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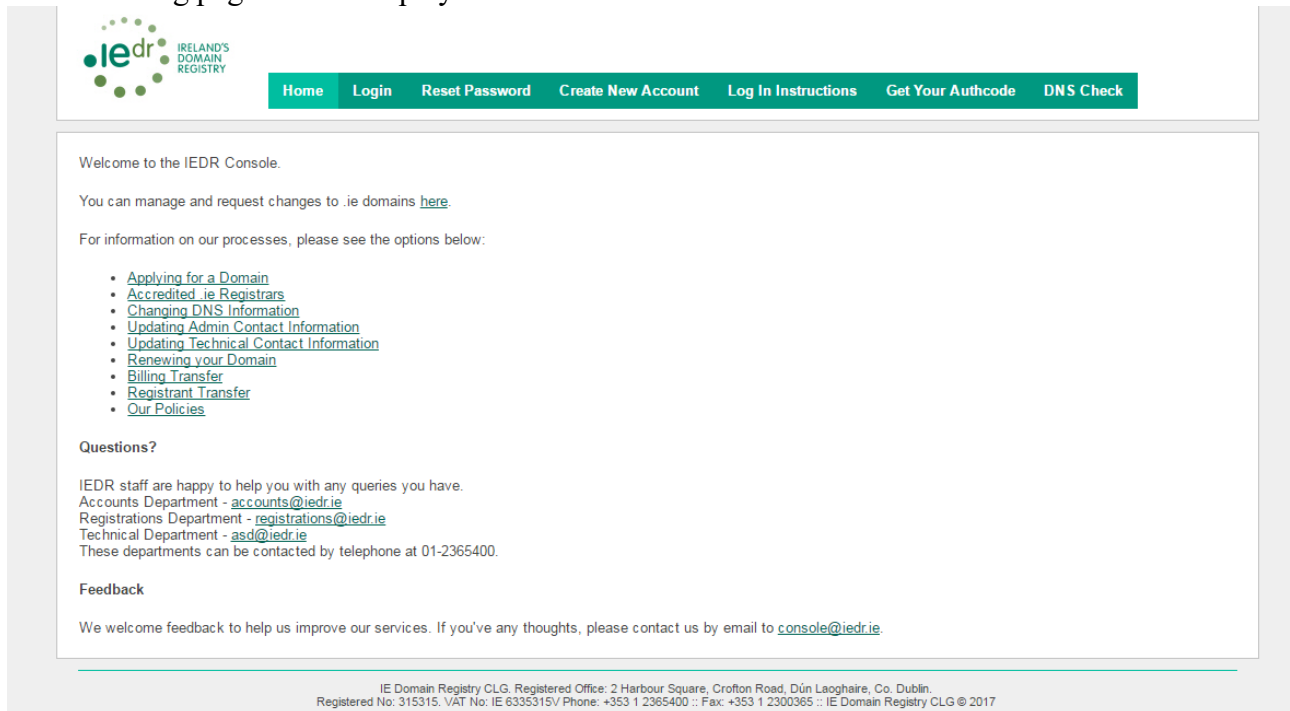
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## Step 1: Reset your IEDR Account Password:

