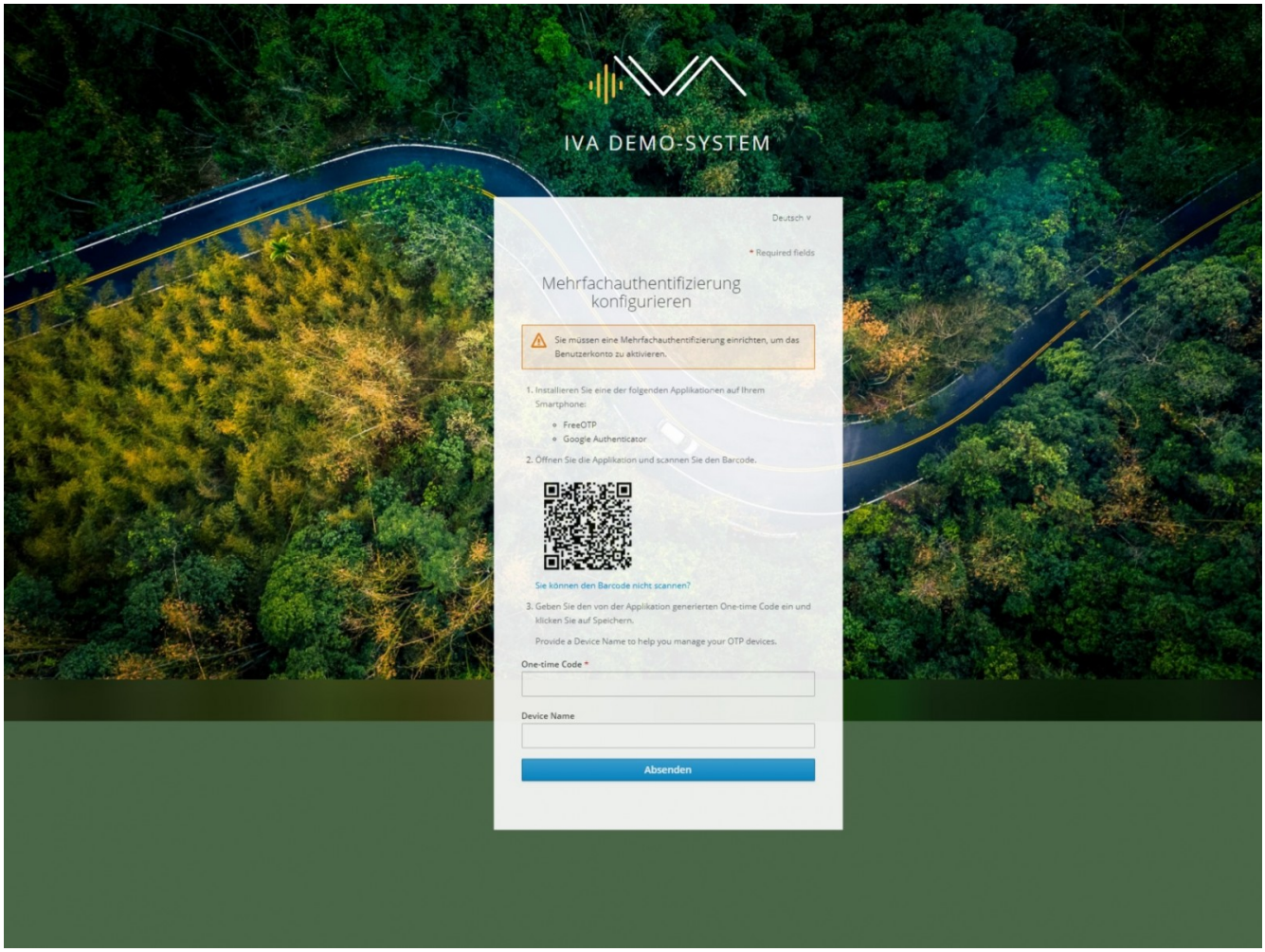
OTP in the web application and the app

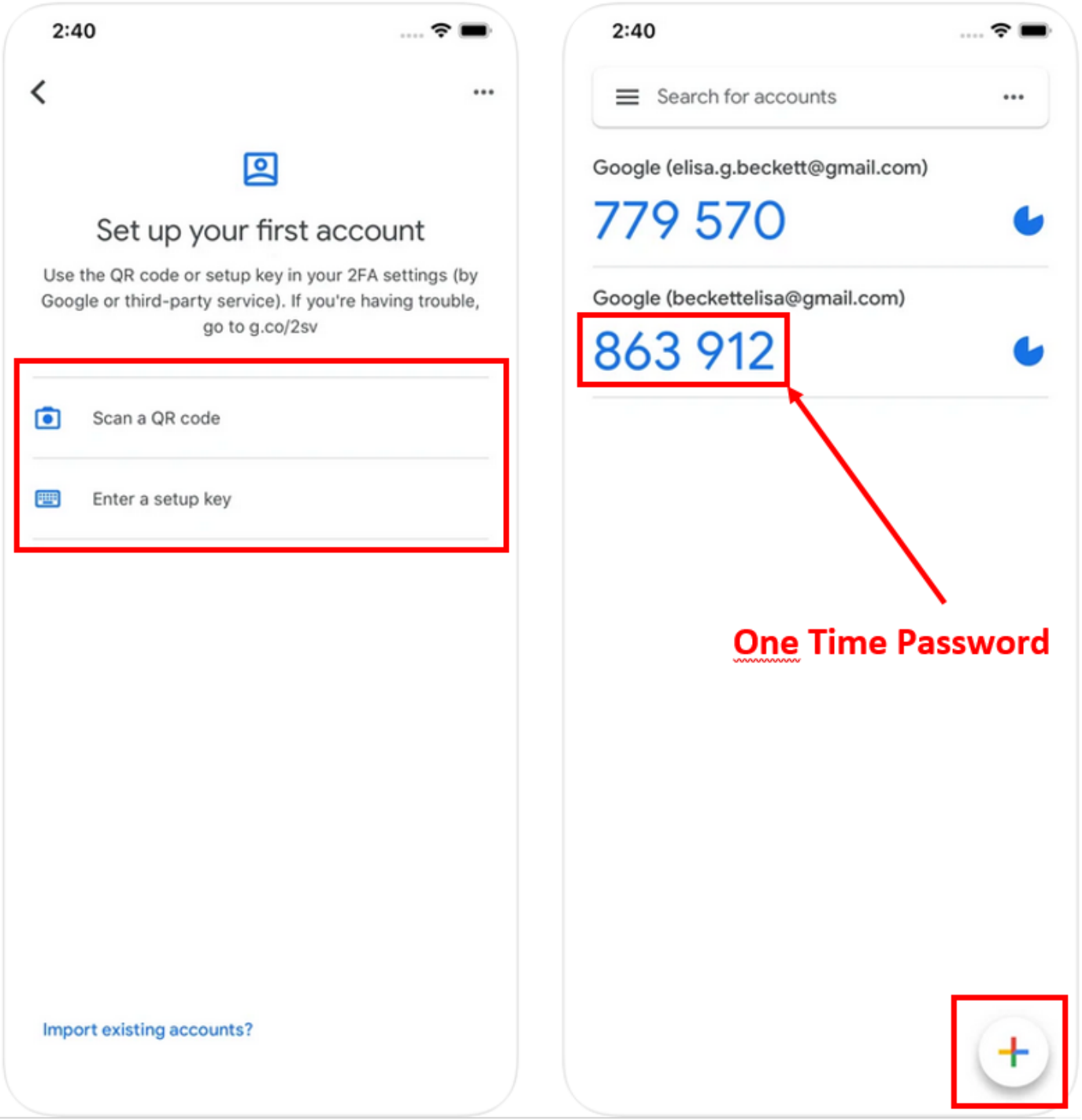
There is an option to authenticate with a one-time password (OTP) for added security. A code is generated in a separate app that is only valid for a short time. In addition to your password for IVA, you also always need the code generated by the application.

Using the One-Time Password (OTP) for the first time

1. Open the IVA app or the IVA web application.
2. If you log into IVA App for the first time, scan the QR code for your test.
3. Please enter your username and password and click "Login".
4. You now have to set up two factor authentication. You will receive a QR code for this.



5. Download and open the Google Authenticator app from the AppleStore.



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Using the Google Authenticator app for the first time:

1. Complete all the steps of the tutorial and click 'Start Now'
2. Click on the 'Scan a QR code' button
3. Switch to the IVA app
4. Scan the QR code from the IVA app with the OTP app (Google Authenticator).
5. ***Can't scan the QR code?***

- In the IVA application, click 'Can't scan the QR code?'
- You will then be navigated to a setup key page
- Enter this setup key and your username from IVA into the Google Authenticator app

6. You will then be taken to an overview page that shows you the required one time password for your IVA account.
7. Enter the generated one time password in the dialog box in the IVA application. Optionally, you can specify a device name. This will take you to the IVA home page.

Create new account in OTP app

1. If you want to add the IVA account again, please tap on the '+' symbol at the bottom right and then on 'Scan a QR code'.
2. Then scan the QR code shown in the IVA application.
3. ***Can't scan the QR code?***
   - In the IVA application, click 'Can't scan the barcode?'
   - You will then be navigated to a setup key page
   - Tap on the '+' symbol in Google Authenticator and tap on 'Enter setup key'.
   - Enter the setup key and your username from IVA into the Google Authenticator app and tap 'Add'.
4. You will then be taken to an overview page that shows you the required one-time password for your IVA account.
5. Enter this one-time password in the dialog box in the IVA application.
6. Optionally, you can specify a device name. This will take you to the home page.

Repeated use of the one-time password (OTP)

1. If you have already used the OTP at IVA at least once, please open Google Authenticator.
2. Then enter your user data in the IVA application
3. Tap on "Sign in" and now enter the OTP generated by Google Authenticator in the dialog of the IVA application
4. Then tap the "Sign In" button again. This will take you to the IVA home page.

*image source

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