

How to use **Mayden Tokens** to Log In to **iaptus**

A step-by-step guide to setting up, requesting and using tokens to log in to iaptus

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What is a Remote Token

A token is a unique code that is requested from a portal. It allows you to securely log onto your iaptus live site using 2 Factor Authentication. Each time you need to access iaptus you first need to request a token, it's a little like logging into your bank account.

Setting Up Your Token Account For the First Time

If your service has requested Mayden to create a remote token account for you, you will receive an email from Mayden Token that will look similar to the one below, which contains your User ID and Initial PIN.

The User ID you will stay the same, however the Initial PIN in the email is only a temporary one. For security reasons you need to first change this to one that is only known by yourself.

You have now been set up for remote login access to iaptus. Your User ID and temporary PIN is contained below.

Your unique One Time Password (OTP) registration details are:

Token ID

User ID: mayhealthvpn_awe
Initial PIN: 2575

Welcome to the Mayden Secure Portal,

Contained within this email is an initial PIN and your username required to request a token in order to access iaptus.

Please visit the Mayden Secure Tokens Portal at: <https://tokens.iaptus.co.uk/>. You will need to favourite/save this link as you will go to this page every time you want to log in from outside the N3 network to request a new token code.

But first you need to request a token in order to change your initial PIN to a private one.

PLEASE NOTE:

You will NOT be able to access the Mayden Secure Systems until you have changed your Initial PIN provided in the email, to a private one

