Setting up PKI Center OTP (First-time sign-in)

The first time you sign in to PRiSM you will need to set up a device for generating [OTP codes](#). A device for OTP codes can be a smart phone or a computer. You need to have an OTP application[1] installed on your device. To start the initial OTP setup, go to PRiSM website and click "SIGN IN".

After you click "SIGN IN", you will see the My CommScope sign-in screen.

In the My CommScope sign-in screen, enter the email address associated with your My CommScope account, and click "Sign in".

Next, you will see the password screen.

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[1] Please refer to Appendix D for a list of commonly used OTP applications.

Enter the password and click "Sign In". If you don't know your password, click "Reset password" link for help.

If a valid email address and password was entered, you will see a screen saying that you need to set up a device to generate OTP codes.

Click on the "set up a device for OTP code generation" link to begin the OTP setup process.

On the next screen, use the device type dropdown list to select the type of device you will use to generate OTP codes. For example, if you want to use your Android phone to generate OTP codes, select "Android".
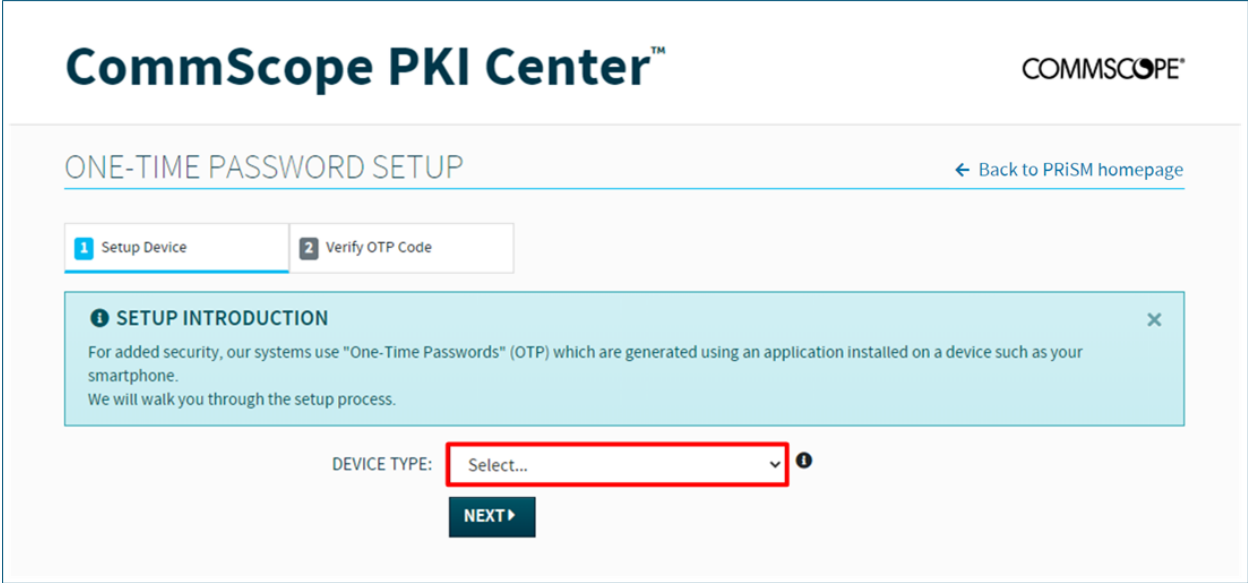
After selecting a device type, follow the instructions listed below the device type dropdown list.
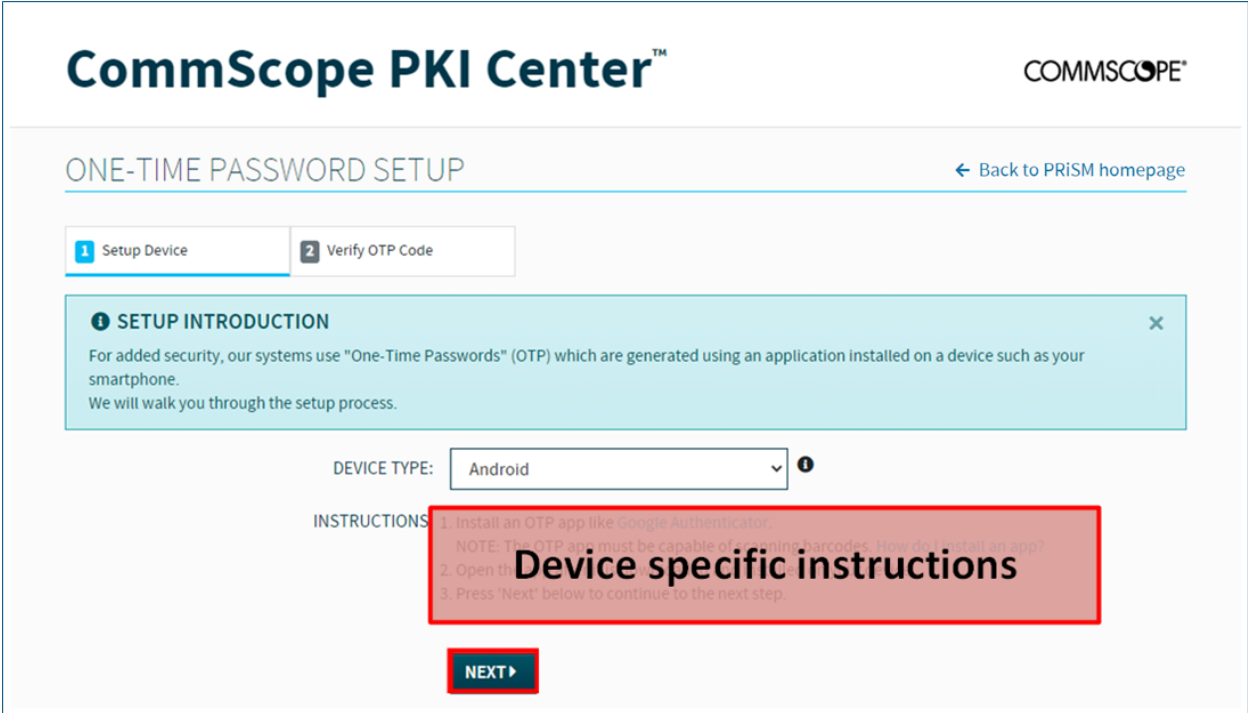
After following the device specific instructions, click "NEXT" and continue to follow the on-screen instructions on the next screen. The instructions will depend on the device type that was selected.

