

Establishing and Using Your Centrify and Idaptive Accounts

Centrify and **Idaptive** are the Library's secure access management tools. They allow users to connect to Library devices and networks through mobile authentication.

Each application is used for a unique purpose:

- **Centrify:** Multi-factor authentication to log-in to your workstation and/or Library-issued laptop.
- **Idaptive:** Multi-factor authentication to log-in to the Library's VPN.

To set up your Centrify and Idaptive accounts, you will need a Library-issued or personal computer or laptop and a Library-issued or personal phone.

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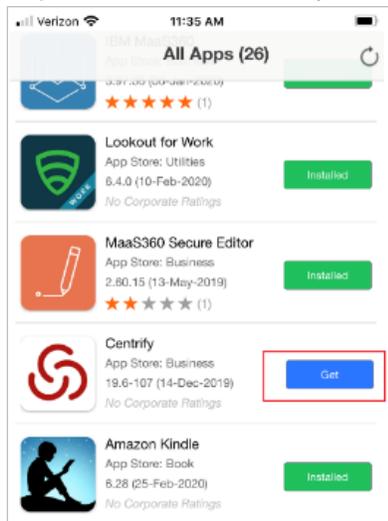
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Set Up Your Centrify Account

1. Install the Centrify application to your Library-issued or personal mobile phone.

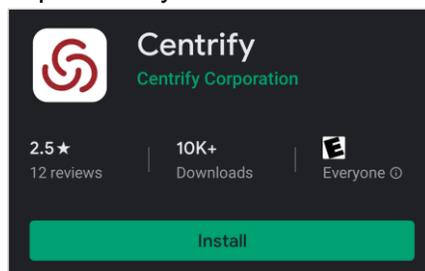
On a Library-Issued iPhone

- a. To download Centrify on your Library-issued iPhone, make sure you have a strong signal or are connected to the **LOCDeviceWiFi** network.
- b. On your iPhone, select the **LoAppCatalog**. The logo will appear as: 
- c. In the application, search for **Centrify**. The logo will appear as: 
- d. Tap **Get**. Installation may take a few minutes:



On a Personal Cell Phone

- a. To download Centrify on your personal mobile phone, make sure you have a strong signal.
- b. On your mobile phone, open the **Apple App Store** or **Google Play Store**.
- c. In the application, search for **Centrify**. The logo will appear as: 
- d. Tap **Get** on your iPhone or **Install** on your Android phone to download.

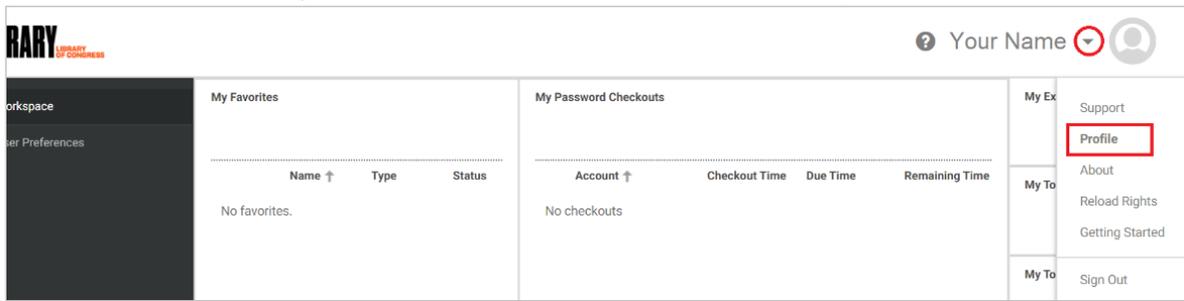


- Back on your computer or laptop, open a browser and visit: <https://loc.my.centrify.net>
- If not already logged in, enter your Library username, then click **Next**:

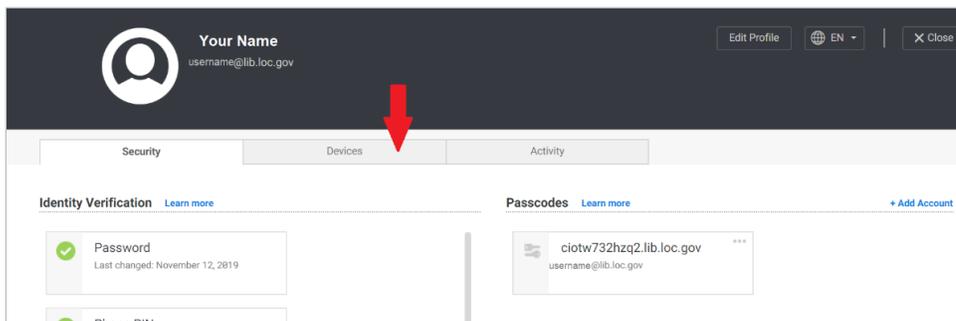
- Enter your Library password, then click **Next**:

- You will arrive at the **Admin Portal**:

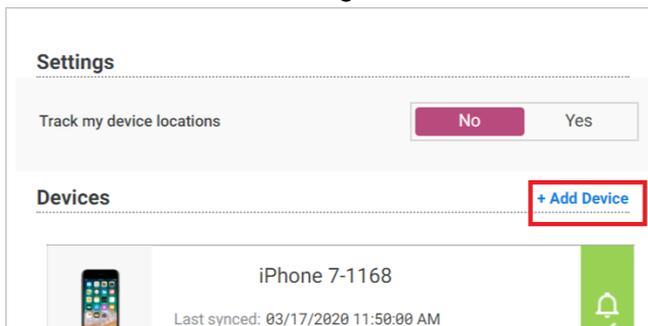
6. Click the arrow next to your name and select **Profile** from the dropdown menu:



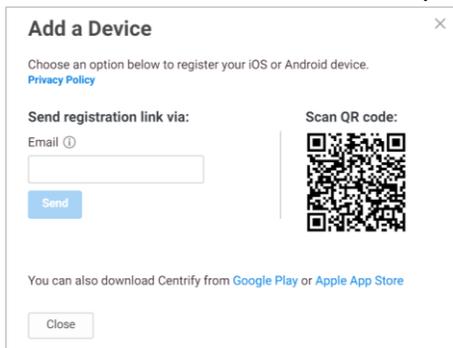
7. Click the **Devices** tab:



8. Under the Devices heading, click **Add Device**:



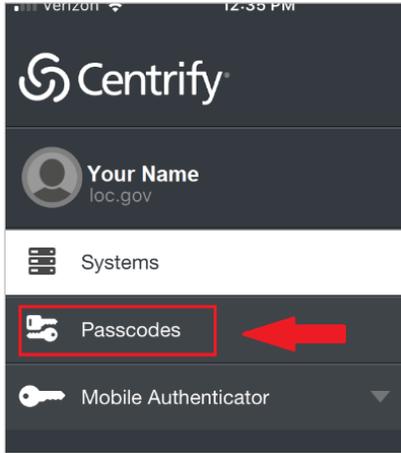
9. The **Add a Device** window will open on your computer screen:



Note: Do not select the Email option. At this time, Centrifly registration is only supported by QR code authentication.