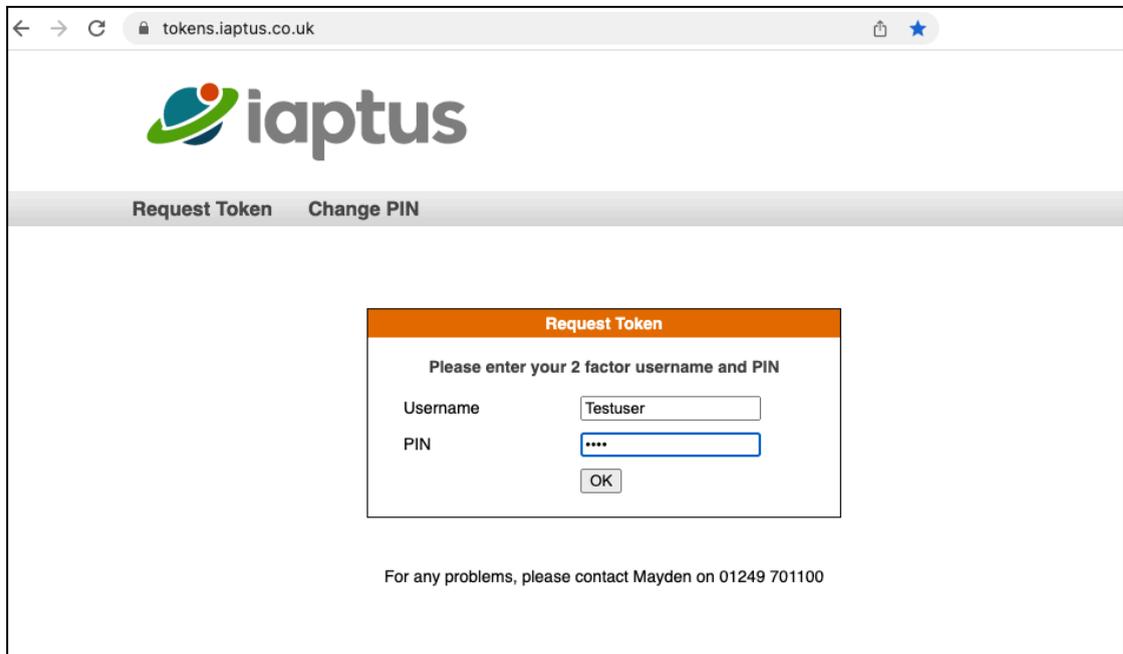
Changing you Initial PIN

Step 1

Go to <https://tokens.iaptus.co.uk/>

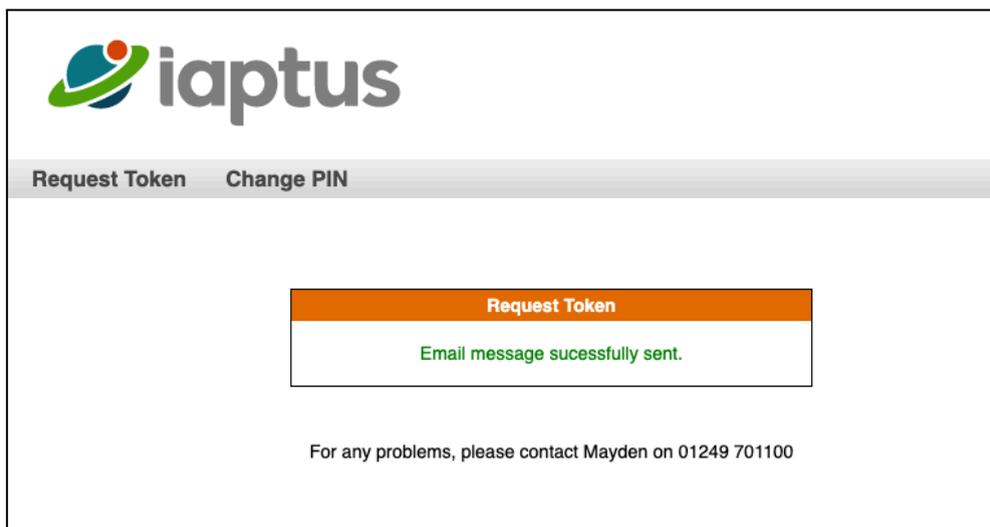
This is the Token request portal. It is advised that you bookmark this page as you will use this each time you wish to login remotely.

You will be presented with this page, enter your Username and PIN from the email.



The screenshot shows a web browser window with the URL `tokens.iaptus.co.uk`. The page features the iaptus logo at the top left and a navigation bar with two options: **Request Token** and **Change PIN**. The **Request Token** option is selected. Below the navigation bar is a central form titled **Request Token** with an orange header. The form contains the instruction "Please enter your 2 factor username and PIN". It has two input fields: "Username" with the value "Testuser" and "PIN" with four asterisks. An "OK" button is located below the PIN field. At the bottom of the page, there is a note: "For any problems, please contact Maiden on 01249 701100".

If you have entered your details correctly you will receive the message below



The screenshot shows the same iaptus web page as above, but the form now displays a success message. The form title is **Request Token** with an orange header, and the message inside is "Email message successfully sent." in green text. The navigation bar and footer remain the same as in the previous screenshot.

If your internet browser asks you if you want to save these details, please select no.

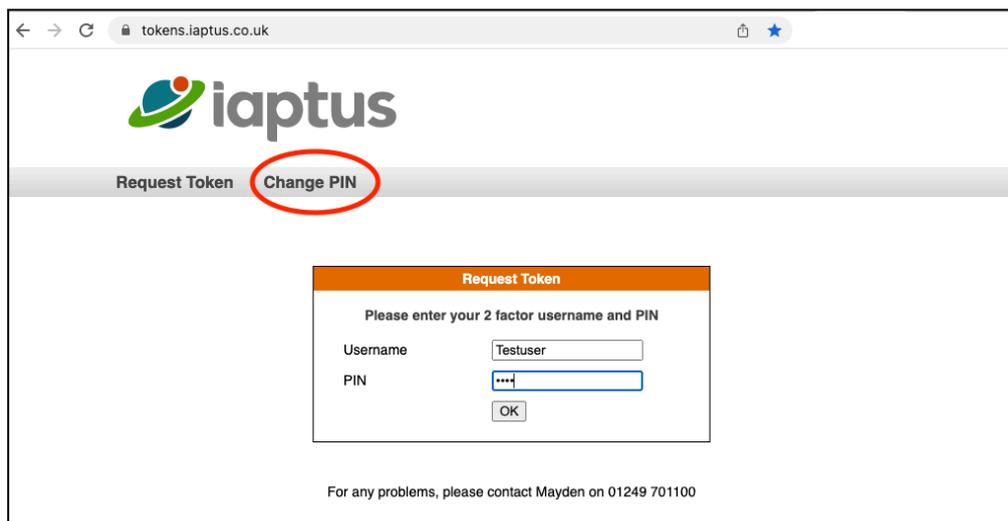
You will now be sent an email, similar to the one below, containing a token code, which you must use to change your PIN. We suggest copying and pasting the token code from the email, careful not to copy the spaces before and after.



