Identifiably Irish

Ireland's Domain Registry

Contents

Password Reset and Google Authentication:

Please note that a user can request that the Two Factor Authentication (TFA) pin feature on their account be de-activated by emailing registrations@iedr.ie.
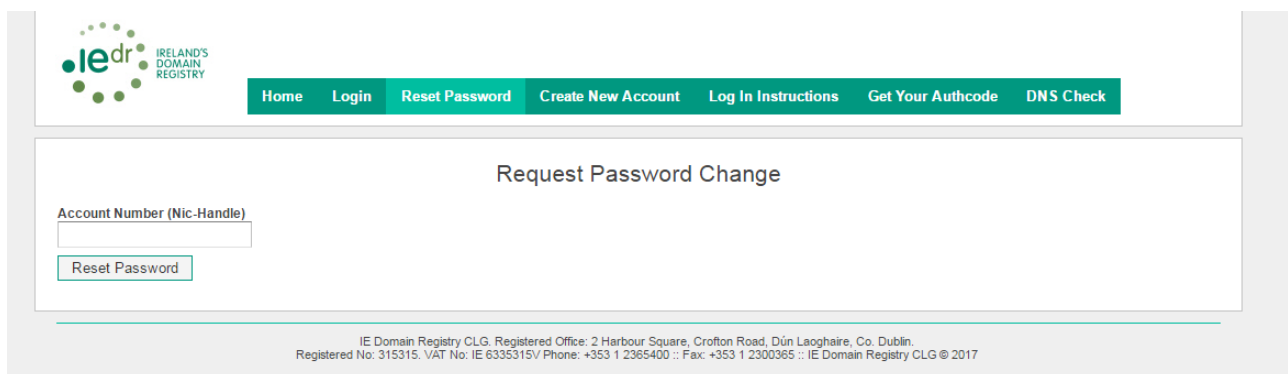
Step 1: Reset your IEDR Account Password:

Go to your web-browser and browse to https://console.iedr.ie
The following page will be displayed:

Click the 'Reset Password' tab to the right of the Login button. The following page will load.

Enter your Account Number (Nic-Handle; this ends with -IEDR) and click the 'Reset Password' button.

An email with the reset link needed to complete the password reset will be sent to the email address associated with that Account Number, and your browser will display the following page.

An email like the following will be sent to the email address we have on file for your account:

Dear Customer,

Thank you for your password reset request.

To finish resetting your password, please click on the link below:

https://console.iedr.ie/index.php?r=passwordReset/changePassword&user=ACCO
UNT-NUMBER-IEDR&token=RJc0VK74C9684Sao

Didn't request this?

Please let our Registration Services Team know by email reply, or call us on 01-2365400.

Kind Regards

Registration Services Team
IE Domain Registry CLG
Tel: +353 (1) 2365400
Fax: +353 (1) 2300365
Web: www.iedr.ie

Click on the hyperlink in the email or copy it into a browser to reset your password. The following Screen will display:

Note that the password you choose must conform to specific rules. It must be within 8-16 characters in length, contain one upper-case letter, one lowercase letter, one numerical digit and one non-alphanumeric character from the set _-.#@|!$%&*+/
Complete the form fields and click the 'Change Password' button.

If no errors are displayed on screen a confirmation page is presented. Otherwise you will need to correct the errors on screen and try again.

**Note: To enable 2-factor Authentication, this can now be done in the "My Account" Hyperlink in the top right hand corner following login.

Step 2: Setup Two Factor Authentication PIN generation.

This example uses the Chrome plugin listed in the Chrome Webstore: https://chrome.google.com/webstore/search/gauth but feel free to use any 2 factor authentication client that is suitable for your operating system, browser or mobile needs.

Each client you choose should only prompt you for a title (you can use your Account Number) and the secret key that would have displayed on screen after enabling 2-factor Authentication.

Please note that while Chrome is necessary to install the plugin, you do not need Chrome to browse the Console.

