

## ~ Manual for resetting your app in use ~ 4-3. Reset: App/Browser

September 19, 2024

### About this manual

#### 【Prerequisites】

Email or app settings are complete.

#### 【Target】

Applies to any of the following.

- The app setup did not complete successfully.
- An error occurs when entering the one-time password displayed on the app.

#### 【About settings】

We will configure the browser app to display a valid one-time password.  
There are two main steps in the procedure.



### Contact

IIMC Inquiries :

<https://www.iimc.kyoto-u.ac.jp/en/inquiry/?q=ninsho>

## Step1: Preparation

### ■ Confirm the clock of PC in which you are going to set up

Time information is also used to calculate the one-time password. If your PC's clock is out of sync, you will not be able to log in because it will not be able to calculate correctly. Adjust the clock manually or set it too automatic.

➤ After adjusting the time, please log in again. If successful, no further reset is required.

### ■ Delete unnecessary one-time passwords displayed in the Authenticator app.

If an invalid one-time password is displayed in the app, please refer to the following steps to delete it.

➤ How to Delete : <https://www.iimc.kyoto-u.ac.jp/en/faq/account/cat/totp-del.html>

### ■ If the Authenticator app is missing, please reinstall it.

If the app itself is missing, please reinstall it before performing the reset procedure.

➤ How to Install : <https://www.iimc.kyoto-u.ac.jp/en/faq/account/cat/authenticator.html>

## Step2: Settings

- ① Access the multi-factor authentication system settings page URL (<https://auth.iimc.kyoto-u.ac.jp/user/>)
- ② Enter your ECS-ID/SPS-ID and password and click "Login".

京都大学統合認証システム

ログイン / Login

ECS-ID/SPS-ID

パスワード / Password

ECS-ID/SPS-IDを記憶する / Remember ECS-ID/SPS-ID

ログイン / Login

[パスワードをお忘れの方はこちら / Forgot your password?](#)  
[お困りの方はこちら / Need Help?](#)

京都大学情報環境機構 情報環境支援センター

- ③ Click "Click here For Initial Setup or Setup Again".

京都大学統合認証システム

多要素認証 : アプリ  
Multi-Factor Authentication : App

ECS-ID/SPS-ID

ワンタイムパスワード  
One-Time Password

このブラウザを信頼する / Trust this browser

ログイン / Login

初回設定・再設定はこちら  
[Click here For Initial Setup or Setup Again](#)

「多要素認証 : メール」ログインはこちら  
[Click Here for "Multi-Factor Authentication : Email" Login](#)

京都大学情報環境機構 情報環境支援センター

- ④ Enter your ECS-ID/SPS-ID and password and click "Login".

京都大学統合認証システム

ログイン / Login

ECS-ID/SPS-ID

パスワード / Password

ログイン / Login

京都大学情報環境機構 情報環境支援センター

- ⑤ Click 'Initialize'.

ワンタイムパスワード設定初期化 / Initialize One-Time Password Settings

初期化ボタンを押すと、通知用メールアドレスにワンタイムパスワード設定初期化のご案内を送信します。  
5分程度経過してもメールが届かなかった場合、以下の原因が考えられますので、システム管理者にご連絡下さい。

- 通知用メールアドレスが登録されていない
- 通知用メールアドレスが誤っている、または無効となっている

When you press the reset one-time password button, one-time password reset instructions will be sent to your notification email address.  
If you do not receive the e-mail after about 5 minutes, the following causes are possible. Please contact your system administrator.

- Notification email address is not registered
- The notification email address is incorrect or invalid

初期化 / Initialize

- ⑥ When the message 'An email has been sent.' appears on the screen, open your inbox.

ワンタイムパスワード設定の初期化 / Initializing One-Time Password Settings

ログインID: [ ]

メール認証用アドレス / Address for email-authentication: [ ] @gmail.com

確認コード / Confirm Code: [メールを送信しました。メールに記載されている「確認コード」を入力してください。]

※メールが届かない場合は、受信できるようにドメイン指定受信で「ninsho-qa@iimc.kyoto-u.ac.jp」を許可するように設定してください。  
※「id\*\*\*\*\*@mail2.adm.kyoto-u.ac.jp」が表示されている場合は、多要素認証で使用するメール認証用アドレスが未設定の状態です。  
電話でご本人確認を行ったうえで確認コードをお伝えします。画面はそのままの状態の情報環境支援センターまでお電話ください。