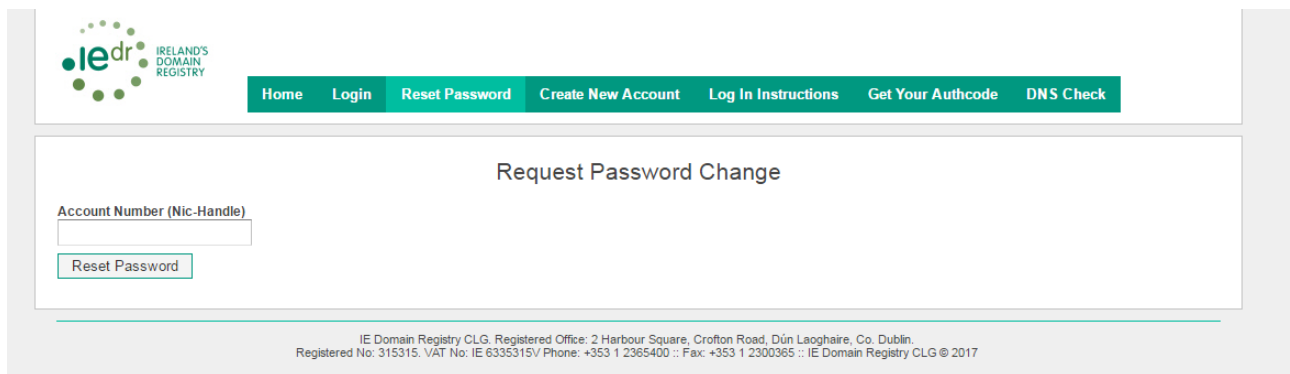
Go to <https://console.iedr.ie>

The following page will be displayed:



The screenshot shows the IEDR Console homepage. At the top left is the IEDR logo (IRELAND'S DOMAIN REGISTRY). To its right is a green navigation bar with white text links: Home, Login, Reset Password, Create New Account, Log In Instructions, Get Your Authcode, and DNS Check. Below the navigation bar, the main content area has a white background. It starts with 'Welcome to the IEDR Console.' followed by 'You can manage and request changes to .ie domains [here](#).' and 'For information on our processes, please see the options below:'. A bulleted list of links follows: Applying for a Domain, Accredited .ie Registrars, Changing DNS Information, Updating Admin Contact Information, Updating Technical Contact Information, Renewing your Domain, Billing Transfer, Registrant Transfer, and Our Policies. Below this is a 'Questions?' section with contact information for IEDR staff: Accounts Department - [accounts@iedr.ie](mailto:accounts@iedr.ie), Registrations Department - [registrations@iedr.ie](mailto:registrations@iedr.ie), and Technical Department - [asd@iedr.ie](mailto:asd@iedr.ie). It also mentions a telephone number 01-2365400. A 'Feedback' section follows, stating 'We welcome feedback to help us improve our services. If you've any thoughts, please contact us by email to [console@iedr.ie](mailto:console@iedr.ie).' At the bottom of the page, a small footer contains the IEDR contact details and copyright information.


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



The screenshot shows the 'Request Password Change' page. The navigation bar is the same as the previous page, but the 'Reset Password' link is now highlighted in white on a green background. The main content area has a white background with the title 'Request Password Change' centered. Below the title is a form with a label 'Account Number (Nic-Handle)' and a text input field. Below the input field is a green button with white text that says 'Reset Password'. At the bottom of the page, the same footer as the previous page is visible.

Enter your login nichandle (the Account Number that ends with -IEDR) and click the 'Request Password' button.

An email with the reset link you need to complete the password reset will be sent to the email address associated with that account number. Your browser will display the following page.



HomeLoginReset PasswordCreate New AccountLog In InstructionsGet Your AuthcodeDNS Check

Thank you for your request.

You will shortly receive an email containing instructions on how to complete the password reset process.

Please note that this email will be sent to the email address on file for your account.

If you have any questions, please contact our Registrations Department by telephone on 01-2365400 or by email to [registrations@iedr.ie](mailto:registrations@iedr.ie).

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Registered No: 315315. VAT No: IE 6335315V Phone: +353 1 2365400 :: Fax: +353 1 2300365 :: IE Domain Registry CLG © 2017

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](https://console.iedr.ie/index.php?r=passwordReset/changePassword&user=ACCO<br/>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](http://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:

**Reset Password**

To finish resetting your password, please enter your new password below, and ensure it meets our guidelines:

Your new password must include at least one:

- uppercase letter
- lowercase letter
- digit
- character from the set : \_-#@\$!\$%&\*+/'

Enter New Password

Repeat New Password

Change Password

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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 will appear. Otherwise, fix the errors on screen and try again.

**Login**

Please enter the required details below:

Fields with \* are required.