Open https://chrome.google.com/webstore/search/gauth in an up to date version of Chrome. Click on the 'Add App' button to start the installation.
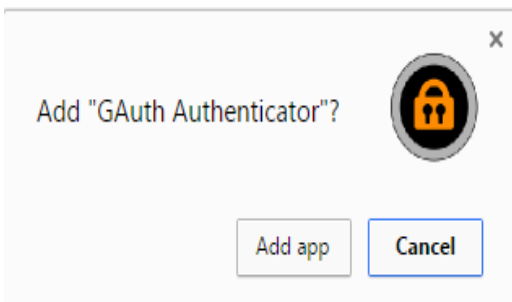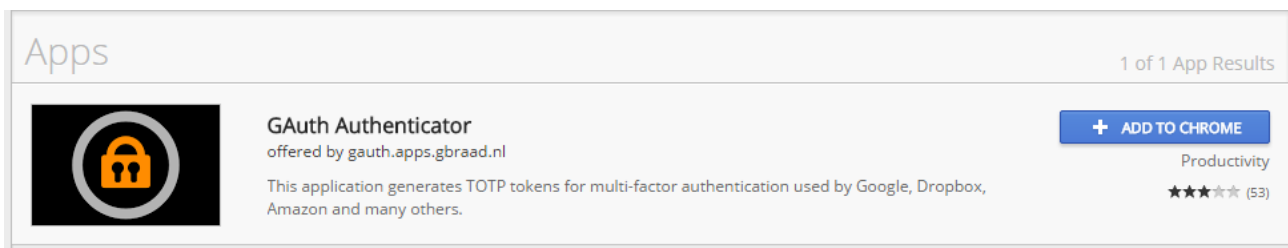
Once the app is installed you can find it in the Chrome Browser under Apps. Open it.
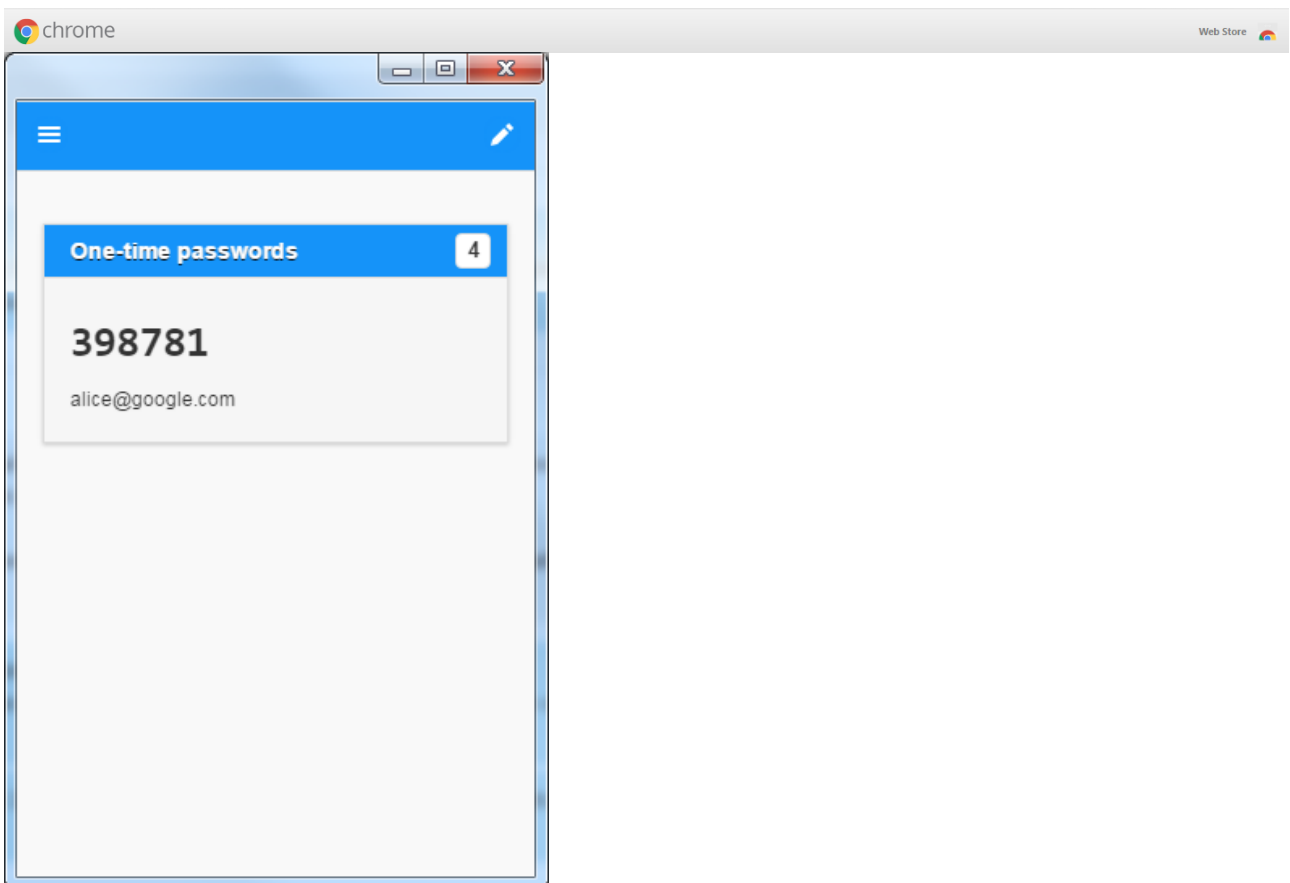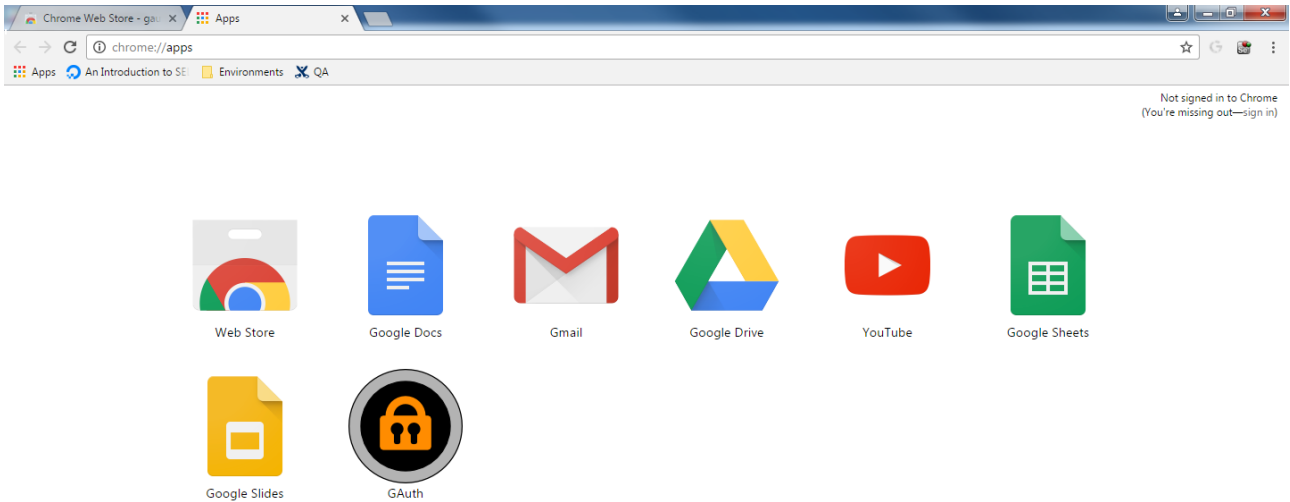
An initial example Account will be displayed. Remove it by clicking on the pen icon on the top right hand side of the window.

