

# PIN Code



## Ideal User

- > Offline users requiring immediate elevation
- > Varying needs for elevated privileges

## Overview

This User Guide covers the PIN Code feature: one of the core features of the Admin By Request application which provides app or session elevation via the use of a challenge/response PIN Code.

## When to Use the Feature

This feature is ideal for any user who is unable to gain elevation via Run as Admin or initiate an Admin Session due to being offline. This situation occurs when a company has Require Approval turned on; requests for elevated privileges cannot be approved by an IT admin because they cannot be sent from the endpoint when that endpoint is not connected to the Internet.

The PIN Code feature is also designed for users who are prevented from using the Admin By Request Run as Admin or Admin Session features to gain elevation because they are not within the scope of users permitted to use these features. These users likely rarely require elevation within their role, but may have the occasional need to perform one-off admin tasks such as printer installation.

## How to Use the Feature

To request elevation via PIN Code, perform the same action you would if you were making a Run as Admin or Admin Session Request (i.e., right-click on the file or program you want to run and select *Run as Administrator* (Run as Admin), or double-click the Admin By Request desktop icon or click the Admin By Request icon in your Tray Tools and select *Request administrator access* (Admin Session).

## How to Use the Feature (cont.)

Enter a valid business reason for requesting elevation in the Admin By Request pop-up that appears, and select the *I wish to use a PIN code* text at the bottom of the pop-up (instead of clicking the *OK* button). This action generates your PIN (i.e., PIN 1) locally, and displays it on the pop-up.

PIN 2 must now be provided by a company IT admin, but before this can happen, you must provide the IT admin with PIN 1. Contact your company IT admin, who will locate your device within the Admin By request User Portal, enter PIN 1 (provided by you), and generate the second PIN. Once they have relayed the second PIN Code to you, you can enter it into the PIN 2 field of the pop-up, select *OK*, and your Run as Admin or Admin Session request will be approved.

You will need to repeat the process and generate two new PIN codes the next time you want to make a Run as Admin or Admin Session request.

## About Admin By Request

Admin By Request is an application designed to protect your computer and network by providing you with temporary administrative access only when you absolutely need it. When you do need to do something on your device that requires elevated privileges, you can use the application to obtain this access.

## Why is it Needed?

### TO IMPROVE SECURITY ✓

Admin rights to a device are sought-after by cyber criminals as they provide a much greater degree of access and the ability to cause the most damage. With Admin By request, you only obtain Admin rights when you need them - minimizing the attack window and decreasing the risk of account compromise.

### TO INCREASE PRODUCTIVITY ✓

As a regular user, you likely faced the issue of needing to provide Admin credentials to undertake elevated activity, such as software installs. With Admin By Request, you can use your own credentials. Your IT Admins will no longer be tied up entering their details for you, and you won't have to waste valuable time waiting for them to do so.