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[総合窓口] 情報環境支援センター  
TEL : 075-753-7840 (内線 : 16-7840)  
時間 : 平日9 : 00 - 17 : 00

An email has been sent to you. Please enter the "Confirmation Code" in the email.  
\* If you do not receive the email, please verify your email settings to allow receiving emails from the following email address: "ninsho-qa@iimc.kyoto-u.ac.jp".  
\* If "id\*\*\*\*\*@mail2.adm.kyoto-u.ac.jp" is displayed above, your address for email-authentication to be used in multi-factor authentication has not been set.  
We will confirm your identity by phone and provide you with a confirmation code. Please leave the screen as it is and call the ICT Support Center below.

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ICT Support Center  
TEL: 075-753-7840 (ext. 16-7840)  
Hours: Weekdays 9:00 - 17:00

再送信 / Resend      確認 / Confirm

- If [Address for email authentication] displayed is 'id\*\*\*\*\*@mail2.adm.kyoto-u.ac.jp,' it means the address has not been registered and you cannot proceed with the operation yourself. We will verify your identity over the phone and provide you with a 'verification code.' Please call the ICT Support Center while keeping the screen as it is. Additionally, skip step ⑦ and proceed to step ⑧.

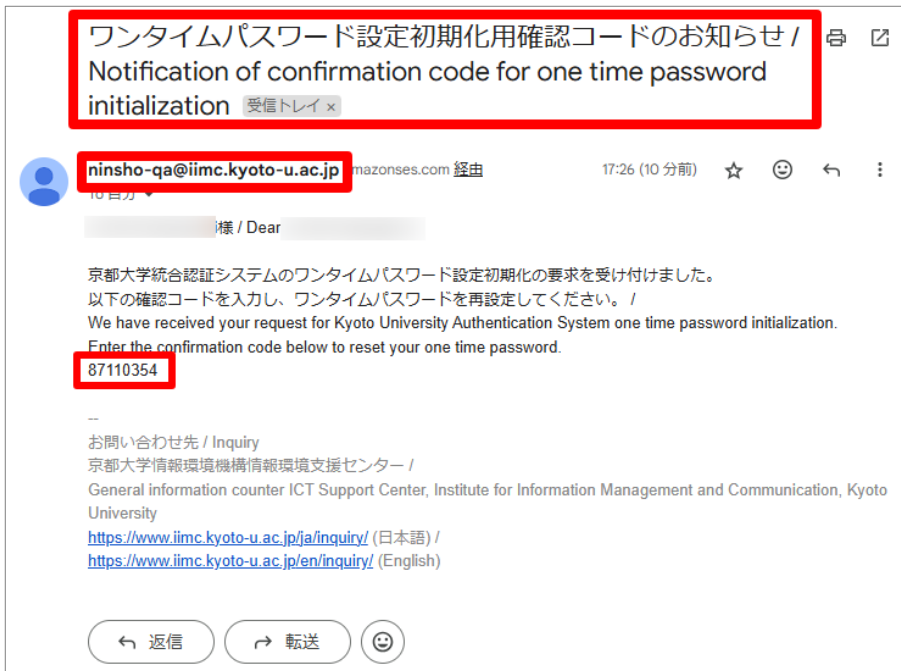
#### ICT Support Center

TEL : 075-753-7840 (ext. : 16-7840)

