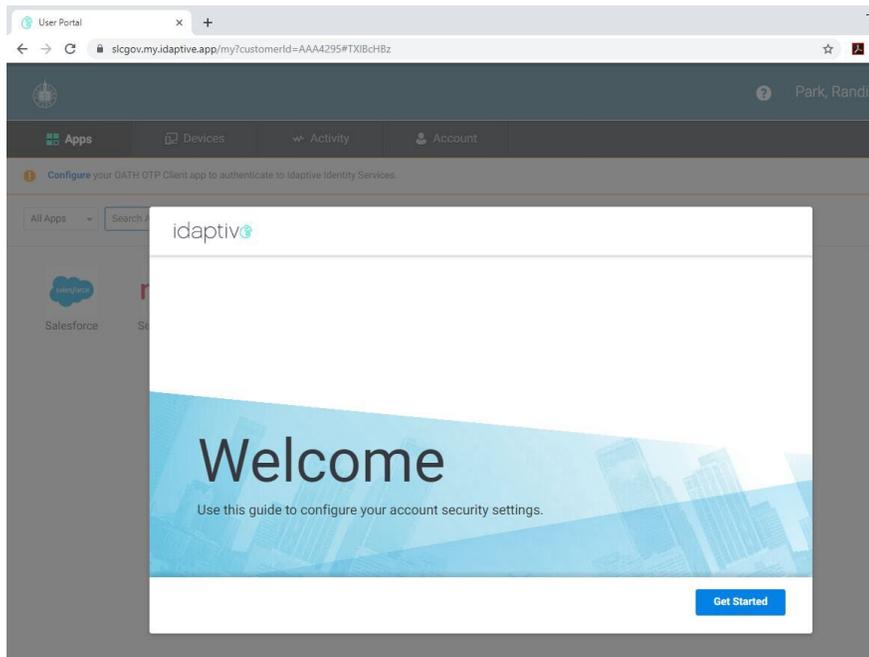


# Registering for CyberArk (formerly Idaptive) Single Sign On

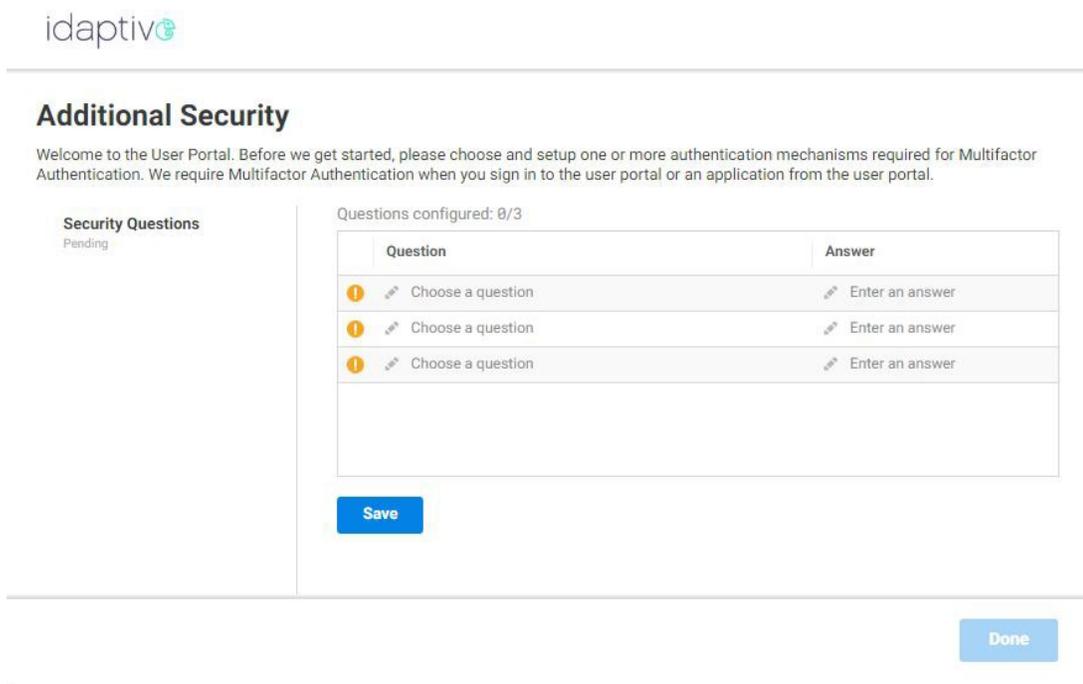
Login using your username and password to a computer connected to the City Network.

