Clearlogin - Sign In and Set Up
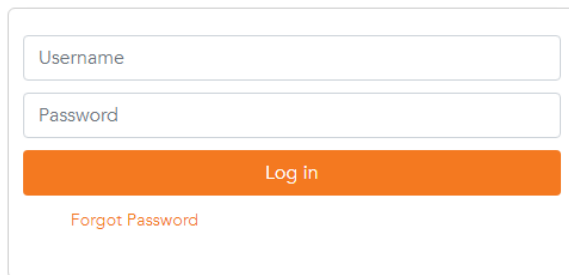
In This Article

Overview

Evolve IP Unified Workspace provides end users with the ability to access both SaaS applications as well as hosted apps and desktops, simplified with SSO where applicable, protected with advanced MFA and Active Directory integration.

If you are logging into your Workspace portal for the first time, there are some steps you have to complete. This document will help you get through the process of logging into your Workspace portal for the first time.

Logon Page

Use the link provided by your company administrator to access your Workspace logon page. The logon page will prompt you to enter your username and password.

https://CompanyName.clearlogin.com

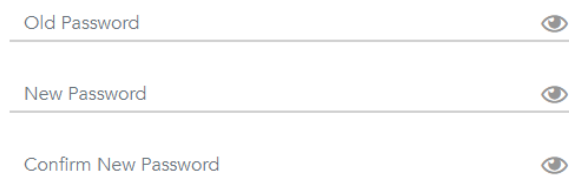| Username |
| Password |
| **Log in** |
| Forgot Password |

ⓘ Your logon page will be similar to the above screenshot, but it may require more information from you than what is shown. If needed, your company administrator will provide you with the information required to logon to the portal.

Changing Your Password

When you logon for the first time, you may be prompted to change your password. If you are prompted to change your password, make sure you change it now.

Change Password

Old Password	👁
New Password	👁
Confirm New Password	👁

CANCEL   CHANGE PASSWORD

Strong Password Tips:

- Is at least eight characters long.
- Does not contain your user name, real name, or company name.
- Does not contain a complete word.
- Is significantly different from previous passwords.
- Contains uppercase letters, lowercase letters, numbers, and symbols.

The My Settings Page

After logging into your Workspace portal, you may be presented with the **My Settings** page, which is where you configure your security settings.

If you don't see the **My Settings** page, you can access it by clicking the **Gear icon** in the top header bar, or from your profile picture/icon in the top-right corner of the portal.

Add a Recovery Phone Number

A recovery phone number is required to unlock your user account when your password has expired, when your user account has been locked due to too many failed logon attempts, or when you forget your password.

Your recovery phone number **must be a mobile phone number** that can receive SMS text messages. You cannot use an office number, or a home number.

- Launch the **Recovery Phone Number** setup wizard from the **My Settings** page

- Enter your mobile phone number (no dashes, no spaces, no parenthesis)
- Enter your user account password
- Click **Save** to get a confirmation code sent to your mobile phone

Recovery Phone Number

Your phone number is used for text message verification as the second step in account recovery.

Phone number
6101234567

●●●●●●●●●●●

CANCEL   SAVE

- Enter the confirmation code sent to your mobile phone
- Click **Submit**

Recovery Phone Number

Confirmation code

CANCEL   SUBMIT

Add a Recovery Security Question

The recovery security question is required to unlock your user account when your password has expired, when your user account has been locked due to too many failed logon attempts, or when you forget your password.

- Launch the **Security Question** configuration panel from the **My Settings** page

Security question

- Enter your own custom question and answer
- Enter your user account password
- Click **Save**

Update Security Question

Your security question is used for the first step in account recovery if you forget your password.

Security question

Security answer

Security answer confirmation

Current Password

CANCEL   SAVE

Configure Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA) is a means of authenticating who you are by using something you own (your mobile phone). The extra step in the authentication process is for added security and to protect your user account. The following steps need to be completed in order to configure multi-factor authentication.

> ⊘ To use multi-factor authentication, you need a smartphone running Apple iOS or Google Android, and the phone must have access to the internet using a wireless connection or a data plan with your phone provider/carrier.

