

SnapIn

Secure Authentication using Mobile Technologies

Don't Sign In, SnapIn!

User Manual

SnapIn

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<https://www.snapinauth.com>
support@snapinauth.com

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Getting Started

SnapIn is an iPhone Application that removes the need for you to remember a password when logging into websites.

Security and Simplicity are the key benefits provided by SnapIn.

A username and password combination is currently the most common method of logging into a website. One of the biggest problems with username, password based authentication is people often use the same (or similar) combination across several websites. This means is that if one of your accounts is broken into and your password is discovered, it is much easier to break into other accounts you own because both the username and password are similar. The second problem with passwords is that they are limited by your memory. As technology improves and computers become more powerful, the length of our passwords must increase in size to remain secure.

Today a strong password is considered one with at least 8 characters, yet an 8 character password consisting of uppercase, lowercase and numbers can be cracked within 24 hours by todays high-end consumer PC's. This is a problem that is only going to get worse as the prices of computer hardware decrease and performance increases, unfortunately our memory is not improving at the same rate.

SnapIn solves these security problems by hiding most of the authentication details while keeping the system just as simple and convenient as passwords. Your iPhone is essentially your secret which you use prove that you are who you say you are.

This manual will guide you through the process of installing SnapIn and configuring your SnapIn account. It will also provide answers to common questions.

If you require additional assistance, email us at support@snapinauth.com.

Minimum Requirements

SnapIn iPhone Application

1. iOS 6 or later
2. Rear Camera
3. Internet Connection

Web Browser

1. Internet Explorer 8+ / Chrome / Firefox / Safari 5+
2. Internet Connection

Installing the iPhone Application

Method 1.

1. **Open iTunes.**
2. **Click iTunes Store.**
3. **Click the search box in the top right area of the iTunes window.**
4. **Type “SnapIn.” Press the Enter key when finished.**
5. **Click the SnapIn App icon.**
6. **Click “Free” under the SnapIn icon**
7. **Enter your Apple ID and Password.**
8. **Click “Get”.** The SnapIn App will then download to your desktop computer.
9. **Sync your iPhone with your computer in iTunes using the proper steps.** SnapIn will now be installed on your iPhone

Method 2.

1. **On your iPhone, go to <https://www.snapinauth.com>**
2. **Click the “Available on the App Store” image.** You will be redirected to the App Store App on your iPhone.
3. **Tap “Free” to the right of the screen. Then tap “Install.”**
4. **Enter your Apple ID and Password. Then Tap “Ok.”** The SnapIn App will then download, and then install on your iPhone.

Uninstalling the iPhone Application

Method 1.

1. **Open iTunes.**
2. **Click Apps on the sidebar.**
3. **Right Click on the SnapIn App icon, then click Delete.** This will delete the App from your desktop computer.
4. **Sync your iPhone with your computer in iTunes using the proper steps.** SnapIn will now be removed from your iPhone

Method 2.

1. **On your iPhone, tap and hold on the SnapIn App icon.** All your Apps should start to wiggle.
2. **Tap on the ‘x’ to the top left corner of the SnapIn App.** This will delete the SnapIn App from your iPhone.

Creating your SnapIn Account

Account creation is done within the iPhone Application.

1. **Open the SnapIn App.** You will be taken to the welcome screen.
2. **Tap Create Account.** You will be asked to enter a unique username, then tap Create.

Note: If the username you enter is not unique you will be notified. (far right image)

3. **Your device will now be ready to scan image codes.**

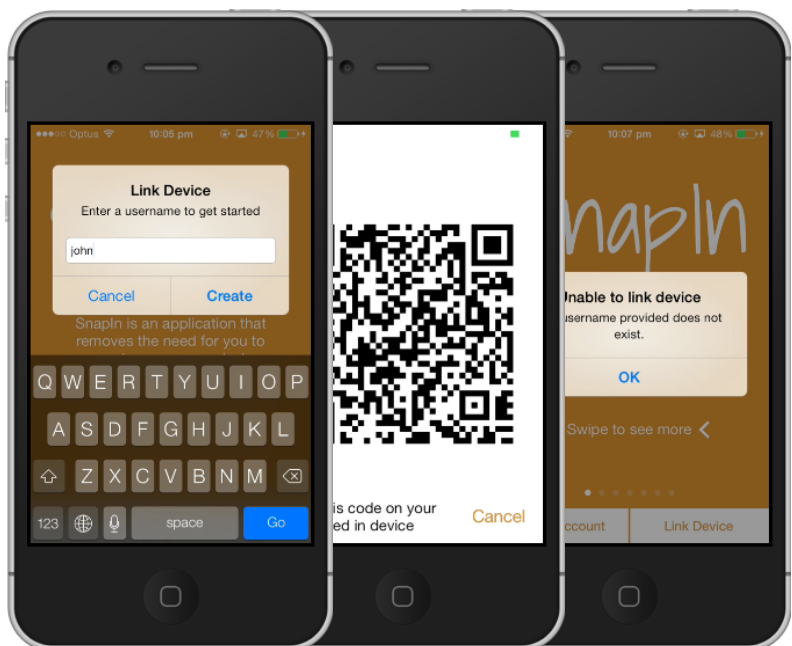


Linking a new device to your SnapIn Account

Linking a device to a pre-existing account is done within the iPhone Application.

