L1 Checks on Adaptive Authentication Pre-Requisites

This document is a guideline for checking pre-requisites for login into Brink's sites with new Adaptive Authentication service. Please follow the following steps if you are experiencing difficulties logging into one of the following Brink's sites.

- iReports
- iProfile (within iReports)
- iATM
- Web Orders
- iDeposit

Perform verify and take the following actions in order to fix this issue:

1. Make sure you have at least version 10 of Internet Explorer.
   - If Internet Explorer is below version 10, please upgrade your browser to at least version 10.
   - If IE is above version 10 it may be necessary to enable **Compatibility Mode** for domain **brinksinc.com**. Please check **[Steps for adding sites to your Compatibility View list]** section for details.
2. Enter the URL of the website you will use into Internet Explorer <u>**exactly**</u> as shown below. Please make sure that the URL begins with https and not http.
   - https://ireports.brinksinc.com
   - https://iatm.brinksinc.com
   - https://weborders.brinksinc.com
   - https://ideposit.us.brinksinc.com
3. In Internet Explorer add domains *.brinksinc.com, *.okta.com and *.oktacdn.com to your trusted sites. Please check **[Steps for adding URLs to Trusted Sites]** section for details. Then retry login.
4. If your login stops at https://brinksext.okta.com/ on the address bar, the redirection to the website may not have worked properly; please open a new tab in Internet Explorer and navigate to site's URL.
5. If actions listed above do not work, please reach your IT System Administrator and ask for permissions listed on **[Infrastructure required permissions]** section. Once your administrator confirms that you have required permissions, please retry login.
6. Once you successfully login into the website, Please update in Internet Explorer any bookmarks of Brink's websites that you may have. Please check **[Steps for updating your bookmarks]** section for details.

If the steps listed above do not resolve your login issues, it may be necessary for Brinks to contact your IT support staff for further diagnostics. Please let us know the results of the above actions so that we may perform additional troubleshooting steps if necessary by sending details to Global.AppSupport.Escalation@brinksinc.com
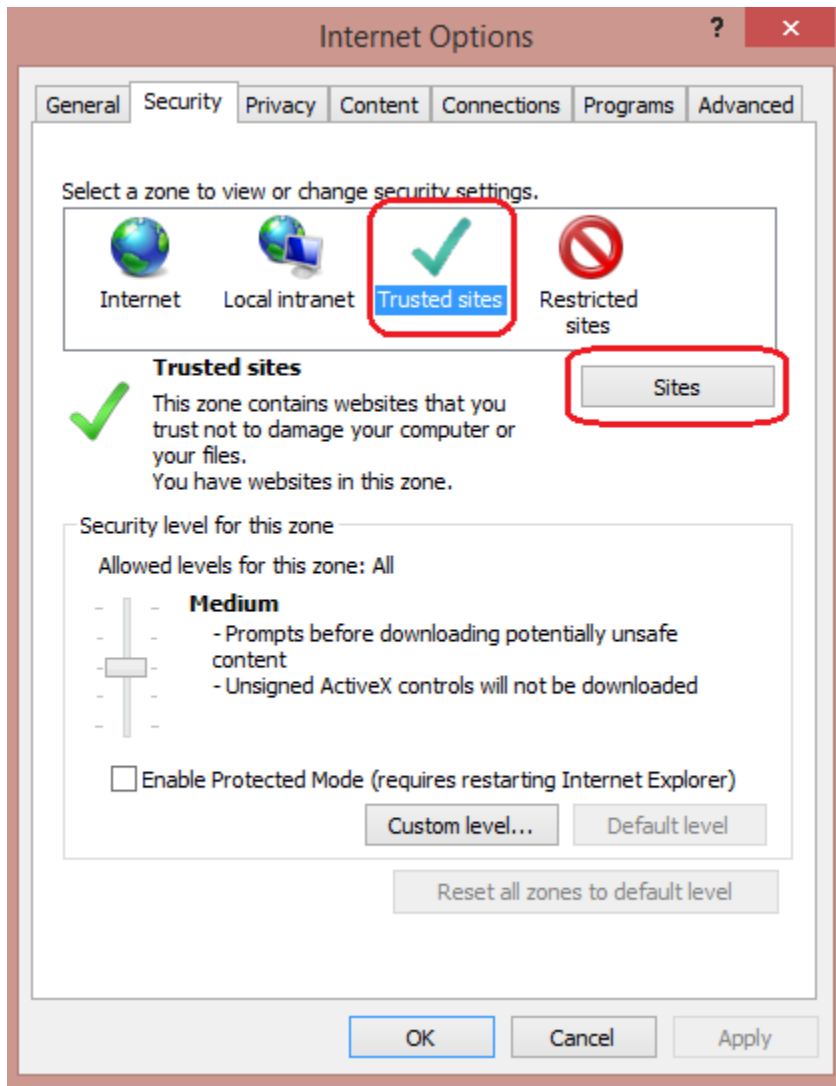
Steps for adding URLs to Trusted Sites

In some corporations, IT policies may prevent you from performing the following steps. If this is the case, please reach your IT support department for assistance.