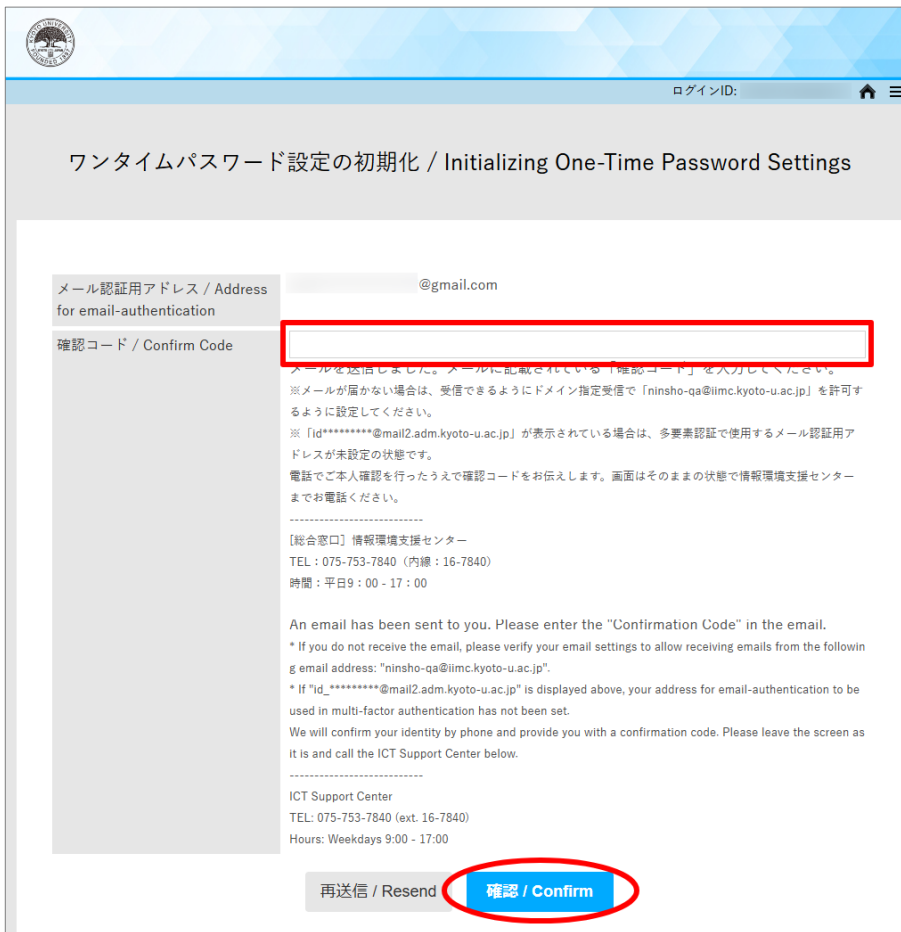
Hours : Weekdays 9 : 00 - 17 : 00

⑦ Open the email that matches the subject and sender below and copy the confirmation code written in the email body.

- ◆ 件名：ワンタイムパスワード設定初期化用確認コードのお知らせ / Notification of confirmation code for one time password initialization
- ◆ 差出人：ninsho-qa@iimc.kyoto-u.ac.jp



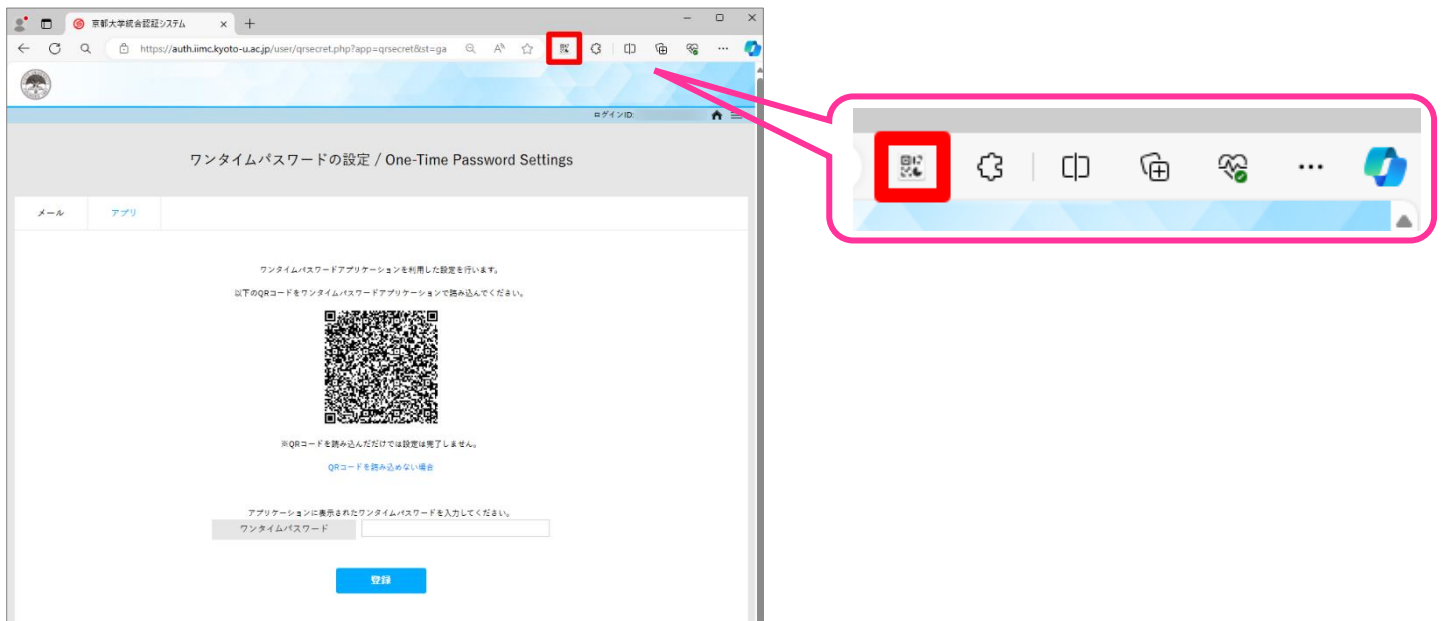
⑧ Paste the confirmation code in ⑦ and click 'Confirm'.