Account Number (Nic-Handle) \*

Password \*

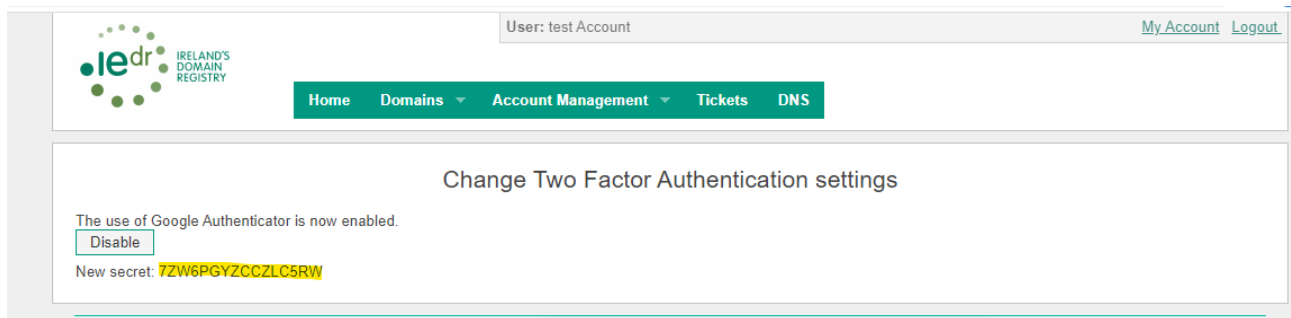
Login

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## **Step 2: Enabling Two Factor Authentication on console.**

**\*\*Note: To enable 2-factor Authentication, following login:**

1. Click on the 'My Account' Hyperlink in the top right hand corner of the screen
2. On the left of the 'View Account' Screen, click on the 'Two Factor authentication'
3. You will see a button that lets you enable Two Factor Authentication.
4. Once you click enable, you'll see the Secret key generated as highlighted below:



5. Take a note of the secret key generated, as you'll need this for Step 3.

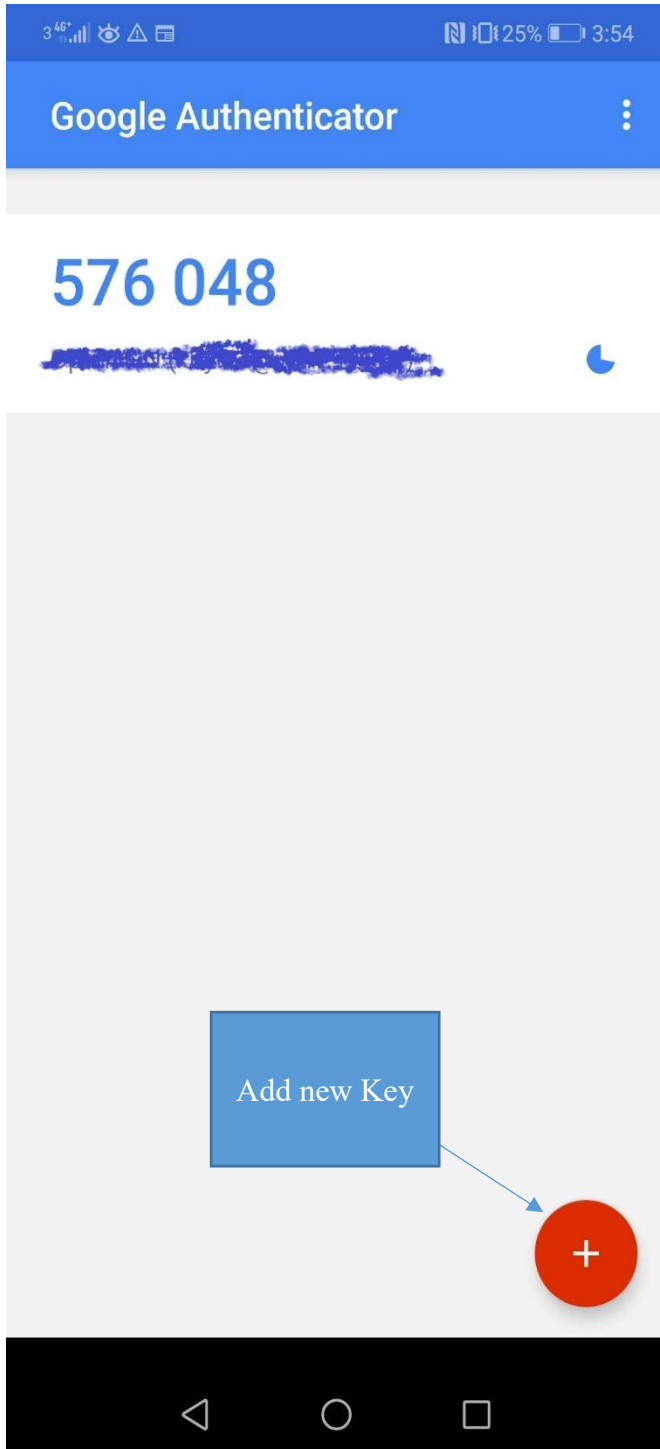
## **Step 3: Setup Two Factor Authentication PIN generation.**