To allow scripting on a specific website, while leaving scripting disabled in the Internet zone, add the specific Web site to the **Trusted sites** zone:
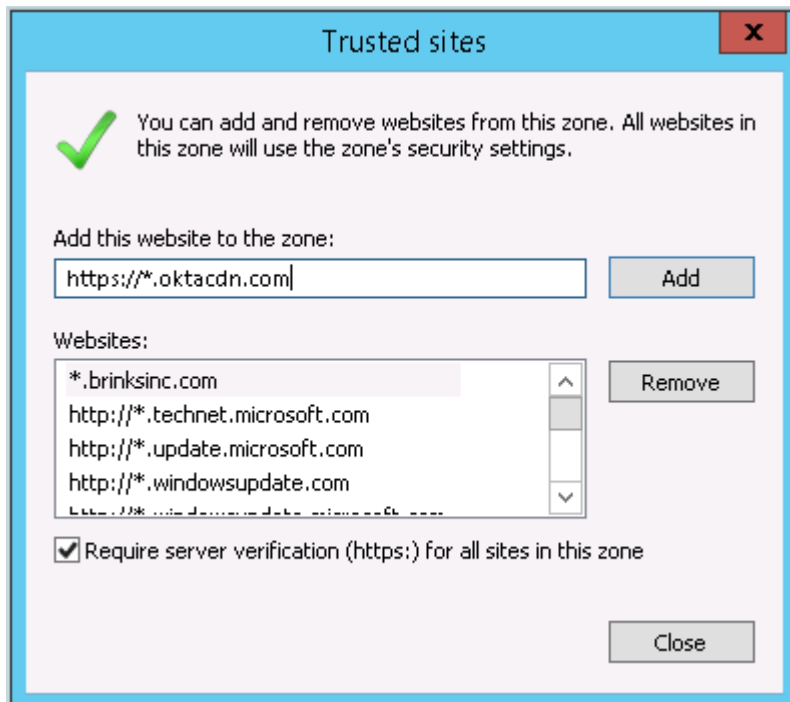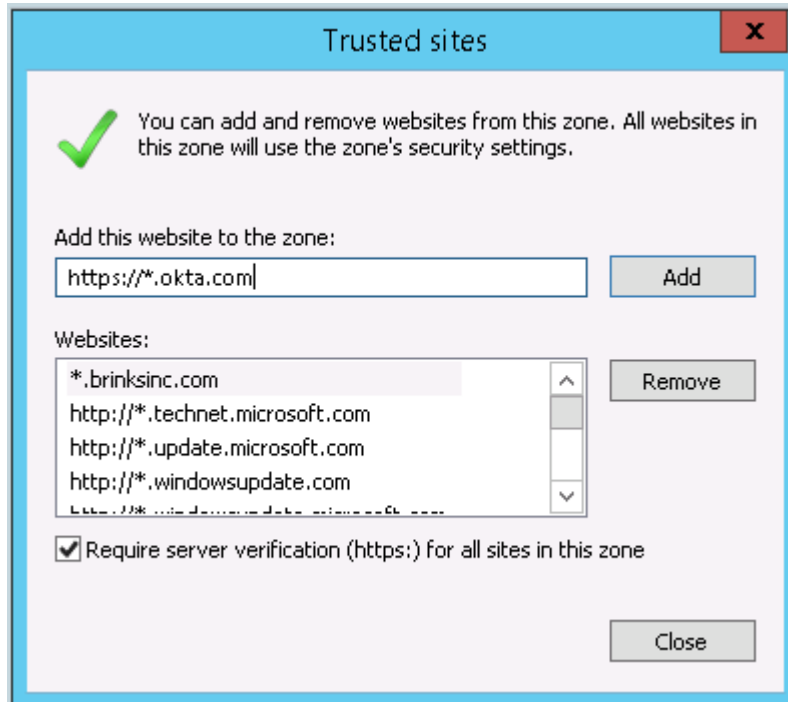
