Identity & Access Management (IAM)

Multi-Factor Authentication

SSO – login.tudelft.nl

Manual

Single Sign On
and
2 Factor Authentication

Version control:

Person	**Date**	**Version**
M. Soehawan	01-09-2022	v0.1
O. Oduncu	07-11-2022	v0.4
J. Los	21-11-2022	v0.5
M. Soehawan	09-02-2023	v1.0

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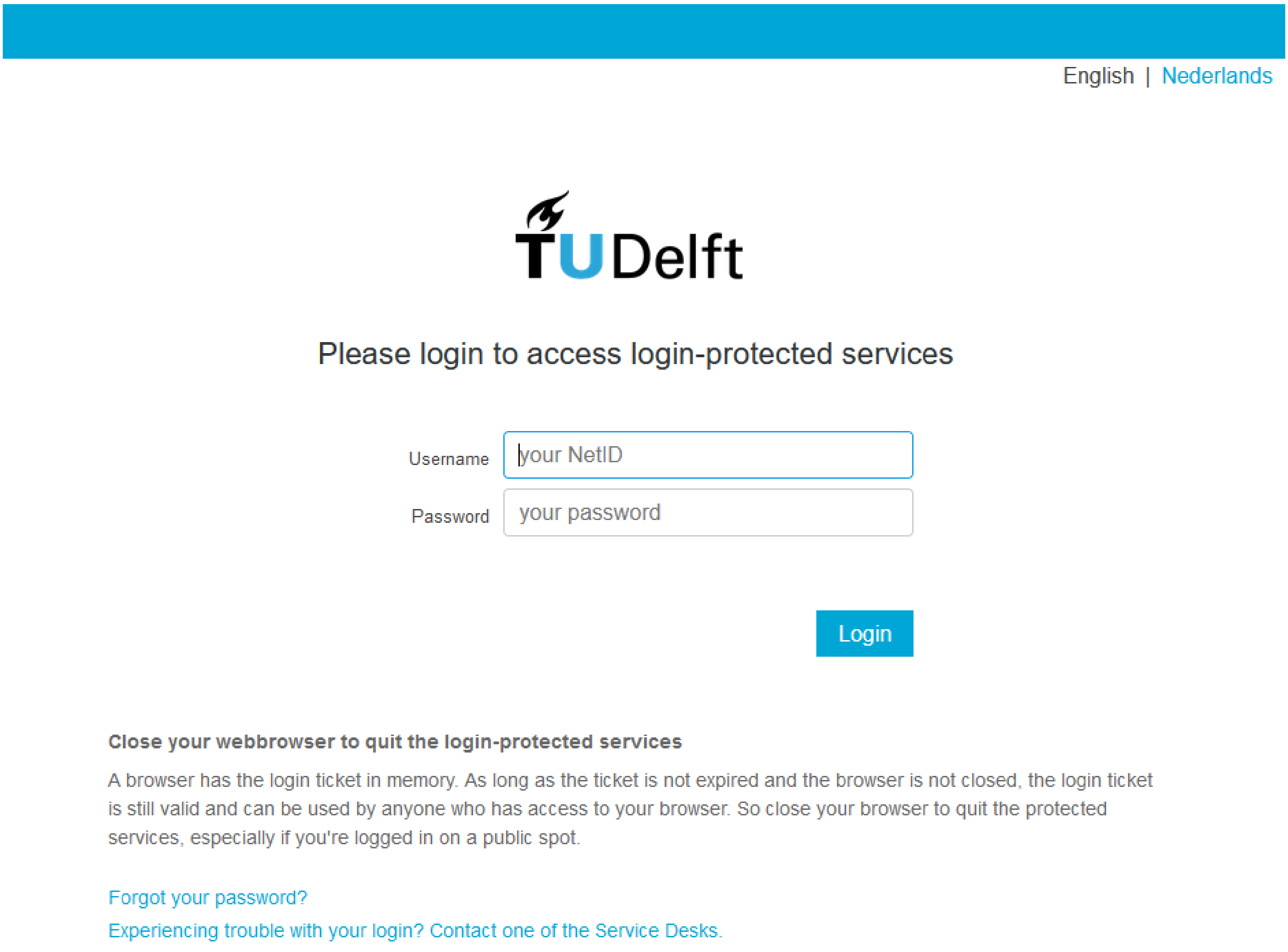
1 Login

For all services at the TU Delft that require login, you will need a NetID account. This NetID is a personal account, which is linked to your registration at the TU Delft.