1. **Open the SnapIn App.** You will be taken to the welcome screen.
2. **Tap Link Account.** You will be asked to enter the username of the account you own, then tap Create.
3. **On an already SnappedIn device on the same account, scan the image code.** This should link the second device to the account.

4. **Your device will now be ready to scan image codes.**



How to SnapIn

These steps will explain how to use the application to SnapIn. We will use the SnapIn website to log into Account Management as an example. <http://www.snapinauth.com/myaccount>

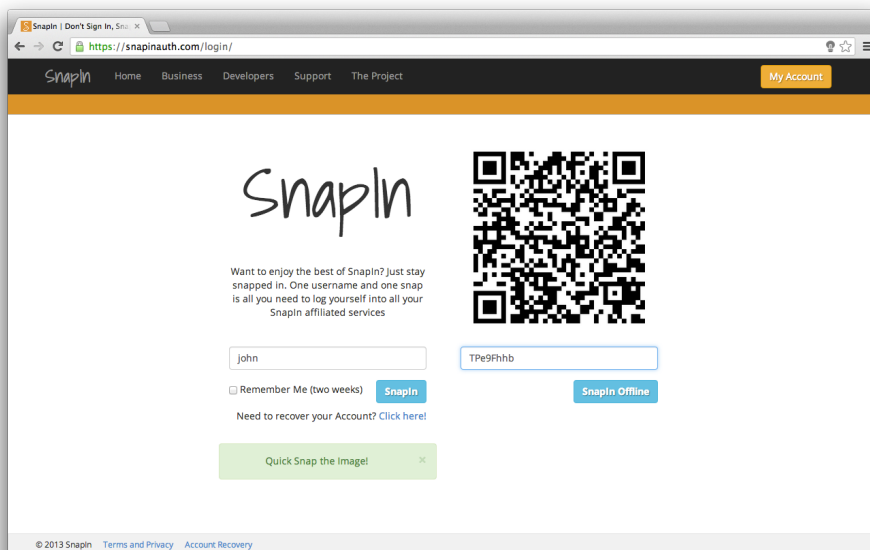
1. **Enter your Username into the website and click “SnapIn.”** The website will display an image code on screen.
2. **Use the SnapIn App to scan the image.** You will then be logged in.

Offline Mode

Offline Mode allows user to SnapIn without the need for an Internet Connection. You will only be given a maximum of three offline SnapIn's before you must use online mode.

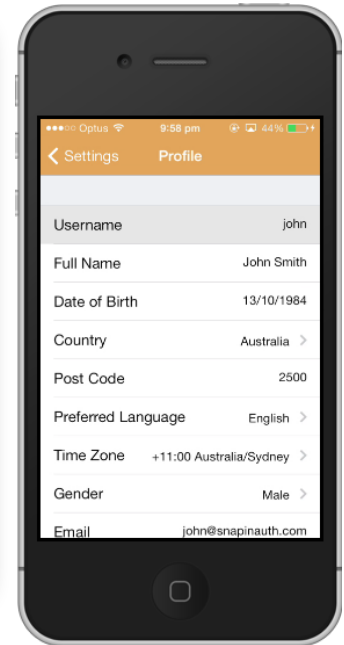
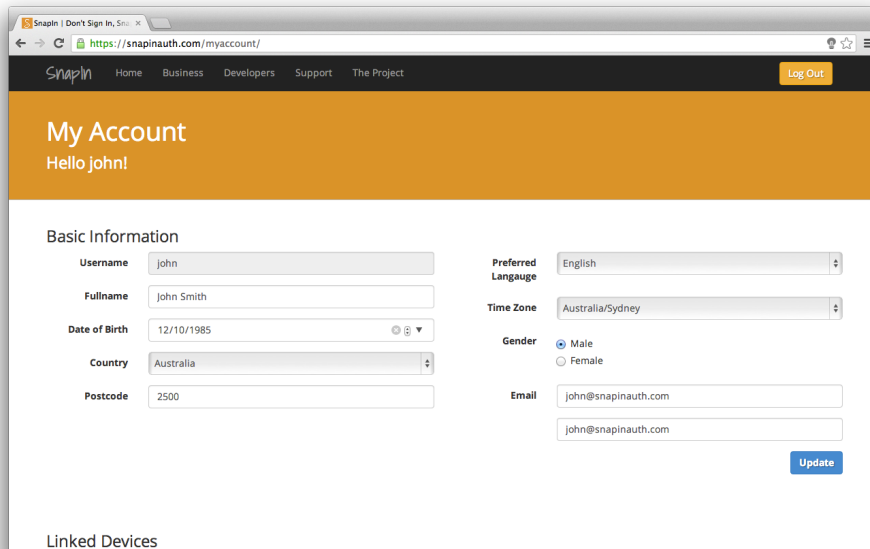
Your iPhone will automatically display an offline code, when there is not active internet connection.