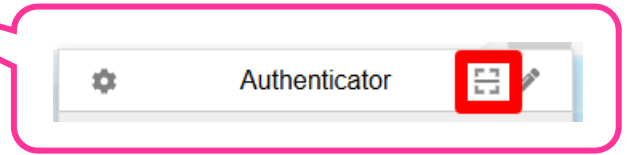
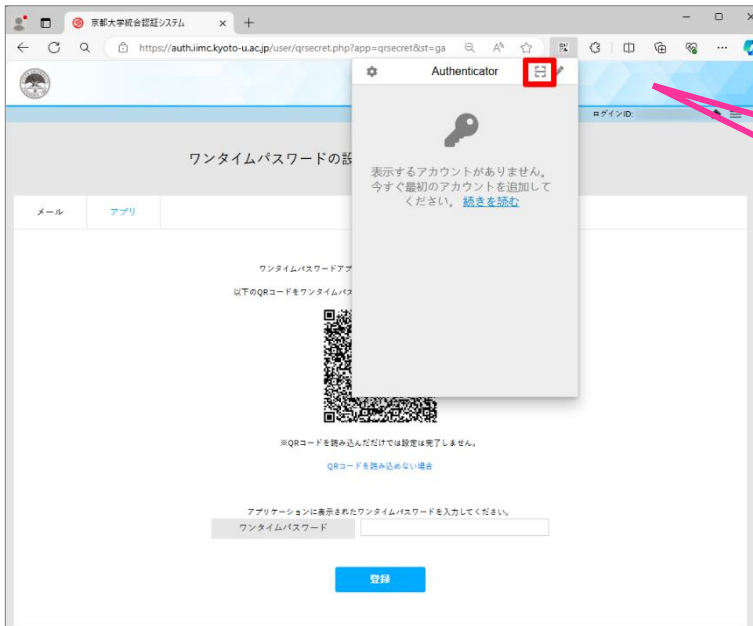
⑨ Click 'アプリ'.

The screenshot shows a web browser window displaying the 'ワンタイムパスワードの設定 / One-Time Password Settings' page. At the top, there is a navigation bar with a home icon and a menu icon. Below the navigation bar, the page title is 'ワンタイムパスワードの設定 / One-Time Password Settings'. There are two tabs: 'メール' (Email) and 'アプリ' (App), with 'アプリ' highlighted by a red box. The main content area contains instructions in Japanese, English, and Chinese. Below the instructions, there are two input fields: 'メール認証用アドレス / Address for email-authentication' and 'ワンタイムパスワード / One-Time Password'. A 'Send One-Time Password' button is located between the two input fields. At the bottom, there is a '確認 / Confirm' button.

⑩ The QR code will be displayed in the center of the screen ⇒ Click the app (Authenticator) in the toolbar.