1.1 NetID

You can login with your NetID and password at TU Delft services provided via Single Sign On (SSO). SSO is an authentication method that allows a user to log in with a single ID to any of several related, yet independent, software systems. When trying to logon to a TU Delft service such as Brightspace or the Intranet, you will see the following login page “login.tudelft.nl”:



English | Nederlands

Please login to access login-protected services

Username: your NetID

Password: your password

Login

Close your webbrowser to quit the login-protected services

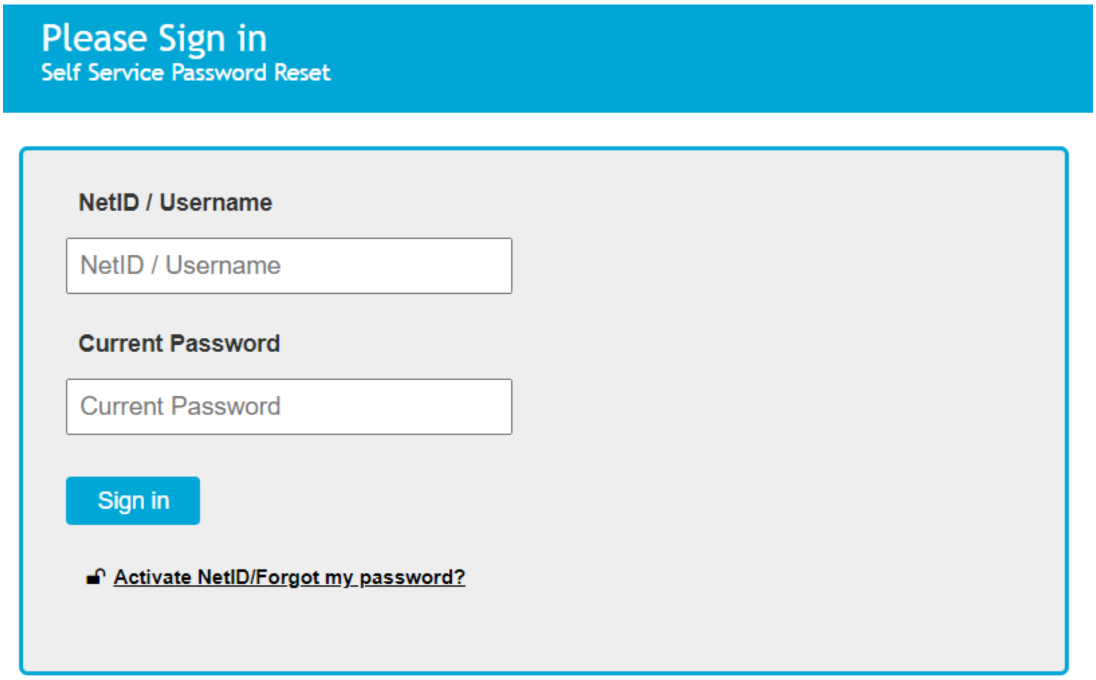
A browser has the login ticket in memory. As long as the ticket is not expired and the browser is not closed, the login ticket is still valid and can be used by anyone who has access to your browser. So close your browser to quit the protected services, especially if you're logged in on a public spot.

Forgot your password?

Experiencing trouble with your login? Contact one of the Service Desks.

It is important to activate your NetID first via "password.tudelft.nl". Your NetID will be activated and ready to use after you have set an initial password.

Unable to logon?
Go to “password.tudelft.nl” to change your current password, or use the "forgot my password" option:



