

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 application¹ 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.

The image shows the My CommScope sign-in screen. At the top left is the "COMMSCOPE" logo. Below it is the heading "Sign in" in a large, bold, dark font. Underneath the heading is the label "Email address" in a smaller, bold font. Below the label is a white input field with a thin border and the placeholder text "Email address". Below the input field is a solid blue button with the text "Sign in" in white. At the bottom left of the sign-in area is a link that says "Sign up" in a blue font.

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.

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

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Sign in

Email address

Password

Show password

Sign in

[Reset password](#)

[Sign up](#)

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.

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SIGN IN TO PRISM

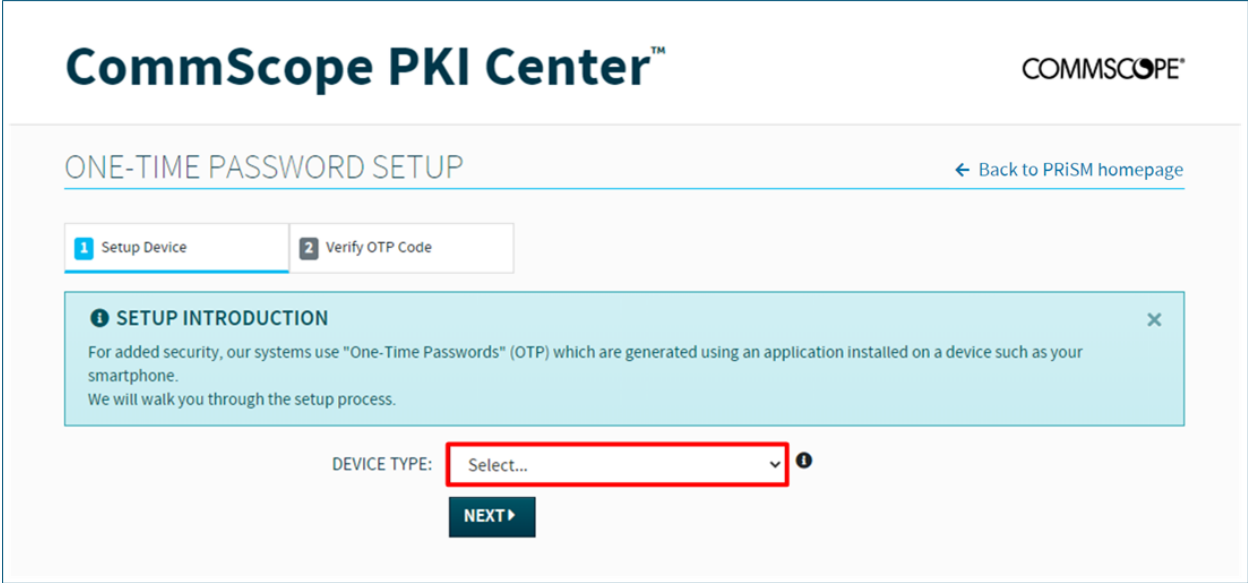
[← Back to PRISM homepage](#)

