# TTL Virtual – Login Guide

**V2.11 - ISSUED**

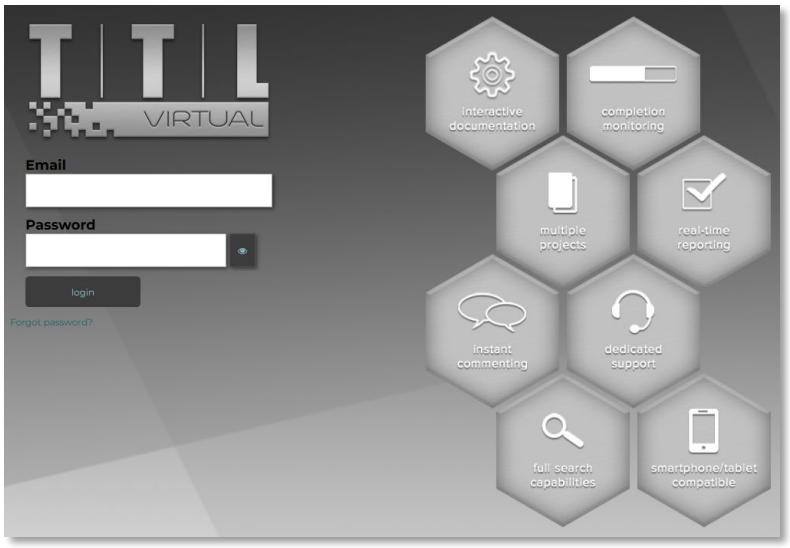
**Contents**


1. **Login procedure after site update** ..... 2
2. **Future/normal logins** ..... 5
3. **Forgotten password** ..... 6
4. **Resetting your password and two-factor authentication** ..... 8

## 1. Login procedure after site update

To log on to the TTL Virtual system to view your project files, use the same link as before; navigate to:

https://virtual.ttl-group.co.uk/sign_in

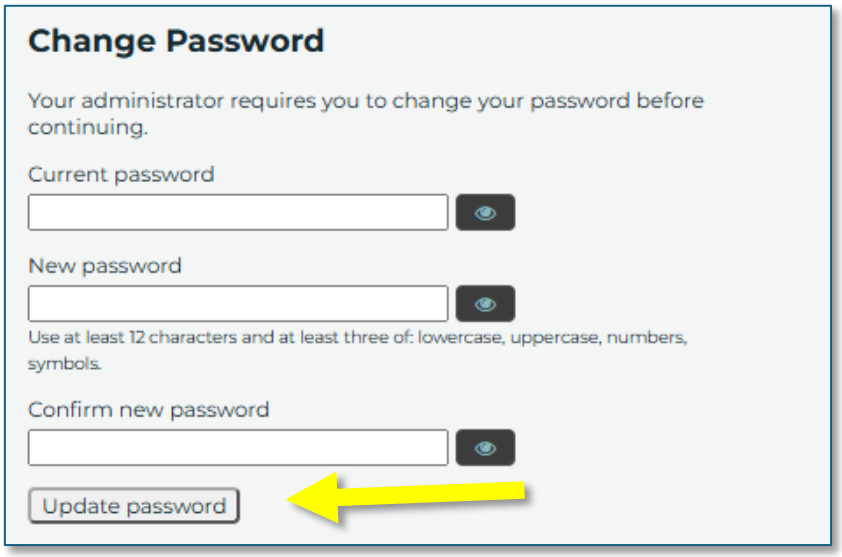



Sign in with your existing **email** and **password** - **note that this is case-sensitive**.

If you forget your password, you can use the **"Forgot Password**?" link – see the "**Forgot Password**" section below.



If you are prompted to change your password automatically, enter your **current password** in the relevant box.




Enter your new **password**, then **confirm** it in the relevant boxes.

**Note**:
The new password must have at least **12 characters** and use **at least three of**:

- **lowercase letters**
- **uppercase letters**
- **numbers**
- **symbols**

Then press the '**Update password'** button.

If you are prompted to set up two-factor authentication, open your preferred Authenticator app, such as **Microsoft Authenticator, Google Authenticato**r, **Duo Mobile**, **1Password**, or **2FAS Auth**.