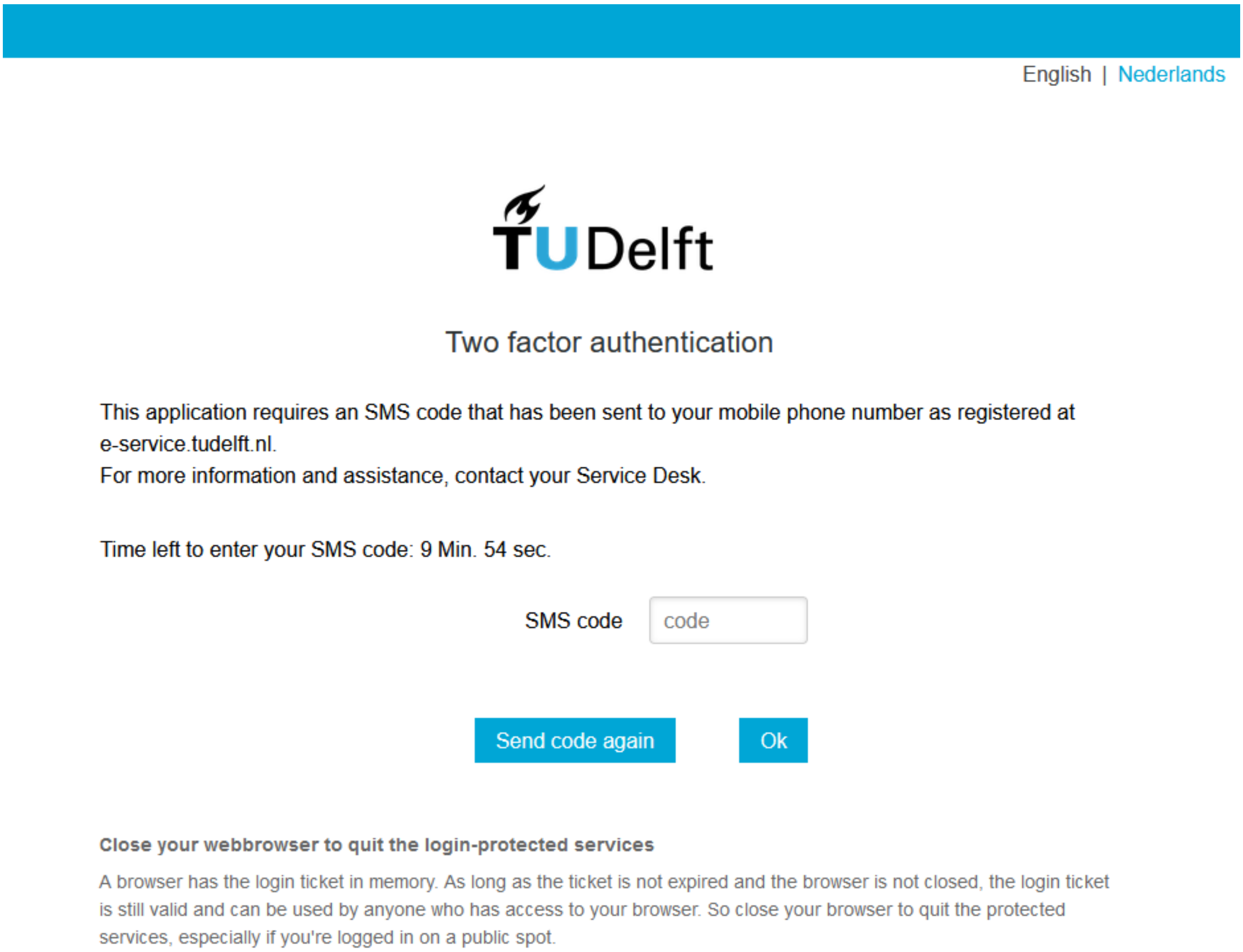
2 Strong Authentication

Stronger security measures are applied to services provided by the TU Delft when you are logging in via SSO. This includes services such as EduVPN and or other TU Delft services.

2.1 SMS code

After logging in with your NetID and password, a stronger authentication method will be applied in some cases. In the next screen you are asked to enter an SMS code.

During your initial registration for at the TU Delft, a mobile phone will be registered as it is required for two factor authentication with the provided NetID.



Two factor authentication

This application requires an SMS code that has been sent to your mobile phone number as registered at e-service.tudelft.nl.
For more information and assistance, contact your Service Desk.

Time left to enter your SMS code: 9 Min. 54 sec.

SMS code code

Close your webbrowser to quit the login-protected services

A browser has the login ticket in memory. As long as the ticket is not expired and the browser is not closed, the login ticket is still valid and can be used by anyone who has access to your browser. So close your browser to quit the protected services, especially if you're logged in on a public spot.

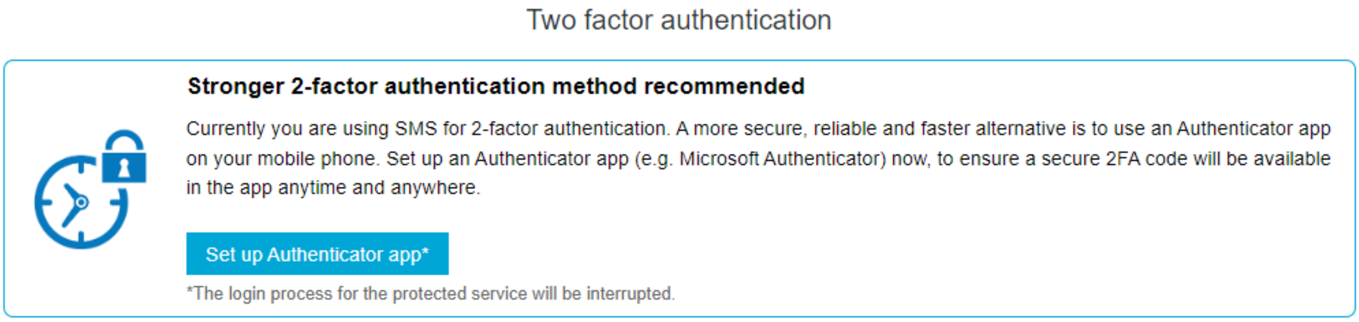
Not receiving SMS codes?
Please go to “e-service.tudelft.nl” and check your NetID profile to see which phone number your account is using. Add or modify your mobile phone number as needed.

