

Setting up MFA, Logging in for the First Time and Changing Your Password

Before logging in for the first time or changing your password you must set up MFA first on your smartphone to begin with.

Automatic Set up of MFA

1. Install smartphone app on your device

Download and install the **NetIQ Advanced Authentication app** to your smart device from your app store:

[Apple App Store](#)

[Google Play Store](#)

The First time you launch the app, it will ask you to set up a PIN (6 digits) to access the device.

2. Using the browser on your smartphone go to <https://aaf.am.lshtm.ac.uk/smartphone/enroll>

3. You will be directed to the smartphone app and prompted for your LSHTM username and password.

The app will then automatically enrol for you. You will see a 6-digit code refreshes every 30 seconds. You have set up MFA.

Manual set up of MFA

1. Install smartphone app on your device

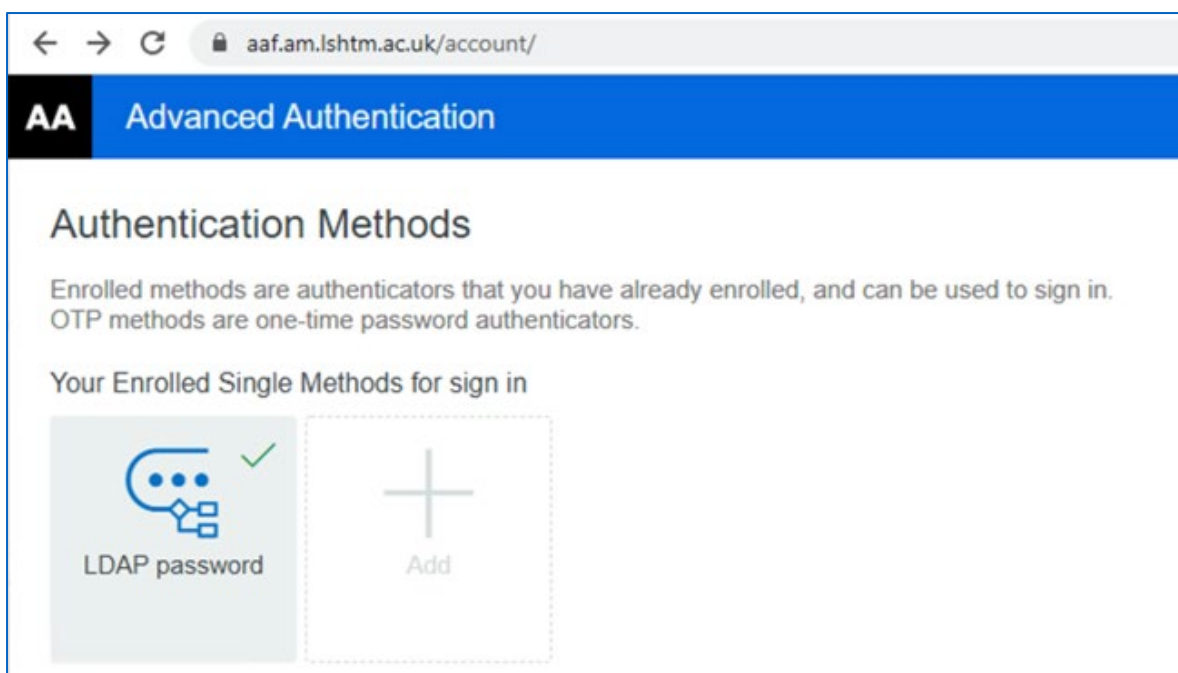
Download and install the **NetIQ Advanced Authentication app** to your smart device from your app store:

[Apple App Store](#)