Go to <https://slcgov.my.idaptive.app>. You will see this screen:



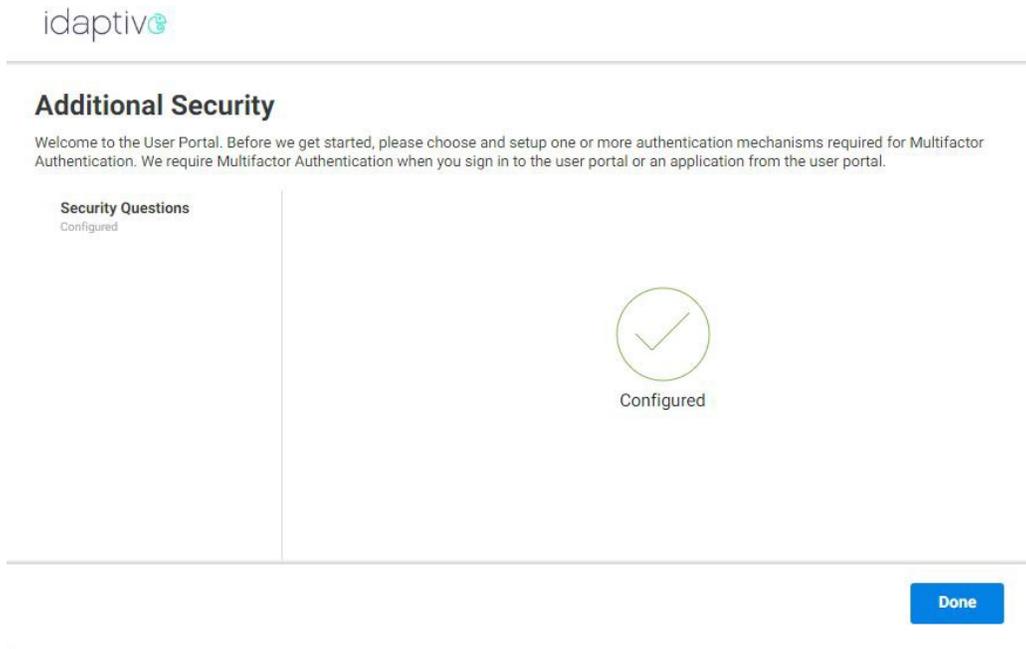
Click on "Get Started".

You will then be prompted to select three security questions that you can use as a multi-factor authentication method.

A screenshot of the 'Additional Security' page in the Idaptive User Portal. The page title is 'Additional Security' and it includes a sub-header 'Security Questions' with a 'Pending' status. A message states: 'Welcome to the User Portal. Before we get started, please choose and setup one or more authentication mechanisms required for Multifactor Authentication. We require Multifactor Authentication when you sign in to the user portal or an application from the user portal.' Below this, it says 'Questions configured: 0/3'. A table with two columns, 'Question' and 'Answer', contains three rows, each with a question icon and the text 'Choose a question' and 'Enter an answer' respectively. A blue 'Save' button is located below the table. At the bottom right of the page, there is a blue 'Done' button.

With your mouse, click on the “Choose a question” and you will then see a drop-down list of questions to choose from. Select a question and then enter an answer to this question that you will remember, these answers must be 5 characters or more. Once you have selected three questions and entered the answers, click on “Done”.

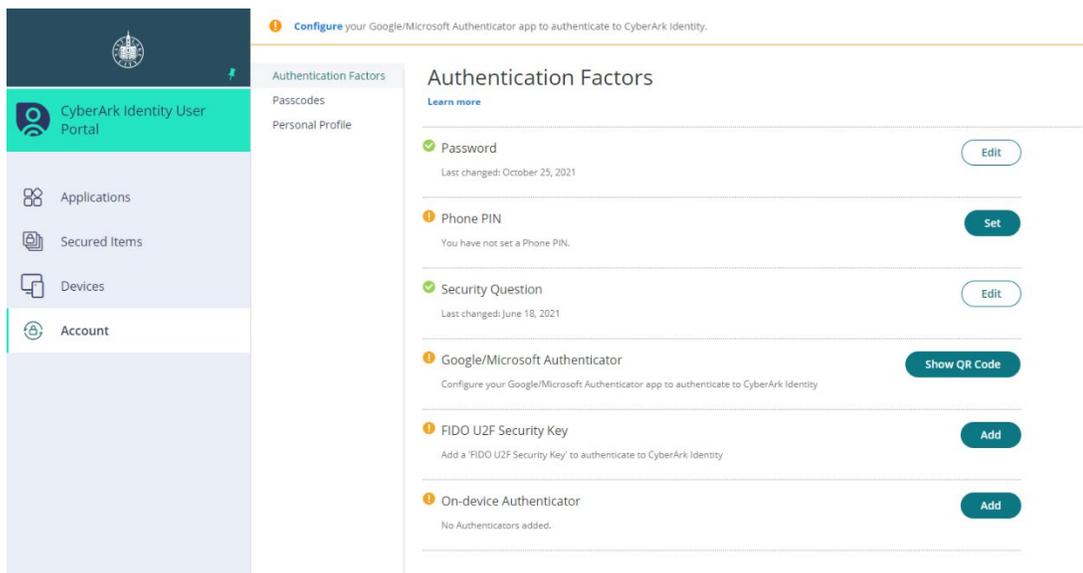
You will then see this screen:



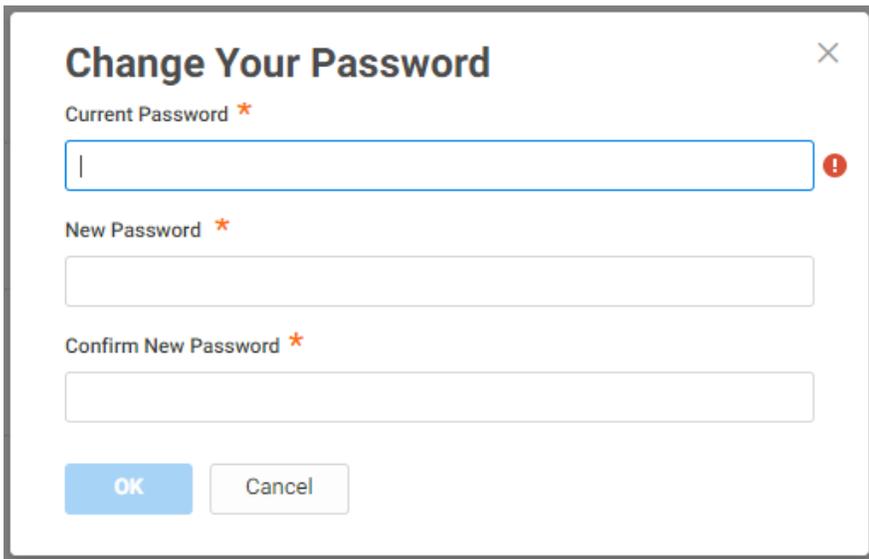
Click on “Done”.

You will then be taken to the CyberArk Identity User Portal, which will show the applications that you have access to.

While in the portal, you will see a row of tabs down the left side of the page. Click on Account and will see this information listed below:



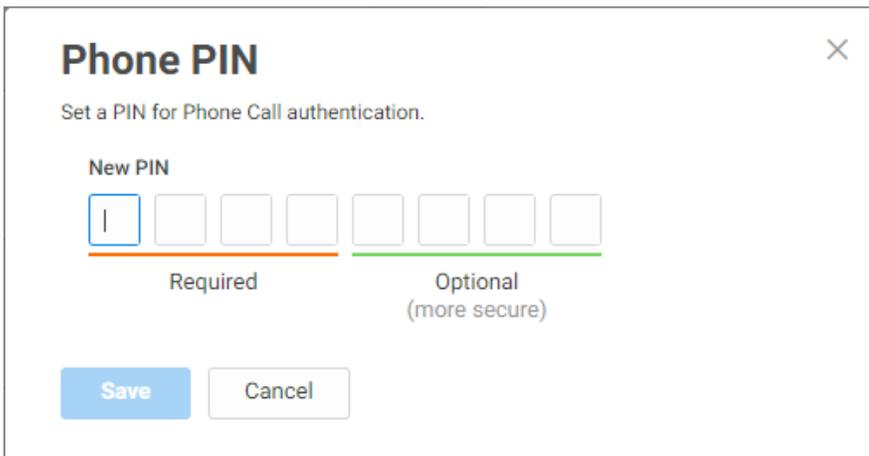
The Password section allows you to reset your network password by clicking on Edit.



The dialog box is titled "Change Your Password" and has a close button (X) in the top right corner. It contains three input fields: "Current Password" with a red asterisk and a red exclamation mark icon to its right; "New Password" with a red asterisk; and "Confirm New Password" with a red asterisk. At the bottom, there are two buttons: "OK" (blue) and "Cancel" (white).

If the need arises and your Active Directory account has become locked out, CyberArk Identity will do the normal type of authentication by prompting you for your user ID and password. You will also have a secondary type of authentication to select from. Select one from the drop-down list. If these two methods are successful, you will receive another authentication method prompt for unlocking your Active Directory account.