> **Note:** mobile phone numbers can only be changed if you are present at the TU Delft Campus. In all other cases you will have to contact the Service Desk to have it adjusted for you. Identification for this is required.

2.2 Authenticator App

Sending SMS messages is unfortunately not always reliable, in some cases it isn't delivered or delayed exponentially. For this reason we provide a more secure and reliable alternative when two factor authentication (2FA) is required.

On the SMS code input screen, you will see a message to use a different method of 2FA other than SMS:



Two factor authentication

Stronger 2-factor authentication method recommended

Currently you are using SMS for 2-factor authentication. A more secure, reliable and faster alternative is to use an Authenticator app on your mobile phone. Set up an Authenticator app (e.g. Microsoft Authenticator) now, to ensure a secure 2FA code will be available in the app anytime and anywhere.

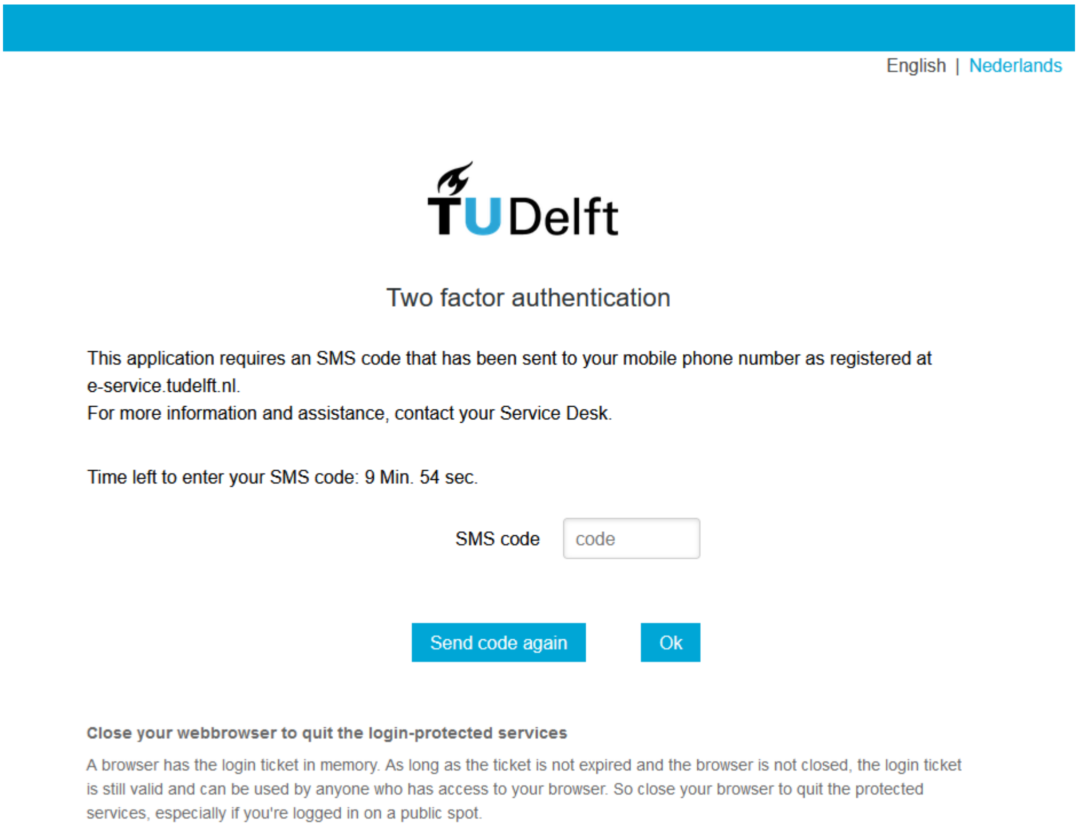
*The login process for the protected service will be interrupted.

When you press "Set up authenticator app", the registration process will be started.

You are advised to use the Microsoft Authenticator App:
https://www.microsoft.com/en-us/security/mobile-authenticator-app

2.2.1 Smart-device registration

Before the registration of a smartphone or tablet, you will first have to authenticate with an SMS code. You may receive a second SMS message if you register a 'smart-device' for the first time:



Two factor authentication

This application requires an SMS code that has been sent to your mobile phone number as registered at e-service.tudelft.nl.
For more information and assistance, contact your Service Desk.

