App Assisted User Unlock

User Guide

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TELUS® Health

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Introduction

The steps below will guide users on how to enable password recovery using the Google Authenticator Application found in Android and Apple devices.

Accessing Password Recovery with the Google Authenticator Application

1. Navigate to **File**>**Users**>**Enable Password Recovery with the App.**
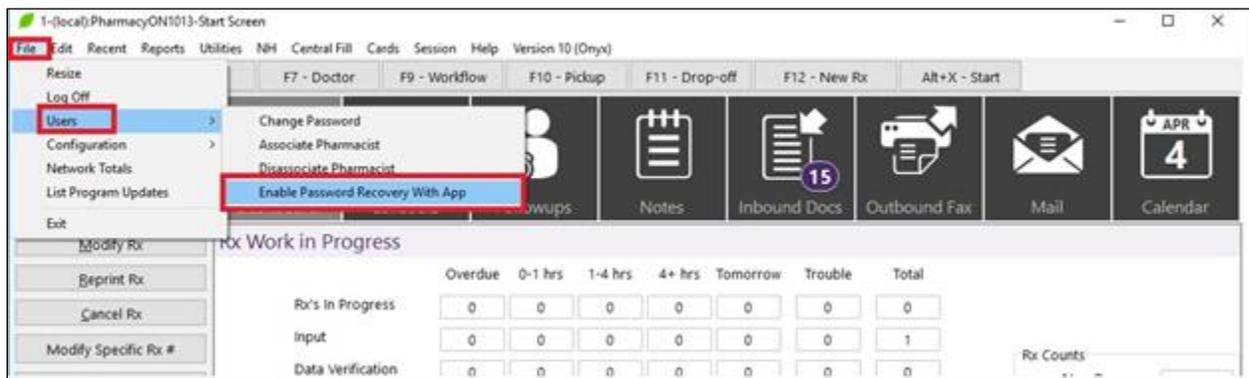
2. The 'Register Google Authenticator' window displays. Do not exit from this screen when proceeding to the upcoming steps.
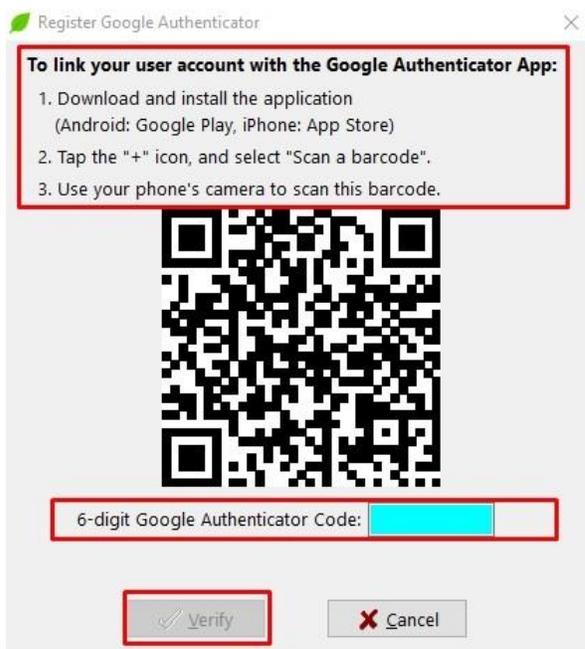
Users who do not have the Google Authenticator app installed

These steps are specific for users who do not have the Google Authenticator App installed in their cell phones. The links below are both for android and apple users have been provided to install the application on Android and Apple devices.

Android	Apple
https://support.google.com/accounts/answer/1066447?co=GENIE.Platform%3DAndroid&hl=en	https://support.google.com/accounts/answer/1066447?hl=en&co=GENIE.Platform=iOS

Linking the Google Authenticator App

1. On the home screen of the Authenticator App click on the '**+**' button in the bottom of the screen.

2. Select 'Scan a barcode' at the bottom of the screen.
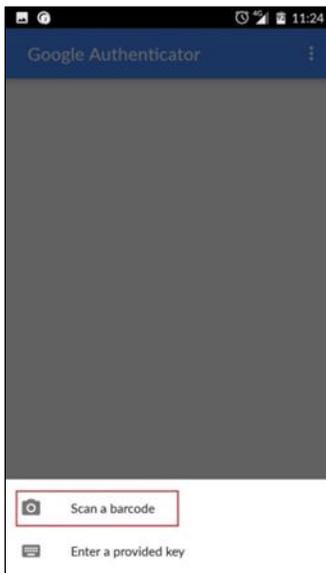
3. Point the camera of your phone at the barcode that was generated in the first section *Enabling the App unlock via Kroll PMS*.

4. The app will automatically generate a new key for your user. Type the six digit number from your phone (see below) in the Kroll PMS screen (see above).