Intel® Authenticate

Enrollment Guide

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1 Introduction

This document is a quick guide to help you enroll your authentication factors for Intel Authenticate. For more information about Intel Authenticate, open the help in the Factor Management application.

2 Opening the Factor Management Application

You enroll and manage your Intel Authenticate factors using a simple wizard (called the Factor Management application) on your computer. The Factor Management application opens automatically after the policy is set by your IT department. But you can open it again at any time.

To open the Factor Management application:

1. On your computer, open the Search window and type **Intel Authenticate**. As you type, the application icon and the help icon are shown in the search results.
2. Click the **Intel Authenticate** icon. The Factor Management application opens.
3. Click the arrows until you reach the enrollment page. This page shows your enrollment status. The content of this page will vary depending on the factors and actions that were configured by your IT department. For information about how to enroll each factor, see:
   - Enrolling Protected PIN on the next page
   - Enrolling Bluetooth® Proximity on the next page
   - Enrolling Fingerprint on page 7
   - Enrolling Face Recognition on page 9
   - Enrolling Intel® AMT Location on page 11
   - Enrolling Physical Smartcard on page 11

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3 Enrolling Protected PIN

The Protected PIN factor enables you to create a short, easy to remember Personal Identification Number (PIN) to use as an authentication factor. The minimum length and number of unique digits for the PIN are defined by your IT department.

To enroll the Protected PIN factor:

1. Open the Factor Management application and click the arrows until you reach the enrollment page (see Opening the Factor Management Application on the previous page).
2. In the Protected PIN section, click **ENROLL FACTOR**. The Protected PIN page opens.
3. Click **Enroll**. A keypad is shown on the page with instructions and the minimum requirements for the PIN.
4. Using your mouse, or your finger if you have a touchscreen, select the numbers on the keypad that you want to define as your PIN for Intel Authenticate. When your selection meets the requirements, a **Next** button is shown. (If you made a mistake and want to start again, click **Clear**.)
5. When you are ready to re-enter your PIN, click **Next**. The keypad refreshes.
6. Re-enter the PIN you defined in step 4. If the PIN you re-entered matches the original PIN then the **Submit** button is shown. Click **Submit**. (If you made a mistake and want to start again, click **Restart**.)
7. Click **Return to Home**. Enrollment of Protected PIN is now complete.

4 Enrolling Bluetooth® Proximity

The Bluetooth Proximity factor enables you to enroll your business or personal phone as an authentication factor. Once enrolled, the entire authentication process is automatic and does not require you to do anything. All you have to do is have the enrolled phone with you when performing the action (for example, OS Login).

Note:

- To enroll and use this factor, Bluetooth must be enabled on your computer and your phone. If you do not know how to check this, see Enabling Bluetooth on the next page.
- You can only enroll and use one phone at a time.

The instructions for enrolling your phone depend on the operating system of your computer and the type of phone you want to use:

- Android – See Enrolling your Android* Phone on the next page
- iPhone – See Enrolling your iPhone* on page 5

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4.1 Enabling Bluetooth

The procedures in this section describe how to check that Bluetooth is enabled on your phone and your computer.

To enable Bluetooth on your phone:

The method to enable Bluetooth varies for each type of phone. But on most phones, you will find a Bluetooth option in the Settings page. Make sure that this option is turned on. For exact instructions how to do this, refer to the help or documentation of your phone.

To enable Bluetooth in Windows* 10:

1. Select **Start** > **Settings** > **Devices** > **Bluetooth**.
2. Make sure that the Bluetooth toggle is turned **On**.

To enable Bluetooth in Windows 7:

1. Select **Start** > **Devices and Printers**. The list of devices opens.
2. Right-click the computer icon representing your computer and select **Bluetooth settings**. The Bluetooth Settings window opens.
3. In the Options tab, make sure that this check box is NOT selected: **Turn off the Bluetooth adapter**.

4.2 Enrolling your Android* Phone

This section describes how to enroll your Android* phone with Intel Authenticate.