Expand to View the Installation & Configuration Instructions

On your mobile phone, search for and install the **Clearlogin** app in the **Apple App Store**, or the **Google Play Store**:

- Apple App Store (iOS 9.0 or later)

- Google Play Store (Android 7.0 or later)

Configure Your Workspace Portal

- On your **computer**, logon to your Workspace portal, and go to your **My Settings** page

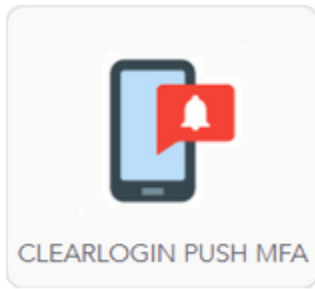- Launch the **Multi-Factor Authentication** wizard

- If you are presented with multiple MFA options, click on the **Clearlogin Push MFA** tile

CLEARLOGIN PUSH MFA

- You will be presented with a **QR Code** on the screen. Here's an example:

Multifactor Authentication

Mobile Device Registration.

Please scan the below QR code into your mobile app in order to register your device.

CANCEL

- Leave the QR Code showing on your computer, and then **grab your mobile phone to continue**.

Configure the Clearlogin Mobile App

On your **mobile phone**, perform the following steps to configure the Clearlogin Mobile app:

- **Open** the **Clearlogin Mobile** app
- On the **Sign In** screen enter your company name in the subdomain field. If you don't know your Clearlogin subdomain contact your company administrator**.**
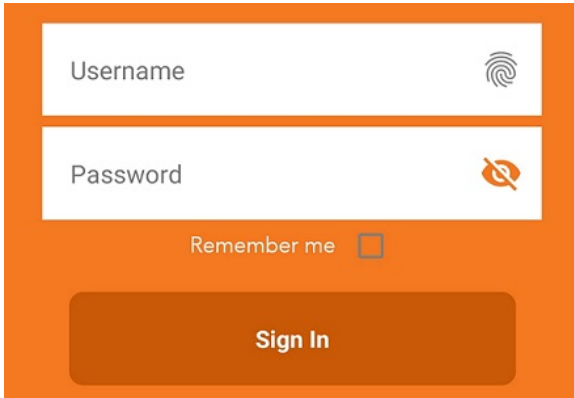- Tap the **Sign In** button to move to the next screen

Looks like you haven't set your subdomain. Please provide one before signing in.

This is the subdomain used to access your clearlogin tenant. (Ex:my_subdomain.clearlogin.com)

Please sign in to continue

Sign In

- Enter your username and password
- Tap the **Sign In** button again

- If you signed in successfully, you will be prompted to **scan** the **QR Code** on your **computer** with your phone's camera.
- **Hold your phone up your computer screen** so you can see the **QR Code** on your phone's screen.

- After scanning the **QR Code**, the Clearlogin mobile app will show your Workspace dashboard.
- Here's an example dashboard:
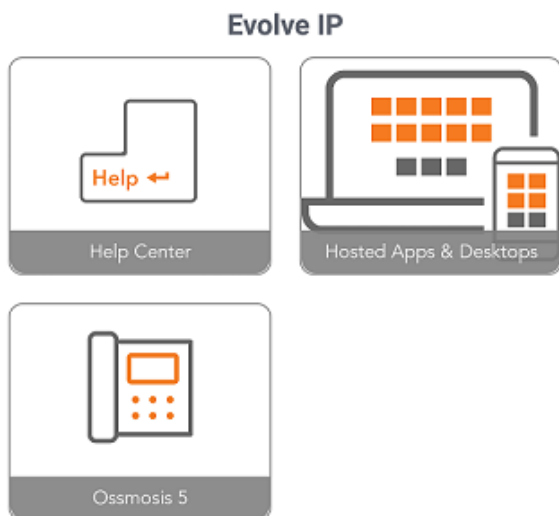
- On your **computer**, **Cancel** the MFA wizard to return to the **My Settings**
- You have completed the MFA Configuration.
- Continue to the next section to **test the MFA sign-in process**.
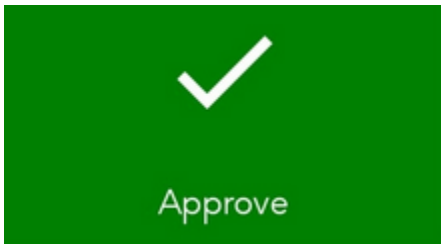
Test the MFA Sign-In Process

- On your **computer**, log out of your Workspace portal by clicking on your profile picture/icon in the top-right corner of the page and choose **Log Out**.