**Note**:
If you do not already have an Authenticator app, you can download one for free from the app store on the phone you usually use.
See above for some examples of Authenticator apps.

Add your TTL Virtual account to your chosen Authenticator app by scanning the QR code or manually entering the setup key shown on the screen.




Then enter the response code from your app into the '**Authentication code'** box and click on the **'Enable two-factor authentication**' button.

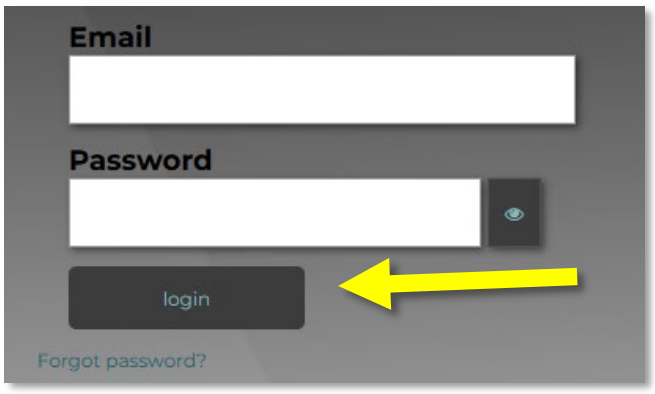
Continue into TTL Virtual as normal.

Future logins will use your email, password, and the 6-digit authenticator code.

## 2. Future/normal logins

Logins will use your email, password, and the 6-digit authenticator code.

Enter your email and password, and click the '**Login'** button.




Enter the code from your authenticator app and click the '**Verify'** button.



## 3. Forgotten password

If you forget your password, click on the '**Forgot password**?' link on the login page.

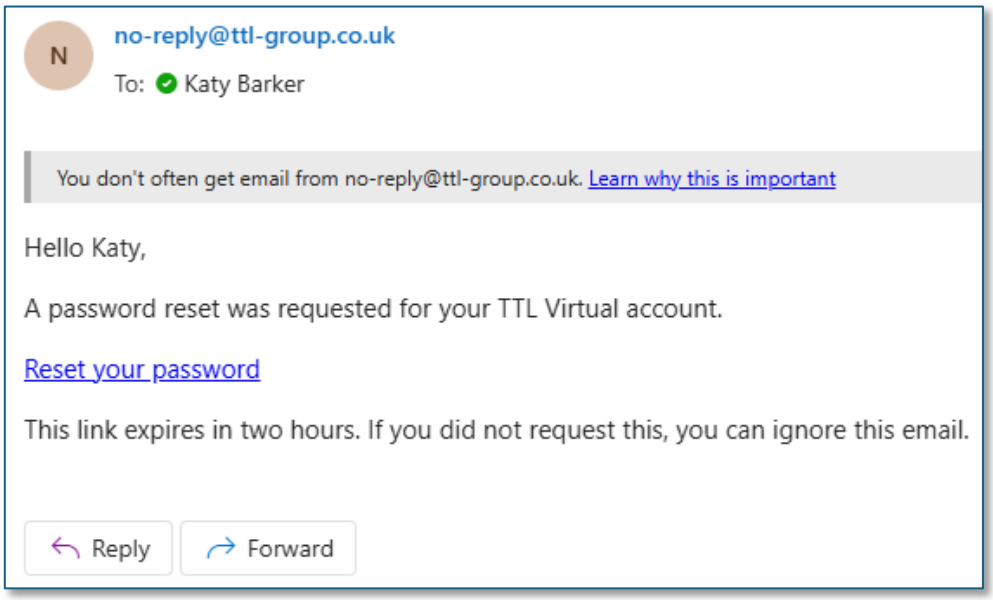



Enter your email address and click the '**Send reset instructions'** button.