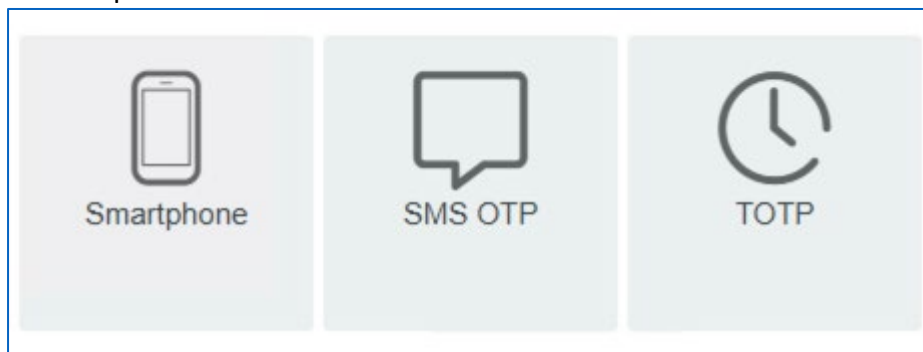
[Google Play Store](#)

The First time you launch the app, it will ask you to set up a PIN (6 digits) to access the device.

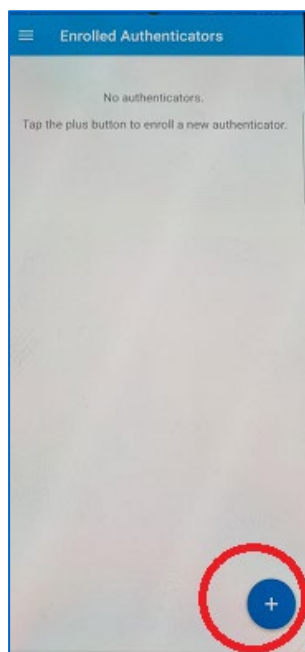
2. On your laptop go to the Advanced Authentication Self-Service Portal <https://aaf.am.lshtm.ac.uk> and choose **+Add**



3. Choose Smartphone from the list



4. Open the **NetIQ Advanced Authentication App** on your smartphone. Click the **Plus (+)** symbol to add and enrol the App.



5. Click on Get QR code

 **Smartphone**

The Smartphone method allows authentication with your smartphone. It is an out-of-band authentication. The NetIQ Advanced Authentication application sends a push message to your smartphone, which you can accept or reject. Installing the NetIQ Advanced Authentication mobile app on your smartphone is required.

Display Name

To enroll, get a QR code and scan it using the Advanced Authentication mobile app:

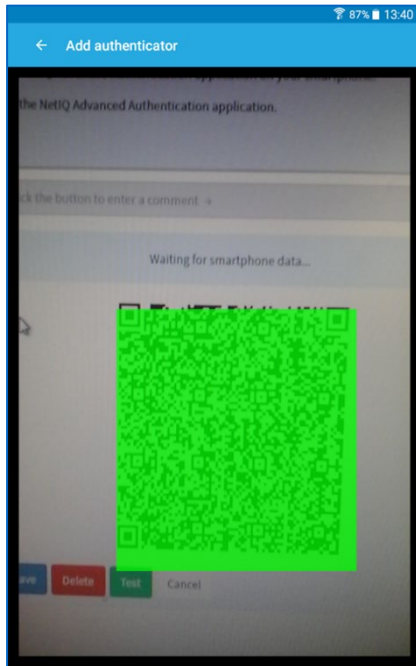
Get QR Code

- As a backup method, is not available on your smartphone.

Click "Get QR code", open smartphone app on phone, click + and scan QR code. Finally click save.

Save Cancel

6. Point the camera at the QR code on the computer screen and scan the QR Code




Once the smart device completes the enrolment, the screen will close (no need to click save).

The smartphone method will then be listed in the enrolled authenticators section and is ready to be used as a second factor in authentication

You can now login for the first time and change your password.

1. Visit password.lshtm.ac.uk and click on 'Manage password and account'

Password Management



Welcome

There are three types of account at the school, please select from the following options:

LSHTM Users

Staff, Research Degree, MSC and Honorary account holders

[Manage password and account](#)

[Forgotten Password](#) Recover your forgotten password.

LON DL Students

Distance Learning (DL) Ion accounts and password are managed by the University of London

[Student Portal - UoL International Programmes](#)

LSX External Users


External/Collaborative users with Isx accounts

[Manage password and account](#)

[Forgotten Password](#) Recover your forgotten password.

2. Enter your username and password. Your username to log in at LSHTM is your student number prefixed with the letters **'lsh' in lower case**. **Example username:** lsh123456
3. Your temporary password is the word **'Pass'** followed by your date of birth. Passwords are case sensitive. **Example password:** Pass18031978

LSHTM Login



Authentication required

You have been redirected here by a protected resource to verify that you are a member of LSHTM. Please login with your LSHTM username and password, you will then be redirected back to the resource you originally requested.

