How to Configure TOTP in iSOMS

These instructions will show you how to configure TOTP in iSOMS. This will allow you to log in to iSOMS without waiting for a text message for your MFA code. This will not replace paging messages for SRT, Negotiations, Admin, CID or any other paging groups. You will still receive those messages from the iSOMS paging number.

Your Choice for TOTP Apps

App-Based TOTP, more commonly known as Two-Factor Authentication (TFA) and sometimes Multi-Factor Authentication (MFA), is a way to receive one-time codes for systems such as iSOMS. You may already use this service for work or home. App-Based is the same as Text-Based, the difference is App-Based generates the code on your phone, text based you wait for the text to send to your phone. Below are a few examples of TOTP apps. Which app you use is your choice. Some people already may use one for work or home. You can use the same one if you already use it, you just add a new code. The specifics on how to do that are unique to each app, so you will have to read the in-app instructions to add a new code.

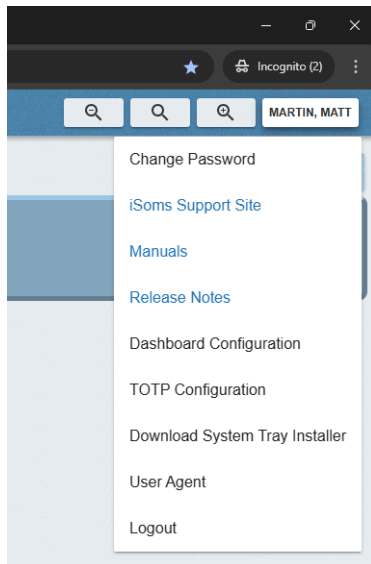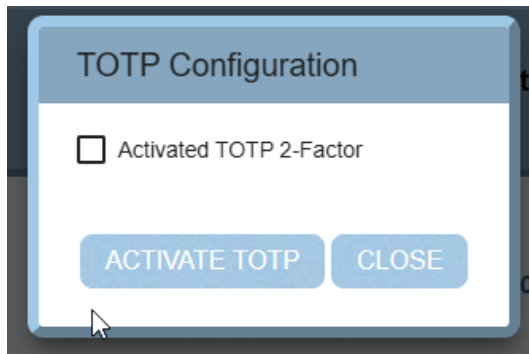1. Google Authenticator

2. Microsoft Authenticator

3. Authy

Configuring TOTP in iSOMS

Once you have installed the TOTP app of your choice, follow these steps to configure TOTP in your iSOMS account.

1. You must first log into iSoms with the text code as you have before. Once logged in, on the top, right-hand corner of iSOMS, click your name. Then select "TOTP Configuration" in the menu options.
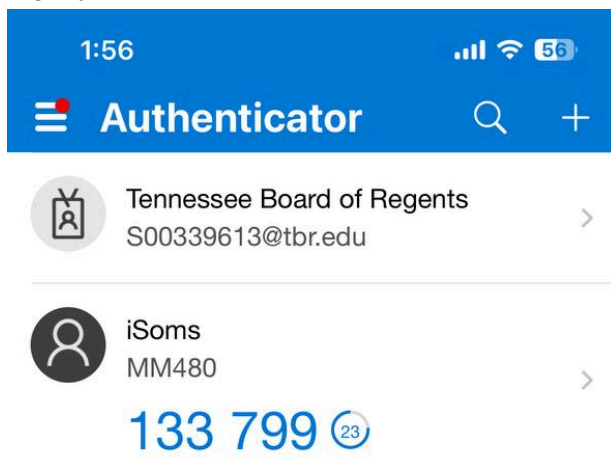

2. Once you select "TOTP Configuration", select "Activate TOTP"

3. After selecting "Activate TOTP" you will be presented with a QR code. In your TOTP App you should select to add a new code with the option "Scan QR code". Exactly how to do this will differ between apps, but they should use the same terminology. Scan the QR code with the authentication app of your choosing

4. Once you scan the QR code, TOTP will now be active in your iSOMS account, below is an example of what it will look like in Microsoft Authenticator. Please note it may look slightly different between different apps.

Now when logging into iSOMS, where you would typically enter the text code in the OTP field, you will enter the code from your TOTP app. Unlike before, this can be done all at one time. You enter your username, password and TOTP code on one screen, then press login.