ACTION REQUIRED

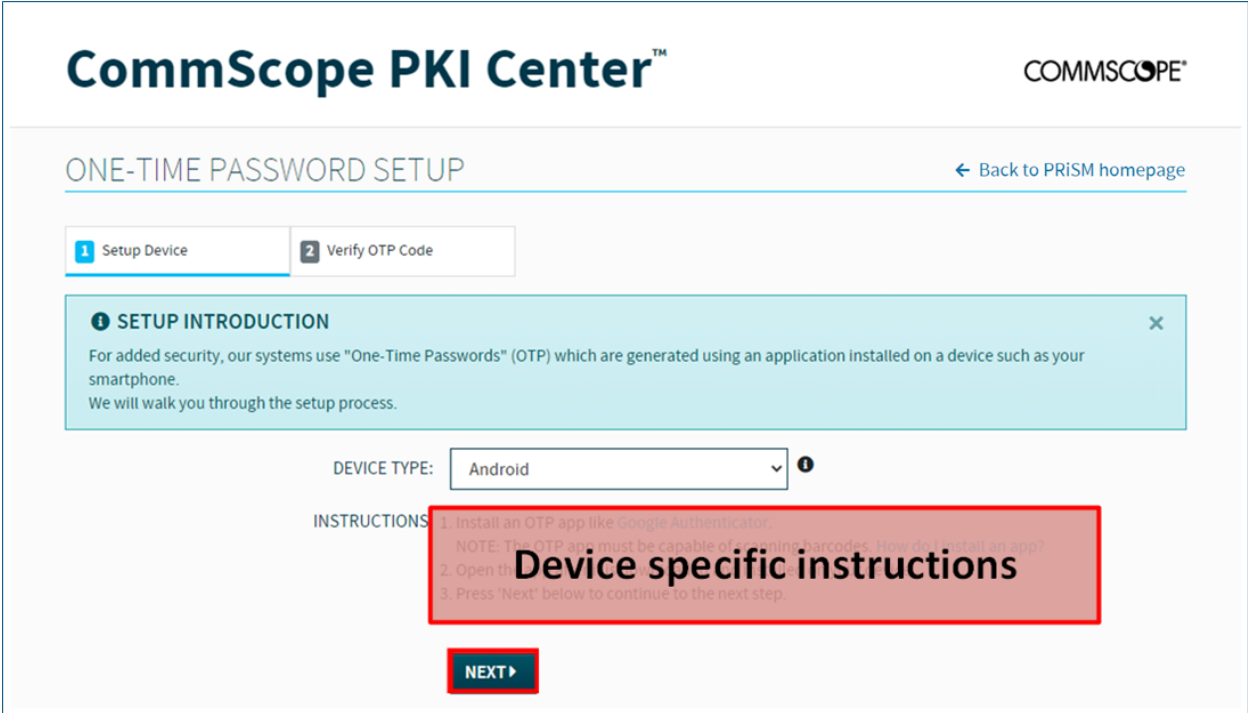
This application requires entering a one-time password (OTP) for increased security.

Please [set up a device for OTP code generation](#) to complete the sign in 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.

ONE-TIME PASSWORD SETUP

[← Back to PRISM homepage](#)

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.



On-screen instructions



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

OTP CODE:

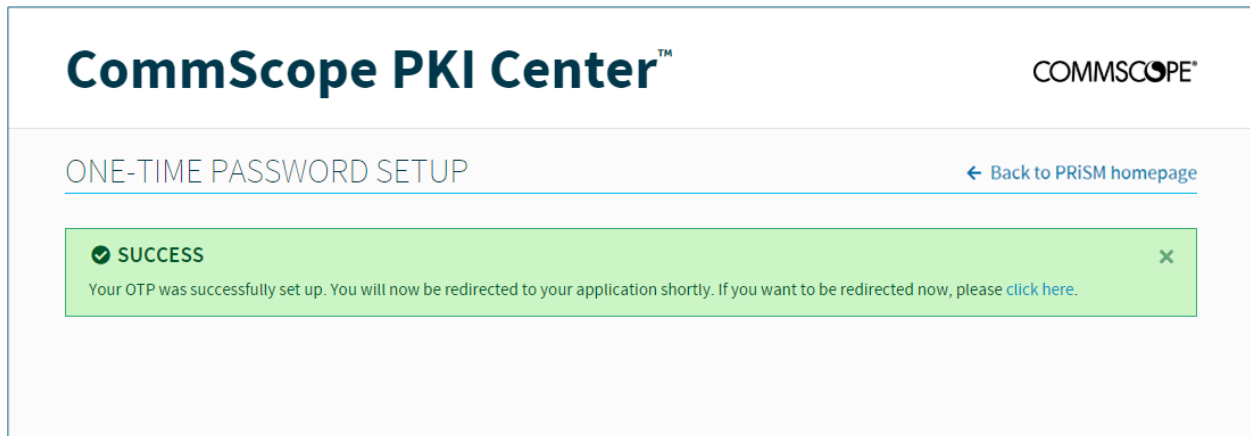


← BACK

✓ 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 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.

