

# 2FA Client PortWise TruID User Document

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## Overview

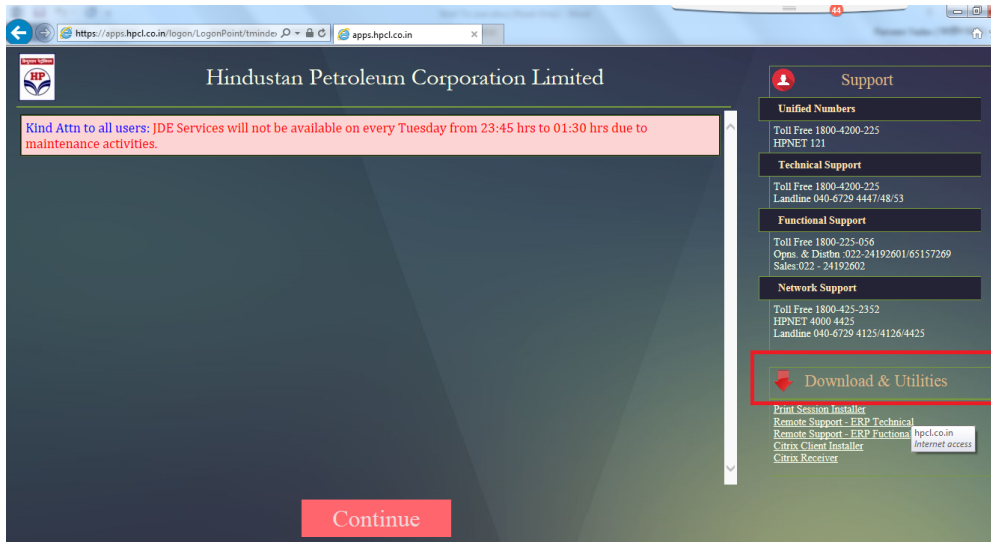
2FA or second factor authentication is an additional security layer to HPCL enterprise resources. JDE will prompt user for one time password (OTP) along with username & password (AD). This second password (OTP) will be generated from “PortWise TruID” application which is available for laptop/desktop & mobile devices. **User will be able to install TruID client on only one device.**

### Following Steps need to be performed in sequence

- ✓ Download & Install “PortWise TruID” client from <https://apps.hpcl.co.in> for laptop/desktop devices & playStore/appStore for Mobile devices
- ✓ You have received three mails from [2faadmin@hpcl.in](mailto:2faadmin@hpcl.in)
- ✓ Register PortWise TruID Client using SEED received in mail from 2faadmin@hpcl.in & create profile
- ✓ After creating profile, Use 6-digit PIN received over mail to unlock client and generate OTP
- ✓ This OTP will be used to access JDE on <https://apps.hpcl.co.in>, Refer JDEAccessProcedure document for how to access JDE

# PortWise TruID Client Installation

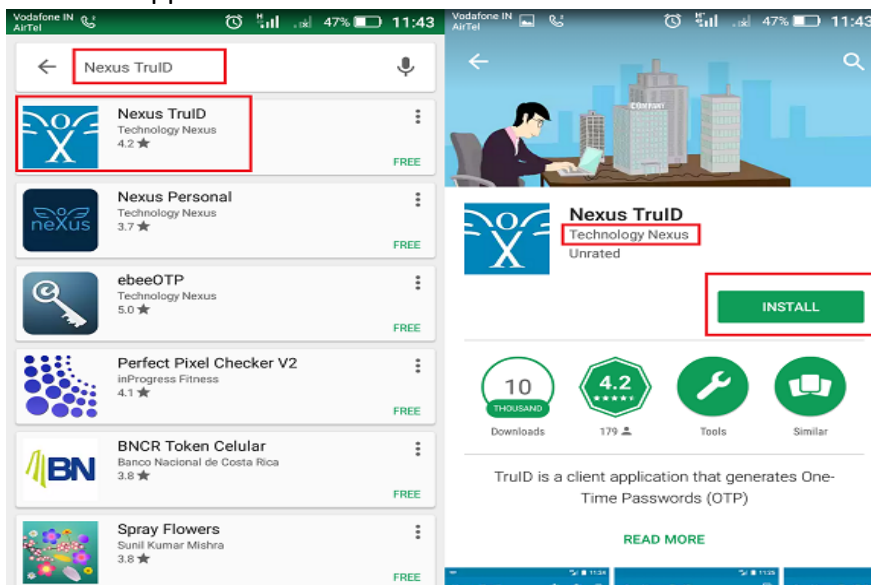
1. PortWise TruID Client is available for laptop/desktop & **Android/iPhone** devices. **User will be able to install TruID client on only one device.**
2. For laptop/Desktop, Download it from <https://apps.hpcl.co.in>, under Download & Utilities section in bottom-right of web page(as per below screenshot)