To enroll your Android phone:

1. Make sure that your phone is charged and close by. Low power can cause communication problems between your phone and your computer.
2. Open the Factor Management application and click the arrows until you reach the enrollment page (see Opening the Factor Management Application on page 1).
3. In the Bluetooth Proximity section, click **ENROLL**. The Bluetooth Proximity page opens.
4. Select **Android** and click **Enroll**. The Bluetooth Proximity page refreshes to show step 1 in the enrollment process.
5. If you have not already installed the Intel Authenticate app on your phone, click the **Google play** link. Follow the normal procedure to download and install the app on your phone.
6. Open the app on your phone and click **Make Discoverable**.

> **Note:**
>
> If the "Make Discoverable" button is not displayed on your phone then the phone is already visible to your computer.

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7. Back in the Factor management application, click **Next**. The Bluetooth Proximity page refreshes to show a list of phones. Your phone should be in the list of discovered phones.

   Note:

   - If your phone is not shown in the list, follow the instructions on the page and then click **Refresh the list**. If the phone is still not shown after several retries, try to manually pair your phone via Windows* instead.
   - The status of the phone is shown in brackets after the device name. If the status is "already paired" this means that the pairing process described in the next steps will be skipped.

8. Select your phone from the list and click the **>** icon. A pairing code is shown in the Factor Management application and a Bluetooth Pairing Request is shown on your phone.
9. Verify that the codes match, and then on your phone, click **Pair** and on the computer click **Yes**. If successful, your phone and your computer will now be "paired". The Bluetooth Proximity page refreshes to show step 3 of the enrollment process.
10. Before continuing, make sure that the Intel Authenticate app is open on your phone and showing a "waiting for a signal" message.
11. Back in the Factor management application, click **Next**. The Bluetooth Proximity page refreshes and an enrollment code is shown.
12. On your phone, an enrollment message opens. Enter the enrollment code shown in the Bluetooth Proximity page on your computer.
13. Click **OK**. If successful, your phone is now "enrolled" with Intel Authenticate. The Bluetooth Proximity page refreshes and shows the enrollment status.
14. Click **Return to Home**. Enrollment of your phone with Intel Authenticate is now complete.

Note:

For Bluetooth Proximity to work correctly with Android phones, the Intel Authenticate app must always be running in the background. Many Android phones prevent apps from automatically starting when the phone is powered on. Make sure that the Intel Authenticate app is allowed to automatically start on your phone. For instructions how to do this, refer to the documentation or help supplied with your phone.

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4.3 Enrolling your iPhone*

This section describes how to enroll your iPhone* with Intel Authenticate.

> **Note:**
>
> Bluetooth Proximity using iPhones is only supported when using iPhone 5S or higher (iPhone 5 and iPhone 5C are not supported).

To enroll your iPhone:

1. Make sure that your phone is charged and close by. Low power can cause communication problems between your phone and your computer.
2. Open the Factor Management application and click the arrows until you reach the enrollment page (see Opening the Factor Management Application on page 1).
3. In the Bluetooth Proximity section, click **ENROLL**. The Bluetooth Proximity page opens.
4. Select **iPhone** and click **Enroll**. The Bluetooth Proximity page refreshes to show step 1 in the enrollment process. The content of the page, and the remaining instructions, depend on the policy settings defined by your IT department. If your IT department has defined the "Protected" security level for this factor, you will see an App Store link on this page. If the link is shown, you will need to install a small app on your phone.

   > **Note:**
   >
   > If you do not see the App Store link, this means that your IT department has defined the "Soft" security level for this factor. You will not need to install or use an app on your phone. To complete enrollment, continue from step 5 of Enrolling your iPhone (Soft) on the next page.

5. If you have not already installed the Intel Authenticate app on your iPhone, click the **App Store** link. Follow the normal procedure to download and install the app on your iPhone.
6. Before continuing, on your phone:

   a. Make sure that the Settings > Bluetooth screen is NOT open (if it is open, close it).

   b. Make sure that the app is open on your phone and showing a "waiting for a signal" message.

7. Back in the Factor Management application, click **Next**. The Bluetooth Proximity page refreshes to show a list of phones. Your phone should be in the list of discovered phones.

   > **Note:**
   >
   > - If your phone is not shown in the list, follow the instructions on the page and then click **Refresh the list**. If the phone is still not shown after several retries, try to manually pair your phone via Windows instead.
   > - The status of the phone is shown in brackets after the device name. If the status is "already paired" this means that the pairing process described in the next steps will be skipped.