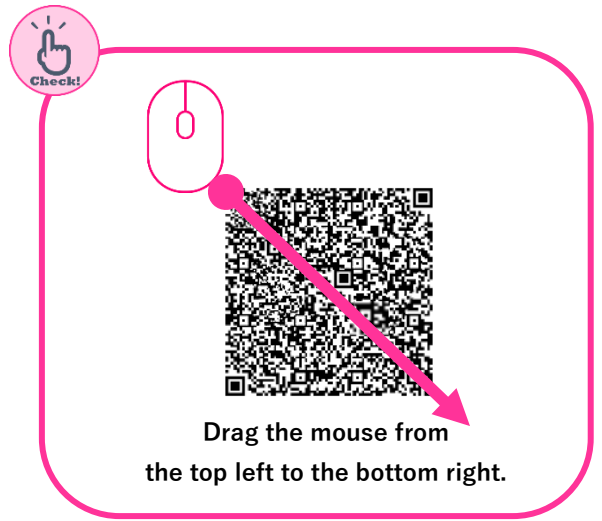
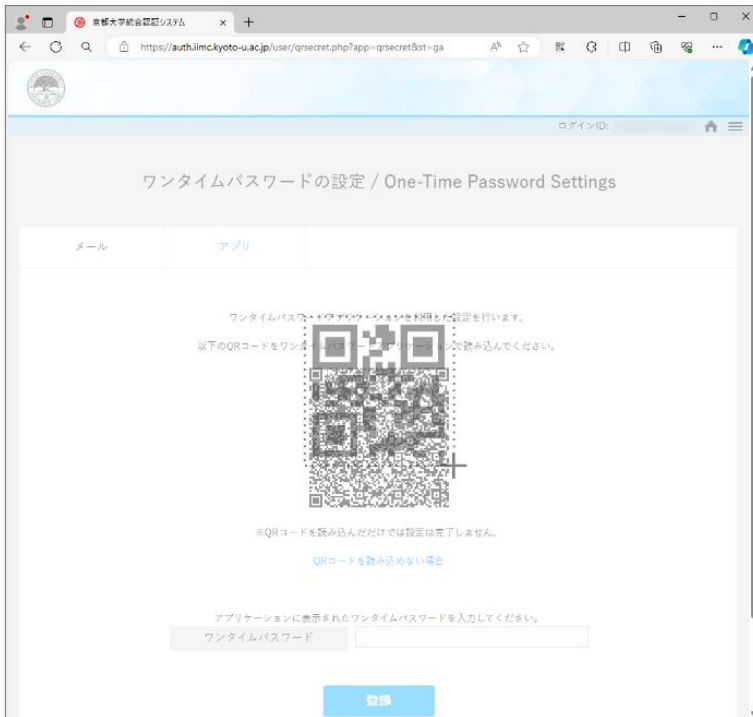


⑪ Click "QR code scan" below.



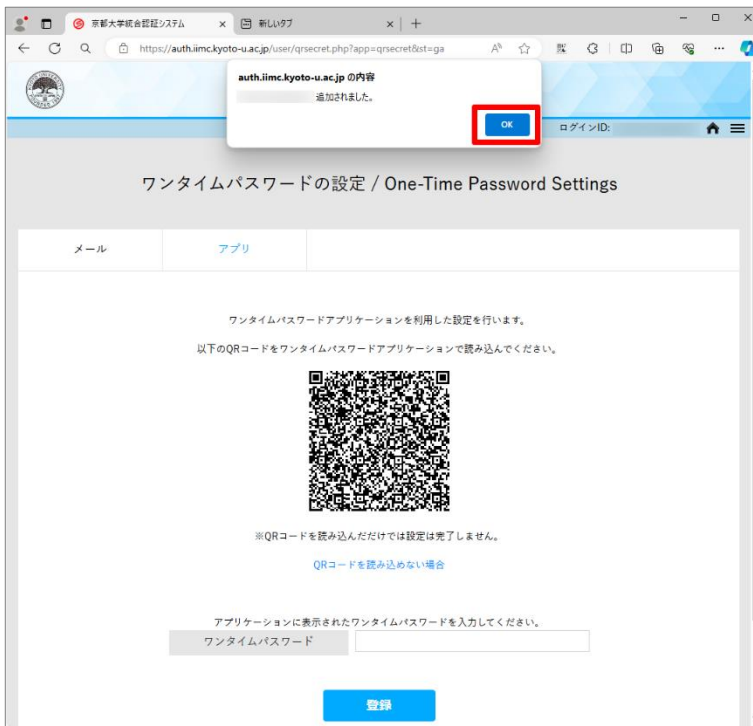
Although the message “No accounts to display. Add your first account now. Learn more” appears, do not care about it and click the mark of settings.

