

Authentication Example

With 2FA enabled, when accessing HFC protected resources from untrusted networks, the following is the login sequence to expect.

First, you will see the normal login screen, enter your user ID and password like normal:

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HFC Websites Login

Please log in to continue.

Username:
jdoe99

Password:

LOG IN

I can't log in

Problem with your username and/or password? Please visit [HFC Universal Username and Password Help](#).

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If you have multiple 2FA methods enrolled you will be prompted to select the method you would like to use (current options are Smartphone, SMS, or Hardware Token):

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HFC Advanced Authentication

Select Authentication Chain

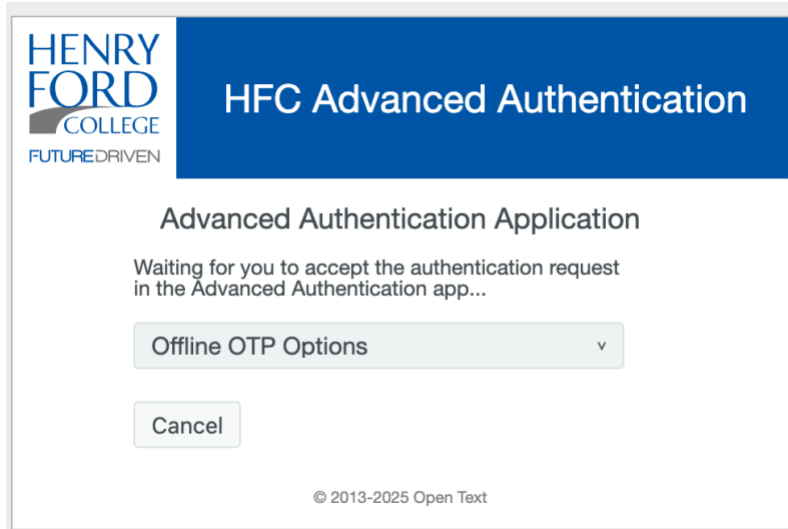
Select the desired authentication sequence from the list of sequences...

Chain Smartphone

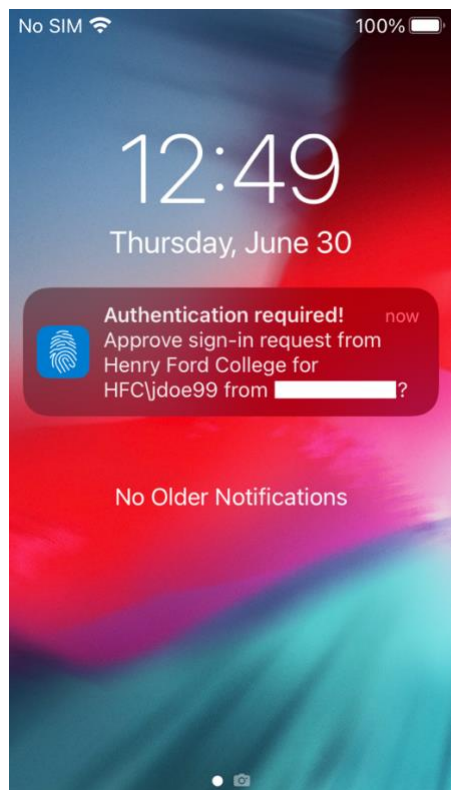
Next **Cancel**

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In this example, we take the default of “Smartphone” and hit “Next”. On the following screen, you will see:

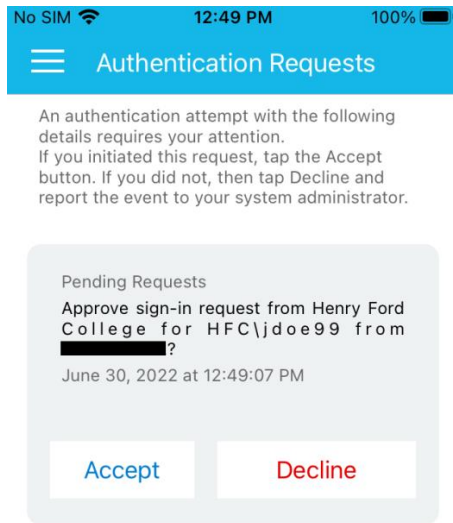


The browser is now waiting for you to approve this authentication on your phone. On your phone, you should see a notification like the following (iOS device shown):



On devices running the Android operating system, you have the option to Accept or Decline from this message without going into the NetIQ Authentication application. On iOS, Click the

notification and unlock your device. NetIQ Authentication will prompt you to Accept or Decline the request:



Tap “Accept” and you should be allowed access to the protected resource.