

Syncing Your Token

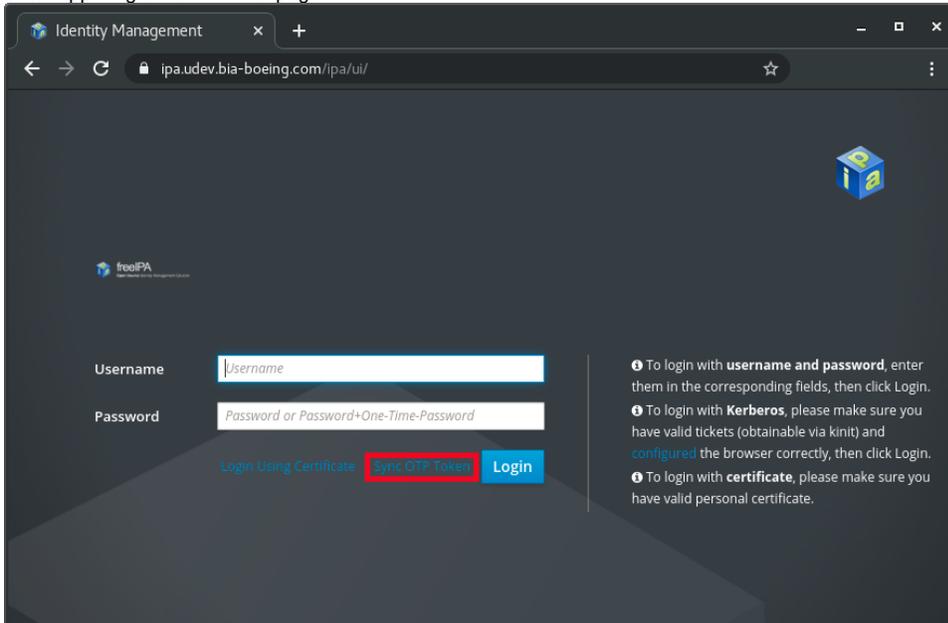
If you have to enter your password + token codes multiple times in order to successfully authenticate you may need to sync your token.

NOTE

You must be either on the corporate network directly or else on a VPN connection. The service you need to access is not accessible from the public internet.

Step-by-step guide

1. Go to either <https://ipa.udev.bia-boeing.com> (UDEV) or <https://ipa-prime.dev.bia-boeing.com> (DEV), depending on the account/identity realm you are trying to sync.
2. Click on Sync OTP Token. If you don't see this screen (i.e. you are already logged in), select "Logout" in the drop-down menu under your name in the upper right corner of the page.



Identity Management

ipa.udev.bia-boeing.com/ipa/ui/

freeIPA

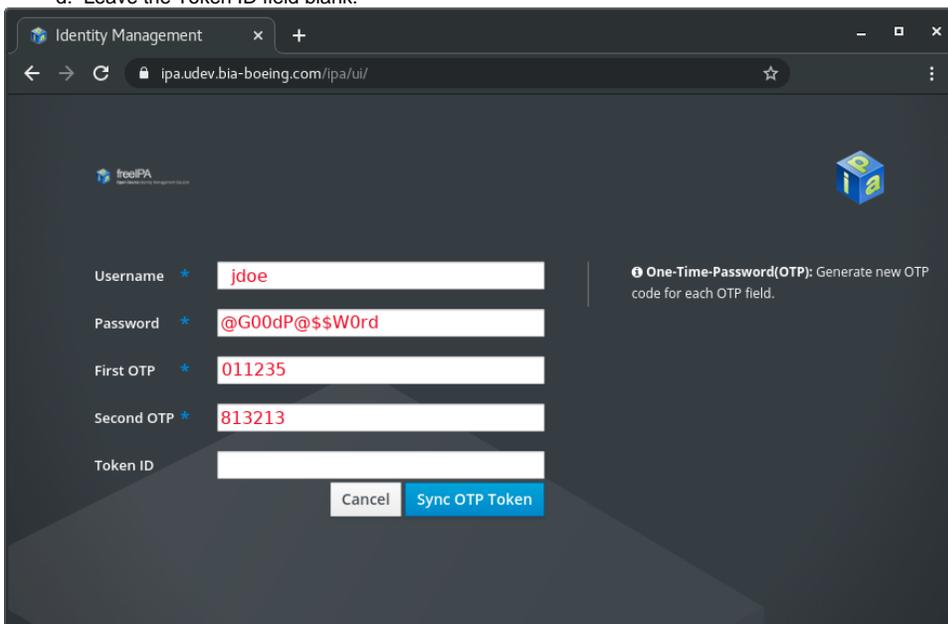
Username

Password

[Login Using Certificate](#) [Sync OTP Token](#) [Login](#)

i To login with **username and password**, enter them in the corresponding fields, then click Login.
i To login with **Kerberos**, please make sure you have valid tickets (obtainable via kinit) and **configured** the browser correctly, then click Login.
i To login with **certificate**, please make sure you have valid personal certificate.

3. Fill out the fields and click Sync OTP Token
 - a. Your password is your *First Factor* and should not include a code from your token
 - b. First OTP is a code from your SurePass ID token.
 - c. Second OTP is the next code to appear on your SurePass ID token. The codes **must** be sequential.
 - d. Leave the Token ID field blank.



Identity Management

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Username *

Password *

First OTP *

Second OTP *

Token ID

[Cancel](#) [Sync OTP Token](#)

i **One-Time-Password(OTP)**: Generate new OTP code for each OTP field.

4. If successful you will be re-directed back to the home page and you should see a green dialog acknowledging your success.

Related articles

- [Syncing Your Token](#)
- [Reset your password](#)