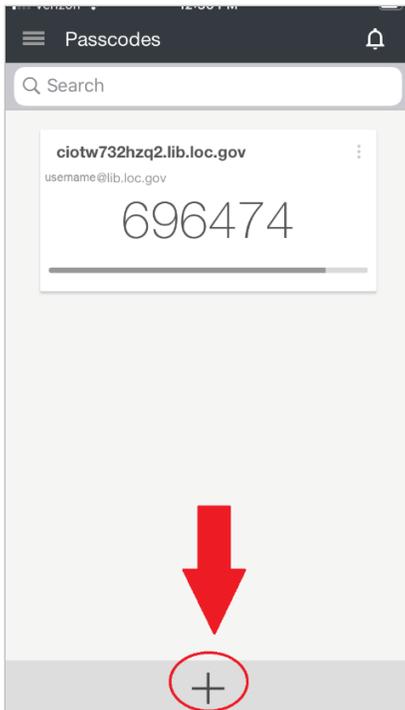
10. Back on your mobile phone, tap the **Centrify** application icon to open: 

11. In the Centrify app, tap **Passcodes**:

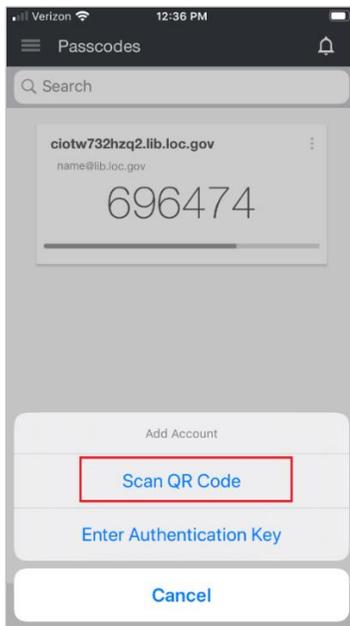


Note: If you do not see the menu containing **Passcodes**, tap the menu  icon at the top of your screen.

12. On the Passcodes screen, tap the  icon at the bottom of the screen:



13. Select **Scan QR Code**:



14. If you are prompted to authorize the use of your device camera for QR scanning, click **Allow**.

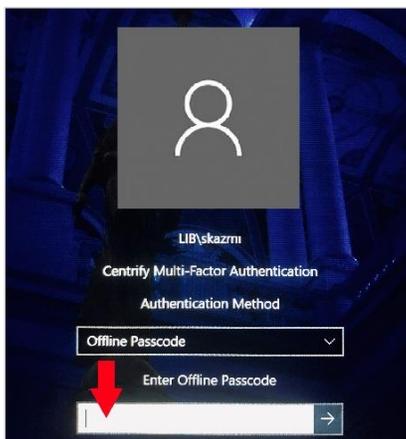
15. Point your phone camera at the QR code screen on your computer or laptop to scan the code. The scan will take a few seconds.

16. Once the QR code is successfully scanned, tap **Continue** on your mobile phone.

17. Enrollment is complete. You can now use Centrify to authenticate log-in to your Library-issued laptop and computer workstations.

Offline Passcode

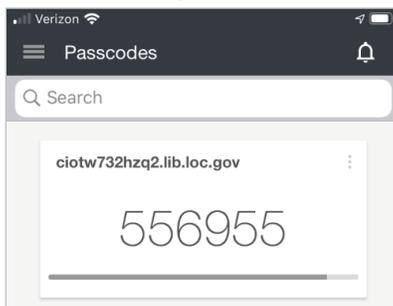
1. You may be asked for an **Offline Passcode** when logging-in to your computer:



2. If so, tap **Passcodes** on the Centrify app:



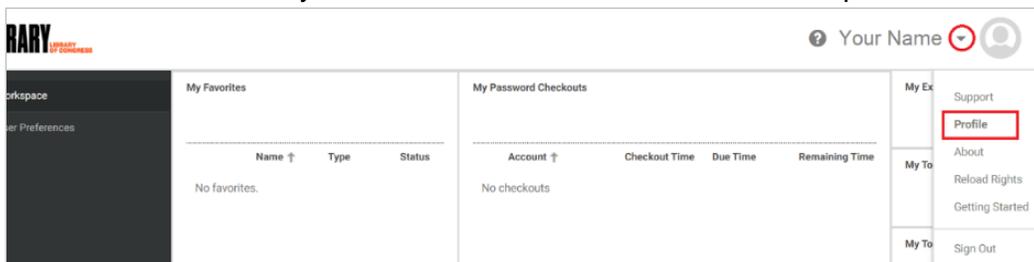
3. Type the 6-digit code into your computer log-in screen and hit Enter:



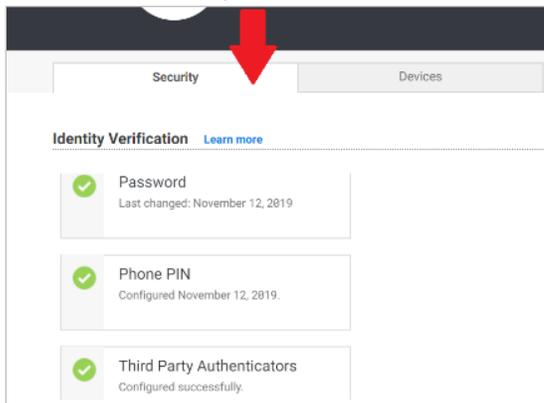
How to Adjust Your Centrify Information

To adjust your Centrify password, phone PIN, and/or add a third-party authenticator, follow the steps below:

1. Once you have configured the Centrify app on your mobile device, visit:
<https://loc.my.centrify.net>
2. Click the arrow next to your name and select **Profile** from the dropdown menu:

