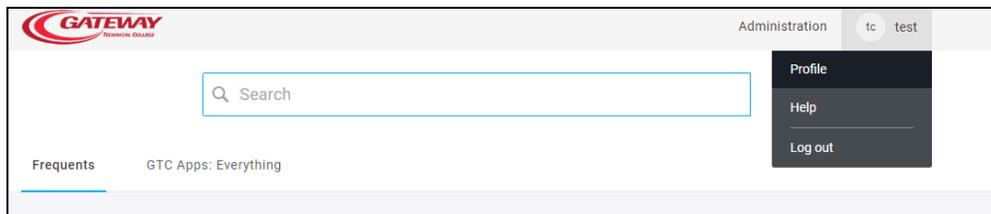# OneLogin Protect App

This document shows the steps to change your primary second factor. If you get a new phone or device, you will need to make sure to add it as a new second factor. The OneLogin Protect App will be used for this example.

NOTE: If you are not receiving a code and need to generate a temporary one please visit https://otp.gtc.edu. You can find more information here.

If you receive your multifactor authentication codes via SMS and do not wish to change to OneLogin Protect, you can change your phone number in OneLogin following these instructions.

1. Go to gtc.onelogin.com and log in with your username and password.
2. Enter your second-factor verification. If you lost your second-factor device, please contact support.
3. Once on your portal page, click on your name in the upper right corner and click profile.


4. On the left-hand side, click "Security Factors" then click "Add Factor"
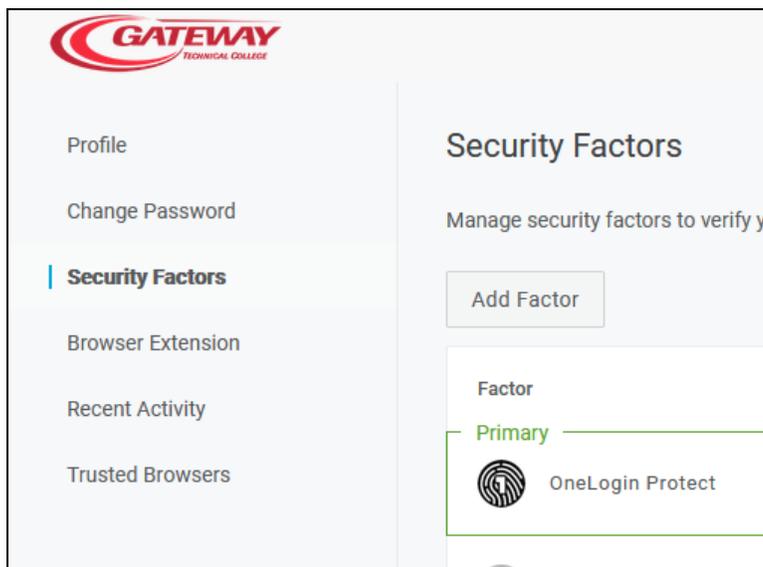
5. Under "Select Security Factor" select "OneLogin Protect"
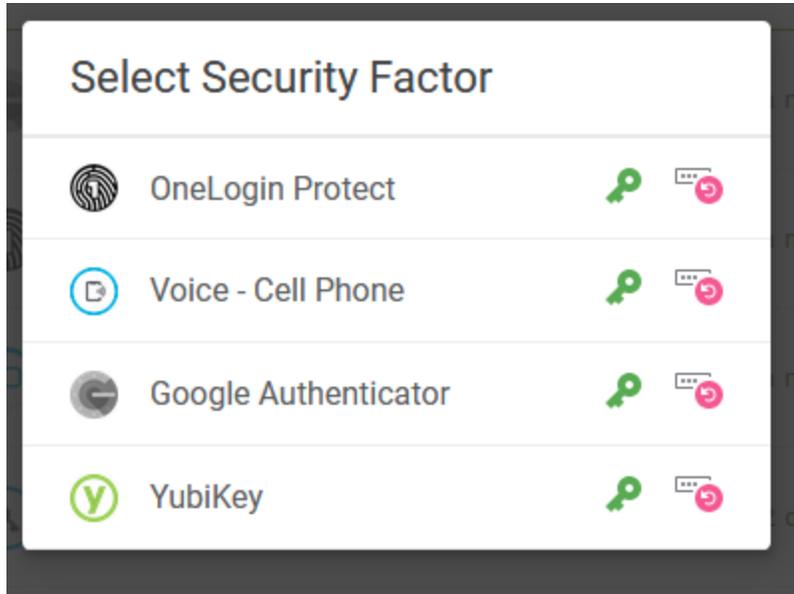
6. On your iPhone or Android Smartphone, install the "OneLogin Protect" app. This can be found in the App Store (iPhone) or Play Store (Android). Make sure to install "OneLogin Protect" as there are two other apps, "OneLogin Portal" and "OneLogin Mobile", which we will not be installing as part of this setup. **You must also allow "notifications" if you are prompted to do so.**