1. On the web browser menu, click **Tools**, or the "Tools" icon (which looks like a gear) and select **Internet Options**.
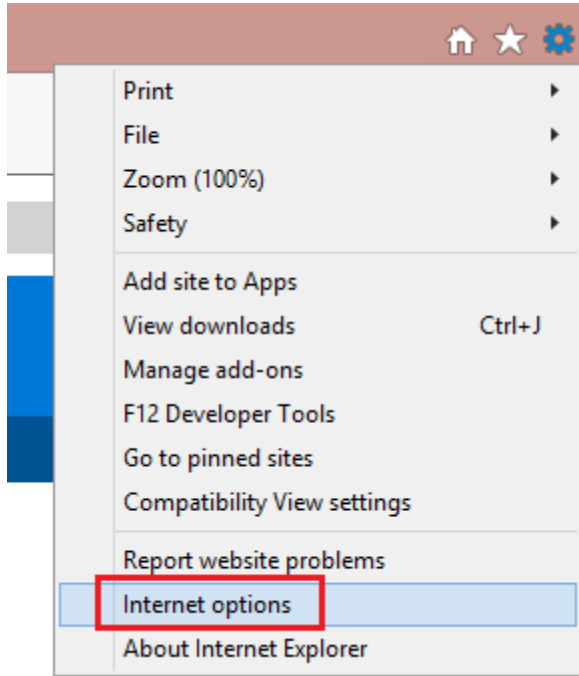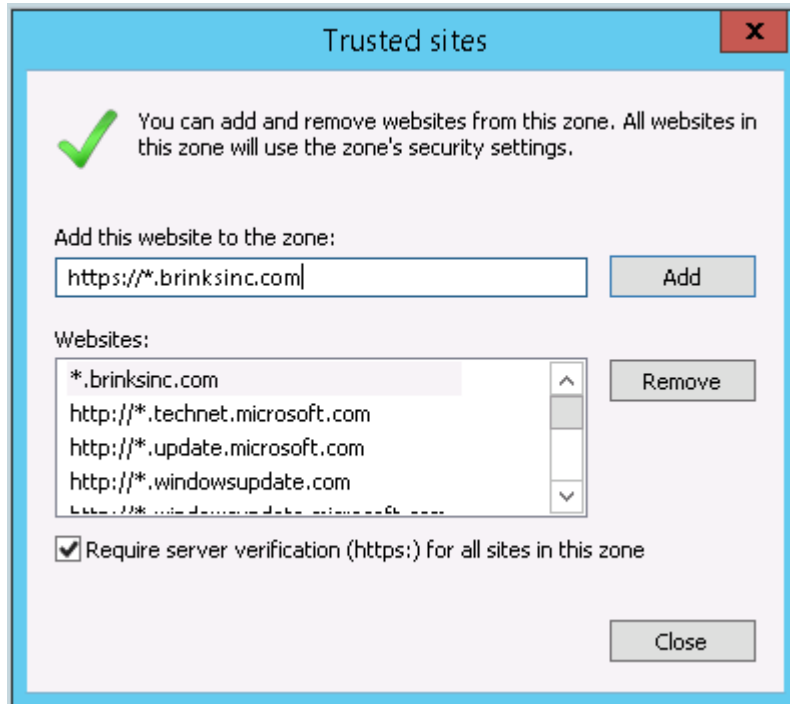