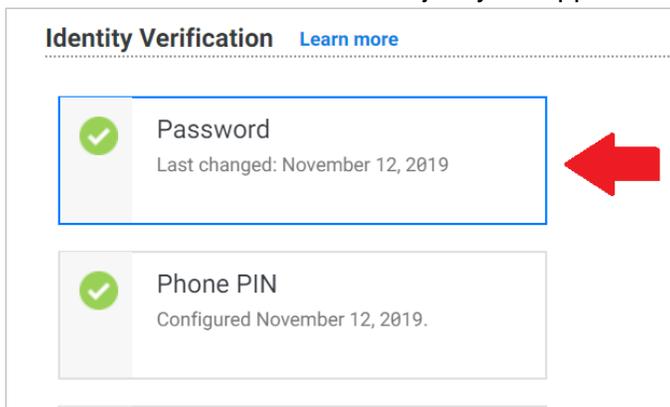


3. Click the **Security** tab:



Adjust Your Password

1. Click the **Password** button to adjust your application log-in password:

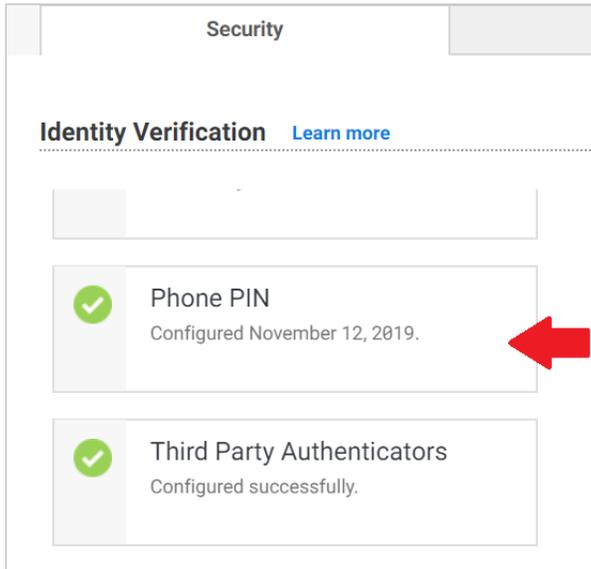


2. Enter your current Library password and a new password. Then click **OK** to save:

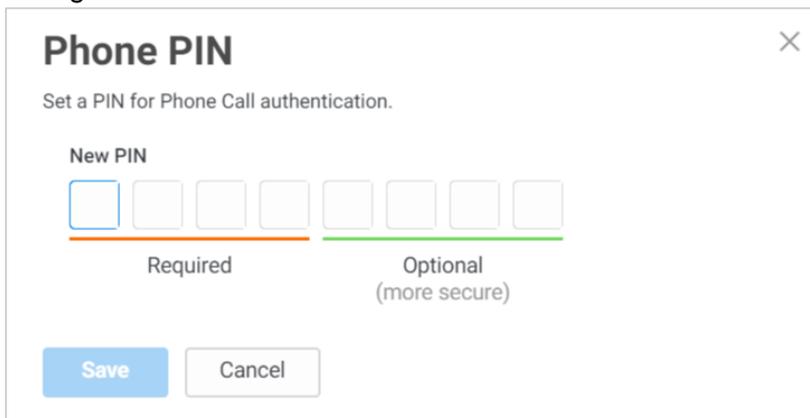
A screenshot of a 'Change Your Password' dialog box. It has a title bar with a close button (X). The dialog contains three input fields: 'Current Password *', 'New Password *', and 'Confirm New Password *'. At the bottom, there are two buttons: 'OK' and 'Cancel'.

Adjust Your Phone PIN

1. Back in the **Security** tab, click the **Phone PIN** button to change your PIN.



2. Enter a new phone PIN. You will need to enter this PIN via phone if you choose to log-in through Phone Call.

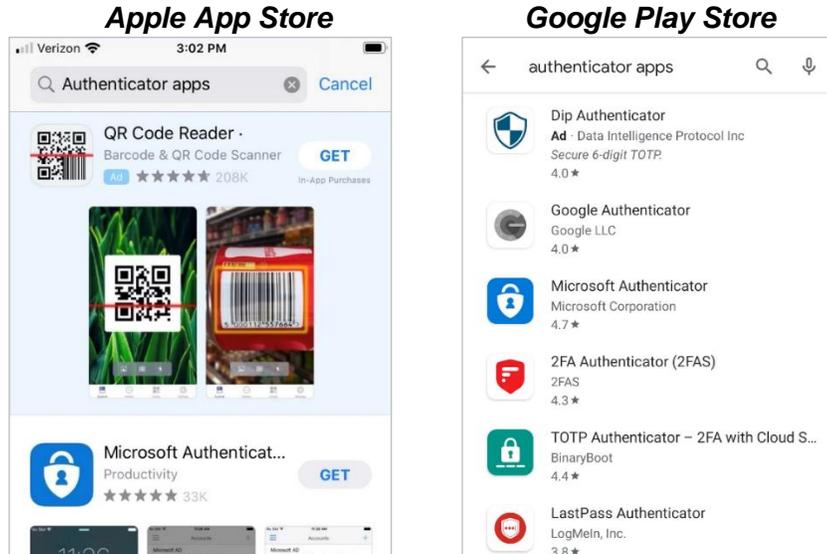
A screenshot of a "Phone PIN" setup dialog box. The title is "Phone PIN" with a close button (X) in the top right. Below the title is the instruction "Set a PIN for Phone Call authentication." Underneath, it says "New PIN" followed by eight input boxes. The first four boxes are under a red line labeled "Required", and the last four are under a green line labeled "Optional (more secure)". At the bottom, there are two buttons: "Save" (blue) and "Cancel" (white).

Note: Choose a PIN you will remember, e.g. your PIV PIN. To avoid confusion, ensure sure your Centrify and Idaptive PINs match. [See below for Idaptive PIN instructions.](#)

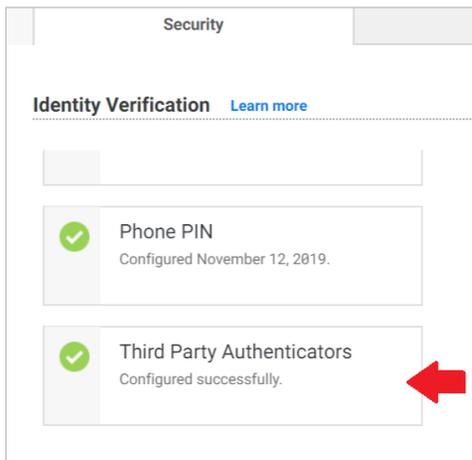
3. Click **Save** to complete.