7. Once the app is installed, open it; it will look something like the image below.
8. Tap the blue "plus sign" in the lower right corner.
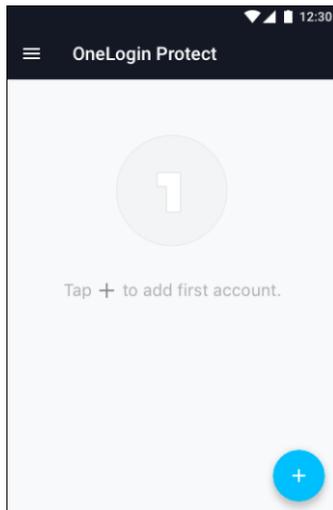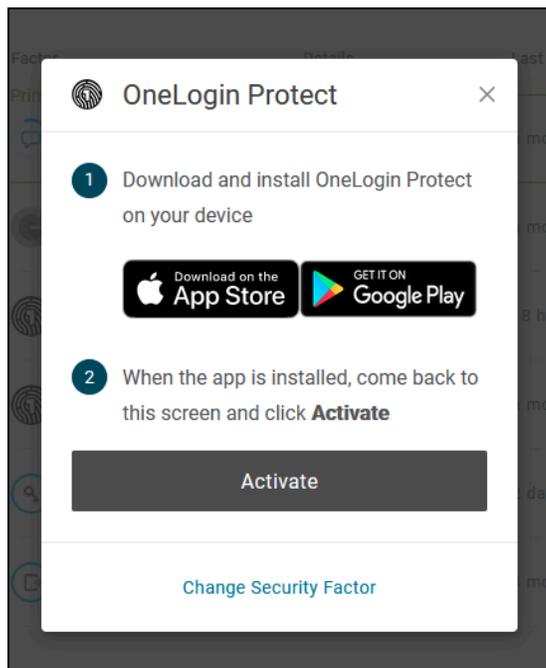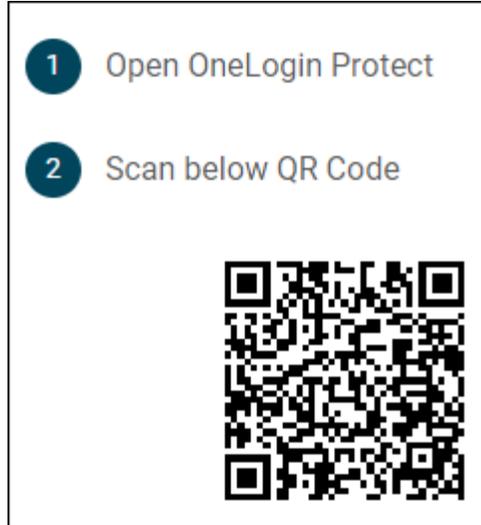

