

Multi-factor authentication system Q&A

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1. [Can not access to the each registration page](#)
2. [TOTP\(Onetime password\) authentication – How many devices can be registered](#)
3. TOTP(Onetime password) authentication – How to change the device if needed.
4. [TOTP\(Onetime password\) authentication – How to use from PC](#)
5. [FIDO authentication – How many devices can be registered](#)
6. FIDO authentication - When safari is used in the iPad, the device is recognized as Macintosh, not iPad
7. FIDO authentication does not work after clearing history and Website data.
8. Imaging Matrix – How to confirm the current setting
9. [Is there any restriction when using from overseas?](#)
10. [TOTP – How to configure using smartphone/tablet only](#)
11. [How to correct the date/time of the internal clock of PC](#)

No	Question	Answer
1	Can not access to the each registration page	Access from on-campus or VPN.
2	TOTP(Onetime password) authentication – How many devices can be registered.	No limitation, but please note that the same QR code or secret key should be used for all devices.
3	TOTP(Onetime password) authentication – How to change the device if needed.	Register the new device for TOTP. After registering, the old device's authentication will automatically be invalid.
4	TOTP(Onetime password) authentication – How to use from PC	Install the OTP manager app to your PC. For detail, refer the manual of OTM manager.
5	FIDO authentication – How many devices can be registered	1 device per OS. (Example. 1 for iPhone and 1 for Android)

No	Question	Answer
6	FIDO authentication - When safari is used in the iPad, the device is recognized as Macintosh, not iPad.	Change the setting of Safari to 「display the website for mobile」 or change the browser like chrome. The iPad will be recognized as iPad.
7	FIDO authentication does not work after clearing history and Website data.	FIDO setting is reset by clearing the Safari's data. Please set it again.
8	Imaging Matrix – How to confirm the current setting.	Access the imaging matrix authentication page. You can check/change the current setting from that page.
9	Is there any restriction when using from overseas?	There is no restrictions.

No Question/Answer

10 Question: TOTP – How to configure using smartphone/tablet only

Answer: From the TOTP registration page, display the QR code and key.



Google Authenticator

1. From the Google authenticator app, click “Enter a setup key”
2. Enter the account and key(key is the one displayed in the registration page) Click “Add”.
3. Enter the generated code into the TOTP registration page.

Account is any character (ex. SUMS)

Microsoft Authenticator

1. Click “Other(Google, Facebook, etc)” from the Microsoft Authenticator app.
2. Click “enter code manually”
3. Enter the account name, secret key (displayed in the registration page). Click ‘finish’.
4. Enter the generated code into the TOTP registration page.

Account is any character (ex. SUMS)

The rest of procedure is same as for QR code.

No	Question	Answer
11	How to correct the date/time of the internal clock of PC	<p>Click the “setting” from the start menu of Windows. Click “Time & language”, click “Data&time”, Under “Synchronize your clock,” click the Sync now button.</p> <p>MAC: https://support.apple.com/ja-jp/HT203413</p>