

# Web Portal BT Italia

Dear Customer,

For security reasons we have introduced Multi Factor Authentication via an OTP (one time password) and a time limit for work sessions.

The details are below.



# OTP: multi factor authentication

For security reasons, once authenticated with login and password the system sends an OTP code to the email address of the authenticated user.

Please enable the sender [no-reply@idc.btitalia.it](mailto:no-reply@idc.btitalia.it) as trusted to prevent the email from ending up in spam folder.

Once you have received the OTP code, you must enter it in the customer portal to access all the services.

The OTP code is valid for the next 10 minutes.

After 5 failed attempts that code will no longer be valid and you will have to request another one.

Once you have entered the correct OTP you will be able to use all the portal services associated with your user

## OTP for BT Customer Portal

**BT Italia NO REPLY** <no-reply@idc.btitalia.it>

a me ▾

Dear xxx yyy,

your OTP to access BT Customer Portal is:

27984

This code is valid for the next 10 minutes.

Regards,  
BT Italia

## Welcome

xxx yyy

into BT CUSTOMER PORTAL for IT SERVICES

Please enter OTP sent to your email to access to all services

The OTP is no longer valid. Please retry

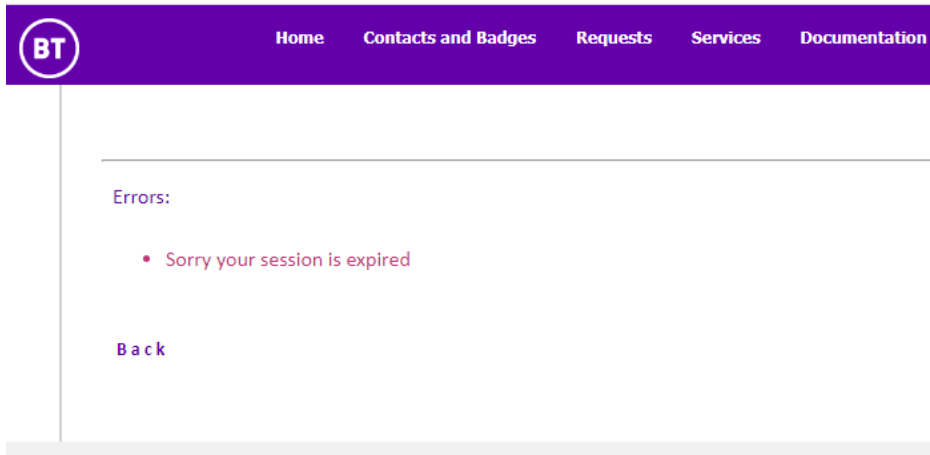
## Welcome

xxx yyy

into BT CUSTOMER PORTAL for IT SERVICES

## Session time limit

Once fully authenticated via the OTP code, a work session begins. This ends when Logout is used or after 30 minutes of inactivity



## Permissions

The possibility has been added in the Manage Login section for Administrators users to add or remove permissions for their colleagues to raise incident tickets or service requests/minor change.

The screenshot displays the 'Manage Login' section of the BT Customer Portal. It features a table with columns: Phones, Login Type, Permissions, Manage Login, Expire date, and Delete. The table contains several rows, all with 'EXPIRED' status. A modal form is open over the table, showing details for a user named 'picco Alla'. The form includes fields for Code (101589783), First name (picco), Last name (Alla), and Login (e-mail). Under the 'Permissions' section, there are dropdown menus for Role (Referent), Incident (Yes), Service Request Minor Change (Yes), and Service Review (No). A yellow arrow points from the 'Manage Login' column of the table to the modal form. Another yellow arrow points from the 'Service Review' dropdown to the 'Service Review' field in the table. At the bottom of the modal form are buttons for 'Update', 'Delete login', and 'Close'.

Phones	Login Type	Permissions	Manage Login	Expire date	Delete
	Referent	Incident SReq / Minor Change		EXPIRED	
	Referent	Incident		02/06/2024	
		Service Review		EXPIRED	
				18/08/2024	
				EXPIRED	
				-	
				EXPIRED	
				10/11/2024	
				EXPIRED	
				12/08/2024	
				EXPIRED	
				07/10/2024	
				EXPIRED	
				EXPIRED	