Go back into the Tokens portal (<https://tokens.iaptus.co.uk/>)

Click on **Change PIN**, shown below.

Type in your **Portal Username** and your temporary **PIN** and paste the **Token Code**.



The Token request portal will prompt you to put in a new PIN, shown below, this PIN is your **permanent PIN** and will be used to request future token codes as you must obtain a unique token every time you wish to access iaptus.

Change PIN

Please choose your New 4 digit PIN

New PIN	<input style="width: 60%;" type="password" value="...."/>
Confirm New PIN	<input style="width: 60%;" type="password" value="...."/>
	<input type="button" value="OK"/>

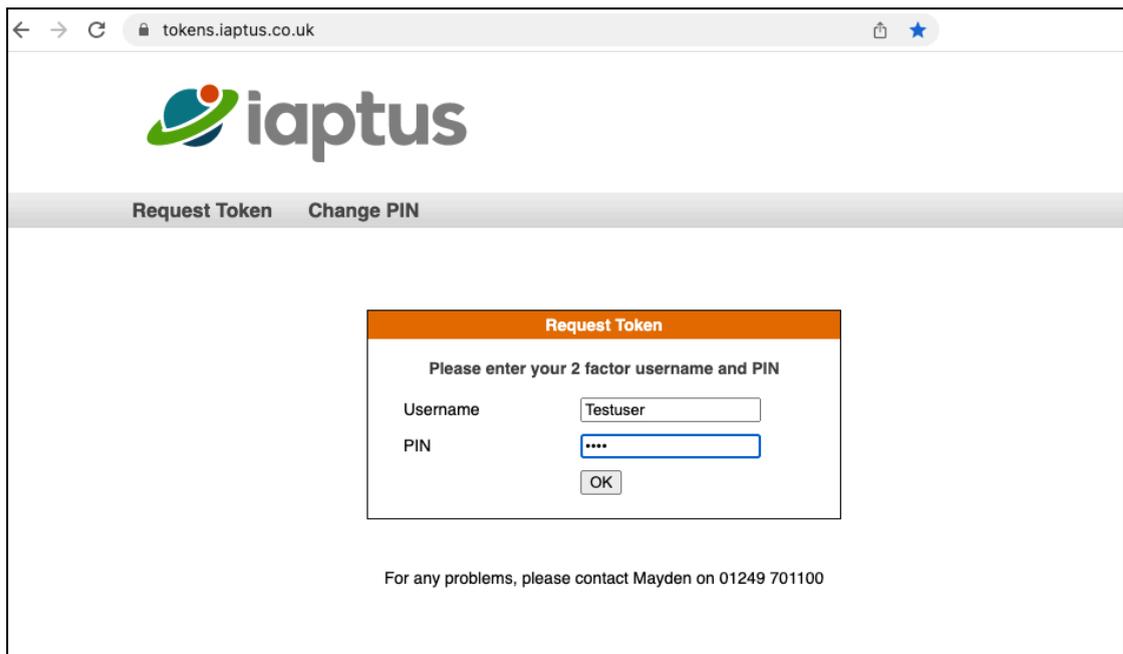
Pin Changed! Now you have changed your PIN to a **permanent one**, you do not need to carry out these steps again, you can now login to iaptus, shown next.