Download Portwise TruId for Laptop/Desktop devices

- ✓ A file will be downloaded "PortWise TruID.msi"
- ✓ Right Click & click on install, follow indicated steps and finish installation.

3. **For Mobile devices**, client is available on **AppStore & PlayStore**. Search for "Nexus TruID" and install application.



Search for Nexus TruID

Tap on it

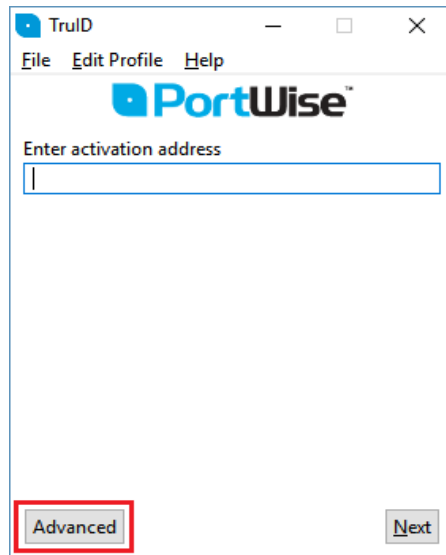
Make sure App is from "Technology Nexus"

Tap on Install

# Client Registration

## 1. 2FA Laptop/Dektop Client Registration

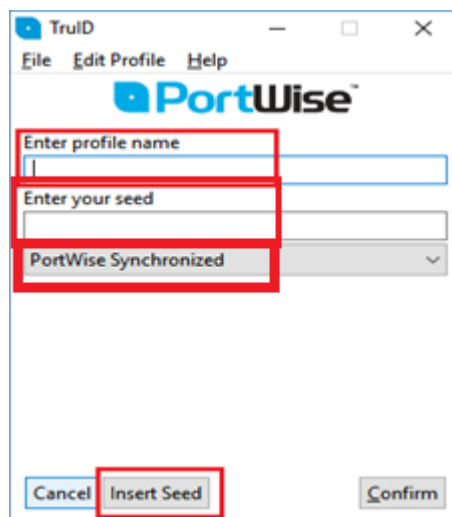
- ✓ Find “PortWise Truld” client in Program list
- ✓ Launch Truld Client, click on Advanced



- ✓ Enter your first name as Profile Name  
Enter **Seed** as received on e-mail from **2faadmin@hpcl.in**:  
Sample seed : **9AAAA-BBBBB-CCCCC-DDDDD**

You can copy seed and click on Insert seed.

Make sure “PortWise Synchronized” is selected & Click on **Confirm**

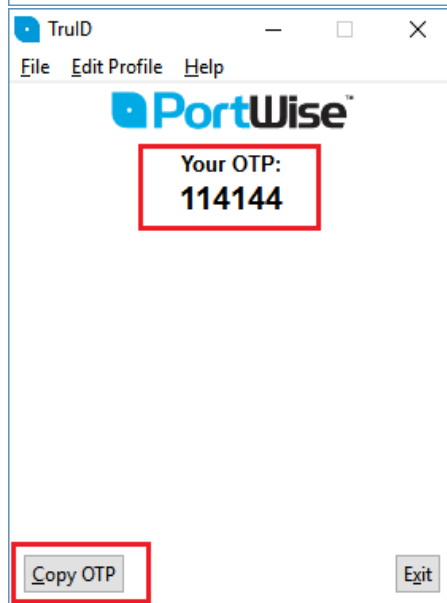


- ✓ Enter 6 digit PIN as received on e-mail from 2faadmin@hpcl.in, an OTP will be generated, use this OTP with the 2FA enabled applications.