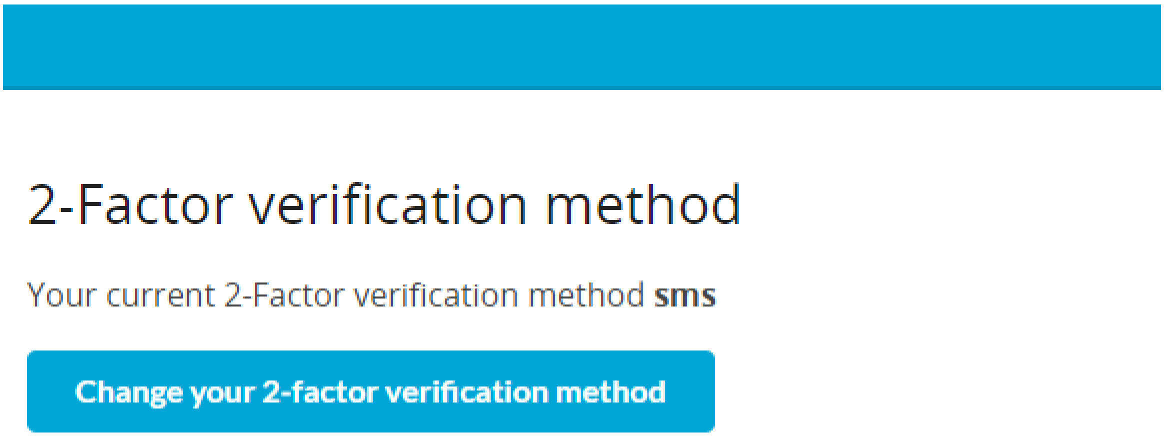
Time left to enter your SMS code: 9 Min. 54 sec.

SMS code: code

Close your webbrowser to quit the login-protected services

A browser has the login ticket in memory. As long as the ticket is not expired and the browser is not closed, the login ticket is still valid and can be used by anyone who has access to your browser. So close your browser to quit the protected services, especially if you're logged in on a public spot.

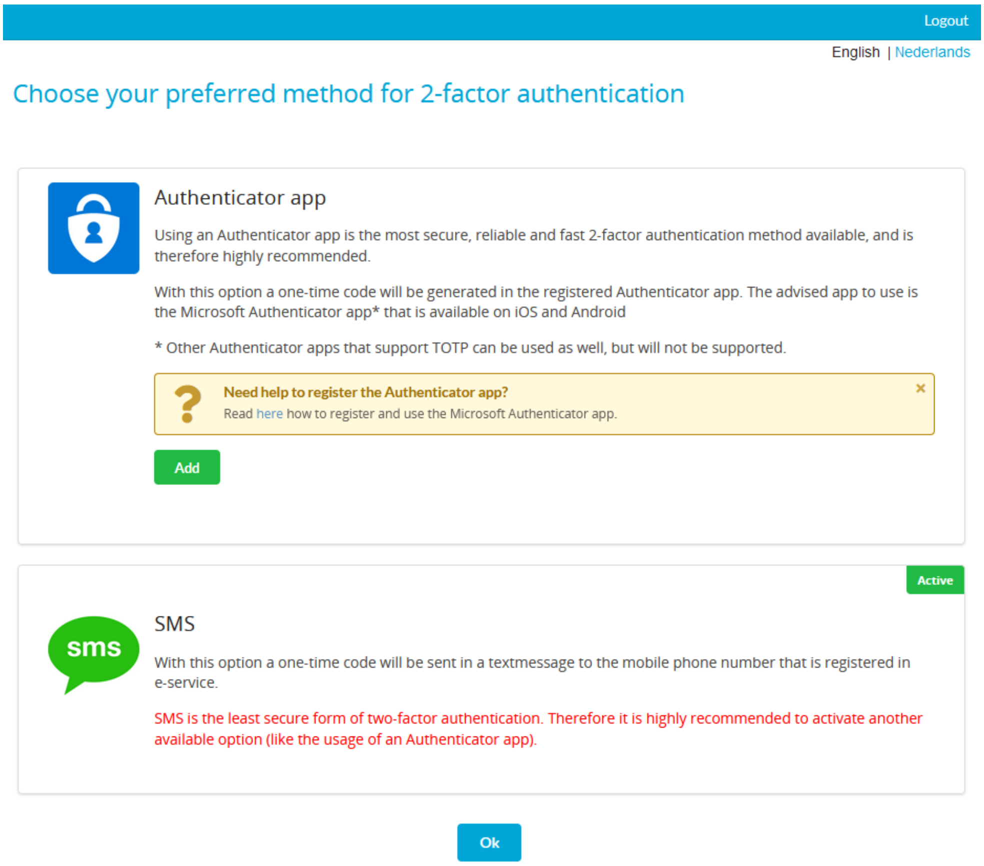
In the next screen you will see your current authentication method, where you will have to press the “Change your 2-factor verification method” button:



2-Factor verification method

Your current 2-Factor verification method **sms**

After installing the Microsoft Authenticator App, you can add your smart device to your profile in the next screen:



Choose your preferred method for 2-factor authentication

Authenticator app

Using an Authenticator app is the most secure, reliable and fast 2-factor authentication method available, and is therefore highly recommended.