Note - This guide can also be used when your Maiden Token pin has been reset

Using your pin to request token codes to log in to iaptus

Goto <https://tokens.iaptus.co.uk/>

You will be presented with the Request Token window, Enter your Token Username and PIN, click on OK.

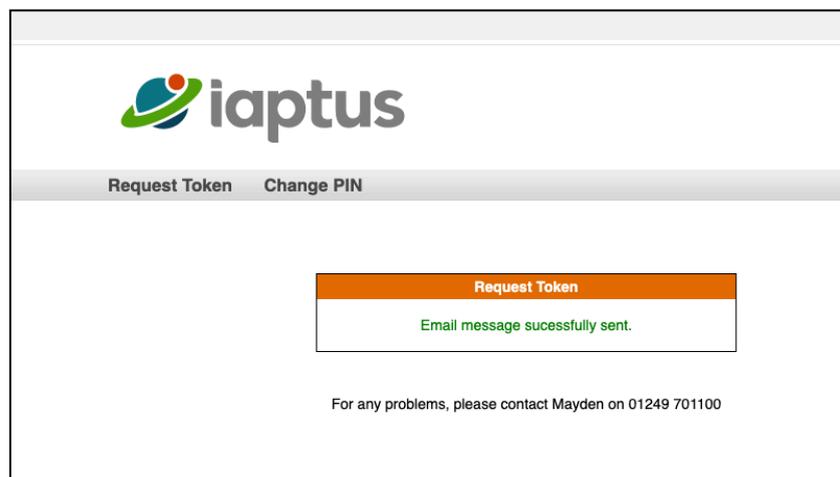


The screenshot shows a web browser window with the URL tokens.iaptus.co.uk. The page features the iaptus logo at the top left and a navigation bar with "Request Token" and "Change PIN" options. The main content area contains a "Request Token" form with the following elements:

- Request Token** (orange header)
- Please enter your 2 factor username and PIN
- Username:
- PIN:
-

Below the form, it says: "For any problems, please contact Mayden on 01249 701100"

If you have entered your details correctly you will receive the message below. You will now be emailed a one-off Token for this login session.



The screenshot shows the same iaptus Request Token window, but now displaying a success message:

- Request Token** (orange header)
- Email message sucessfully sent.

Below the message, it says: "For any problems, please contact Mayden on 01249 701100"

You will now be sent an email, similar to the one below, containing a token code. We suggest copying and pasting the token code from the email, careful not to copy the spaces before and after.



To log into iaptus goto your services iaptus instance (servicename@iaptus.co.uk), Please bookmark this page as you will use this each time you wish to login remotely.

You will be presented with the screen below, Type in your Token Username and your PIN and paste the Token Code.