9. If prompted with the question, "Allow Protect to take pictures and record video?"
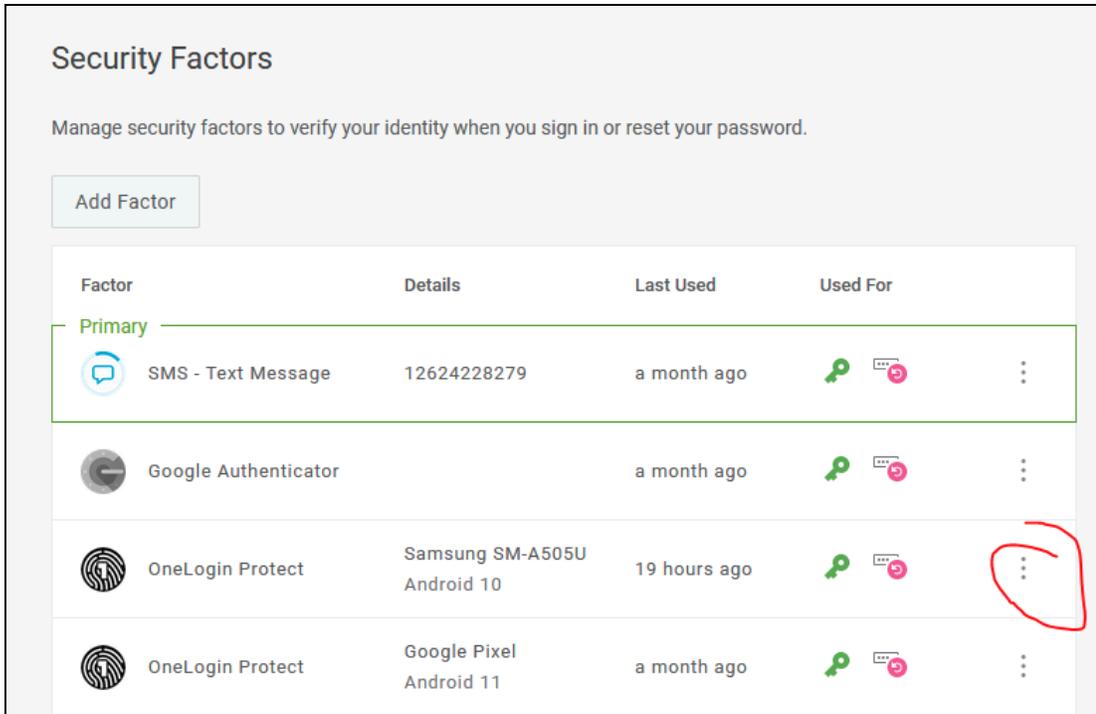
Click Allow.
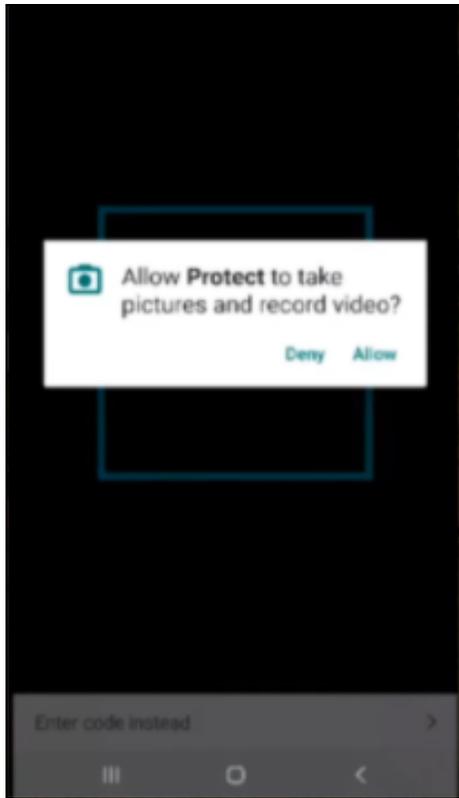
10. When you tap "Allow," your phone's camera should be enabled.
11. On your computer, click the "Activate" button, then point the camera at the "QR" code on the screen.
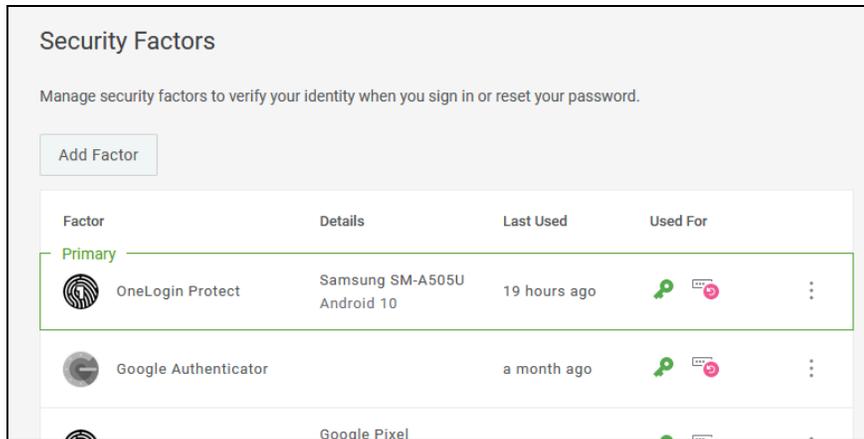
12. You will now see "OneLogin Protect" as a new second-factor option. You can make it your default by clicking the three dots to the right of "OneLogin Protect" and clicking "Set as primary".
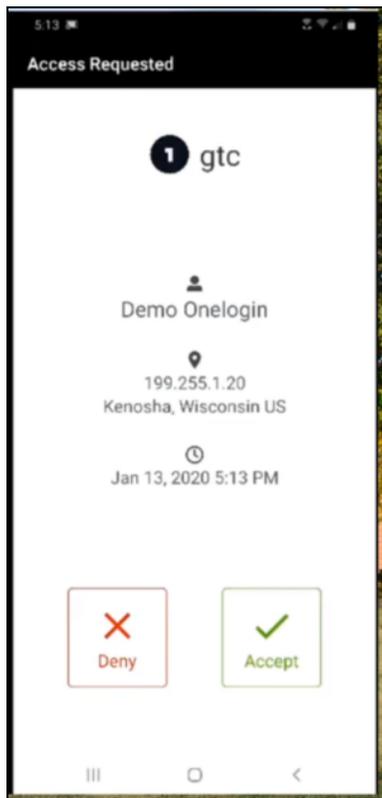
13. OneLogin Protect should now show as your "Primary" second factor.

