UT Vault: Access for Non-UT individuals

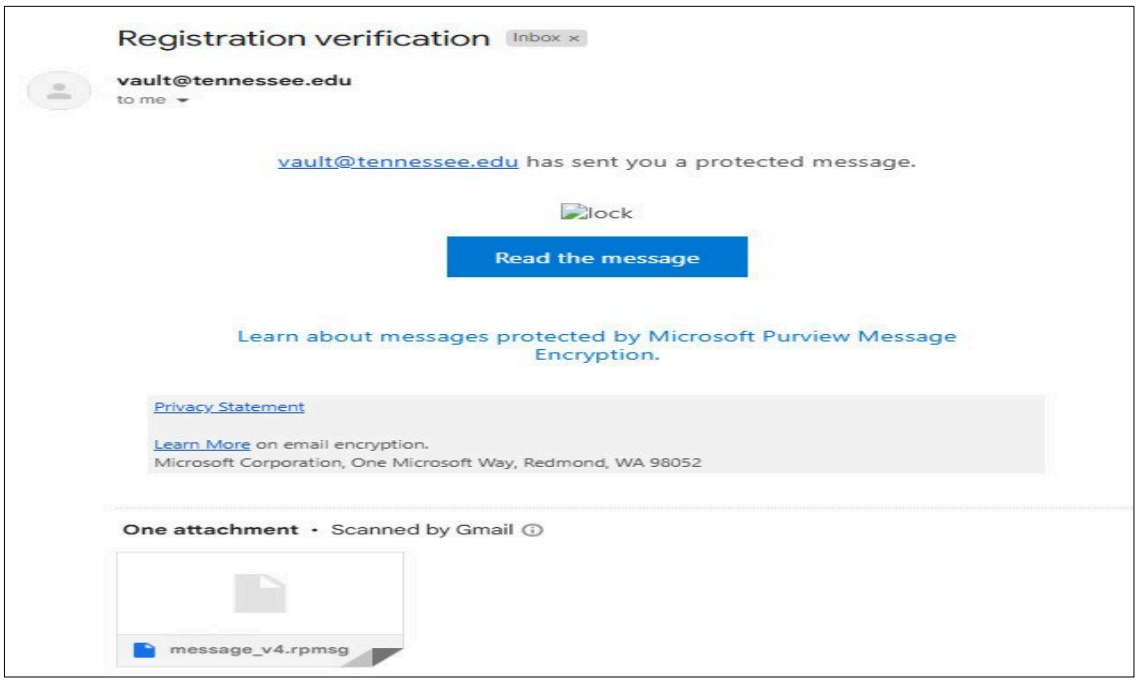
Overview

External individuals who wish to use Vault must register for an account first.

Instructions

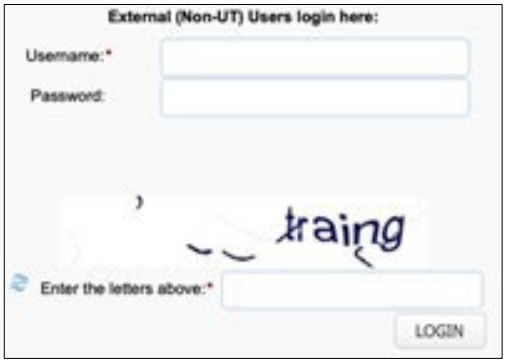
Registering for an account

1. Go to the Vault website.
2. Under **External Users**, choose "**Register for an account**"
3. Enter your name, email address, and password you would like to use, complete the CAPTCHA, agree to the terms and conditions, then choose **Register**.
4. You will receive an email with a link to activate your Vault account. That email, like all emails sent from Vault, is encrypted. To decrypt the email:
    a. Choose **Read the Message**.
    b. On the page that opens in your browser, choose **Sign in with a One-time passcode**.
    c. Retrieve the one-time passcode sent to your email from Microsoft Office 365 Message Encryption and enter it in the **One-time passcode** field and choose **Continue**.
    d. Your decrypted email will be displayed in your browser as shown below. Click the link to confirm registration.