With this option a one-time code will be generated in the registered Authenticator app. The advised app to use is the Microsoft Authenticator app* that is available on iOS and Android

* Other Authenticator apps that support TOTP can be used as well, but will not be supported.

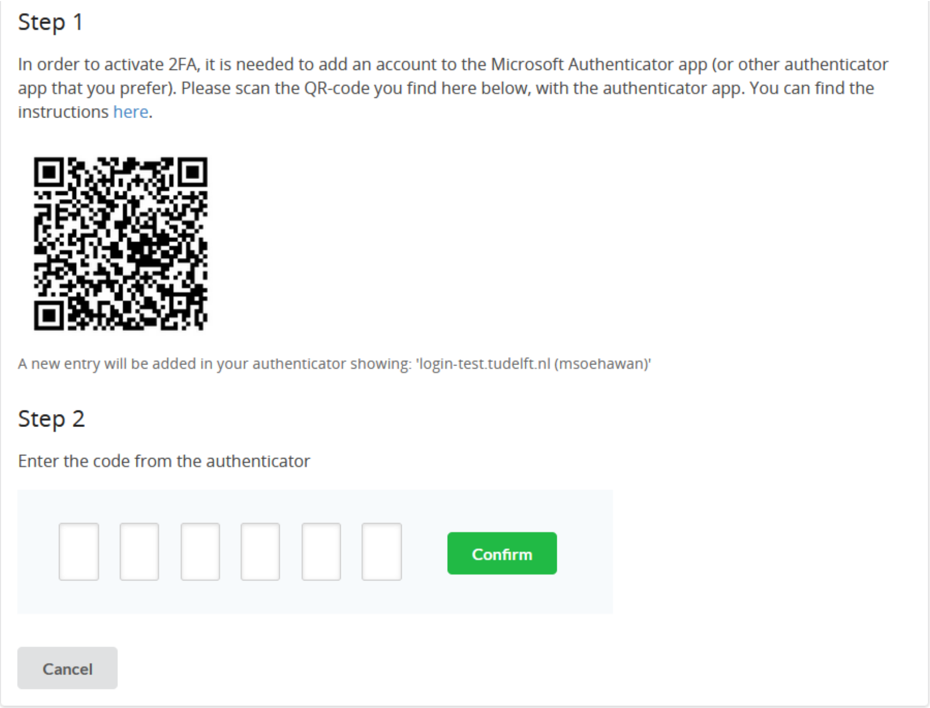
Need help to register the Authenticator app?
Read here how to register and use the Microsoft Authenticator app.

SMS

With this option a one-time code will be sent in a textmessage to the mobile phone number that is registered in e-service.

SMS is the least secure form of two-factor authentication. Therefore it is highly recommended to activate another available option (like the usage of an Authenticator app).

You will be presented the following screen by pressing “Add”:



Step 1

In order to activate 2FA, it is needed to add an account to the Microsoft Authenticator app (or other authenticator app that you prefer). Please scan the QR-code you find here below, with the authenticator app. You can find the instructions here.

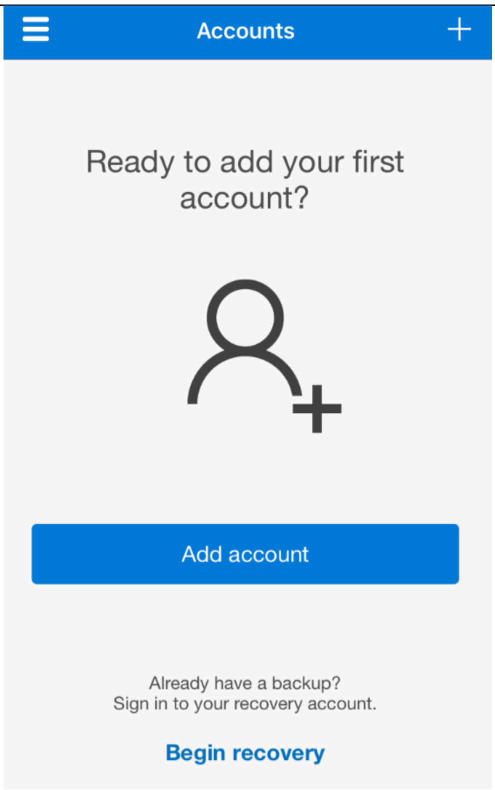
A new entry will be added in your authenticator showing: 'login-test.tudelft.nl (msoehawan)'