Please sign in

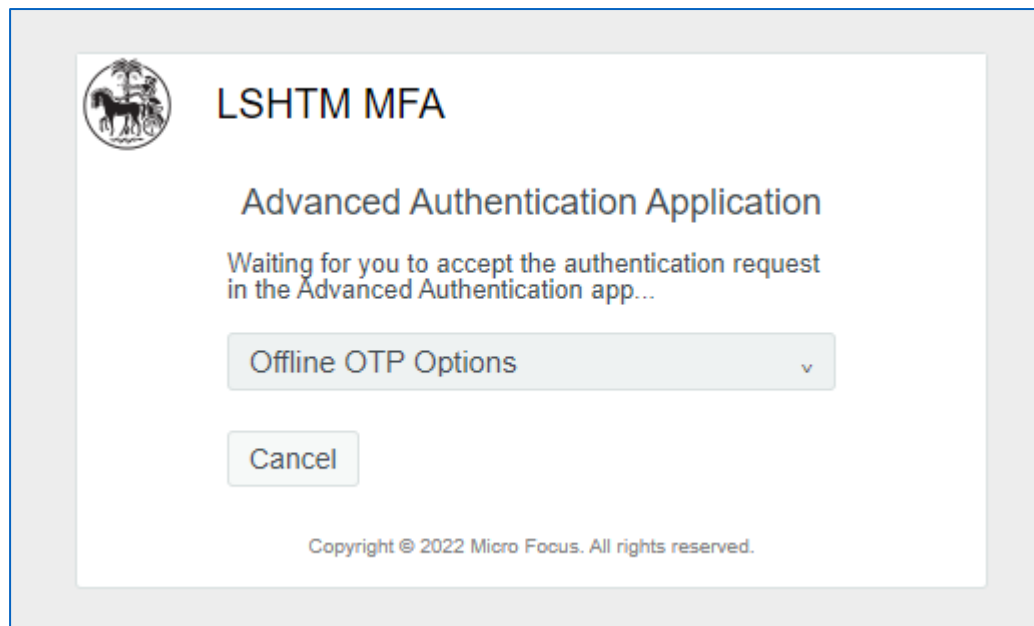
Username:

Password:

Login

[Can't log in/forgotten password?](#)

4. Complete the **Authentication Request** step on the NetIQ Advanced Authentication app on your smartphone



5. You now need to set your own password, ensuring you follow the on-screen guidance

Change Password

LSHTM Password Self Service

aitsakha

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

The password must contain characters from at **least three** of the following four categories:

- Uppercase characters (**A - Z**)
- Lowercase characters (**a - z**)
- Numerical characters (**0 - 9**)
- Non-alphanumeric ASCII from this list:
! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | } ~
(Space character and all other accented characters aren't allowed)

