Frequently Ask Questions

- **What is Two Factor Authentication?** *Two Factor Authentication (2FA) is an enhanced security method that validates your identity in a two-step process.*

- **What happens if I get a new phone number?**

If you get a new phone number and no longer have access to your primary phone number you initially setup, you will need to open a help desk ticket. They will disassociate your old phone from your account so that you can setup **VMware Verify** *with your new phone number.*

- **What happens if I upgrade my phone?**

You will need to reinstall and configure the VMware Verify app on your cell phone. Please see the instructions above for more detail.

- **Can I add another device (e.g. tablet or second cell phone) to use *VMware Verify*?**

Yes, you can add another device. After installing the app or your secondary device, input the primary mobile phone associated with your account during configuration. You will get a confirmation message sent to your primary mobile phone to accept the second device.

- **Is it possible to have multiple phone numbers associated with my account?**

*No, you can only have one primary phone number associated with your account. However, you can install the **VMware Verify** App on multiple devices using your primary phone associated with your username during setup.*

- **I lost my primary phone. Does that mean I cannot access O365 anymore?**

*The 2FA challenge is a mandatory piece of security that cannot be bypassed on a user by user basis. If needed, **VMware Verify** can be setup on another device temporarily until you have a new phone. You would need to contact the Help Desk in order to have the current VMware Verify configuration removed from your account.*

- **Are there any location restrictions for using VMware Verify?**

*The **VMware Verify** software should work regardless of your location. Even if you are unable to receive push notifications, you can still launch the **VMware Verify** application directly and retrieve a code/token to login. Should you encounter issues, we recommend opening a ticket with the Oxy Help Desk so your incident can be routed properly.*

- **Does this change impact using access.oxy.com from my home computer?**

Yes. When accessing Oxy resources from your home computer you will need to use my.oxy.com instead of access.oxy.com, however, all resources available today through access.oxy.com will be available in the new portal. The main difference between access.oxy.com and my.oxy.com is the two factor authentication step which requires registration of your mobile device.

- **I receive a multi-device enablement error in VMware Verify ?**

Please reference the following Knowledge Base Article: [KB0016282](KB0016282)

- **What do I do if I already have an existing Authy account ?**

Please reference the following Knowledge Base Article: [KB0016283](KB0016283)

- **What are the additional applications being pushed to my enrolled phone and what do they do?**

Three new applications will be available for install on your phone:

Workspace One – Access to a Unified Catalog of Oxy applications and services.

VMware Tunnel – Enables applications to access internal Oxy systems and data.

VMware Verify – Enables dual factor (2FA) authentication ensure secure access to Oxy systems.

You will now be able to access internal Oxy data from your mobile Office applications. Please note that you may be prompted for your Oxy username and password when attempting to access internal documents.

When an application is using the VPN tunnel, you will see a small key on Android devices and a on iOS in the status area.