. Once the app is installed, click **Activate**
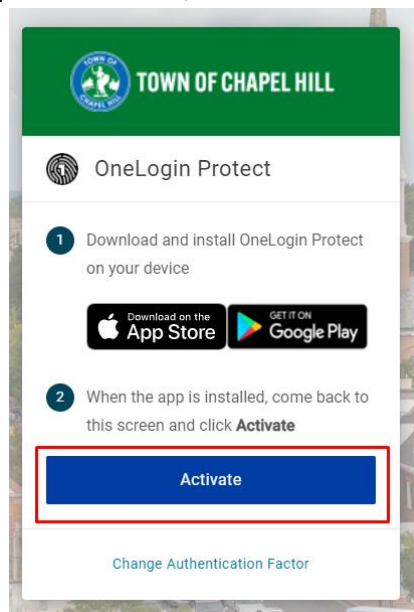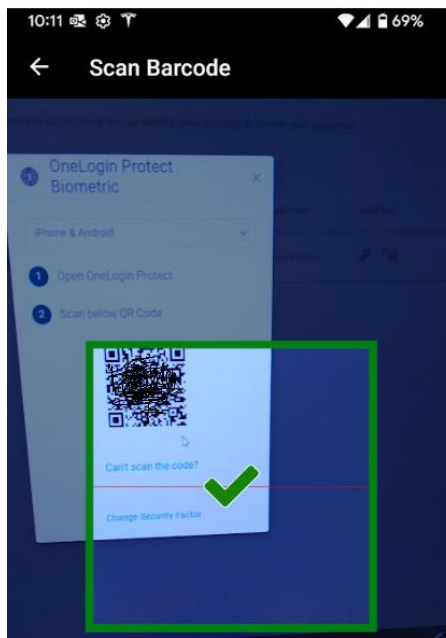

A barcode will then display on the page.

8. Open the OneLogin Protect app and click the **+ icon**.

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.

Your OneLogin Protect app is now set up as your 2nd factor for login purposes.

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.bossdesk.io/helpdesk/tickets/new

Email – tshelpdesk@townofchapelhill.org