5. With your newly registered account, enter your email address and the password you created in Step 3, complete the CAPTCHA, and choose **LOGIN**.
6. You will then set up **Multi-Factor Authentication (MFA)**. You can do this using Duo Mobile, Microsoft Authenticator, or another authenticator app capable of scanning a QR code. With MFA setup, you will be logged into your account. Instructions to set up Duo Mobile or Microsoft Authenticator can be found below.

Logging in to your account



1. When you return to UT Vault, choose **Sign in with your email**.
2. Enter your username (email address), UT Vault password, complete the CAPTCHA, then choose **LOGIN**.
3. Enter the multi-factor code from your authenticator app and choose **OK**. **Note:** you will always see a reference to scanning the QR code, but you only do that during account registration / MFA setup (see below). If you only see the **Verify** field and no QR code, you need to enter the code from the MFA Mobile App (DUO, Microsoft Authenticator) you set up during registration.



Resetting your password

1. From the login page, click **Reset Password.**
2. You will be directed to the Lost Password page, where you will enter your username (UT Email address) and the letters shown in a CAPTCHA image. If the letters in the CAPTCHA image are not visible, click the refresh button to the left for a new one.

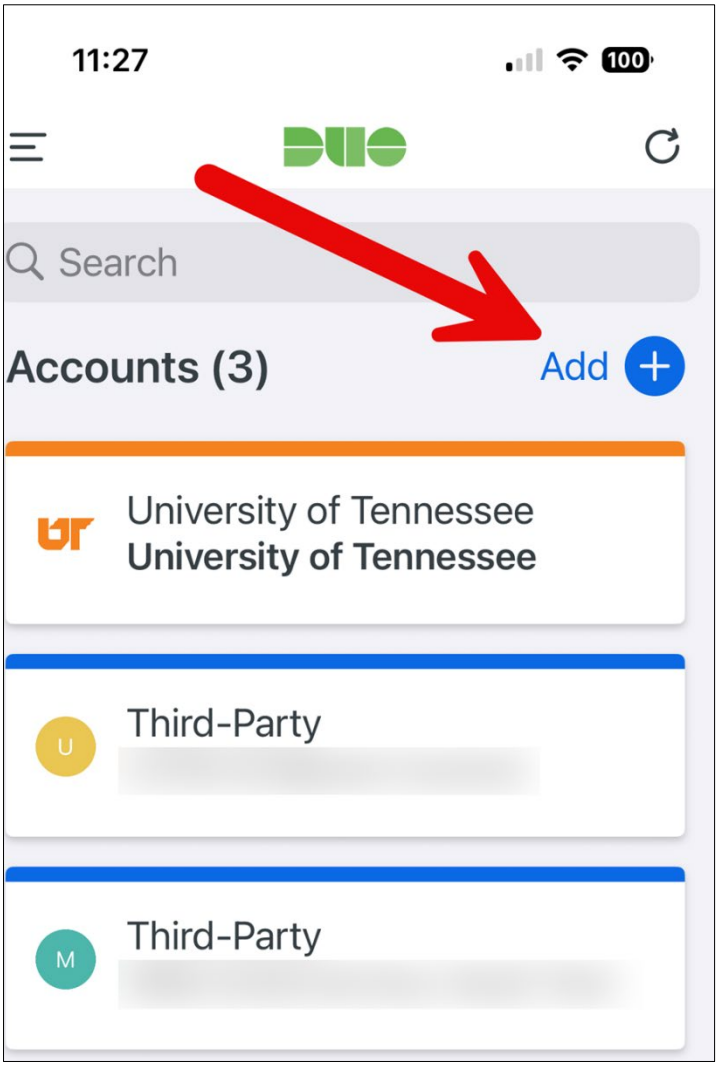


3. Click **Reset Password.**

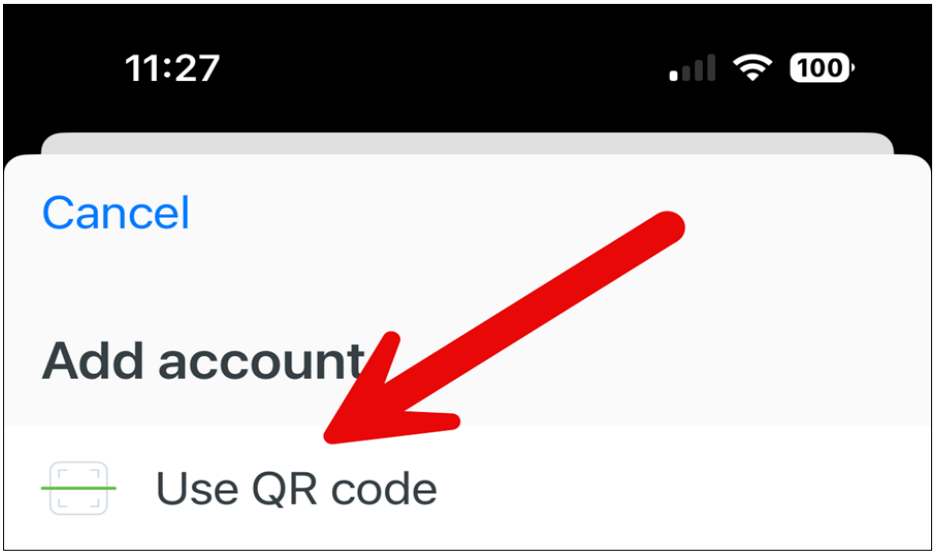
4. A confirmation message will appear indicating that a password reset email has been sent to the email address associated with the account, if valid.
5. Open the email and follow the instructions to create a new password.
6. Return to the login page and **Sign in** using your newly created password.

Setting up Duo Mobile

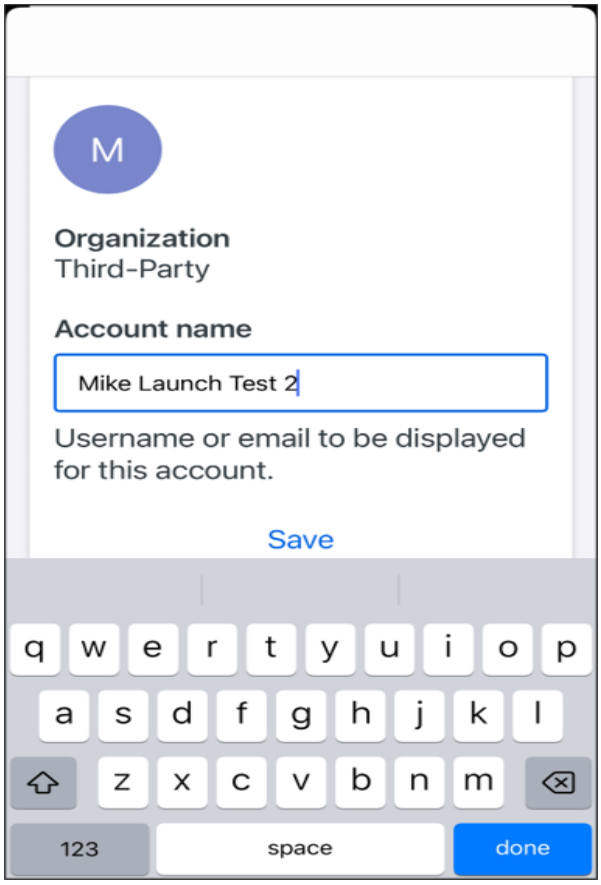
1. Launch the Duo Mobile app and select Add (+) in the top right corner.