The next time you are prompted for 2-factor authentication, you will be sent a notification on your phone to "Accept" or "Deny" the login.
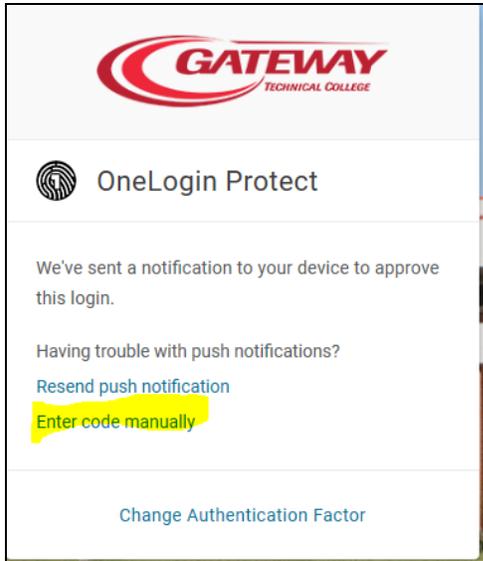
14. Tap Accept.

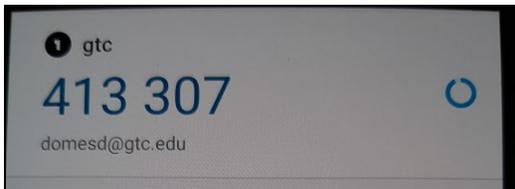
Alternative Verification

If, for some reason, your device has no Internet connectivity (cellular or wifi) or for some other reason you do not receive a notification, OneLogin Protect provides a backup option, which I will detail here.

1. On the MFA prompt page, click "Enter code manually"

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2. Open the "OneLogin Protect" app on your device
   This will display a rotating code.

3. Enter the code on the login screen