⑫ When the cursor becomes "+", drag the mouse to scan the QR code.



Drag the mouse from the top left to the bottom right.

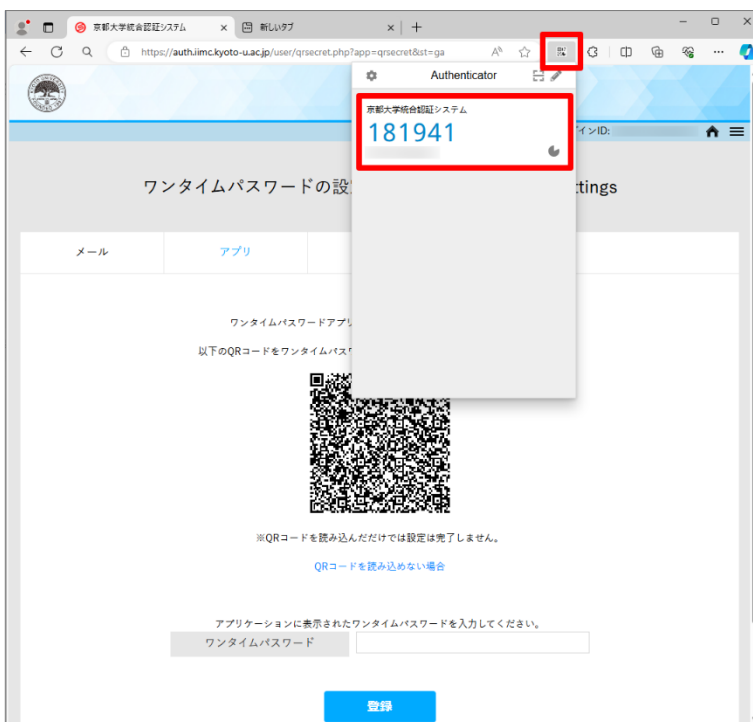
⑬ Click “OK”.



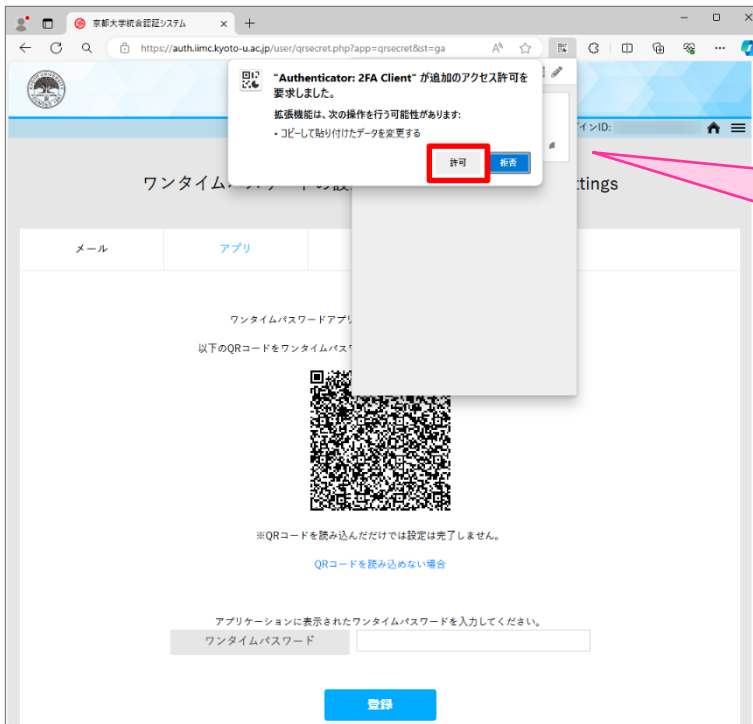
If the QR code is not recognized, try again from step 7.

In case that QR code doesn't appear, it is necessary to put a code by hand. See "[QR code isn't scanned?](#)"

⑭ Click the one-time password displayed in the Authenticator app.