Add a Third-Party Authenticator

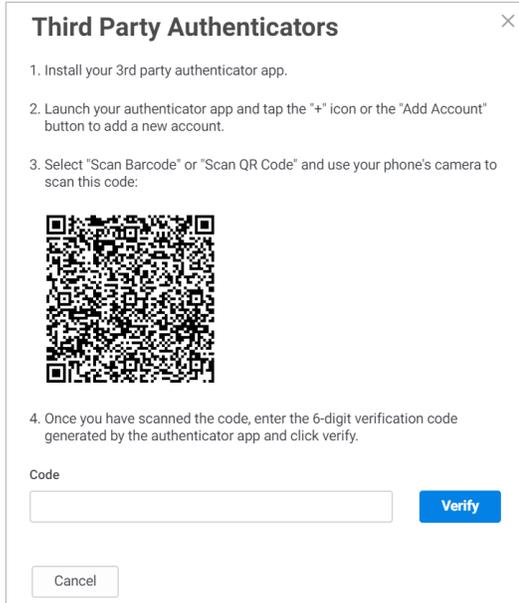
1. If you are using a personal mobile device, search 'authenticator apps' in the Search field of the **Apple App Store** or **Google Play Store**:



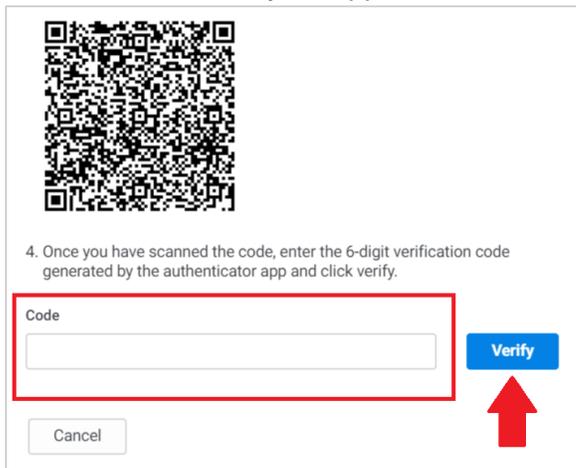
2. Select an authenticator app of your choice from the list (e.g., Google Authenticator, Microsoft Authenticator, etc.).
3. Download your selected app.
4. Open the application and follow the set-up instructions.
5. Back in the Centrify account page on your computer, click the **Third Party Authenticators** button in the **Security** tab:



6. Launch the third-party authenticator app on your mobile device and tap the **+** icon or the **Add Account** button to add a new account.
7. Select **Scan Barcode** or **Scan QR Code** in the app and use your phone's camera to scan the code on your computer screen:



8. Once the code has been successfully scanned, your app will generate a 6-digit verification code.
9. Enter the code from your app into the **Code** space, then click **Verify**:



If you need assistance, contact the OCIO Service Desk at ocioservicedesk@loc.gov, (202) 707-7727, or ex. 7-7727

Set Up Your Idaptive Account

1. Install the Idaptive application to your Library-issued or personal mobile phone.

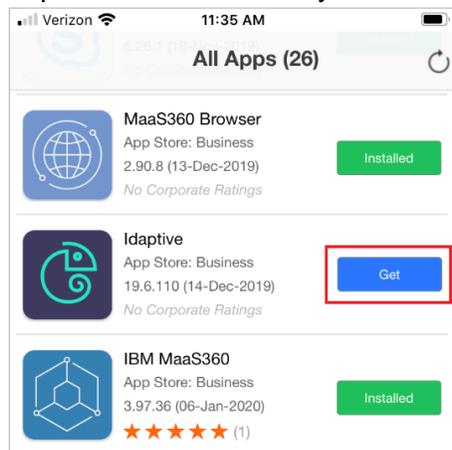
On a Library-Issued iPhone

- a. To download Idaptive on your Library-issued iPhone, make sure you have a strong signal or are connected to the **LOCDeviceWiFi** network.

- b. On your iPhone, select the **LoAppCatalog**. The logo will appear as: 

- c. In the application, search for **Idaptive**. The logo will appear as: 

- d. Tap **Get**. Installation may take a few minutes:



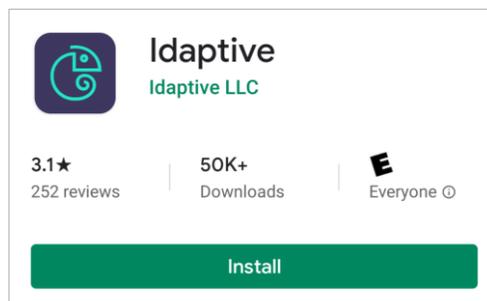
On a Personal Cell Phone

- a. To download Idaptive on your personal mobile phone, make sure you have a strong signal.

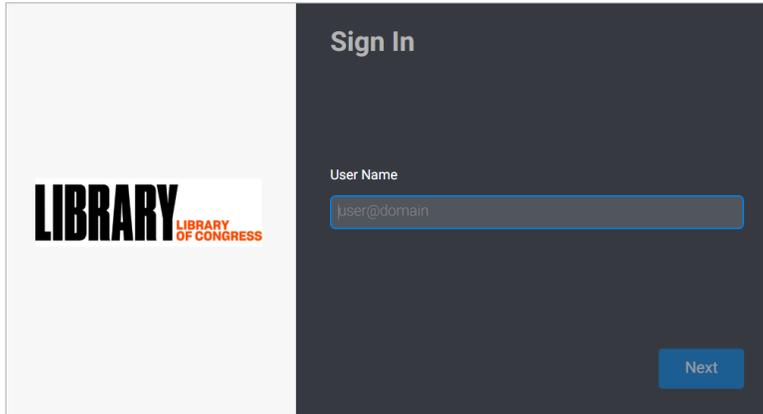
- b. On your mobile phone, open the **Apple App Store** or **Google Play Store**.