 **iaptus**

Remote Login

Please enter your 2 factor username and pin+tokencode

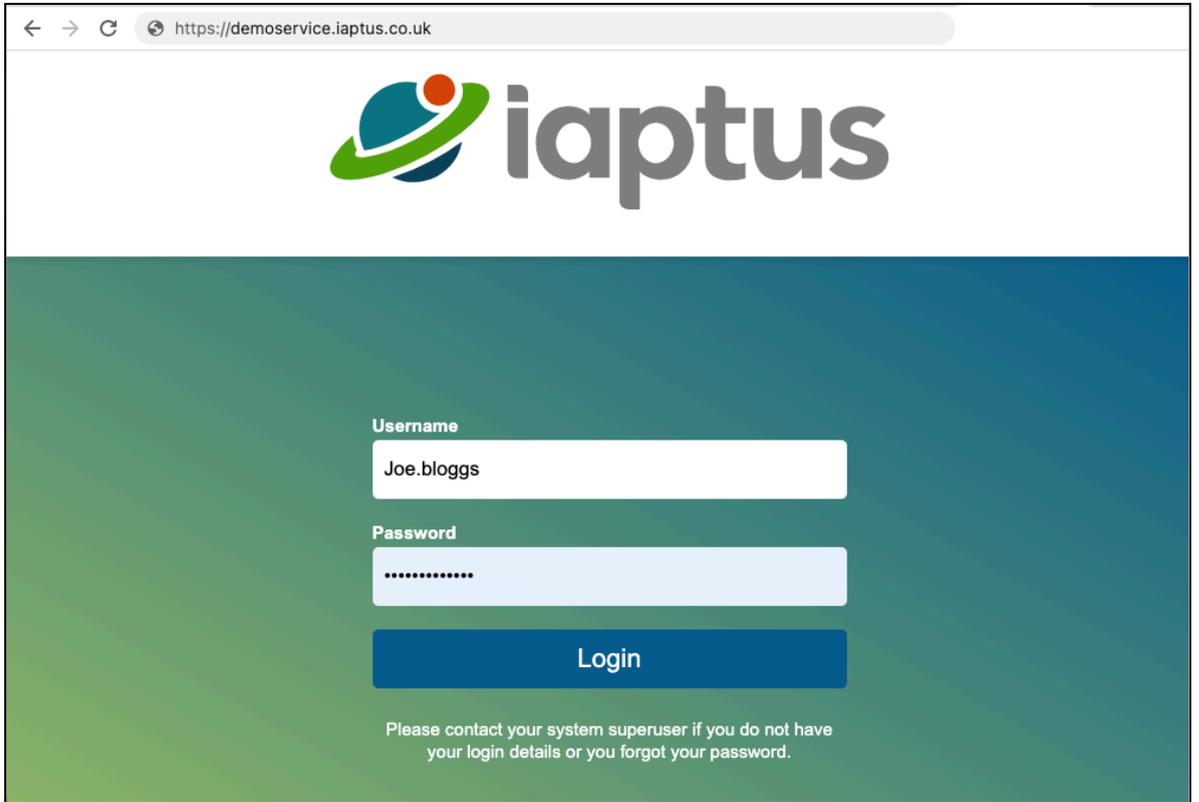
Token Username

Pin+TokenCode

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For any problems, please contact Mayden on
01249 701100

You will be presented with the iaptus login screen, shown below, please type in your iaptus username and password that would have been given to you by your service.



The screenshot shows a web browser window with the URL <https://demoservice.iaptus.co.uk>. The page features the iaptus logo at the top. Below the logo, there is a login form with the following fields and elements:

- Username**: A text input field containing the text "Joe.bloggs".
- Password**: A password input field with masked characters represented by dots.
- Login**: A blue button with the text "Login".
- Footer text**: "Please contact your system superuser if you do not have your login details or you forgot your password."

FAQ & Troubleshooting

How long does it take to receive a token code?

Token codes are sent as soon as you request them, though the speed at which they arrive in your inbox can vary depending on factors such as if your service uses mail filtering software.

How long do token codes last?

Token codes are valid for 20 minutes after the initial request, after this time you will need to request a new one.

Authentication Failed.

This message will appear if either your Token username, PIN and/or token code are input incorrectly. Please ensure you are using the correct username/PIN and the most recently requested token code.

When will my Maiden Token account be unlocked?

If your Token account is locked due to 3 failed login attempts, it will automatically become unlocked after 30 minutes. You will also receive an email which informs you of this.

How do I reset my pin?

A Superuser in your service will need to raise a support log through iaptus requesting that we reset the PIN on your account.

What browser am I using?

If you are unsure what browser you are using, you can find this out by visiting the following site: <https://www.whatismybrowser.com/>

This will let you know the browser and version you are currently using, this can then help you know what steps to follow when clearing your cache or removing autofill options.

How to clear your cache?

You can find instructions on how to clear your cache on the following site:

<https://clear-my-cache.com/>

What is autofill and how do I clear it?

Autofill is a functionality of your web browser which allows you to automatically fill in log in details for sites. We don't recommend using this functionality for logging into iaptus as it is not secure.