- This will take you back to the login page.
- Enter your **username** and **password**, and click **Log In**.
- If presented, click on the **Clearlogin Push MFA** tile.

CLEARLOGIN PUSH MFA
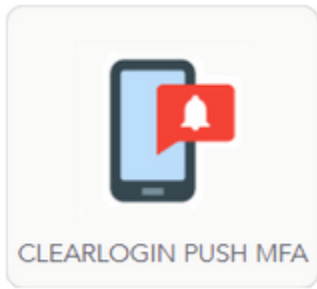
- On your **mobile** phone, **open the Clearlogin app** and **approve** the logon coming from your computer.
- After you approve the logon, your computer should show your workspace dashboard.

Approve

On your mobile phone, search for and install the **Microsoft Authenticator** app in the **Apple App Store**, or the **Google Play Store**:

- Apple App Store
- Google Play Store

Configure Your Workspace Portal

- On your **computer**, logon to your Workspace portal, and if needed, go to your **My Settings** page

- Launch the **Multi-Factor Authentication** wizard

Multifactor authentication
Enabled

- If you are presented with multiple MFA options, click on the **Clearlogin Authenticator MFA** tile

- You will be presented with a **QR Code** on the screen. Here's an example:

- Leave this QR Code showing on your computer, and then **grab your mobile phone to continue**.

Configure the Microsoft Authenticator Mobile App

On your **mobile phone**, perform the following steps to configure the Microsoft Authenticator app:

- **Open** the **Microsoft Authenticator** app
- At the top-right of the app, **tap the menu icon** and choose **Add Account**

- On the add account page, tap **Other account (Google, Facebook, etc.)**
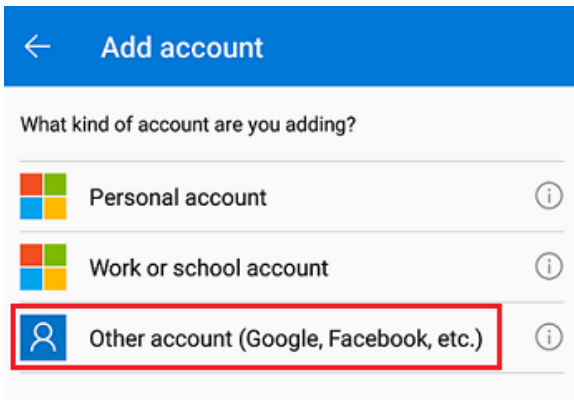
- Your camera should turn on. If needed, allow the Microsoft Authenticator app access to your camera.
- **Hold your phone up your computer screen** so you can see the **QR Code** on your phone's screen.
- When the Microsoft Authenticator app detects the QR Code from your computer screen, the app will register itself and return you to the app's home screen.
- If needed, scroll down to the **Clearlogin** account, which should be the last account in your list.

- **Back on your computer**, below the QR Code, **enter the 6-digit verification code from the Microsoft Authenticator app** (before it rolls over to a new code), and then click **Enroll**.

- If everything completed successfully, you'll see a message in Clearlogin at the top of the page.

Test the MFA Sign-In Process

- On your **computer**, log out of your Workspace portal by clicking on your profile picture/icon in the top-right corner of the page and choose **Log Out**.