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8. Select your iPhone from the list and click the **>** icon. A pairing code is shown in the Factor Management application and a Bluetooth Pairing Request is shown on your iPhone.
9. On your phone, enter the paring code shown in the Bluetooth Proximity page on your computer, and click **Pair**. If successful, your phone and your computer will now be "paired". The Bluetooth Proximity page refreshes to show step 3 of the enrollment process.
10. Before continuing, make sure that the Intel Authenticate app is open on your phone and showing a "waiting for a signal" message.
11. Click **Next**. The Bluetooth Proximity page refreshes and an enrollment code is shown.
12. On your iPhone, an enrollment message opens. Enter the enrollment code shown in the Bluetooth Proximity page on your computer.
13. Click **OK**. If successful, your phone is now "enrolled" with Intel Authenticate. The Bluetooth Proximity page refreshes and shows the enrollment status.
14. Click **Return to Home**. Enrollment of your phone with Intel Authenticate is now complete.

Note:

For Bluetooth Proximity to work correctly with iPhones, the Intel Authenticate app must always be open in the background. Make sure that you do not accidentally close the app on your iPhone. After opening the app again, bring it into the foreground. Then wait for a minute to enable the computer and the iPhone to re-establish communications. After that, you can move the app back to the background (but do not close the app). You also need to do this once after each time that you restart an iPhone.

4.3.1 Enrolling your iPhone (Soft)

This section describes how to enroll your iPhone with Intel Authenticate without installing an app on your phone. These instructions are only relevant if your IT department has defined the "Soft" security level for this factor.

Note:

Bluetooth Proximity using iPhones is only supported when using iPhone 5S or higher (iPhone 5 and iPhone 5C are not supported).

To enroll your iPhone (no app):

1. Make sure that your phone is charged and close by. Low power can cause communication problems between your phone and your computer.
2. Open the Factor Management application and click the arrows until you reach the enrollment page (see Opening the Factor Management Application on page 1).
3. In the Bluetooth Proximity section, click **ENROLL**. The Bluetooth Proximity page opens.

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4. Select **iPhone** and click **Enroll**. The Bluetooth Proximity page refreshes to show step 1 in the enrollment process. The content of the page, and the remaining instructions, depend on the policy settings defined by your IT department. If your IT department has defined the "Soft" security level for this factor, you will NOT see an App Store link on this page.

   Note:

   If you do see the App Store link, this means that your IT department has defined the "Protected" security level for this factor. You will need to install an app on your phone. To complete enrollment, continue from step 5 of Enrolling your iPhone* on page 5.

5. Before continuing, open Settings > Bluetooth on your phone.
6. In the Factor Management application, click **Next**. The Bluetooth Proximity page refreshes to show a list of phones. Your iPhone should be in the list of discovered phones.

   Note:

   - If your phone is not shown in the list, follow the instructions on the page and then click **Refresh the list**. If the phone is still not shown after several retries, try to manually pair your phone via Windows instead.
   - The status of the phone is shown in brackets after the device name. If the status is "already paired" this means that the pairing process described in the next steps will be skipped.

7. Select your iPhone from the list and click the **>** icon. A pairing code is shown in the Factor Management application and a Bluetooth Pairing Request is shown on your phone.
8. Verify that the codes match, and then on your phone, click **Pair** and on the computer click **Yes**.If successful, your phone and your computer will now be "paired". The Bluetooth Proximity page refreshes and shows the enrollment status.
9. Click **Return to Home**. Enrollment of your phone with Intel Authenticate is now complete.

5 Enrolling Fingerprint

The Fingerprint factor enables you to use your fingerprints as an authentication factor. This factor can only be enabled on computers that have a fingerprint reader installed.

Note:

Intel Authenticate will only ask you to supply one fingerprint for authentication. But if you enroll more than one finger, you can then decide which finger you want to actually use when authenticating. Enrolling more than one fingerprint will also prevent problems in the future if, for example, the finger you enrolled is covered by a plaster.