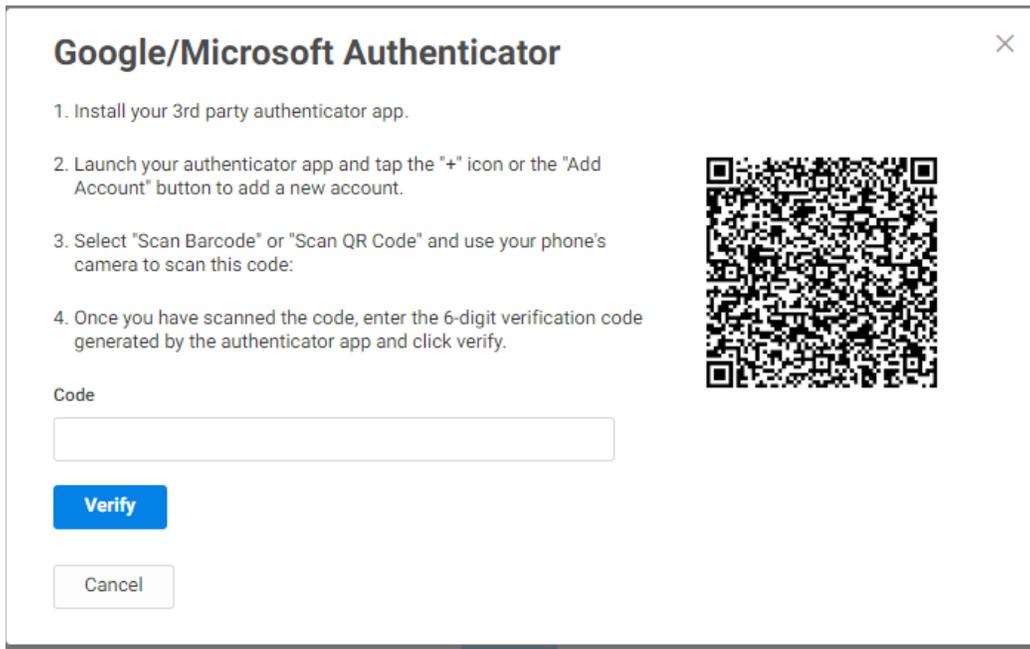
The Phone section allows you to set a phone pin that you will enter if you choose to receive a phone call as a multi-factor authentication method.



The dialog box is titled "Phone PIN" and has a close button (X) in the top right corner. Below the title is the instruction "Set a PIN for Phone Call authentication." There is a "New PIN" label above a row of eight input boxes. The first four boxes are under a red line labeled "Required", and the last four boxes are under a green line labeled "Optional (more secure)". At the bottom, there are two buttons: "Save" (blue) and "Cancel" (white).

The Security Questions section allows you to update your answers to the Security Questions.

The Google/Microsoft Authenticator section allows you to use these applications on your phone to produce a code that works with multi-factor authentication. You register these applications in the Microsoft/Google Authenticator section. Click on the "Show QR Code" button:



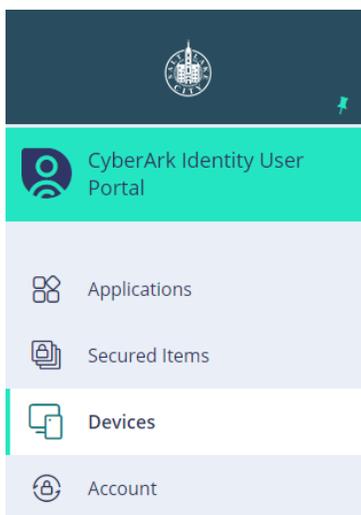
The FIDO U2F Security Key section allows you to setup a security key device for multi-factor authentication. More information to come on this method.

If you would like to view what your contact information is within Active Directory, click on the “Personal Profile” section in the left-hand menu. This will allow you to view your Name, Display Name, E-mail Address, Phone Numbers, Address Information and your account picture.

Click on the “Edit” button to edit your Phone Numbers, Address Information and account picture. This is where you can add/update/remove your mobile number that is used by CyberArk Identity for sending Text messages for multi-factor authentication. A mobile number is required to receive a Text message code. Please note that standard rates may apply for text messages. Check with your mobile phone carrier.

The last item you can change is the default language used for your account within CyberArk Identity.

CyberArk Identity also has their own authentication application that you can download from your respective phone’s application store: [Apple Store](#) [Google Play Store](#) This application allows you to receive a push notification on your phone to approve authentications for applications. To set this up as an authentication method, click on the “Devices” tab:



Then click on the “Add Devices” button.

## Add a Device ✕

Choose an option below to enroll your iOS or Android device.  
[Privacy Policy](#)

**Send enrollment link via:**

SMS ⓘ

Email ⓘ

Scan QR code: 

You can also download Idaptive from [Google Play](#) or [Apple App Store](#)

You can enroll your device either through a text message, Email or scanning the QR code from your device. Note, this window also has links to download the CyberArk Identity application to your device.