- This will take you back to the login page.
- Enter your **username** and **password**, and click **Log In**.
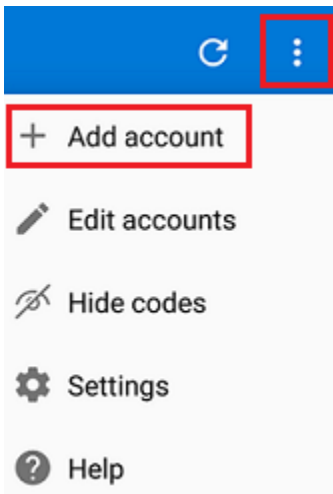- If you are presented with multiple MFA options, click on the **Clearlogin Authenticator MFA** tile.

- On your **mobile** phone, **open the Microsoft Authenticator** app, and if needed, scroll to your **Clearlogin account**.
- **Back on your computer**, enter the **6-digit verification code** from the **Microsoft Authenticator app** (before it rolls over to a new code), and then click **Submit**.
- If successful, you will be redirected to your application dashboard.

- ⓘ **Going forward**, every time you sign into **Clearlogin** you will need to enter the **6-digit verification code** from the **Microsoft Authenticator** app.

On your mobile phone, search for and install the **Google Authenticator** app in the **Apple App Store**, or the **Google Play Store**:

- Apple App Store
- Google Play Store

Configure Your Workspace Portal

- On your **computer**, logon to your Workspace portal, and if needed, go to your **My Settings** page

- Launch the **Multi-Factor Authentication** wizard

Multifactor authentication
Enabled

- If you are presented with multiple MFA options, click on the **Clearlogin Authenticator MFA** tile

AUTHENTICATOR MFA

- You will be presented with a **QR Code** on the screen. Here's an example:

Authenticator MFA Registration

Your administrator has decided to implement Multi-Factor Authentication (MFA).

Please scan the below QR code into your MFA mobile app in order to set up MFA authentication.

Authenticator Secret Code: v3kk   cf2tuh

Verification Code

Enroll

- Leave this QR Code showing on your computer, and then **grab your mobile phone to continue**.

Configure the Google Authenticator Mobile App

On your **mobile phone**, perform the following steps to configure the Google Authenticator app:

- **Open** the **Google Authenticator** app
- If this is the first account you are adding to the Google Authenticator app, tap **Scan a QR Code**. Otherwise,
- Tap on the + (plus symbol) at the bottom-right of the screen, and choose **Scan a QR Code**.
- Your camera should turn on. If needed, allow the Google Authenticator app access to your camera.
- **Hold your phone up your computer screen** so you can see the **QR Code** on your phone's screen.
- When the Google Authenticator app detects the QR Code from your computer screen, the app will register itself.
- When prompted, tap the **Add Account** button.
- If needed, scroll down to the **Clearlogin** account, which should be the last account in your list.
- **Back on your computer**, below the QR Code, **enter the 6-digit verification code from the Google Authenticator app** (before it rolls over to a new code), and then click **Enroll**.

Verification Code

Enroll

- If everything completed successfully, you'll see a message in Clearlogin at the top of the page.

✓ MFA enrollment was successful.

Test the MFA Sign-In Process

- On your **computer**, log out of your Workspace portal by clicking on your profile picture/icon in the top-right corner of the page and choose **Log Out**.

Log Out

- This will take you back to the login page.
- Enter your **username** and **password**, and click **Log In**.
- If you are presented with multiple MFA options, click on the **Clearlogin Authenticator MFA** tile.

AUTHENTICATOR MFA

- On your **mobile** phone, **open the Google Authenticator** app, and if needed, scroll to your **Clearlogin account**.
- **Back on your computer**, enter the **6-digit verification code** from the **Google Authenticator app** (before it rolls over to a new code), and then click **Submit**.
- If successful, you will be redirected to your application dashboard.

Multi-Factor Authentication (MFA)

Your administrator has decided to implement Multi-Factor Authentication (MFA).
Please enter the 6-digit code found in the MFA application on your mobile device.

Verification Code

Submit

ⓘ **Going forward**, every time you sign into **Clearlogin** you will need to enter the **6-digit verification code** from the **Microsoft Authenticator** app.

Next Steps

- Portal & Dashboard Tour
- Installing Password Manager
- Using Password Manager