

【Abstract】

Users need to use phone to register Lenovo OTP, please visit binding platform at first, [click here](#) to complete binding process. [Click here](#) to get binding methods.

No Change to current users. Re-registration requires the newest version of OTP App.

[Click here](#) to get more user guide of Lenovo OTP.

● Lenovo OTP Q&A Top 10

1. What is Lenovo One-Time Password (OTP)?

Lenovo OTP is an App two-factor authentication system for Lenovo employees and contractors. When you login Lenovo enterprise Apps including the Outlook Web App(OWA), in addition to your ITCODE and the password, you must input the OTP Code which displayed on Lenovo OTP App.

2. Which devices are supported by Lenovo OTP?

Lenovo OTP supports Android Smartphone, iPhone, and Windows PC. You can choose any platform to install it.

3. Which systems require Lenovo OTP?

Apps which implement OTP module : Mysite: <https://my.lenovo.com>, OWA(Outlook Web App): <https://mail.lenovo.com> , Cisco VPN Client, Workday and some other ADFS-integration software(Only for user uses extranet visit it through browser).

4. How to get the OTP Code by Lenovo OTP?

First you should download and install the Lenovo OTP App on your phone or PC, then register it. After registration, you will be able to get the OTP Code from the App at any time. More details you can get from the [User Manual](#).

5. What's the handling mechanism for Lenovo OTP App?

Software Lenovo OTP can be divided into two ways: PC client and mobile phone (Android, Iphone). Users can choose each way to register Lenovo OTP. The OTP Code is valid only generated by mobile or PC.

For example, if you register on PC and then register on Android, the OTP Code is valid only by Android. If you register Lenovo OTP again on Apple after going home, then the OTP Code only generated by this Apple is valid. Other device cannot generate valid OTP when you login Lenovo OTP next time.

6. How to enable users account without employee ID?

Please try to register with employee ID, if user register Lenovo OTP without employee ID, users can use it only after user's manager enables the accounts in the mail. If there is any issue, please send mail to nac@lenovo.com and copy it to user's manager manually.

7. How to get employee number?

You will need to be on the Lenovo network (intranet) and log into Workday to find your employee ID in your employee profile.

8. Why I can't get iOS version of Lenovo OTP from App store?

Lenovo OTP is an App for Lenovo employees and contractors. According to the policy of Apple Inc, the 'in-house' application should be distributed by the enterprise. And for this reason, you need to trust developers on your phone after the installation. Please refer the app download page for the operation process.

9. Except the employees, can Vendors and Contractors use Lenovo OTP?

Employees, Vendors and Contractors, can all use Lenovo OTP. It requires your AD account + password + SMS verification code to register and is recommended for all users.

10. Will Lenovo OTP collect my personal information or equipment information?

Lenovo OTP requires the serial number of your device which be used as a factor to calculate the OTP Code. In addition, Lenovo OTP will not collect any personal information.

● Using Question of Lenovo OTP

11. Does Lenovo OTP require a network connection?

You only need to be connected to the network when you register the Lenovo OTP App. After completing the registration, Lenovo OTP can work off-line.

12. What should I do if my Lenovo OTP is locked?

According to the Lenovo security policy, if there are too many failure attempts in a short-timer the system will lock your OTP account for five minutes. After five minutes, your OTP account will be unlocked automatically. You can wait five minutes and try again.

13. Which device operating authority does the Lenovo OTP App need?

Lenovo OTP requires reading the device information and need authority of phone's camera and network.

14. How to do if the telephone cannot receive the verification code when use the phone to register Lenovo OTP?

We use the international short message service platform to send messages. Because of the different server quality in different areas, the situations of delayed sending or no getting will be occurred. If the users encounter these circumstances, please contact IT Support directly to get the verification code to finish the registration.

15. How to do if there is a tip of failed to login when the users use PC to login Lenovo OTP?

Please check the PIN code and consider if input rightly, if not, then re-registers and remember the PIN code of your own. If it still cannot work, please login <https://otp.lenovo.com> and download the latest version, and using it to register.

16. When using OTP from a PC, what is the PIN code I am being asked to input?

The PIN code is the password you set when registering and setting up the PC OTP App. This PIN code will never change unless you manually change it yourself.

● OWA with OTP

17. How can users do if there is a reminder of 'incorrect OTP Code'?

At first, judging if there is the input error and do as followings:

- A. Wait for a minute, refresh the OTP Code and try again
- B. Close Lenovo OTP, then reopen it to get the OTP Code.
- C. Log out and re-register Lenovo OTP

If input OTP Code rightly, however, still reminder 'incorrect OTP Code', please check if the Lenovo OTP is of the latest version, if not, please download the latest version of Lenovo OTP in <https://otp.lenovo.com> .

If it still not works, please contact IT Support.

18. How to do if there is a tip that the OTP Code is not valid?

Please input correct OTP Code, this password is made up of 6 numbers, if users input the numbers more than 6 or less than 6, then the tip will appear.