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Sign in

Email address

Sign in

[Sign up](#)

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.

COMMSCOPE®

Sign in

Email address

Password

Show password

Sign in

[Reset password](#)

[Sign up](#)

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.

INFO

This application requires OTP for additional security.

OTP CODE:

[Help / Don't have device?](#)**CONTINUE ▶**

Open the OTP application that was installed on your device² 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.

Appendix 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.

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.

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SIGN IN TO ULS [← Back to ULS homepage](#)

INFO ×

This application requires OTP for additional security.

OTP CODE:

[Help / Don't have device?](#)

CONTINUE ▶

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.

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SIGN IN TO ULS [← Back to ULS homepage](#)

INFO ×

This application requires OTP for additional security.

OTP CODE:

Enter the PKI Center SSO OTP generated by your device

[Help / Don't have device?](#)

To sign in, open the **OTP app** on your device and **enter the code** associated with **PKI Center SSO**.
If you don't have your device you can:

- **Generate a backup OTP code:** If you don't currently have your device with you, generate a backup OTP code.
- **Switch your OTP device:** If you have a new device, you can set up your new device for OTP code generation.

CONTINUE ▶

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

REQUEST BACKUP OTP CODE

[← Back to ULS homepage](#)

⚠ WARNING!

You are about to request a **one-time use backup code** that will be sent to your email.

The backup code can be used in place of a device generated OTP code. Only a **limited number of backup codes** can be used so they should only be used in urgent situations.

For questions or additional help, please contact support@pki-center.com.

[← BACK](#)

[✓ REQUEST 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.

SIGN IN TO ULS

[← Back to ULS homepage](#)

✓ SUCCESS

We have sent a backup code to [redacted]. You will have **4 backup code(s) remaining** after this one is used.

ℹ INFO

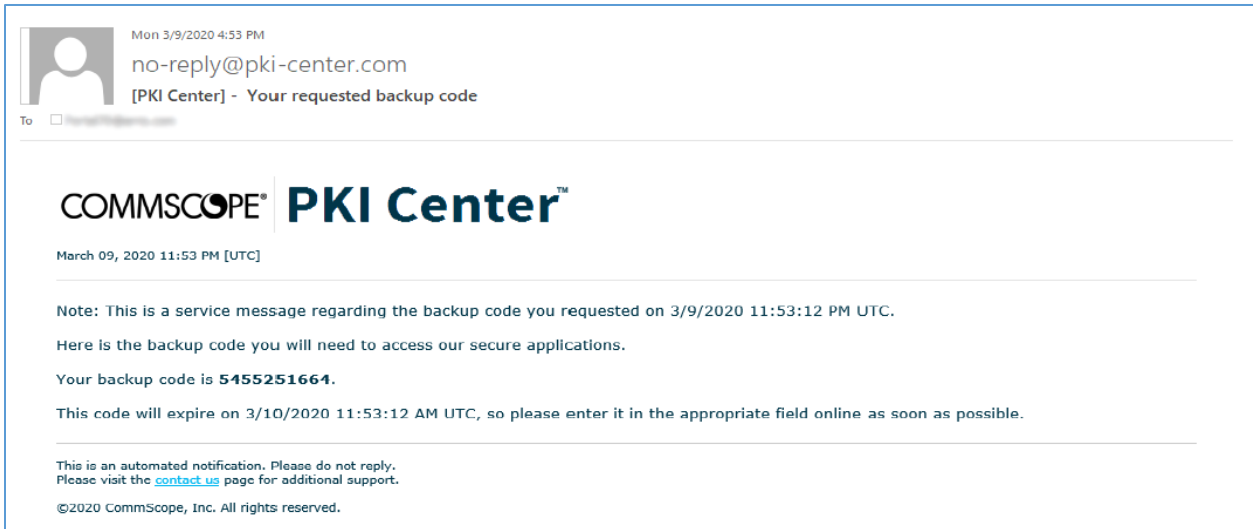
This application requires OTP for additional security.