3. **Enter the code displayed on your iPhone onto the Website.** You will then be logged in as normal.



Managing your SnapIn Account

SnapIn Account Management can be accessed by going to <http://www.snapinauth.com/myaccount> or by clicking on “My Account” which can be found on the top right corner anywhere on the SnapIn website. Account Management can also be done within the SnapIn App.



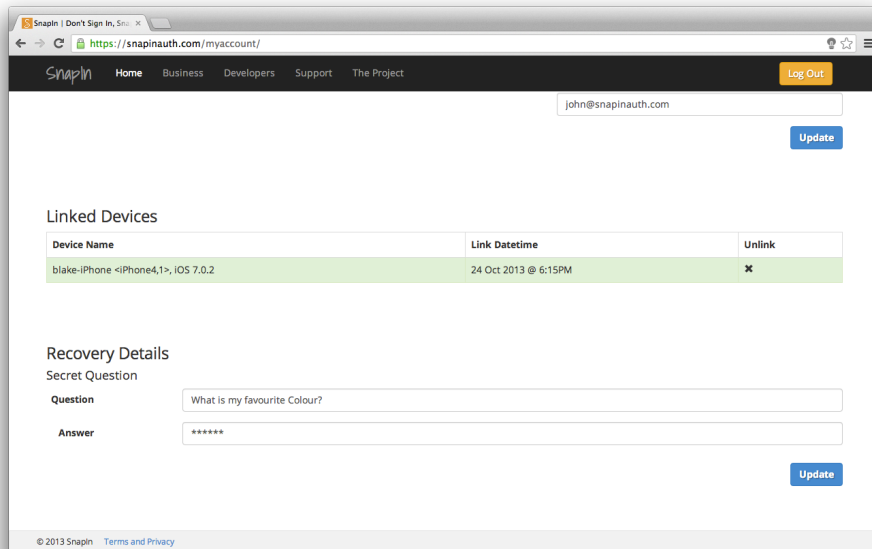
The account management page on the website and the profile page on the iOS App allows you to update your basic information. On the website alone, you are able to manage your linked devices, and set up your recovery question and answer. When ever you **Submit** you will be notified with a pop up message.

Details Saved!

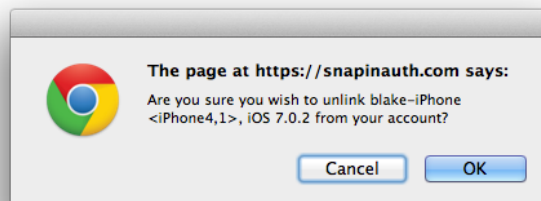
Unlinking a device from your SnapIn Account

To unlink a device from your account click the x icon corresponding to the device you wish to unlink. You will be prompted with a final warning message to confirm that this is exactly what you want to do. Unlinking a device is irreversible, but this does not mean you can not link the same device on a new or pre-existing account.

[ref. A] Image showing Linked Devices and Recovery Details.



A warning message before unlinking a device.



How to set your Recovery Details

To set your Recovery Details, make sure you fill in the Question and Answer input fields and click **Submit**. *Please refer to ref .A.*

You will be notified if your Recovery Details have been saved with a popup message.