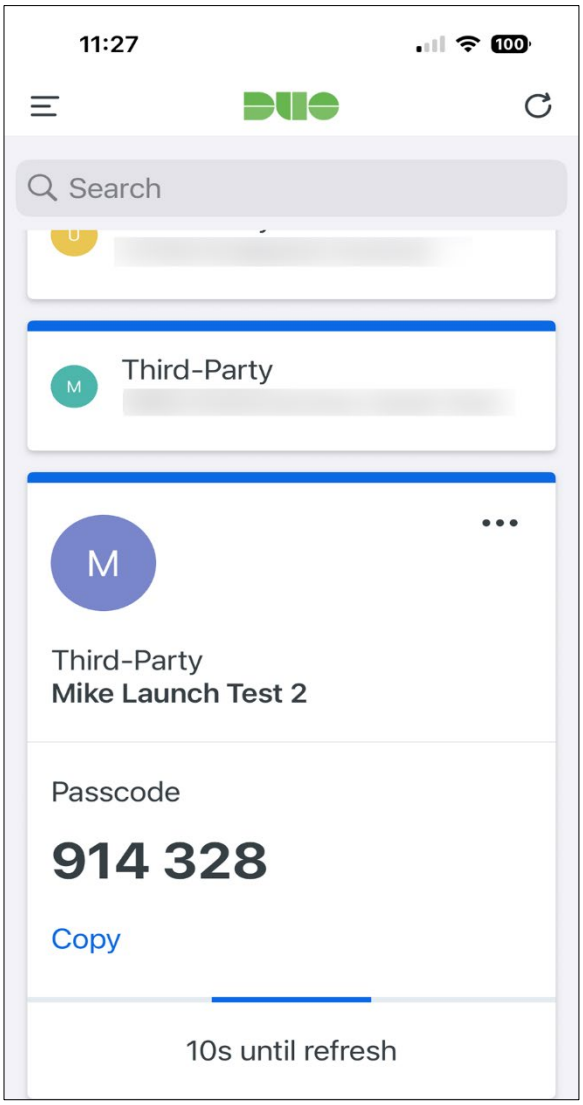
2. On the Add Account page, choose Use QR Code.