- c. In the application, search for **Idaptive**. The logo will appear as: 

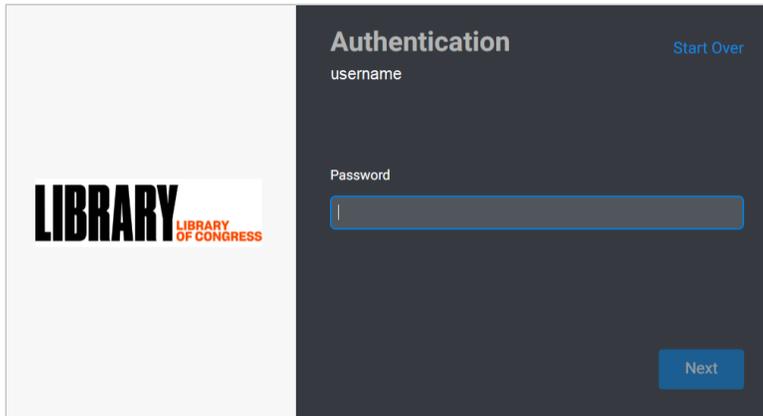
- d. Tap **Get** on your iPhone or **Install** on your Android phone to download.



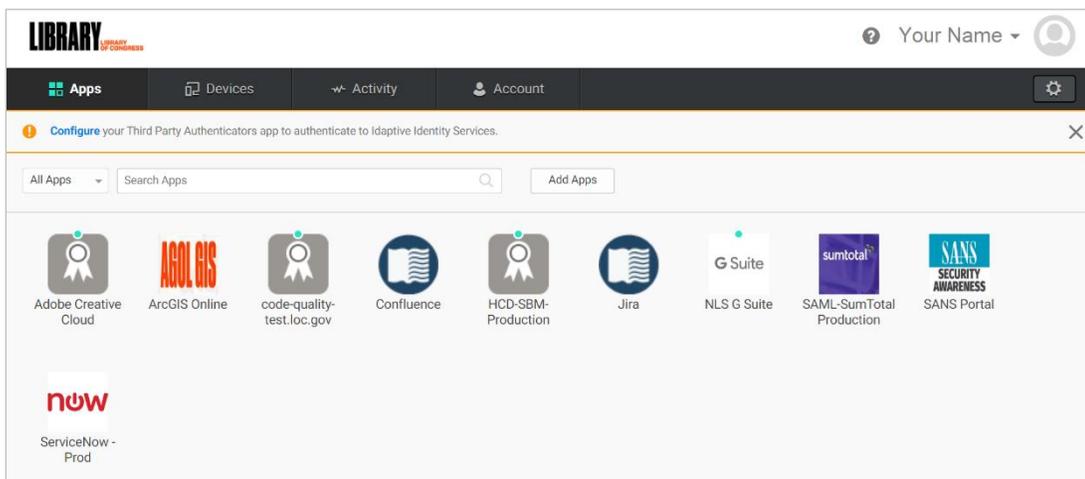
2. Back on your computer or laptop, open a browser and visit: <https://loc.my.centrixy.com>
3. If not already logged in, enter your Library username, then click **Next**:



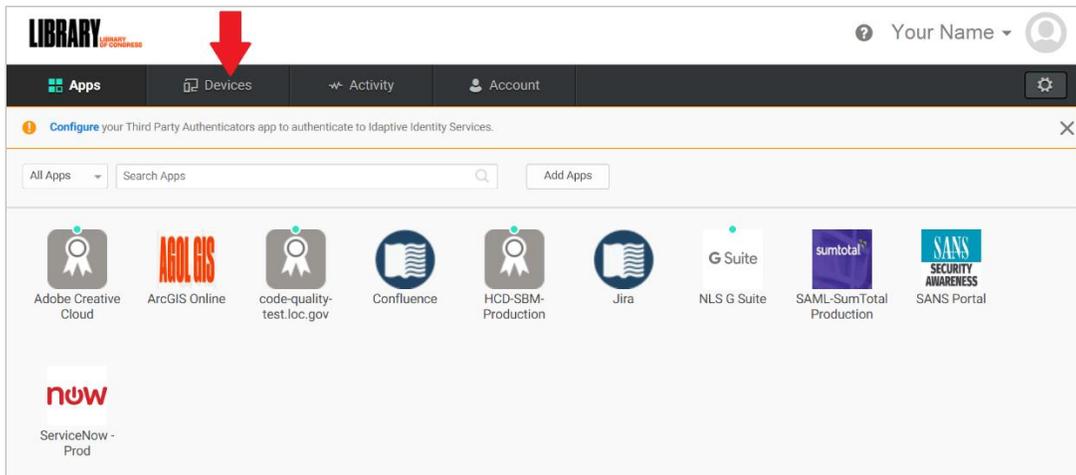
4. Enter your Library password, then click **Next**:



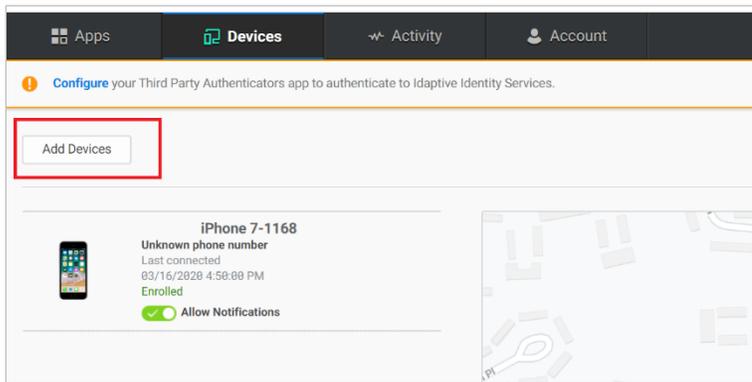
5. You will arrive at the **User Portal**:



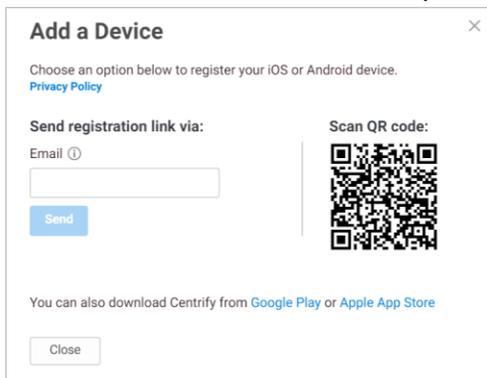
6. Click the **Devices** tab:



7. Click the **Add Devices** button:



8. The **Add a Device** window will open on your computer screen:

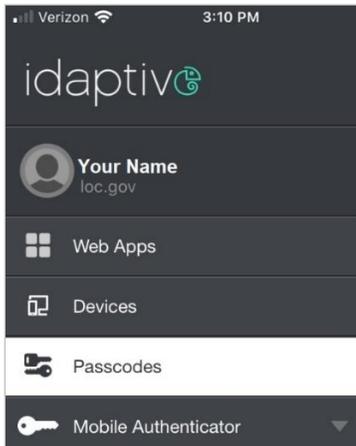


Note: Do not select the Email option. At this time, Idaptive registration is only supported by QR code authentication.