2. When the "Internet Options" window opens, select the **Security** tab.
3. On the "Security" tab, select the **Trusted sites** zone and then click the **Sites** button.

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4. For the listed website, enter the address within the **Add this website to the zone** text box and click **Add**.
    a. https://*.okta.com
    b. https://*.octacdn.com
    c. https://*.brinksinc.com

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Trusted sites

You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.

Add this website to the zone:

https://*.okta.com   [Add]

Websites:

*.brinksinc.com
http://*.technet.microsoft.com
http://*.update.microsoft.com
http://*.windowsupdate.com

[Remove]

☑ Require server verification (https:) for all sites in this zone

[Close]

Trusted sites

You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.

Add this website to the zone:

https://*.oktacdn.com   [Add]

Websites:

*.brinksinc.com
http://*.technet.microsoft.com
http://*.update.microsoft.com
http://*.windowsupdate.com

[Remove]

☑ Require server verification (https:) for all sites in this zone

[Close]

5. Click **Close** and then click **OK** at the bottom of the Internet Options window to close the dialog.

**Steps for adding sites to your Compatibility View list**

In some corporations, IT policies may prevent you from performing the following steps. If this is the case, please reach your IT support department for assistance.

1. Open Internet Explorer.
2. Click the **Tools** button ⚙, and then click **Compatibility View Settings**.
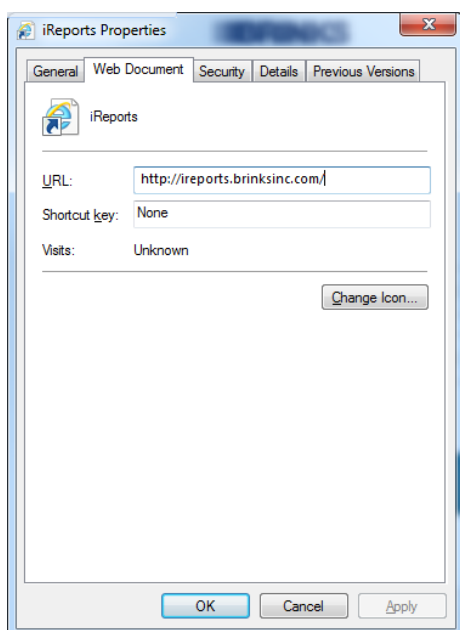3. Under **Add this website,** enter brinksinc.com, and then click **Add**.
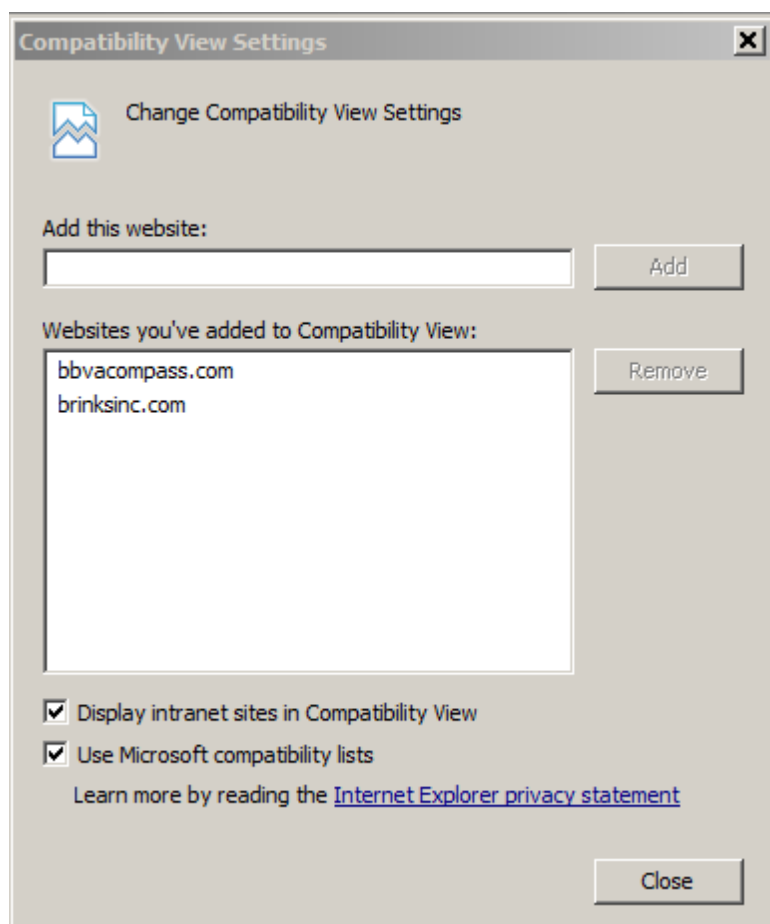
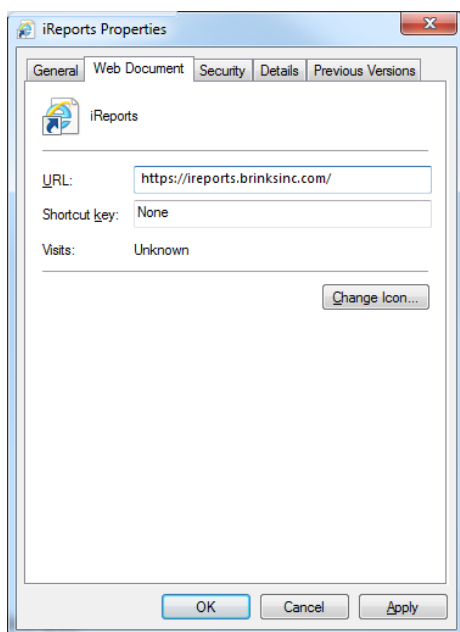[Steps for updating your bookmarks]

1. Right-click the bookmark you want to update and click **Properties**.
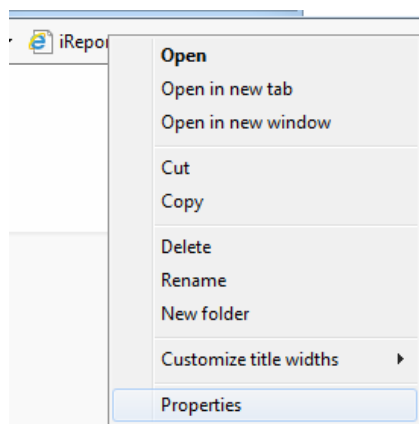
2. Go to **Web Document Tab**

3. Enter the URL you want to update and click **OK.**

Infrastructure required permissions

Please check that the following IPs and domains are permitted on your firewalls, proxy servers and end user policies.

- 12.172.207.34
- 12.172.207.35
- *.brinksinc.com

- *.okta.com
- *.oktacdn.com