Click the Add button to add a new account.

- Click Add.
- Enter your Account Number into the Account Name field.
- Enter the secret key that appeared as **New Key** after resetting your password in step 1 above into the Secret Key field.
- Your 2 Factor Authentication client is now setup to generate 6 digit PIN numbers.

Note that the client does not need to be kept running when you log in. While it is running it will continue to generate new PIN numbers. Only the current PIN number shown will be valid for logging into your account.

Step 3. Login.

Browse here: https://console.iedr.ie/index.php?r=site/login

Enter your Account Number, password, and the current 6 digit PIN value displayed in your Authentication client – please make sure that the PIN number is not about to expire / change.

Alternative Two Factor Authentication Clients

If you are a smart phone user, download the Google Authenticator app from the app store appropriate for your phone operating system.

Apple iPhone users: Click Here
Android users: Click Here

If you do not own a smart phone, please use the GAuth Chrome App mentioned above:
https://chrome.google.com/webstore/detail/gauth-authenticator/ilgcnhelpchnceeipipijaljkblbcobl?hl=en
Note that a Chrome browser is necessary to install the plugin, but you do not need Chrome to browse the Console.

For alternative options please view the Google Two Factor implementation list here:
http://en.wikipedia.org/wiki/Google_Authenticator#Implementations
However, please bear in mind that we do not offer technical support for any client other than GAuth.

Troubleshooting.

- Make sure that the value you're pasting into the secret key field of the Gauth Authenticator is the value printed to screen after successfully enabling Two Factor Authentication.

- Ensure the time on the machine you connect from is correct, as the PIN generation is time-sensitive. The current correct time is displayed on the console login screen.

- If you've completed the above steps and cannot login, try clearing your browser cache before you start the password reset process again.

- If you never received the password reset email from step 1, first check your spam folder. If you still have not received the email, it is likely that the e-mail address on your account is out of date. In order for you to proceed please contact our Registration Services Team at registrations@iedr.ie or 01 2365400 option 2 for information on how to update your contact information.