

What is a One-Time Bypass (OTB)?

A One-Time Bypass, or OTB, allows you to connect to the VPN without having to answer a phone call. An OTB can only be used for your **next** VPN login and should be used when you do not have access to your registered phone or you cannot receive phone calls (e.g. on a plane, or no cell reception).

You can grant an OTB in the <u>user portal</u> at any time, but each OTB must be used within <u>3</u> minutes.



Log in to the <u>user portal</u> and grant yourself an OTB. In doing so, your **next** VPN login will only require username and password, and **not** a phone call.

How to Grant an OTB (without your phone):

To grant an OTB, you must first be logged in to the user portal.

- 1. Click <u>here</u> to access the user portal.
- 2. Enter your Crawford Network ID and password, then click Log In.

+ttps://mymfa.crawco.com/m	nultifactorauth/login.aspx $\mathcal{P} = \widehat{\square} \widehat{\bigcirc}$ Multi-Factor Authenticatio ×	
	Language: en: English	~
Crawford	Nulti-Factor Authentication User Log In	łp
Version 6.3.1 © 2013 Microsoft. All rights reserved.	Username SPJOBS Password	
2	Log In	



<u>Wait until your security questions appear</u> (approximately 1 minute). During this time, the MFA system is attempting to call your phone. If you did not set up security questions, you will not be able use this method.

3. Answer your security questions and click Log In.

Crawford	Multi-Factor Authentication	User Log In	Ħ
Version 6.3.1 © 2013 Microsoft. All rights reserved.	Multi-Factor Authentication denied. Please answ	er your security questions to log on.	
	What was the make and model of your first car?	•••••	
	What was your childhood nickname?	••••	
	What is your favorite sports team?	•••••••••	
	Log In Cancel		

4. Click One-Time Bypass.

Crawford	Welcome Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.	
My Account One-Time Bypass Change Method Change Phone Change Language Change Security Questions	One-Time Bypass Change Phone	
© 2013 Microsoft. All rights reserved.	FAQs How does Multi-Factor Authentication [™] work? Multi-Factor Authentication works by placing a confirmation call to your phone during login.	



5. Click **Confirm** to grant the OTB. You can log out of the user portal.

Crawford	My Account: One-Time Bypass Confirm one-time bypass to skip Multi-Factor Authentication during your next sign on. The bypass is temporary.
My Account One-Time Bypass Change Method Change Phone Change Language Change Security Questions	One-time bypass issued. Multi-Factor Authentication will be skipped during your next sign on. Confirm Back
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- 6. Open the VPN client (Cisco AnyConnect or VPN Client) on your machine.
- 7. Enter your username and password and click Connect. You should be able to connect to the VPN this time using only username and password. Answering a phone call should not be required.

For issues connecting to the VPN or accessing the user portal, please contact the Service Desk at +1 (877) 428-4298.

OTB usage is monitored by ICT Security.