OTP CODE:

[Help / Don't have device?](#)

[CONTINUE ▶](#)

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.

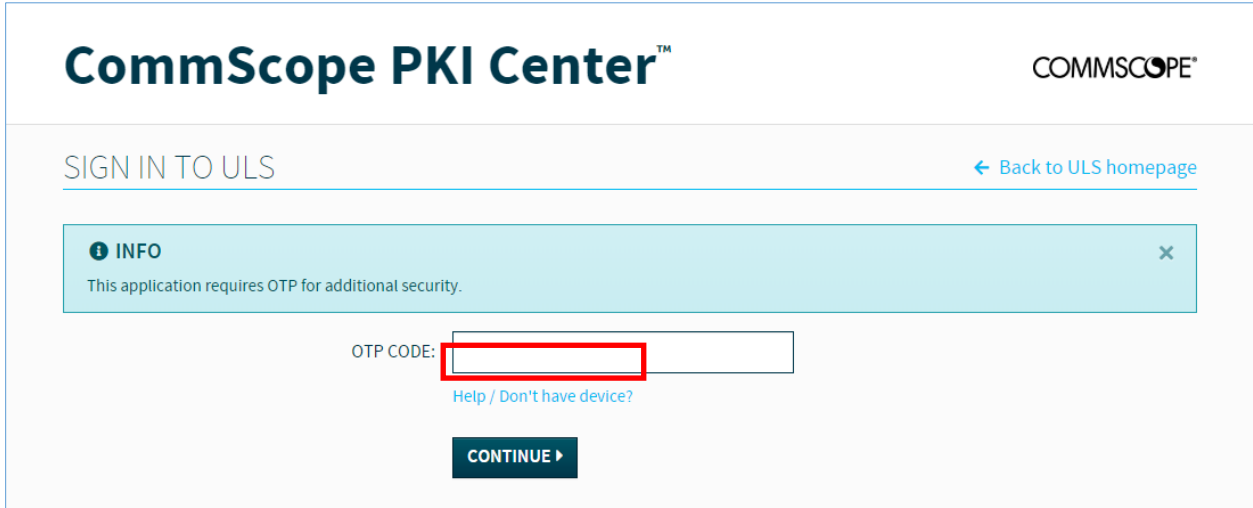


Find the 10-digit backup code listed in the email and enter the code in the OTP code textbox on the website. Click “Continue” to complete the application sign in process.

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.

SIGN IN TO ULS

[← Back to ULS homepage](#)

INFO

This application requires OTP for additional security.

OTP CODE:

Enter the PKI Center SSO OTP generated by your device

[Help / Don't have device?](#)

To sign in, open the **OTP app** on your device and **enter the code** associated with **PKI Center SSO**.
If you don't have your device you can:

- **Generate a backup OTP code:** If you don't currently have your device with you, generate a backup OTP code.
- **Switch your OTP device:** If you have a new device, you can set up your new device for OTP code generation.

CONTINUE ▶

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](#).

SWITCH ONE-TIME PASSWORD DEVICE

[← Back to ULS homepage](#)

1 Verify OTP

2 Setup Device

3 Switch OTP Device

INFO

You must sign in with your current OTP device before changing it. If you don't have your current device, you can request a backup code.

OTP CODE:

NEXT ▶

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

SWITCH ONE-TIME PASSWORD DEVICE

[← Back to ULS homepage](#)

1 Verify OTP ✓ 2 Setup Device 3 Switch OTP Device

SETUP INTRODUCTION ×

For added security, our systems use "One-Time Passwords" (OTP) which are generated using an application installed on a device such as your smartphone. We will walk you through the setup process.

DEVICE TYPE: ⓘ

◀ BACK

NEXT ▶

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.