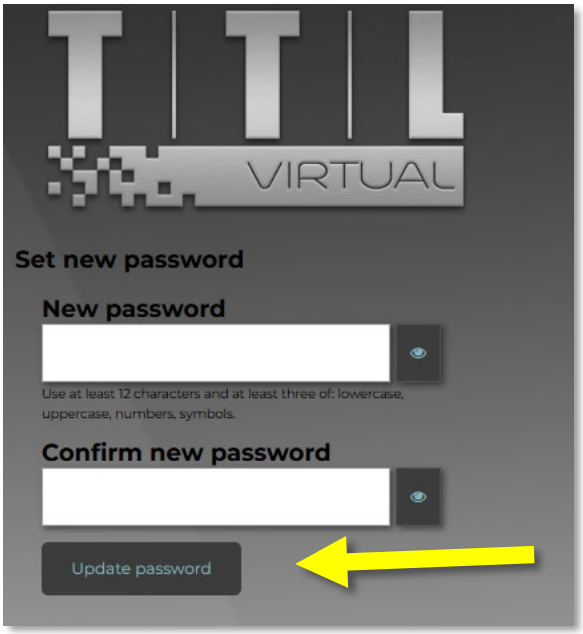


You will receive a password reset email from **'no-reply@ttl-group.co.uk'**

**Note**: Check your junk folder if it doesn't appear in your inbox.




Use the link in the email to reset your password.



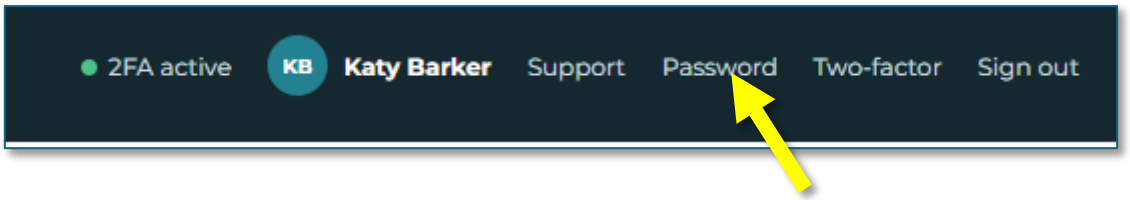

Enter your new password and repeat it in the '**Confirm new password**' box

Then click on the **'Update password'** button

**Note**: Remember the password complexity requirements

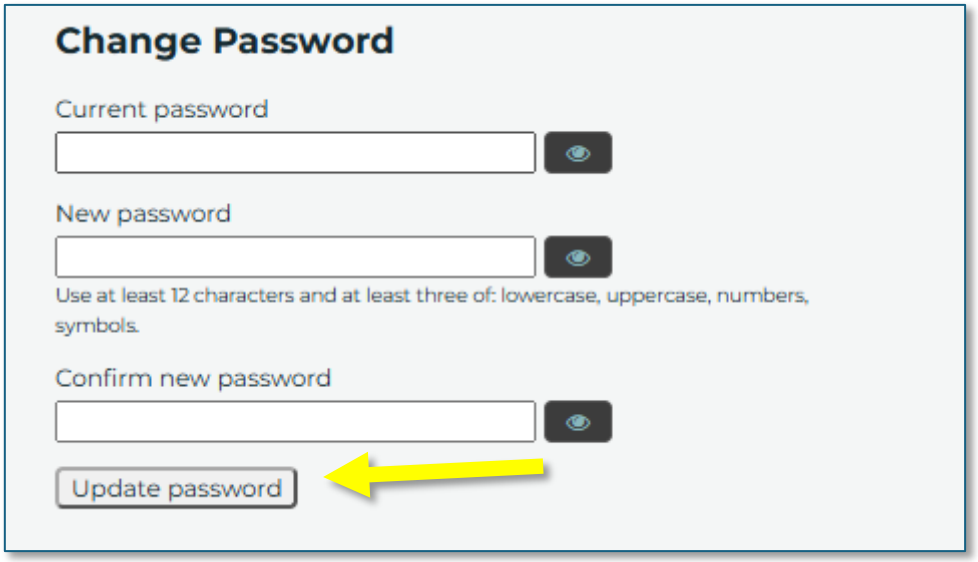
## 4. Resetting your password and two-factor authentication

Once you set up your password and two-factor authentication, you can change them at any time. Go to the links at the top right-hand side of the page.




Click on the "**Password**" button.