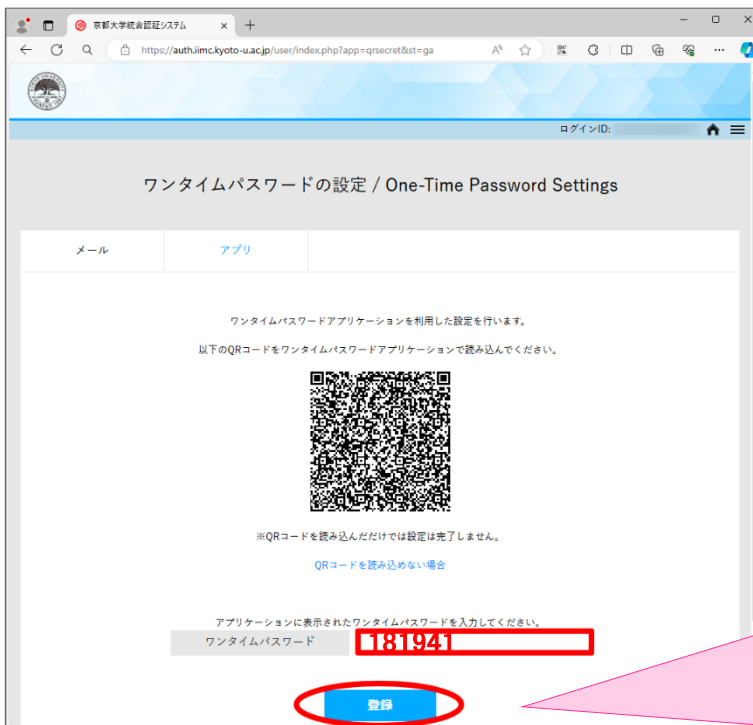


⑮ Click "Arrow". \* One-time password will be copied.



This is a confirmation message that is displayed only for the first time.

⑯ Paste the one-time password and **click "Register"**



Click the "Register" button!!  
If you do not click this button, the linkage will not be completed.

There is a button below the QR code, but if you can't see it on the screen, please scroll the screen.

➤ If the time on your PC is incorrect, you will not be able to authenticate (log in) even if you enter your one-time password. Please check the time to ensure the correct one-time password is displayed.

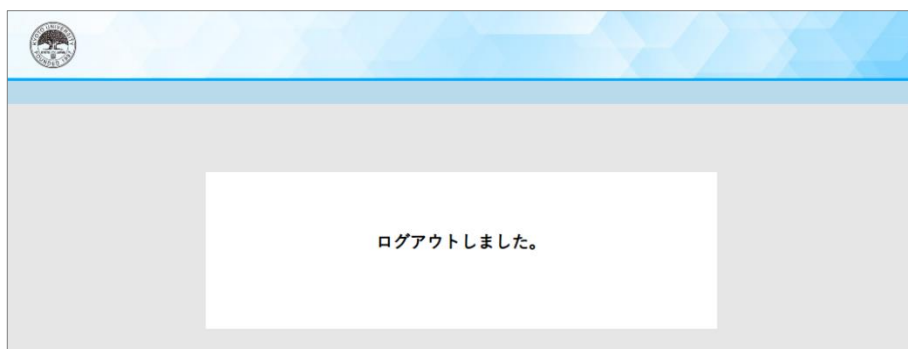
- ⑰ When the following message is displayed, click “☰” on the top right.



- ⑱ Click “Logout”.



- ⑲ The setup is complete.



## QR code isn't scanned?

- (1) Click "OK" on the error message "Unrecognized QR code" window.



- (2) Click "When QR code cannot be scan".



- (3) Copy the character string on "Secret".



- (4) Click the edit icon appearing on the Authenticator.



- (5) Click "+".



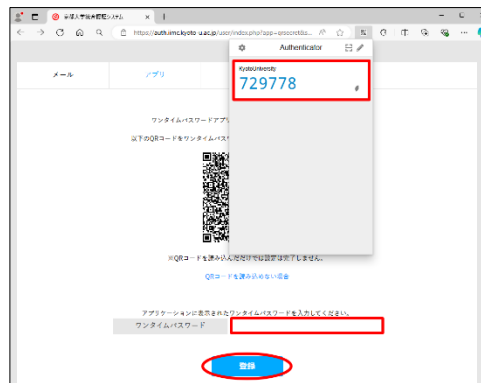
- (6) Click "Manual Entry".



- (7) Put "KyotoUniversity" into "Issuer", paste the copied character string into "Secret" and click "OK".



- (8) A six-digit number (one-time password) will be displayed.



- (9) Back to ⑭ on p.9