The screenshot shows a window titled "TruID" with a menu bar containing "File", "Edit Profile", and "Help". Below the menu is the "PortWise" logo. A red box highlights the text "Enter your PIN" and a masked input field containing six dots. Below the input field is a numeric keypad with buttons for digits 0-9, a backspace button (<-), and a "Clear" button.

Enter 6 digit PIN to generate OTP



The screenshot shows the same "TruID" window. The "PortWise" logo is at the top. A red box highlights the text "Your OTP:" followed by the number "114144". At the bottom left, a "Copy OTP" button is highlighted with a red box, and at the bottom right, there is an "Exit" button.

## 2. Registering Mobile device client

- ✓ Launch PortWise TruID Client :



- ✓ Enter your Employee Id in Profile Name  
Enter Seed as received on e-mail from **2faadmin@hpcl.in** :  
Sample Seed : **9AAAA-BBBBB-CCCCC-DDDDD**

Make sure “Nexus TruID Synchronized” is selected & Tap **Confirm** to create profile.



- ✓ Enter **6 digit PIN** as received from **2FA Admin**, an OTP will be generated, use this OTP with the 2FA enabled applications.



**Note : TruID Client even generates OTP for incorrect PIN, but you will not be authenticated with the generated OTP, Make sure you have entered correct PIN for generating OTP.**

## Changing Security PIN of PortWise TruID Client

- ✓ Browse to <https://sso.hpcl.co.in>
- ✓ Click on 2FA login
- ✓ Enter your user name and the OTP generated by the TruID Client on laptop / desktop or on mobile client.
- ✓ Check box "Change PIN" , and Sign in

HPCL Secure Access Gateway

2FA Login

User Name  
31970000

OTP  
\*\*\*\*\*

Change PIN

Sign in

Enter Employee/AD Id  
& OTP

Make sure to check "Change PIN"

- ✓ Enter New PIN of your choice. New PIN should be 6 numeric digits and should be different from last 6 PIN

HPCL Secure Access Gateway

2FA Login

You have requested to change your PIN. Enter a new PIN.


PIN

Submit

Enter New PIN



- ✓ Reconfirm the new PIN. Please make sure the new PIN is accepted by system.
- ✓ Click on Submit



**HPCL Secure Access Gateway**

**2FA Login**


*The new PIN is accepted. Enter the new PIN again to verify it.*

PIN

**Submit**

Make Sure New PIN is accepted by system

Reconfirm new PIN



**HPCL Secure Access Gateway**

**2FA Login**

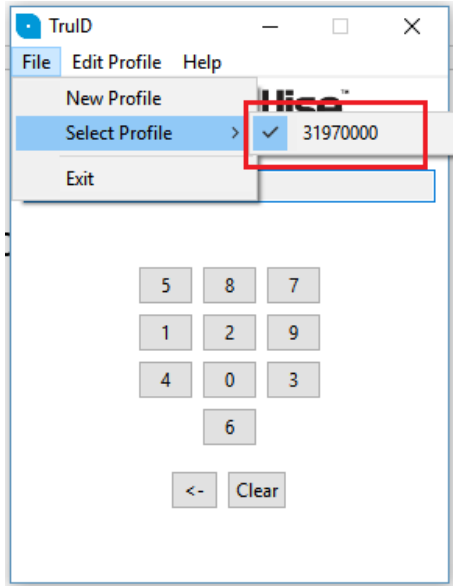
*Your PIN has been changed.*

**Continue**

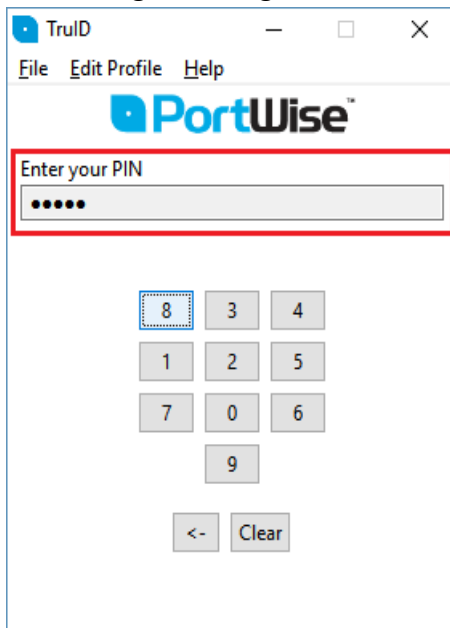
# Generating OTP on PortWise TruID Client