The instructions for enrolling the Fingerprint factor depend on the operating system of your computer:

- Windows 10 – See Enrolling Fingerprint in Windows* 10 on the next page
- Windows 7 – See Enrolling Fingerprint in Windows 7 on page 9

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5.1 Enrolling Fingerprint in Windows* 10

This procedure describes how to enroll the Fingerprint factor in Windows 10.

Note:

- You can enroll your fingerprints in the system via Intel Authenticate during enrollment of the Fingerprint factor. Windows 10 also includes a built-in fingerprint management application in the Sign-in options page (located at **Start** > **Settings** > **Accounts** > **Sign-in options**). Any fingerprints that you enroll using the Sign-in options page will also be used by Intel Authenticate.
- Your system administrator might have disabled the Sign-in options page on your computer. This does not prevent you from enrolling the Fingerprint factor in Intel Authenticate.

To enroll the Fingerprint factor in Windows 10:

1. Open the Factor Management application and click the arrows until you reach the enrollment page (see Opening the Factor Management Application on page 1).
2. In the Fingerprint section, click **ENROLL**. The Fingerprint page opens.
3. Click **Enroll**. If no fingerprints are already enrolled, you will be asked to enroll at least one fingerprint. Follow the instructions in the fingerprint enrollment screens. If any fingerprints are already enrolled, you will be asked if you want to enroll additional fingerprints. If you want to add additional fingerprints, click **Add another finger** and follow the instructions to enroll the additional fingerprints.
4. When you have successfully enrolled the number of fingerprints that you want to enroll, click **Done**. Intel Authenticate adds your fingerprint(s) as an authentication factor. If successful, your fingerprints are now "enrolled" with Intel Authenticate. The Fingerprint page refreshes and shows the enrollment status.
5. Click **Return to Home**. Enrollment of your fingerprints with Intel Authenticate is now complete.

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5.2 Enrolling Fingerprint in Windows 7

This procedure describes how to enroll the Fingerprint factor in Windows 7.

> **Note:**
>
> Before you can enroll the Fingerprint factor, you must first enroll your fingerprints in the system. To enroll your fingerprints in the system, you will need to use the fingerprint management application supplied with your fingerprint reader.

To enroll the Fingerprint factor in Windows 7:

1. Open the fingerprint management application that was installed for your fingerprint reader and enroll your fingerprints. Do not continue until you have enrolled at least one fingerprint.
2. Open the Factor Management application and click the arrows until you reach the enrollment page (see Opening the Factor Management Application on page 1).
3. In the Fingerprint section, click **ENROLL**. The Fingerprint page opens.
4. Click **Enroll**. Intel Authenticate adds your fingerprint(s) as an authentication factor. If successful, your fingerprints are now "enrolled" with Intel Authenticate. The Fingerprint page refreshes and shows the enrollment status.
5. Click **Return to Home**. Enrollment of your fingerprints with Intel Authenticate is now complete.

6 Enrolling Face Recognition

The Face Recognition factor enables you to use your face as an authentication factor. This factor can only be enabled on computers that have a supported camera installed.

Enrolling the Face Recognition factor is a two step process:

1. Set up face recognition in Windows (see Setting Up Face Recognition in Windows 10 on the next page).
2. After setting up face recognition in Windows, you are then ready to enroll the Face Recognition factor in Intel Authenticate (see Enrolling Face Recognition in Intel Authenticate on the next page).

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6.1 Setting Up Face Recognition in Windows 10

This procedure describes how to set up face recognition in the Windows 10 operating system.

To set up face recognition in Windows 10:

1. On your computer, select **Start** > **Settings** > **Accounts** > **Sign-in options**.
2. In the Windows Hello section, underneath "Face Recognition", click **Set up**. The Windows Hello setup page opens.
3. At the bottom of the Windows Hello setup page, click **Get Started**. (If you have already set up Windows Hello, you will now be asked to verify your identity using one of the Windows Hello authentication options. You can select which option to use by clicking **More choices**.)
4. The Windows Hello setup page refreshes and asks you to look directly at the screen.
5. Keep looking directly at the screen. When complete, the Windows Hello setup page refreshes.
6. If you wear glasses, it is recommended to repeat the process when you are not wearing your glasses. Click **Improve recognition** and repeat steps 4 and 5.
7. If this is the first time that you are setting up Windows Hello, you will be asked to create a PIN. At the bottom of the Windows Hello setup page, click **Set up a PIN** and follow the instructions. Note that this PIN is for Windows Hello only (it is NOT related to the Protected PIN factor of Intel Authenticate).
8. When you have finished to set up face recognition, you can enroll the Face Recognition factor (see Enrolling Face Recognition in Intel Authenticate below).