If you're using a Mobile Phone, you can search in **Google Play Store** for **Google Authenticator**. There are several alternatives out there if you prefer to use a different app for this purpose. Each client you choose should prompt you to enter a title (you can use your nichandle) and the secret key you would have found after enabling 2-factor Authentication.

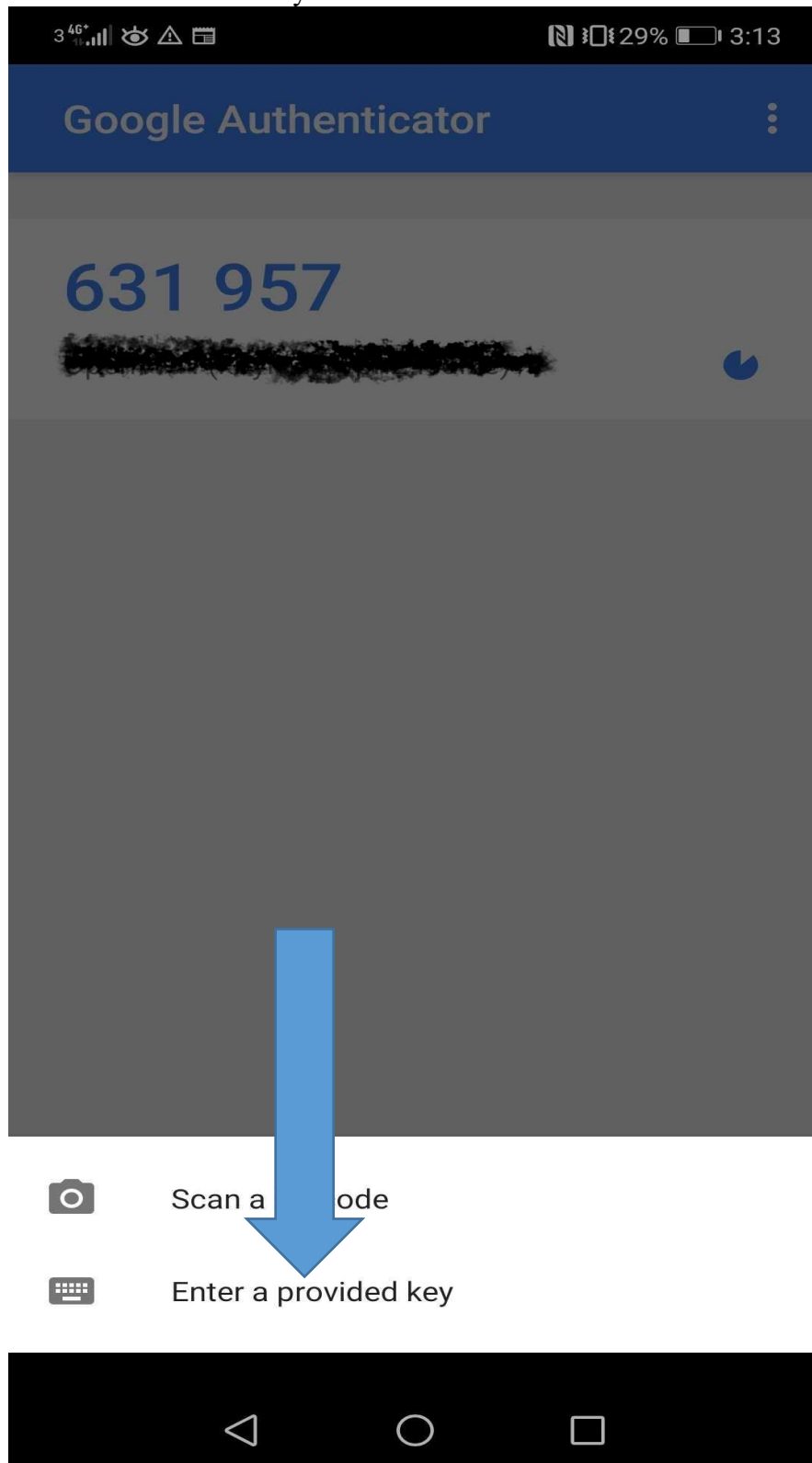
**\*\*Please Note: It doesn't matter whether or you're on Android or iPhone system both apps as both can be used for the same purpose\*\***