9. Back on your mobile phone, tap the **Idaptive** application icon to open:

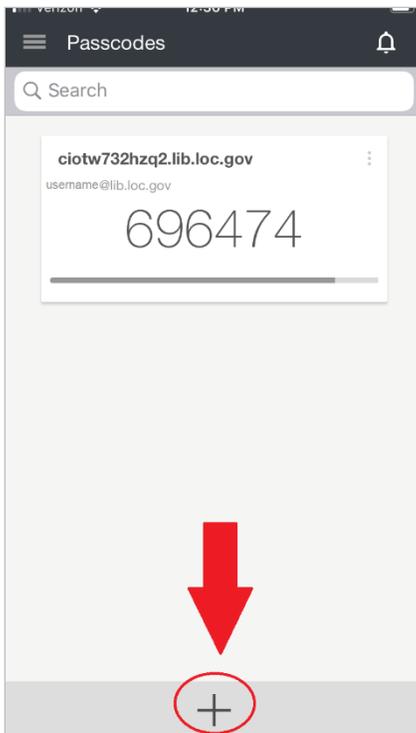


10. In the Idaptive app, tap **Passcodes**:

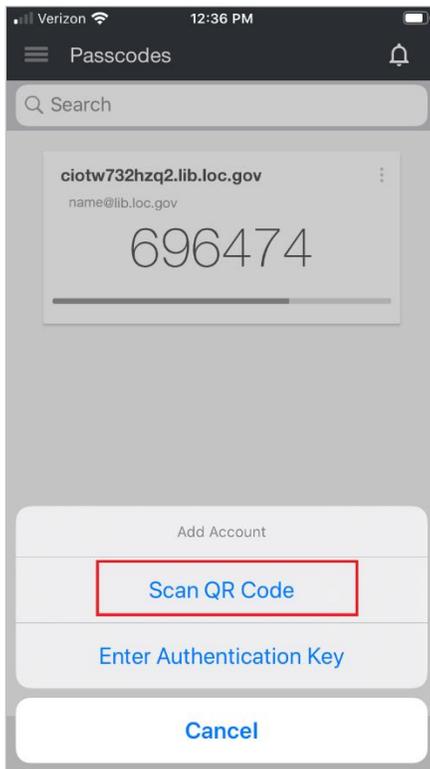


Note: If you do not see the menu containing **Passcodes**, tap the menu  icon at the top of your screen.

11. On the Passcodes screen, tap the  icon at the bottom of the screen:



12. Select **Scan QR Code**:



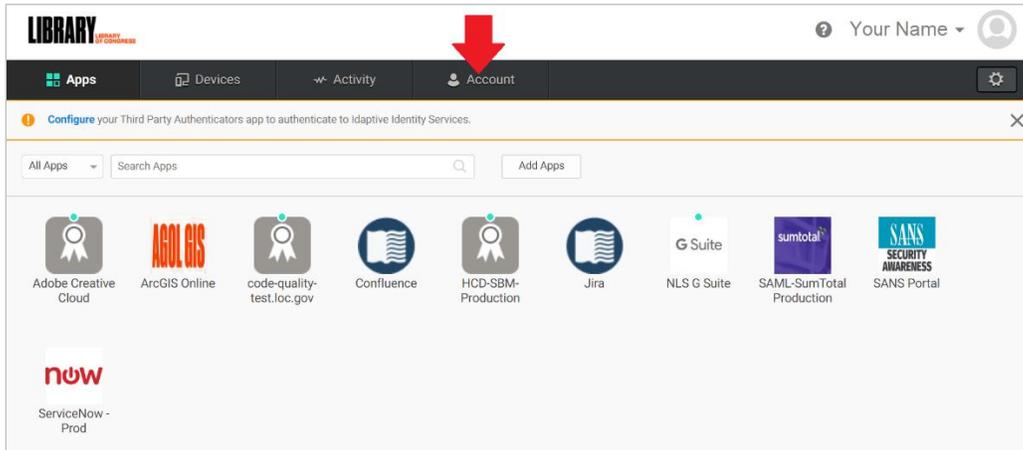
13. If you are prompted to authorize the use of your device camera for QR scanning, click **Allow**.
14. Hold your phone camera up to the QR code screen on your computer or laptop to scan the code. The scan will take a few seconds.
15. Once the QR code is successfully scanned, tap **Continue** on your mobile phone.
16. Enrollment is complete. You can now use Idaptive to authenticate log-in to the Library's VPN.

How to Adjust Your Idaptive Information

To adjust your Idaptive, password, phone PIN, or add a third-party authenticator, follow the steps below:

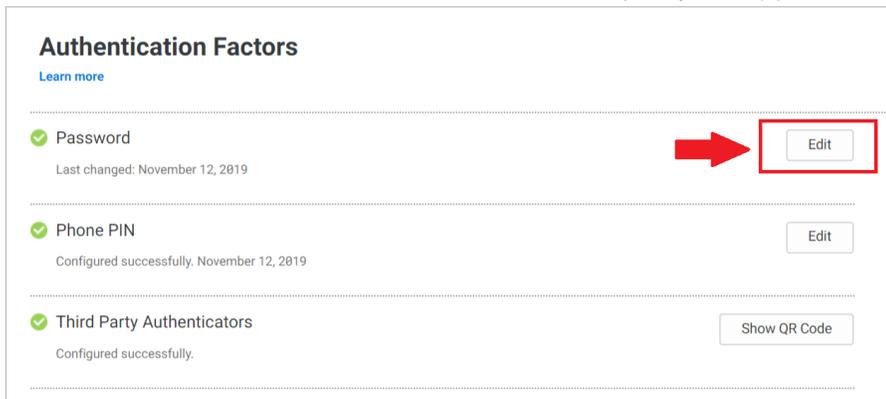
1. Once you have configured the Idaptive app on your mobile device, visit:
<https://loc.my.centify.com>

