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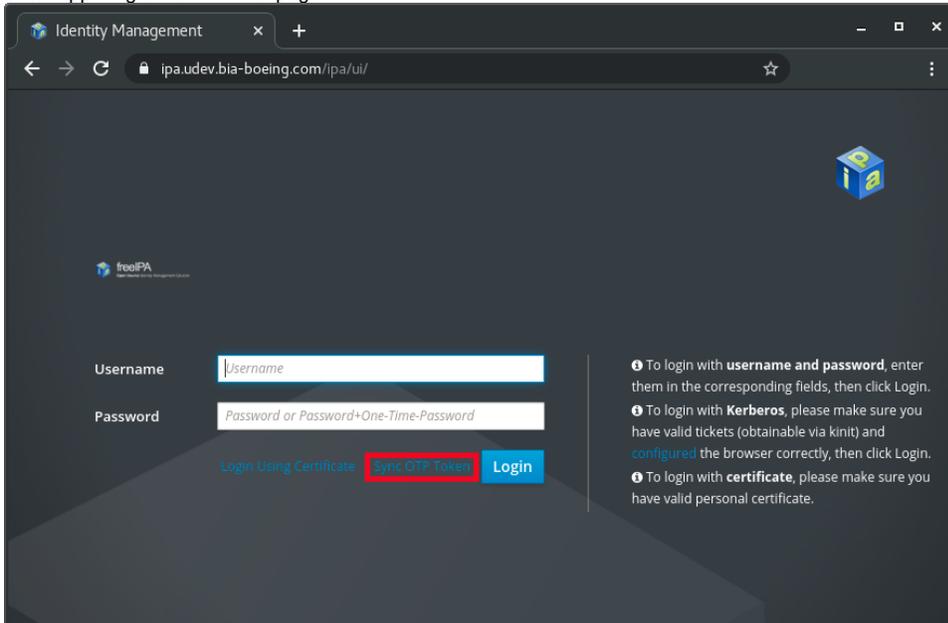
If you have to enter your password + token codes multiple times in order to successfully authenticate you may need to sync your token.

> ⓘ **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.

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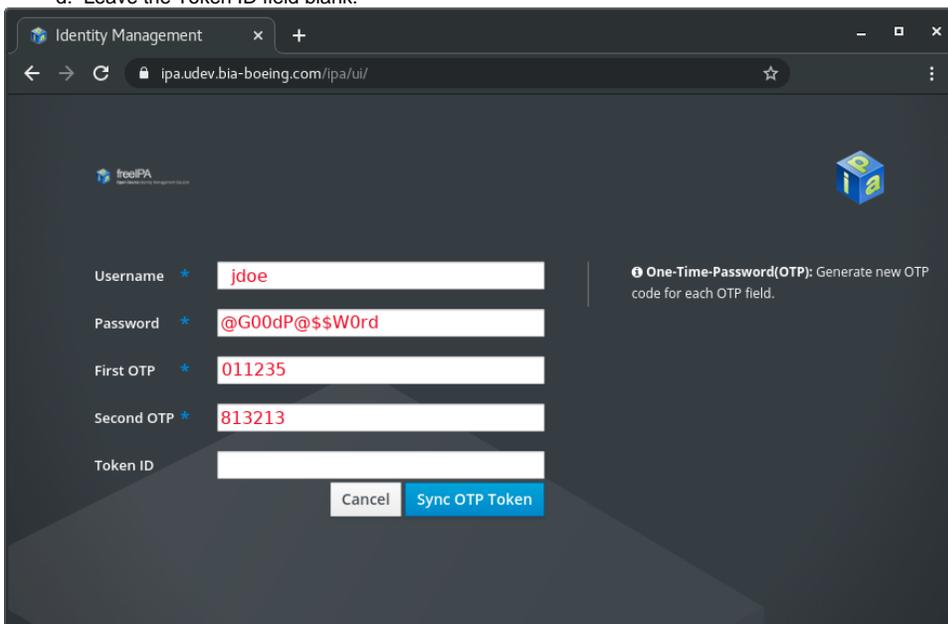
4. If successful you will be re-directed back to the home page and you should see a green dialog acknowledging your success.

Related articles

- Syncing Your Token
- Reset your password