## 1. Windows Client:

- ✓ Select required user profile from File->Select Profile->"Profile Name"

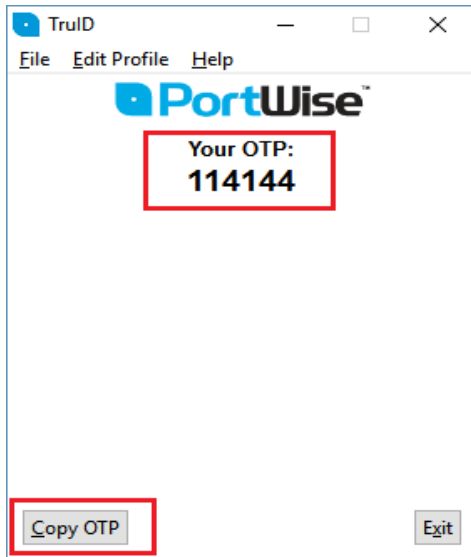


- ✓ Enter 6 digit PIN to generate OTP



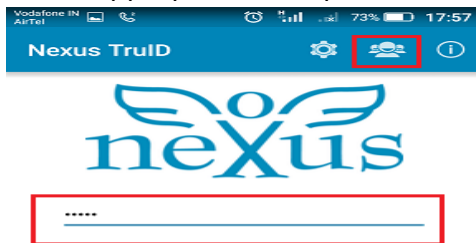
Enter 6 digit PIN to generate OTP

An OTP will be generated, use this OTP to access 2FA enabled applications.



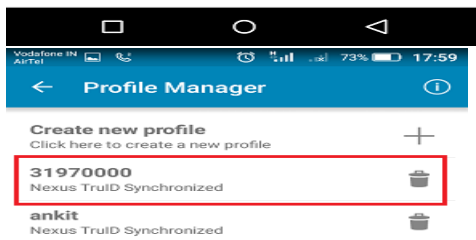
## 2. On Mobile Client:

- ✓ Select Appropriate User profile, for single profile directly enter PIN to generate OTP



Tap for switching profiles

Enter PIN to generate OTP from default profile



- ✓ Enter 6 digit PIN to generate OTP



An OTP will be generated, use it with 2FA enabled applications, tap on back to generate more OTP's



## FAQ

✓ **What is 2FA ?**

2FA is second factor of authentication apart from the traditional user name and password based authentication. It is successor to RSA which was used by some of our officers for accessing JDE over VPN.

✓ **Where can I get 2FA client?**

2FA client can be downloaded from distribution server or from AppStore & Google PlayStore for mobile devices.

✓ **What is PIN?**

A PIN is associated with every TruID. PIN is required to unlock TruID and generate an OTP.

✓ **What is OTP?**

OTP is one time password/passcode that is used to login to critical information systems. This is valid for one time use only and expires after first use.

✓ **Can I use previously generated OTP?**

You can only use latest OTP generated from TruID Client.

✓ **Why Client is generating OTP even with the wrong PIN?**

OTP is generated even with the wrong PIN. This feature is to avoid brute force/dictionary attacks – a trial & error method of attack. However OTPs' generated by entering the wrong PIN will not be accepted by the system.

✓ **Can I install TruID Client on my mobile as well as laptop/desktop at the same time?**

TruID Client can be installed and used on only one device at any point in time.

✓ **What should I do if 2FA is troubling me?**

Send a mail to [isc\\_soc@contractor.hpcl.co.in](mailto:isc_soc@contractor.hpcl.co.in) or contact 2FA support team on Ph: 040 67294568/4269 / 022 22788428