CommScope PKI Center™

COMMSCOPE®

ONE-TIME PASSWORD SETUP

| 3 Setup Device | 3 Verify OTP Code |

INSTRUCTIONS:

1. In your OTP app, **set up an account** by scanning the barcode below.

How to scan a barcode with Google Authenticator.

2:57
Google Authenticator

933 394

On-screen instructions

2:58
Google Authenticator

537 872

Scan a barcode

Enter a provided key

2. Enter the **6-digit code** generated by the OTP app.

OTP CODE:

◄ BACK   ✓ VERIFY OTP

If the on-screen instructions were followed correctly, there should be a 6-digit code displayed for your account (with the name "PKI Center" followed by your CommScope username in parentheses) in the OTP application. Enter the 6-digits displayed on your device into the "OTP Code" textbox on the website and click "VERIFY OTP".

If the entered code is valid, you will see a "Success" message and will automatically be redirected to the PRiSM Agreement page.
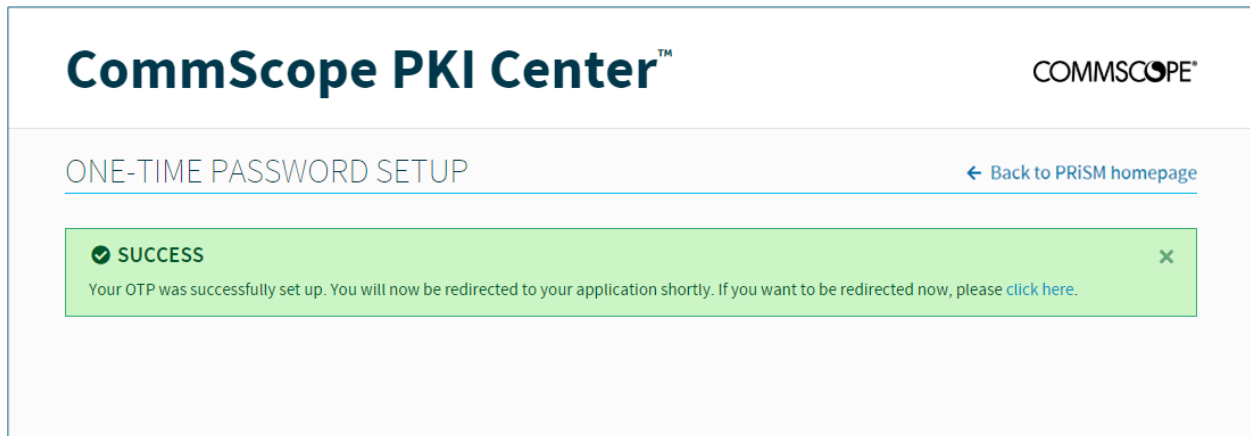
If you are unable to generate a valid OTP code, make sure the date and time on your device matches with the date and time of the PKI Center server. The server time is displayed on the error message when you enter an invalid OTP code. The time difference should not be more one minute.