2. Click the **Account** tab:



Adjust Your Password

1. In the **Password** row, click the **Edit** button to adjust your application log-in password:

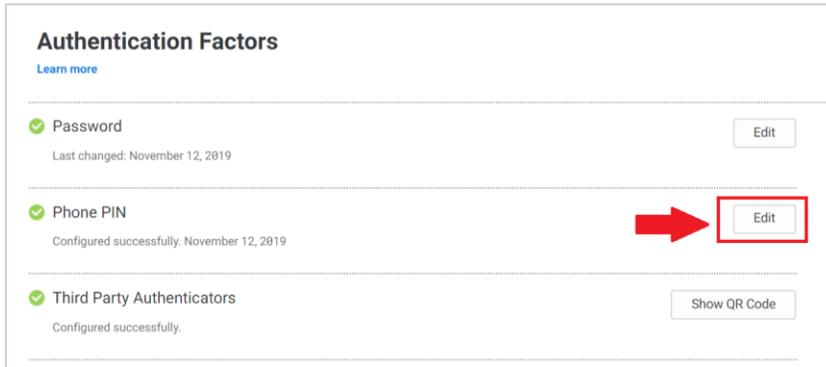


2. Enter your current Library password and a new password. Then click **OK** to save:

A screenshot of a 'Change Your Password' dialog box. It contains three input fields: 'Current Password *', 'New Password *', and 'Confirm New Password *'. At the bottom, there are 'OK' and 'Cancel' buttons.

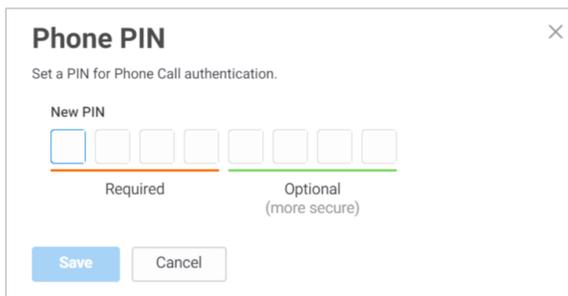
Adjust Your Phone PIN

1. Back in the **Account** tab, click the **Edit** button in the **Phone PIN** row:



The screenshot shows the 'Authentication Factors' page. It lists three factors: Password, Phone PIN, and Third Party Authenticators. The 'Phone PIN' row is highlighted with a red box around the 'Edit' button, and a red arrow points to it from the left. The 'Edit' button is a small, light gray button with the text 'Edit' inside.

2. Enter a new phone PIN. You will need to enter this PIN via phone if you choose to log-in via Phone Call.



The screenshot shows a 'Phone PIN' dialog box. It has a title bar with a close button (X). Below the title, it says 'Set a PIN for Phone Call authentication.' There is a 'New PIN' label above a row of 10 input boxes. The first 4 boxes are under a red line and labeled 'Required'. The last 6 boxes are under a green line and labeled 'Optional (more secure)'. At the bottom, there are 'Save' and 'Cancel' buttons.

Note: Choose a PIN you will remember, e.g. your PIV PIN. To avoid confusion, make sure your Centrify and Idaptive PINs match.

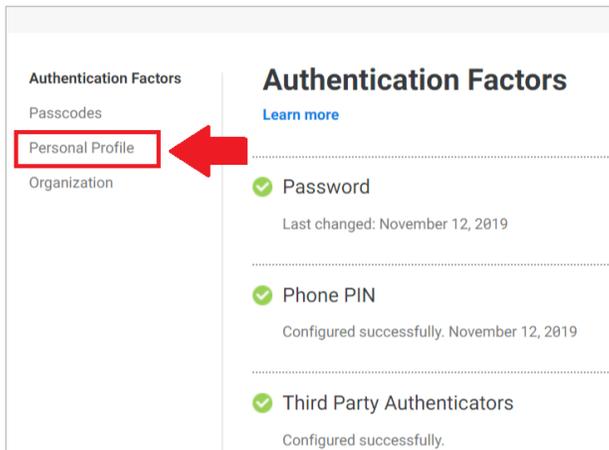
3. Click **Save** to complete.

Edit the Phone Number(s) Used for Phone Call Authentication

Any phone numbers added or adjusted for Phone Call Authentication in Idaptive's Personal Profile should be applied to your Centrify log-in profile information as well. If you add or adjust authentication phone number(s) with Idaptive but do not find them applied to your Centrify log-in, please contact the [Service Desk](#).

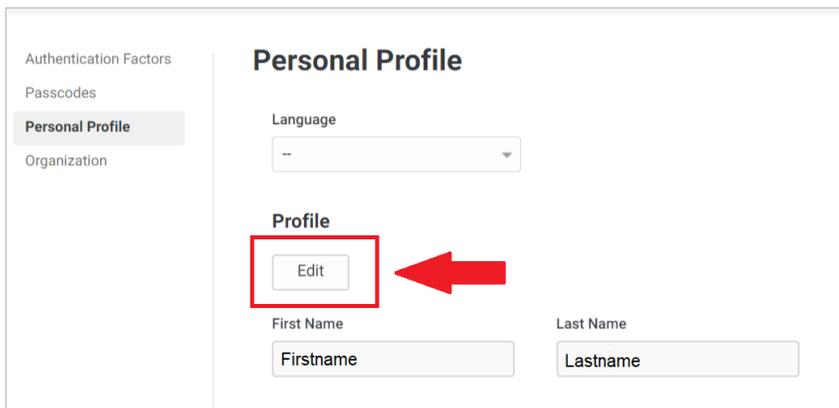
1. Visit the **Account** tab in Idaptive: <https://loc.my.centify.com>

2. In the **Account** tab, click **Personal Profile** in the left-side column:



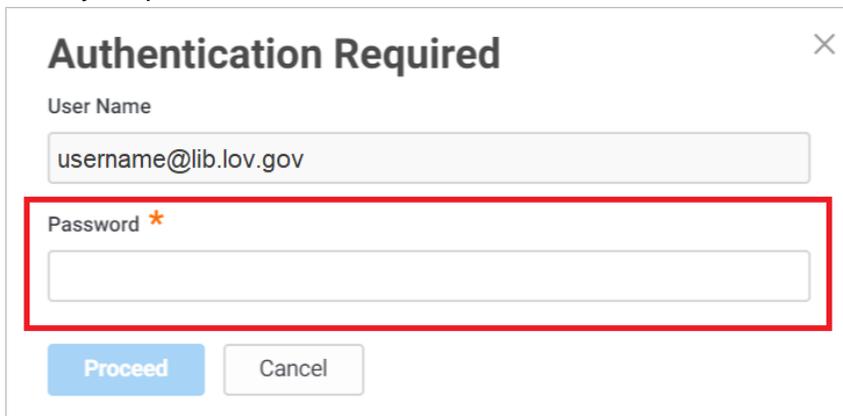
The screenshot shows the 'Authentication Factors' page. On the left, there is a sidebar with three items: 'Passcodes', 'Personal Profile', and 'Organization'. The 'Personal Profile' item is highlighted with a red box, and a red arrow points to it from the right. The main content area is titled 'Authentication Factors' and has a 'Learn more' link. Below the title, there are three sections, each with a green checkmark icon: 'Password' (Last changed: November 12, 2019), 'Phone PIN' (Configured successfully. November 12, 2019), and 'Third Party Authenticators' (Configured successfully).