6.2 Enrolling Face Recognition in Intel Authenticate

This procedure describes how to enroll the Face Recognition factor in Intel Authenticate.

> **Note:**
>
> Before performing this procedure, you must first set up face recognition in Windows (see Setting Up Face Recognition in Windows 10 above).

To enroll the Face Recognition factor with Intel Authenticate:

1. Open the Factor Management application and click the arrows until you reach the enrollment page (see Opening the Factor Management Application on page 1).
2. In the Face Recognition section, click **ENROLL**. The Face Recognition page opens.
3. Click **Enroll**. Intel Authenticate adds your face as an authentication factor. If successful, your face is now "enrolled" with Intel Authenticate. The Face Recognition page refreshes and shows the enrollment status.
4. Click **Return to Home**. Enrollment of your face with Intel Authenticate is now complete.

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7 Enrolling Intel® AMT Location

This procedure describes how to enroll Intel® AMT Location. To enroll this factor successfully, you must be connected to a network (at work or at home).

> **Note:**
>
> If the status of this factor is "MORE INFORMATION", you will need to contact your IT department. This status means that your computer is not configured with the required prerequisites for this factor.

To enroll Intel AMT Location:

1. Open the Factor Management application and click the arrows until you reach the enrollment page (see Opening the Factor Management Application on page 1).
2. In the Intel AMT Location section, click **ENROLL**. The Intel AMT Location page opens.
3. Click **Proceed**. Intel Authenticate adds Intel AMT Location as an authentication factor.
4. Click **Return to home**. Enrollment of Intel AMT Location is now complete.

8 Enrolling Physical Smartcard

The Physical Smartcard factor enables you to use a physical Smartcard as an authentication factor.

To enroll the Physical Smartcard factor:

1. Open the Factor Management application and click the arrows until you reach the enrollment page (see Opening the Factor Management Application on page 1).
2. In the Physical Smartcard section, click **ENROLL**. The Physical Smartcard page opens.
3. Click **Enroll**. The Physical Smartcard page opens.
4. Make sure that the Smartcard is inserted and click **Enroll**. What happens next depends on how your Smartcard is configured:
   - If your Smartcard is configured without a PIN, then the factor will be enrolled without you being asked to do anything.
   - If your Smartcard is configured to use a PIN, you will be asked to allow Intel Authenticate to store and use your PIN. If you agree, after entering the PIN, you will not need to enter the PIN when you authenticate using Smartcard. If you do not agree, you will not be permitted to enroll and use this factor.
5. If enrollment is successful, your Smartcard is now "enrolled" with Intel Authenticate. The Physical Smartcard page refreshes and shows the enrollment status.
6. Click **Return to Home**. Enrollment of Physical Smartcard is now complete.

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9 Reenrolling Authentication Factors

After you have enrolled your factors you can make changes at any time using the enrollment page of the Factor Management application. For example, if you want to replace your PIN, or the phone you enrolled to use with Bluetooth Proximity.

To reenroll a factor:

1. Open the enrollment page, see Opening the Factor Management Application on page 1.
2. For the factor that you want to reenroll, click **REENROLL** (or **UNENROLL**).
3. Click **Unenroll**. At this point, for security reasons, you will be asked to authenticate using the factor that you want to reenroll.

   Note:

   Sometimes it might not be possible to authenticate using the factor that you are trying to reenroll. For example, if you lost your currently enrolled phone or forgot your Protected PIN. When you fail to authenticate, you will be asked to authenticate using other factors that are enrolled for the OS Login action. If your policy does not contain the OS Login action, you will be asked to authenticate factors that are enrolled for the VPN Login action.

4. After unenroll is successful enroll the factor again.

Note:

- The Intel AMT Location factor does not have a reenrollment option.
- During unenrollment of the Fingerprint factor , you can also completely remove your fingerprints from the computer. If you want to do this, select the **Remove your fingerprints from the system** check box.

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