Regular sign-in

If you have completed the initial OTP setup, you will be not be asked to do the setup again. To sign in, go to PRiSM and click "SIGN IN".

After you click "SIGN IN", you will see the My CommScope sign-in screen.

In the My CommScope sign-in screen, enter the email address associated with your My CommScope account, and click "Sign in".

Next, you will see the password screen.

Enter the password and click "Sign In".

If a valid email address and password was entered, you should now see a screen asking for an OTP code.

Open the OTP application that was installed on your device[2] when you did the initial OTP setup. In the OTP application, look for the 6-digit code associated with your PKI Center account. Enter the 6-digit code into the OTP code textbox and click "CONTINUE" to complete the sign in process. If the 6-digit code is valid, you are now signed in and will be redirected to the PRiSM Agreement page.

Appendix A   One-time password (OTP)

Most PKI Center websites require users to enter their username and password plus a one-time password (OTP) when signing in. An OTP is a 6-digit code that is generated by an OTP application installed on a device such as your smart phone or PC. The codes generated are valid for a short period of time before a new valid code is generated.

Requiring OTP during the sign in process adds an extra layer of protection to your account. OTP is a second factor in addition to your username and password for signing in. If your password is compromised, the attacker would still need access to your personal device to generate a valid OTP code to sign in.

Apppendex B and C shows the example in another PKI Center website, ULS, but the steps are the same for PRiSM.

Appendix B   Requesting and using backup OTP codes

There can be times when a user needs to sign in but doesn't have access to their device to generate OTP codes. In this scenario, a user can request to have a backup OTP code sent to their email which can then be used in place of a device-generated OTP code. Users are limited to generating 5 backup OTP codes so this should only be used in urgent situations.

The link to request a backup OTP code can be found on the page where you are prompted to enter an OTP code during the application sign in process.

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[2] If you don't have access to your device, please refer to Appendix B for instructions on requesting and using backup OTP codes. If you need to set up OTP on a new device, please refer to Appendix C for switching OTP device.

We will use ULS, which is another PKI Center application, the rest of the document but the steps are the same for PRiSM.

Click the "Help / Don't have device?" link to expand the help section and click the "generate a backup OTP code" link to begin the process of requesting a backup OTP code.

You will be asked to confirm your request for a backup code.

After you click the "REQUEST BACKUP CODE" button, you will be redirected back to the OTP code page in the application sign in process.

You should receive a new email from PKI Center containing your backup OTP code. A sample message is shown below. If you did not receive an email, check if it was moved to your junk email or just wait a few more minutes.
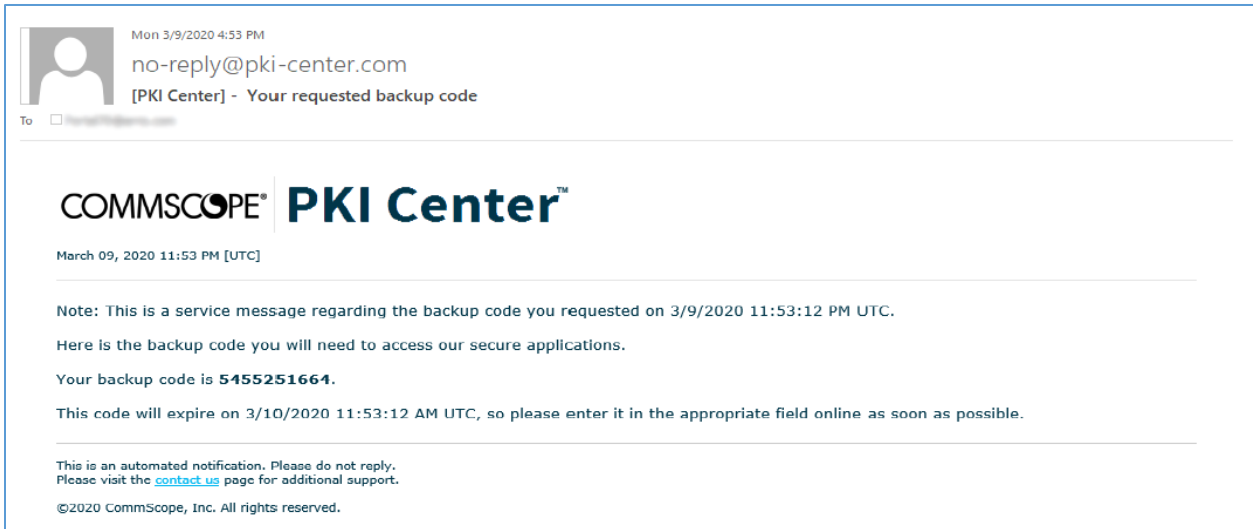
Find the 10-digit backup code listed in the email and enter the code in the OTP code textbox on the website. Click "Continue" to complete the application sign in process.