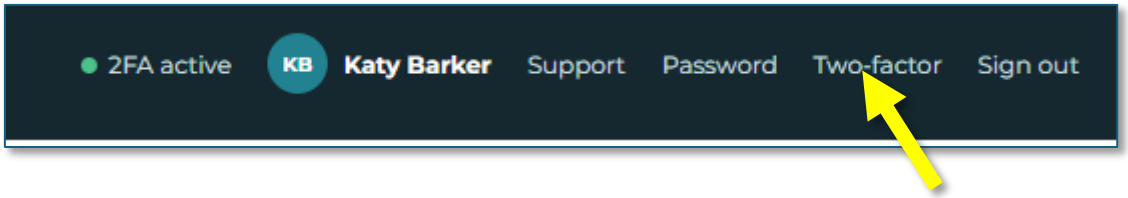
Then enter your current password in the relevant box.



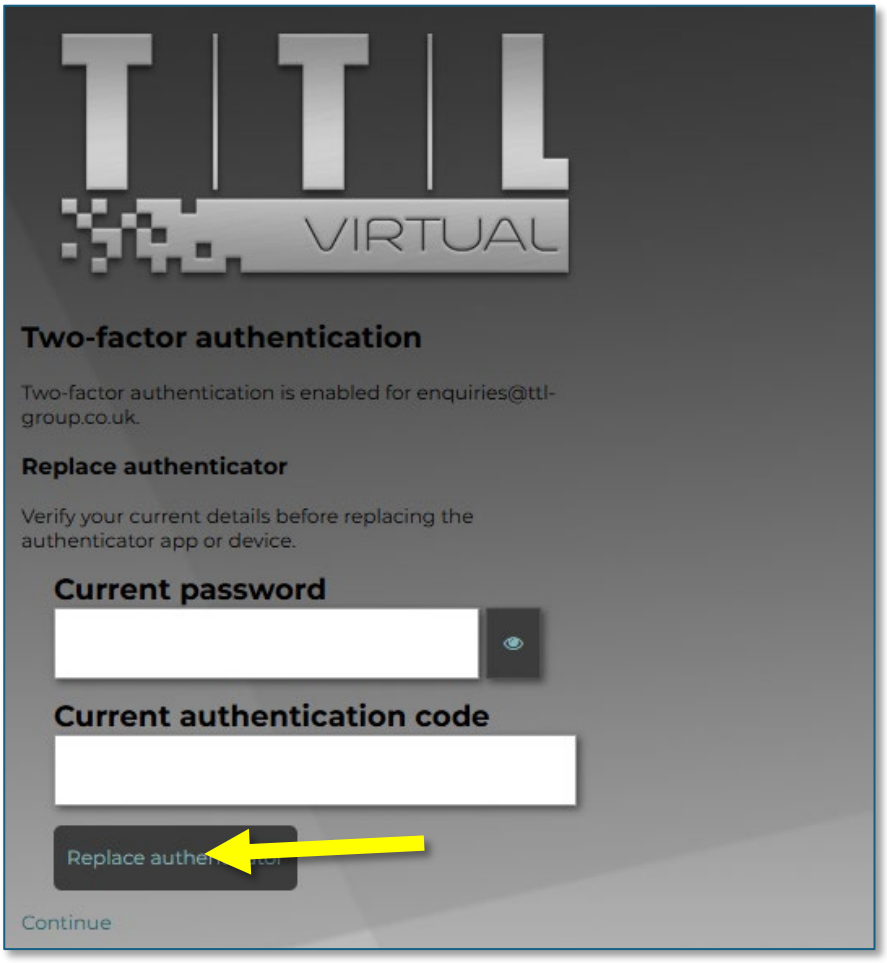

Enter your new password and confirm it in the relevant boxes, then click on the '**Update password'** button.

**Note**: We recommend changing your password regularly as part of good security practice.

If you need to replace the authenticator app for any reason, such as using a different one or changing your phone, click the **'Two-factor'** button.




Enter your current password and current authentication code in the relevant boxes, then click on the **'Replace Authenticator'** button.



You will then be taken to the original Authenticator setup screen.

Scan the code or enter the setup key displayed on the screen in the new Authenticator app to add your TTL Virtual account.




Once you add your TTL Virtual account to the Authenticator app, it will generate a **6-digit response code**. Enter the code from the Authenticator app into the '**Authentication code'** box and click on the '**Enable two-factor authentication'** button.

The process is then complete.