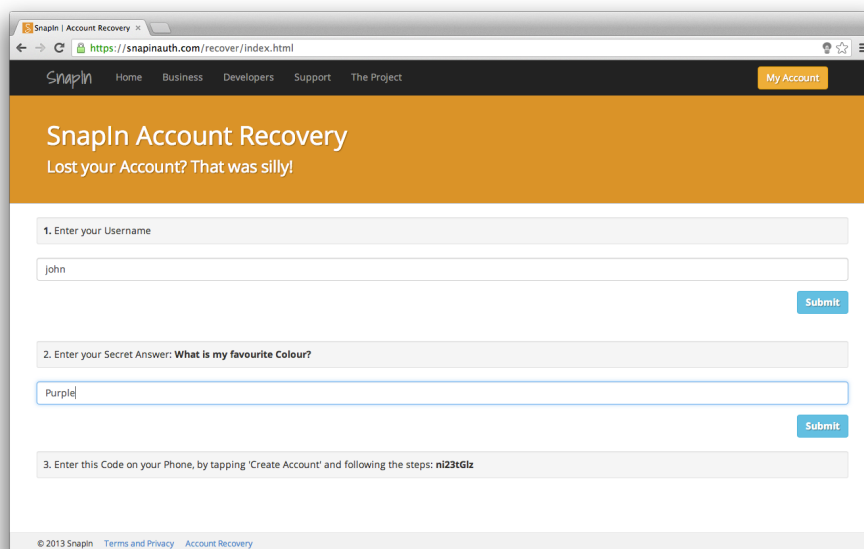
Secret Question and Answer Saved!

Recovering your SnapIn Account

Recovering your SnapIn account is done on both the SnapIn Website and SnapIn App.

Note: You will be unable to recover your account if you have not previously not set up your Recovery Details. Please refer to the “How to set up your Recovery Details” section of this user manual

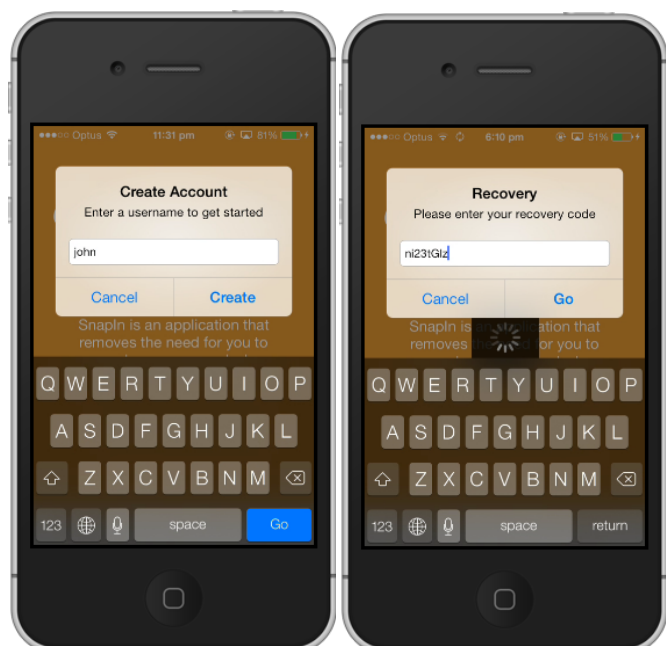
1. Go to <https://www.snapinauth.com/recover>.
2. Enter your SnapIn account name. Then click Submit. The website will display your Recovery Question.
3. Enter in your Recovery Answer. Then click Submit. The Website will display the code which you must enter into the SnapIn App on your iPhone, by tapping “Create Account” and following the steps.



On your iPhone:

1. Tap **Create Account**. You will be asked to enter in the username.
2. Tap **Create**. You then be asked to enter in the recovery code.
3. **Enter in the recovery code**. Your recovery code is displayed on the website.
4. Tap **Go**. Your iPhone should be now linked to the recovered account.

Note: The SnapIn App will know when an account needs to be recovered.



Frequently Asked Questions

What if I lose my only linked device to my account? You will be able to link a new device by going to <http://www.snapinauth.com/recover> and following the prompts.

Can I use my iPod Touch/iPad? Yes, as long as your iOS device has a camera and is running iOS6 or later. You will need an active internet connection to setup the device.

My friend has the SnapIn App on their iPhone. Can I use their phone to SnapIn into my SnapIn accounts? SnapIn allows users to link multiple devices to their account. Although, SnapIn limits a device to be linked with at most one SnapIn account.

Glossary of Terms

SnapIn:

The name of the software. SnapIn is also used as a verb, meaning “authenticate”. This word varies slightly depending on context. For example “John SnapsIn to StackOverflow”, “Craig has SnappedIn to Bitbucket” or “Amanda is SnappingIn”.

SnapIn Technology:

A generic term for components in the SnapIn service. If a website uses SnapIn Technology users can go to that website and use the SnapIn mobile application on their smartphone or tablet to authenticate. If an organisation is running a SnapIn server internally they are using SnapIn technology. When a user “SnapsIn” they must use SnapIn technology to successfully do so.

Online Mode: Term used to explain the normal method of SnappingIn. To SnapIn by only scanning the image code.

Offline Mode: To SnapIn by entering a code which has been display onscreen after the application has failed to automate the rest of the SnapIn process.