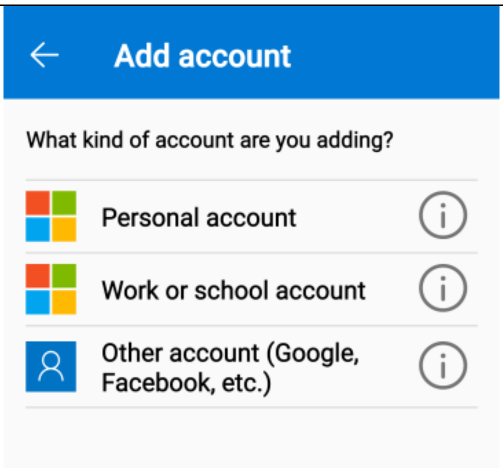
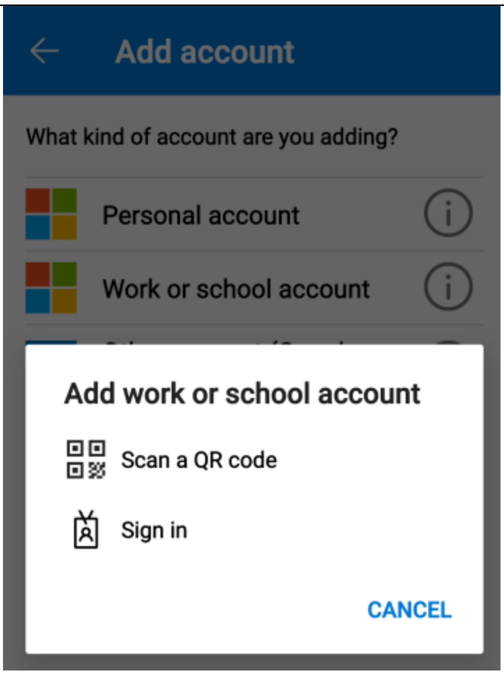
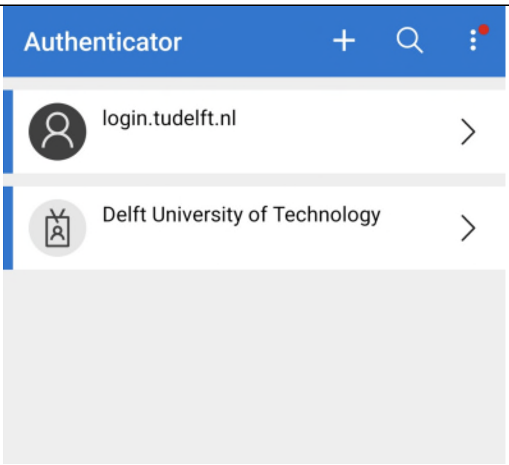
Step 2

Enter the code from the authenticator

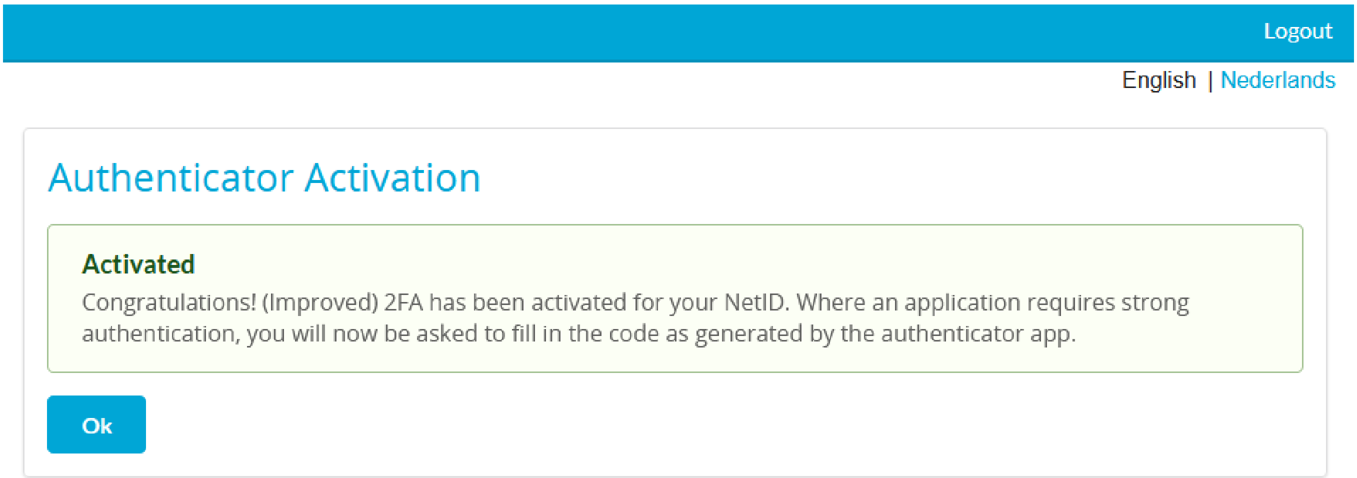
□ □ □ □ □ □ Confirm

Cancel

Stap 1	Open the Microsoft Authenticator app and select '+' Add account to add a new connection	 Accounts Ready to add your first account? Add account Already have a backup? Sign in to your recovery account. Begin recovery