19. How to do if there is a tip that 'OTP status is disable' in login page?

It's the reason that user register Lenovo OTP without employee ID and did not apply Lenovo OTP activation.

After registering Lenovo OTP successfully, the system will send an activation mail including activation link to user's line manager in AD automatically. Manager needs to click the activation link and the user can get OTP Code normally.

If there is any issue about activation, please send a mail to nac@lenovo.com and copy it to user's line manager to explain. After receiving the confirmation mail from user's line manager, administrator will enable use's account within three days.

20. How to do if there is the tip of cannot find the user?

Because the users didn't register Lenovo OTP or the information of user has been logged out due to some reasons. So please re-register Lenovo OTP.

21. If you have multiple function IDs or there are many users share one function ID to access OWA, what should I do?

The OTP system ties the ITCODE (function ID or personal ID) not the person to generate the OTP Code. For this condition, please kindly contact the OTP team (nac@lenovo.com) to identify a solution.

- VPN with OTP

22. I'm logging in for the first time using OTP and I'm being prompted for a "second password". What does that mean?

Upon your first login from Feb.14, the second password is your OTP (6-digit code).

Subsequent logins prompts will more clearly contain the term "OTP Code" instead of "second password".

- Workday with OTP

23. Is there any influence when user uses Workday Mobile App?

OTP only will ask when you login Workday with browser through extranet. There is no influence if you use Workday Mobile App and there is no influence when you use intranet (whatever use VPN to connect intranet or use the intranet in corporation).

- Hardware token

24. Is there necessary to get Lenovo OTP?

The one-time password can be also got from Software Lenovo OTP if the user didn't get the Lenovo hardware token. Hardware token provides one more way to get one-time password.

25. How do I disconnect (unbind) the Lenovo OTP token from my account?

Send the Serial Number of the hardware token (located on the back of the device) in an email to nac@lenovo.com.

26. What is the difference between the OTP software application and the hardware token?

You can use either or both the PC application and hardware token to log into applications protected with Lenovo OTP. The six-digit PIN access codes will be different

between each of these authentication methods.

27. What if hardware token has been damaged?

For the quality problem. For example, if there is no reaction after pressing the button, the user can return for exchange from IT Support.

Hardware token with artificial damage cannot be returned for exchange.

28. How to judge it belongs to quality problem or artificial damage?

If there is no apparent buckling or attrition or other damage to show the one-time password, it can be regarded as quality problem.

29. How to apply for hardware token for new employee?

OTP project Team prepared hardware token for employees and contractors, please [click here](#) completed this form to apply.

30. What if lost the hardware token?

If someone lose his/her token, please click otp.lenovo.com to download software App and register it. Its effect is the same as token.

● Other Questions

31. Why do we need Lenovo OTP?

Imagine this scenario: you can't access to your account and the content!

When someone with an ulterior motive steals your password, they can make you unable to access your account even:

- (1) Read (or delete) all of your e-mails, contacts, photos, etc
- (2) Send spam or harmful e-mails to your contacts
- (3) Use your account information to reset your other accounts' (such as bank account, shopping account) password

Any of the following actions can let you face the risk of password lost:

- 1) Use the same password on multiple websites
- 2) Download software from the Internet
- 3) Click the links in the e-mail

Lenovo OTP can prevent your devices from threats. Others can do nothing even if they know your password.

32. What is the OTP Code and why does it provide more security?

The OTP Code is a 6-digit number, which is generated by Lenovo OTP and change once per minute. Compared with the traditional static password (such as AD account), security has been greatly improved. OTP technology is considered to be the best practice to solve the password security problems and is usually enabled on an important system.

33. What conditions are required to the registration of Lenovo OTP?

You can use your AD account + password + SMS verification code to register. We recommend you to use this method, because the registration process is more efficient and simple. You can also use the AD account + password + employee number to register. More details are in the User Manual.

34. Does Lenovo OTP only require registering once?

If you never change your device, you need only register once.

35. If you choose the SMS verification code method to register, how many texts will you

receive and how long will they take to receive?

When you register the Lenovo OTP App, you will receive the SMS verification code in one minute. If you don't receive in one minute, you can click the retry button to send the text again.

36. Does SMS verification code support the global transmission?

Yes, the Lenovo OTP supports sending SMS verification code to more than 100 countries around the world.

37. If I want to change phones or devices, how can I use Lenovo OTP on the new mobile phone?

You just need to download and re-register on the new device. The old equipment will be invalid automatically.

38. What is the gesture password (or PIN code)?

Lenovo OTP will generate a OTP Code that only belongs to you. During the registration process, it will let you set a gesture password which is used to protect Lenovo OTP.

When you re-open Lenovo OTP, you need to draw this gesture password.

39. What should I do if I forget gesture password?

If you forget the gesture password, you have to log off and re-register your OTP. Then you can use it as usual.

40. Are there any methods in place to further secure Lenovo OTP?

The system will automatically send a notification e-mail to your company mailbox after you register, cancel or account lock. If this is not your operation, please contact IT Support for help.