Soft token activation – User Guide.

Note that software activation email is sent to your recovery email address. To check or change recovery email address for your WHO account, please call WHO Global Service Desk at +60 3 8871 7000 or +41 22 791 7000.

We advise you to perform the activation of the software token while having access to both your personal computer and your mobile phone.

1. Install **Google Authenticator** on your mobile phone. If your mobile phone cannot run Google Authenticator, please contact WHO Global Service Desk for advice.

2. If you have **both** your computer to access your recovery email inbox and your mobile phone, proceed to step 3 below. If you have **only your mobile phone** to access your recovery email inbox, proceed to step 6 below.

3. **On your computer** open email message from Open Systems Mission Control (noreply@open.ch) with the subject “Your software token activation request” and click activation link to open activation page:

4. **On your mobile** phone start Google Authenticator, click “Begin Setup” button then “Scan Barcode” button and point the phone camera to your computer screen to capture QR code. Once the QR code is read, a 6-digit code will be displayed.
5. **On your computer** enter the 6-digit code displayed on your mobile device to “Activate” field, then press the “Activate” button. The process is complete when the message “Your software token has been activated successfully” appears.

![Image of the activation process on a computer screen]

6. **On your mobile phone**, access your recovery email inbox and open the message from Open Systems Mission Control (noreply@open.ch) with the subject “Your software token activation request”, then click the URL link in this message to open the token activation page.

![Image of an email message with a URL link]

7. On the WEB page, click on the “show” link next to “Key”, then highlight the key text and copy it to the buffer:
8. Launch the Google Authenticator, click “Begin Setup”, then “Manual Entry”. Select the “Account” field and paste text string copied in step 7 to the “Key” field. Press the “Done” button.

9. On the displayed screen, touch the 6-digit number to have it copied to the buffer. Return to the WEB activation page and paste the 6-digit number to the “Token” field, and then press “Go” button. If the token activation is successful you will receive the message “Your software token has been activated successfully".