Appendix C   Switching OTP device

It is common for a user to want to switch the device they use to generate OTP codes. For example, if you use your phone to generate OTPs, anytime you get a new phone you will want to set up your new phone to be able to generate the OTP for your account.

The link to set up a new OTP device can be found on the page where you are prompted to enter an OTP code during the application sign in process.
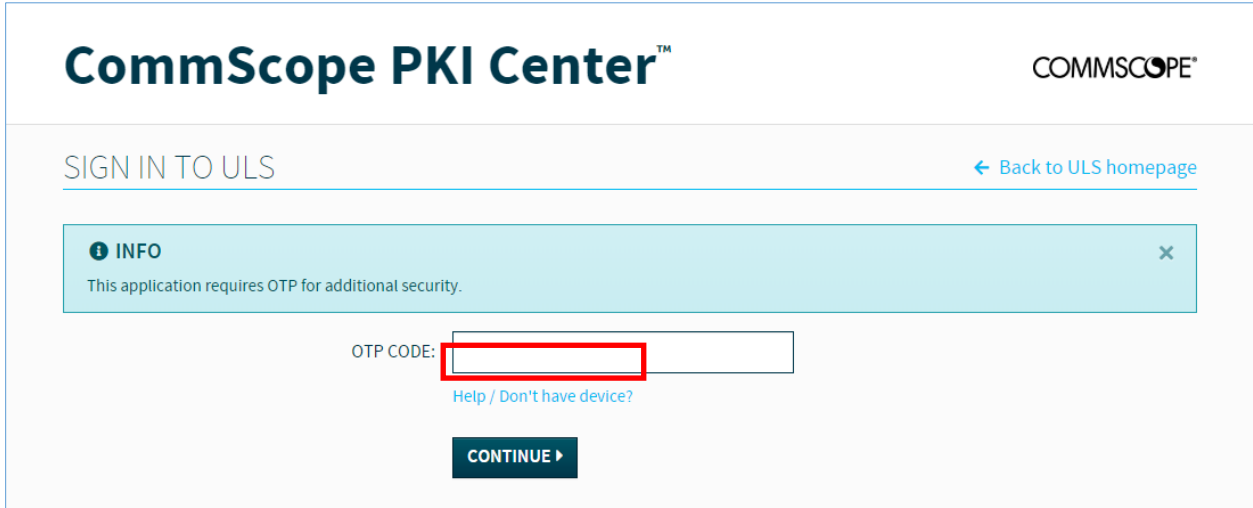
Click the "Help / Don't have device?" link to expand the help section and click the "set up your new device" link to begin the process of switching your OTP device.

You will first be asked to enter an OTP code generated from your current device. If you don't have access to your current device, you can use a backup code.

After you enter a valid OTP code in the textbox, click "NEXT" to move on to the next step.

The remaining steps are the same steps performed when setting up OTP for the first time. After successfully setting up your new device, your old device can no longer be used to sign in.

Appendix D   List of OTP applications

Here is a list of some of the applications that can be used for generating OTP codes (grouped by platform):

- **Android**
  - Google Authenticator – Link
  - Microsoft Authenticator - Link
- **iOS**
  - Google Authenticator – Link
  - Microsoft Authenticator - Link
- **Windows**
  - WinAuth - Link
  - Authy - Link
- **Mac**
  - Authy - Link
  - OTP Manager - Link
- **Linux**
  - Authy - Link

Support

If you run into any issues, please email sdnoc@commscope.com or call +1(858)404-2465.