The password must not contain your entire account/user name or full name

It is not permitted to recycle previously used passwords

Your password must contain a minimum of **8 characters**

You can change your password once every day

Passwords are case sensitive

Remember to update your password on all devices for WiFi and Email

Please type your new password

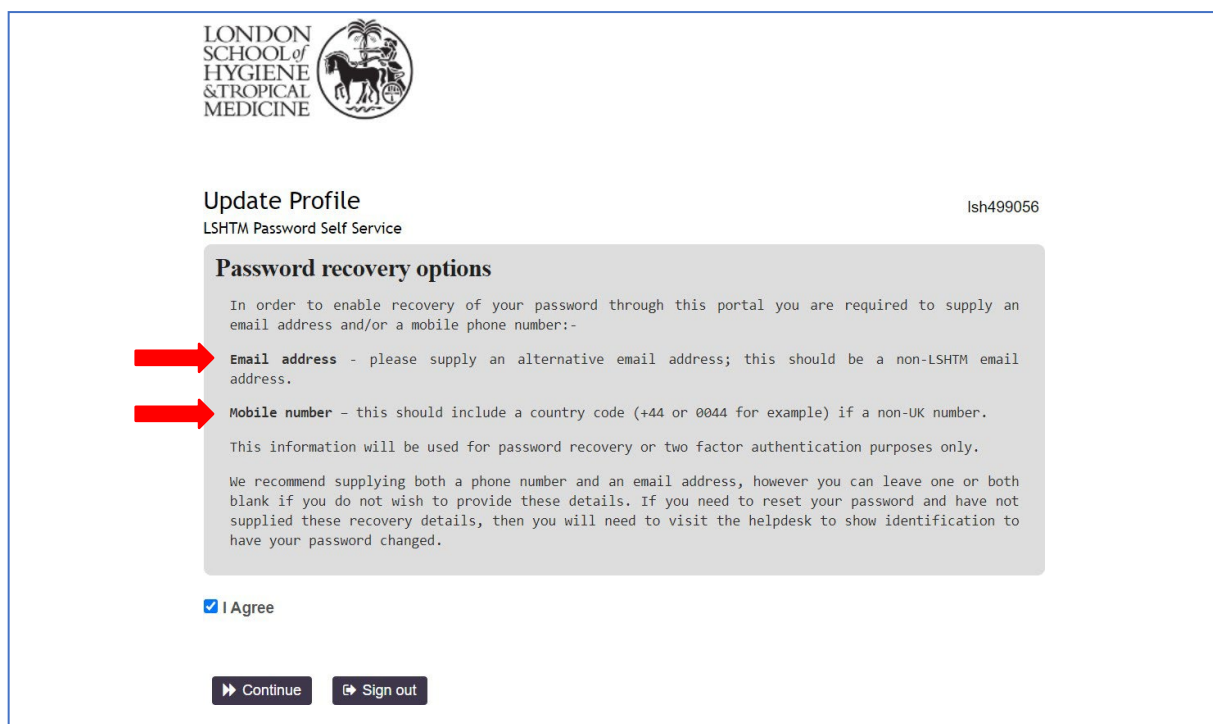
New Password

Confirm Password

Change Password

Cancel

6. You will then need to set up your password recovery option where you can enter a non-LSHTM email address **OR** a mobile phone number (**not both**)



LONDON SCHOOL of HYGIENE & TROPICAL MEDICINE

Update Profile lsh499056

LSHTM Password Self Service

Password recovery options

In order to enable recovery of your password through this portal you are required to supply an email address and/or a mobile phone number:-

Email address - please supply an alternative email address; this should be a non-LSHTM email address.

Mobile number - this should include a country code (+44 or 0044 for example) if a non-UK number.

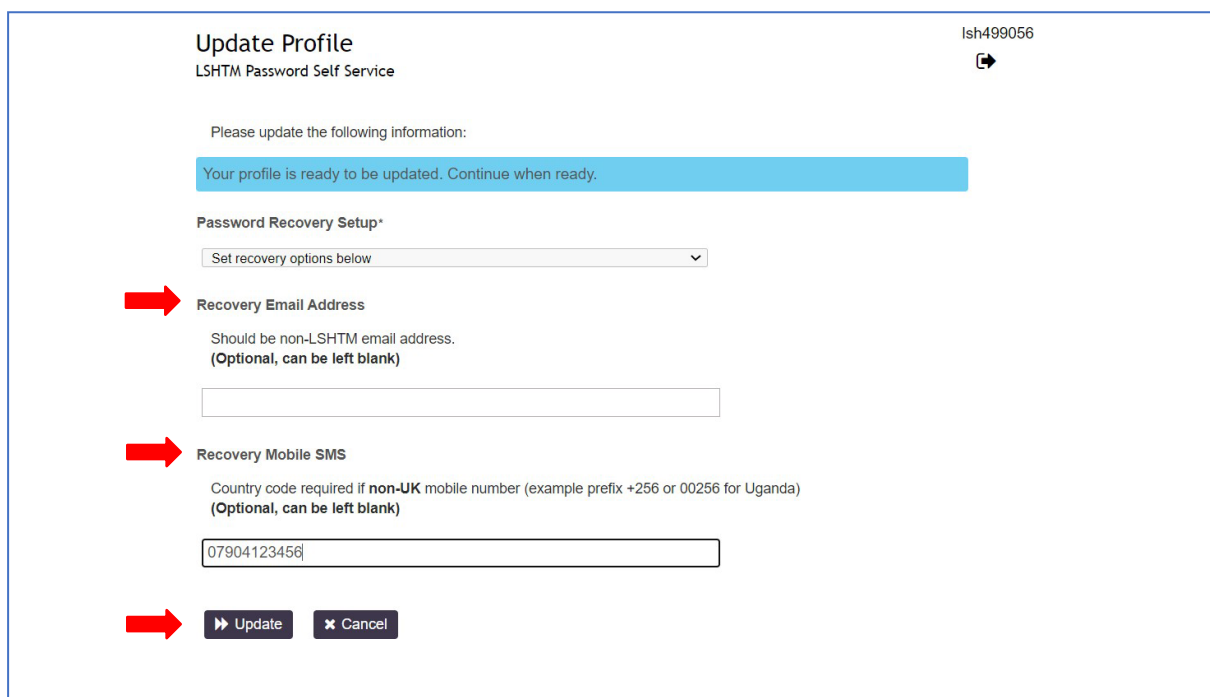
This information will be used for password recovery or two factor authentication purposes only.