Stap 2	Choose “*Other account (Google, Facebook, etc.*)” from the overview	 Add account What kind of account are you adding? Personal account Work or school account Other account (Google, Facebook, etc.)
Stap 3	Scan the displayed QR code	 Add account What kind of account are you adding? Personal account Work or school account Add work or school account Scan a QR code Sign in CANCEL
Stap 4	Select “login.tudelft.nl” and use the presented code for confirming the smart-device registration process.	 Authenticator login.tudelft.nl Delft University of Technology

With a correct code input, your smart-device registration should be successful followed by the following confirmation:



Authenticator Activation

Activated

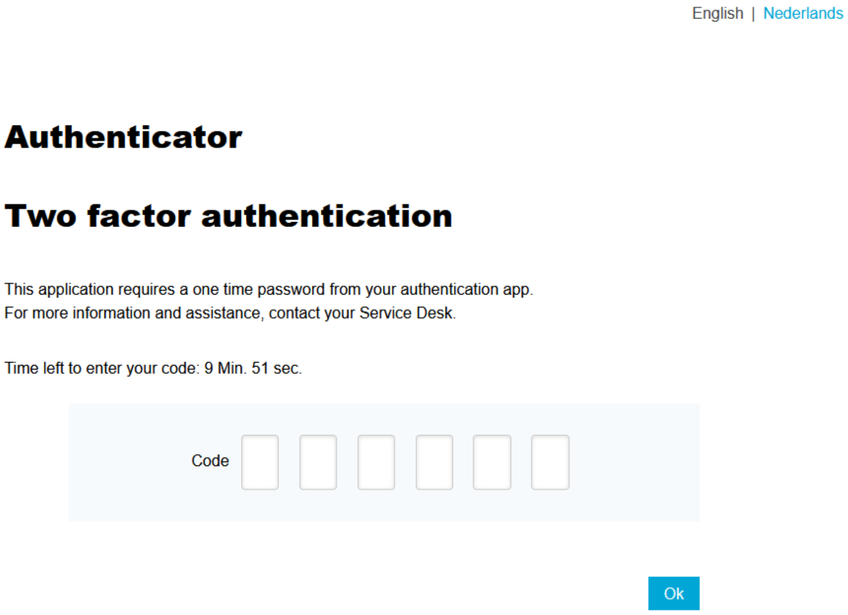
Congratulations! (Improved) 2FA has been activated for your NetID. Where an application requires strong authentication, you will now be asked to fill in the code as generated by the authenticator app.

The registration process should now be successfully completed. Close this browser or session to resume with your login.

> **Important**: Do not forget to enable the “Cloud Backup” feature available in the settings of the Microsoft Authenticator App! This allows you to perform a recovery of your connections should you loose or change your current device.
>
> Please follow these extended instructions for enabling backup features in the Microsoft Authenticator App: https://support.microsoft.com/en-us/account-billing/back-up-and-recover-account-credentials-in-the-authenticator-app-bb939936-7a8d-4e88-bc43-49bc1a700a40

2.2.2 Authentication

After the succesfull registration of your smart-device you will be prompted the following two factor authentication screen when login in via SSO:



Authenticator

Two factor authentication

This application requires a one time password from your authentication app.
For more information and assistance, contact your Service Desk.

Time left to enter your code: 9 Min. 51 sec.

Code □ □ □ □ □ □

The SMS option is now setup as your backup method and as of now you will always have to enter the code from an Authenticator App.

Open the Microsoft Authenticator App, and select the **“login.tudelft.nl”** profile to see your 2FA code.

It is likely you have registered multiple profiles in your Microsoft Authenticator App. Make sure to use the correct profile distinguishable by it’s name.

> **Note:** the authentication code changes every 30 seconds!

2.3 Backup and Restore

If for whatever reason you no longer have access to your smart device, you can restore access using one of these methods:

1. (re)install and open the Microsoft authenticator App
2. login with your personal or work Microsoft account within the App.
3. If the steps above did not provide any solution, you should then contact of the Service Points according to your faculty so that may delete your 2FA profile.

   By doing this, the next time you login you will prompted to register a new smart-device again.

Important: By deleting the 2FA profile, the autentication process will revert to the default SMS method. If for some reason you are not receiving any SMS codes, check your mobile number in e-service.tudelft.nl or contact the Servicepoint form your faculty to change it for you. Identification will be required when requesting this via the Servicepoints.