3. Scan the QR code presented on the Vault login page.
4. You will be prompted to name and save the account.



5. After saving the account, choose the Account name in Duo to generate a passcode.

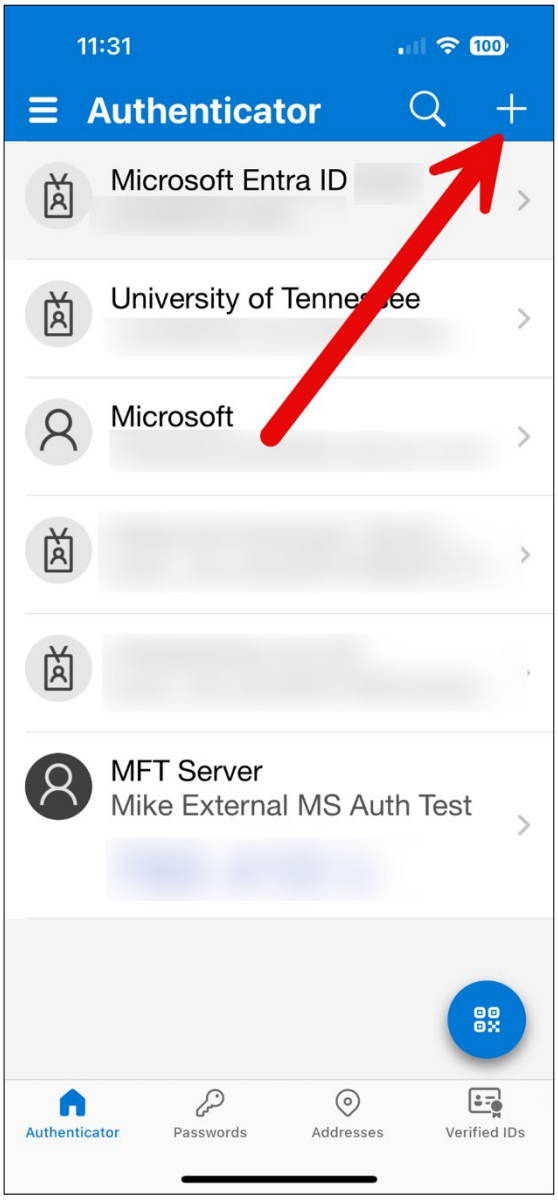


6. Enter or paste that passcode into the **Verify** field under the **Shared Secret** field.

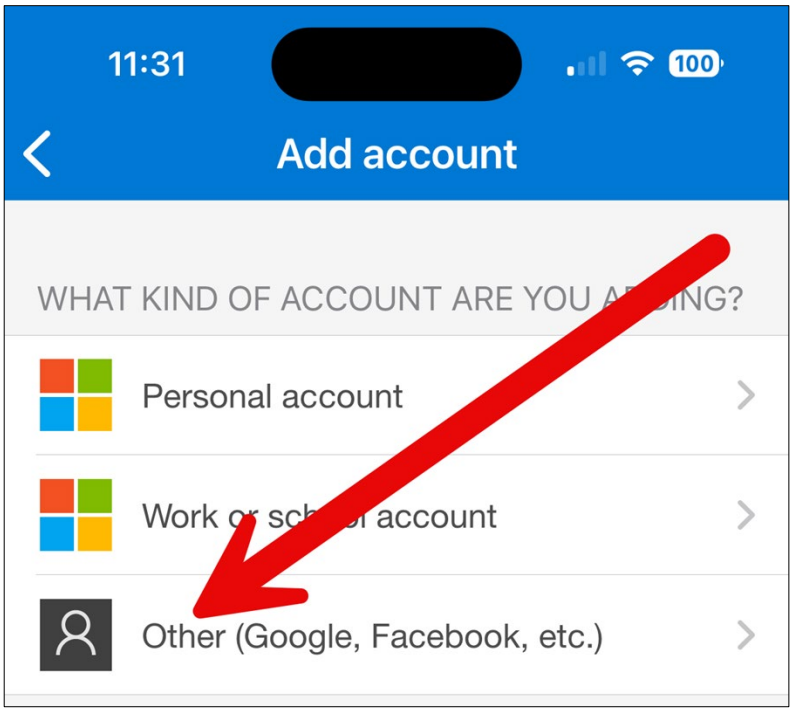


Setting up Microsoft Authenticator

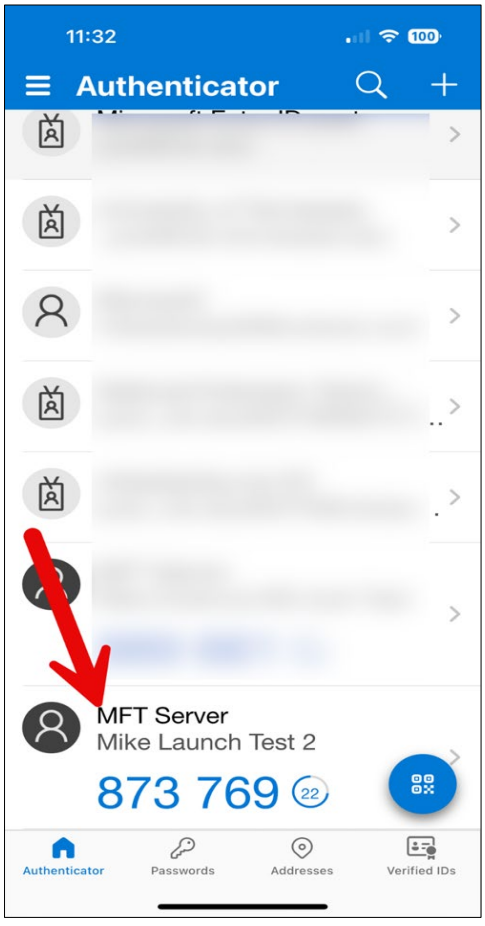
1. Launch Microsoft Authenticator and select the Plus button in the top right.



2. Select 'Other' under Add Account.



3. Scan the QR code presented on the Vault login page.
4. Once the QR code is scanned, you'll be returned to the Accounts page. Select your account to generate a passcode.



5. Enter or paste that passcode into the **Verify** field under the **Shared Secret** field.



Source: UT Office of Innovative Technologies https://utk.teamdynamix.com/TDClient/2277/OIT-Portal/KB/Article/124639/UT-Vault-Access-for-Non-UT-individuals