

CA Advanced Authentication - 8.1.3 : User Account Management and OTP Generation

Online version of this page is available here: [User Account Management and OTP Generation](#)

CA Desktop OTP Client lets you provision, edit or delete user accounts and generate OTP to authenticate the protected application.

The process to authenticate the applications or resources that are protected by using CA Desktop OTP credentials includes the following steps:

- [Launch CA Desktop OTP Client](#)
- [Manage User Accounts](#)
- [Generate OTP](#)

Launch CA Desktop OTP Client

Launch the CA Desktop OTP Client using the following steps to provision and manage a user account:

For Windows

Launch CA Desktop OTP Client by the following method:

- Navigate to **Start, Programs**, click the **CA Desktop OTP Client**.

For OS X

Launch CA Desktop OTP Client by any one of the following methods

- **Single user mode:** Go to /Users/<username>/Applications and double click '**CA Desktop OTP**' to launch it.
- **Shared mode:** Go to /Applications and double click '**CA Desktop OTP**' to launch it.

Manage User Accounts

User accounts are managed by the following provisioning, editing or deleting user accounts methods:

- Provision New User Accounts
- Edit or Delete User Accounts

Provision New User Accounts

User accounts are created in the CA Advanced Authentication server by the Administrator and the account information(Server URL, User Identifier and Activation Code) is communicated to the user. The users use this information to provision their accounts to the CA Desktop OTP Client. A user can have multiple user accounts, which indicates that the user has access to multiple protected resources. For example, a user JSmith can have access to MyBank.com and Acme.com applications, and use the same CA Desktop OTP Client to maintain both the accounts. Perform the following steps to provision a new

account:

1. Ensure you are connected to the network during this process, since adding an account is an online process.
2. When you use the application for the first time, the **Add Account** screen appears as the main screen to provision a new account. For subsequent provisioning, click **Settings**, click **Manage Accounts** and click **Add Account**.
3. Enter the following information received from the administrator to provision the account:

Server URL: The URL where the protected resource is available.

User Identifier: The unique name using which the account is created in the application.

Activation Code: The activation code that is received from the application.

4. Click **Next**.
5. Set your password or PIN for the CA Desktop OTP. Enter the new password or the PIN for the CA Desktop OTP credential in the **Enter PIN** and **Confirm PIN** fields.
6. Click **OK**. The Success screen appears.
7. Click **OK**. The Account screen with the newly added account is displayed.
The CA Desktop OTP credential is now downloaded and locked to the user's system. This indicates that the credential will not work if it is copied to another system.

Edit or Delete User Accounts

Any changes to the user accounts can be done through the editing option for the user account and any account that no longer exists can be deleted. To edit or delete a user account, follow these steps:

1. Click **Settings** and click **Manage Accounts**.
2. Select the account from the drop-down, which has to be edited or deleted.
3. Click **Edit** or **Delete**.
4. To edit: Enter a new name for the account in the **Display Name** field. Click **Save**.
5. To delete: Click **Delete**. A confirmation pop-up appears. Click **OK** to delete the account. The account is deleted.

Generate OTP

After successfully provisioning the accounts, you generate the OTP for authenticating the protected resource using the CA Desktop OTP Client. OTP can be generated by the following methods:

- Using the CA Desktop OTP Client
- Using Different Modes

Perform the Following Steps to Generate the OTP Using CA Desktop OTP Client:

1. Ensure that the correct account is selected in the **Manage Account** screen.
2. Enter the CA Desktop OTP PIN in the **PIN** field on the main screen.
3. (Applicable for Sign mode only) Enter the authentication challenge in the **Challenge** field.
4. Click **Generate OTP**.

5. Save the OTP and click **Done** to return to the OTP generator screen.

Perform the Following Steps to Generate the OTP Using Different Modes:

The CA Desktop OTP Client supports different modes for generating OTPs, which depends on the type of authentication. For example, you can generate the OTPs for password based authentication or for signing the challenge-response-based authentication.

1. Click **Settings** and click **Manage Accounts**.
2. Select the account from the drop-down, for which the OTP has to be generated.
3. Select the mode from **Mode** radio buttons in the account list. Click the mode that you want to use for generating the OTP:
 - **Identify**: This mode is used to generate the OTP that is used for plain password authentication.
 - **Sign**: This mode is used to generate the OTP that is used for signing the challenge in the challenge-response-based authentication.
4. Enter the CA Desktop OTP PIN in the **PIN** field on the main screen.
5. (Applicable for Sign mode only) Enter the authentication challenge in the **Challenge** field.
6. Click **Generate OTP** to generate a OTP for the selected mode.
7. Copy the OTP and click **Done** to return to the OTP generator screen.
8. Use the copied OTP to authenticate to the protected applications.

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