1. Open Google Play Store
2. Search for Google Authenticator
3. Press Install Button to install the application

4. Once it's installed, press the + Icon in the bottom left of the screen.



5. When adding another entry, enter the key provided to you when you enabled 2 Factor Authentication (see point 4-5 from Step 2, on page 5).
6. The screenshot below indicates google authenticator app on android phone, with Iphone select add a manual entry.



7. This prompts you to enter the key that you noted earlier on the console application, **“Account name”** is how you recognise the key and what it relates to. A good suggestion is to use the NicHandle that you are using for console.iedr.ie.
8. You have an option here between time-based and counter-based, **choose** time-based 2 factor authentication. Once you’re finished, press the “Add” button and your client is setup to generate 6 digit pin codes.

3 4G+ 43% 10:26

← Enter account details

Account name  
test-iedr

Your key  
7ZW6PGYZCCZLC5RW

Time-based ▼ ADD

7ZW6PGYZCCZLC5RW

1 2 3 4 5 6 7 8 9 0  
% ^ ~ | [ ] < > { } P  
Q W E R T Y U I O  
@ # & \* - + = ( ) L  
A S D F G H J K  
↑ \_ € " ' : ; / ↵  
123 😊 , SwiftKey , ? ↵

**Note** that the client does not need to be kept running after you log in. It will continue to generate new PIN numbers. Only the current PIN number shown is needed for logging into your account.



### **Step 4. Login.**

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

Enter your login account number, password, and the current 6 digit PIN value displayed in your Authentication client – be sure that the PIN number is not about to change.

### **Alternative Two Factor Authentication Clients**

For alternative options please view the Google Two Factor implementation list here:

[http://en.wikipedia.org/wiki/Google\\_Authenticator#Implementations](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 Google Authenticator.

### **Troubleshooting.**

- Make sure that the value you're entering into the secret key field of the Google Authenticator is **\*\*not\*\*** the value you get from the password reset email. The correct value to enter in here is the value printed to screen after successfully changing your password as highlighted in **point 4 of Step 2**.
- Ensure the time on the machine you connect from is correct, as the PIN generation is time-based. The current correct time is displayed on the login screen. If the time is not correct, within the Authenticator App, go to Settings and select “Time correction for codes” and Sync now.
- 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, 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. Please contact our Registration Services Team at [registrations@iedr.ie](mailto:registrations@iedr.ie) or 01 2365400 (option 2) for information on how to update your contact information.