3. Click the **Edit** button:



The screenshot shows the 'Personal Profile' page. On the left, there is a sidebar with three items: 'Authentication Factors', 'Personal Profile', and 'Organization'. The 'Personal Profile' item is highlighted with a grey background. The main content area is titled 'Personal Profile' and has a 'Language' dropdown menu. Below that, there is a 'Profile' section with an 'Edit' button highlighted by a red box and a red arrow pointing to it from the right. Below the 'Edit' button, there are two input fields: 'First Name' (containing 'Firstname') and 'Last Name' (containing 'Lastname').

4. Enter your password, then click **Proceed**:



The screenshot shows the 'Authentication Required' dialog box. It has a title bar with a close button (X). The dialog contains two input fields: 'User Name' (containing 'username@lib.lov.gov') and 'Password' (with a red asterisk indicating it is required). The 'Password' field is highlighted with a red box. At the bottom, there are two buttons: 'Proceed' (in blue) and 'Cancel' (in grey).

5. Your office phone number will already be populated. Add a **Mobile Number** and/or **Home Number**:

Personal Profile

Email Address
username@loc.gov

Office Number
202-XXX-XXXX

Mobile Number
202-XXX-XXXX

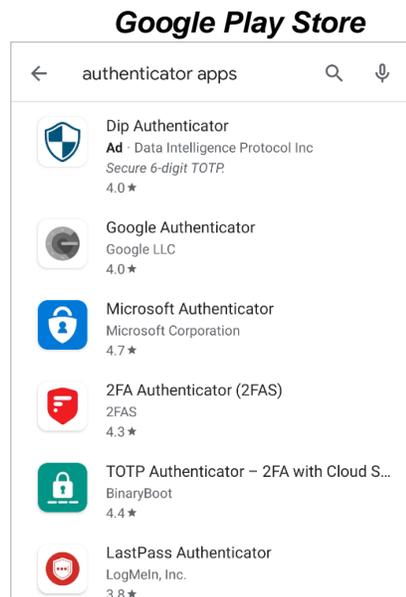
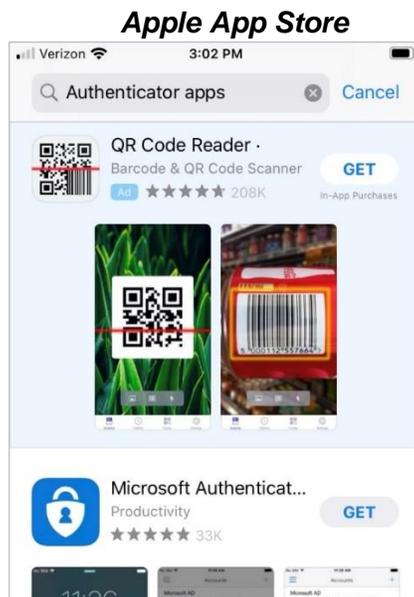
Home Number

Save Cancel

6. Click **Save** to complete.

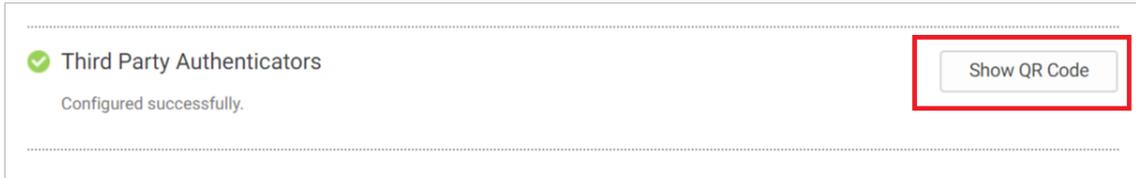
Add a Third-Party Authenticator

1. If you are using a personal mobile device, search 'authenticator apps' in the Search field of the **Apple App Store** or **Google Play Store**:

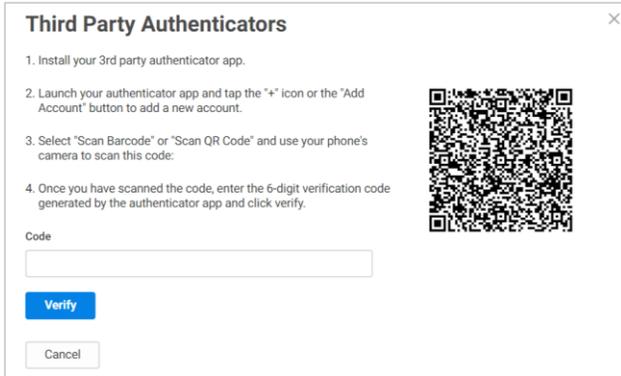


2. Select an authenticator app of your choice from the list (e.g., Google Authenticator, Microsoft Authenticator, etc.).
3. Download your selected app.

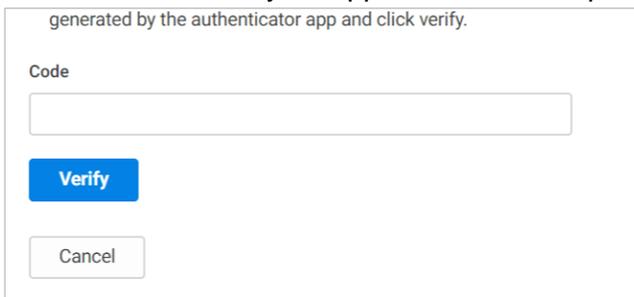
4. Open the application and follow the set-up instructions.
5. Back in the Idaptive **Account** tab on your computer, click the **Show QR Code** button in the **Third Party Authenticators** row:



6. Launch the third-party authenticator app on your mobile device and tap the **+** icon or the **Add Account** button to add a new account.
7. Select **Scan Barcode** or **Scan QR Code** in the app and use your phone's camera to scan the code on your computer screen:



8. Once the code has been successfully scanned, your app will generate a 6-digit verification code.
9. Enter the code from your app into the **Code** space, then click **Verify**:



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