We recommend supplying both a phone number and an email address, however you can leave one or both blank if you do not wish to provide these details. If you need to reset your password and have not supplied these recovery details, then you will need to visit the helpdesk to show identification to have your password changed.

☒ I Agree

[Continue](#) [Sign out](#)

7. Proceed to enter either a non-LSHTM email OR a Mobile number and then click 'update'



Update Profile lsh499056

LSHTM Password Self Service

Please update the following information:

Your profile is ready to be updated. Continue when ready.

Password Recovery Setup*

Set recovery options below

Recovery Email Address

Should be non-LSHTM email address.
(Optional, can be left blank)


Recovery Mobile SMS

Country code required if **non-UK** mobile number (example prefix +256 or 00256 for Uganda)
(Optional, can be left blank)

07904123456

[Update](#) [Cancel](#)

8. Check the details you have entered and select '*Confirm*' to proceed or '*Go Back*' if you would like to change the details



Confirm Profile Data

LSHTM Password Self Service

lsh499056

Please review the following information you have entered and confirm.

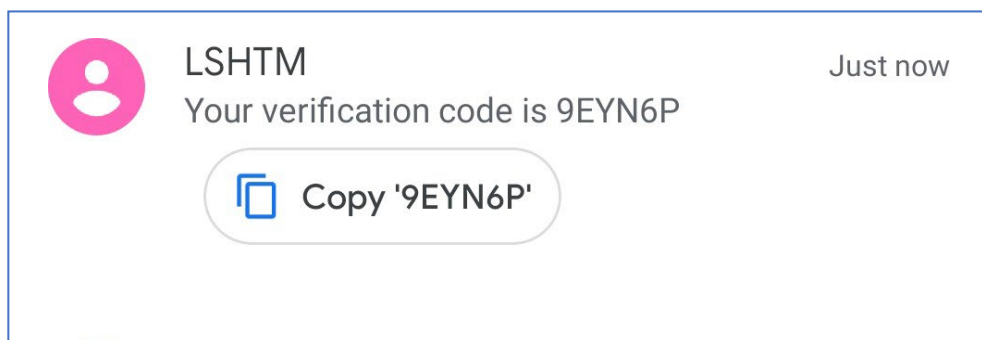
Password Recovery Setup	Set recovery options below
Recovery Email Address	
Recovery Mobile SMS	07904318918

✓ Confirm

◀ Go Back


✕ Cancel

9. You should shortly then receive a verification code to your email address or phone number



10. Enter your verification code into the field as shown and then select ‘Check Code’

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Update Profile

LSHTM Password Self Service

To verify your phone number, a code has been sent to you at **07904318918**.
Please enter the code exactly as it appears in the message you receive.


Code

9EYN6P

Check Code


Go Back

Ish499056



11. Your account has now been activated and verified. Select ‘Continue’ to complete the process

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Update Profile

LSHTM Password Self Service

Thank You! Your security code sent to **07904318918** has been verified.

Continue

Cancel

Ish499056

