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I have forgotten my Ultimatrix Password I have forgotten my Ultimatrix Password How to enable/disable the EasyAuth option in the Authenticator App? To enable or disable the EasyAuth option in the Authenticator App: Launch the Authenticator App on your smartphone. Tap the Settings icon on the top-right corner of the App. Tap EasyAuth under EasyAuth to enable/disable it. It takes approximately 15 mins for the change to reflect; meanwhile, you can login to Ultimatrix using the AuthCode option. Can I login to Ultimatrix if I have network/connectivity issues on my smartphone? Yes, the AuthCode option can be used even in offline mode. Only the EasyAuth option requires network connectivity to work in Authenticator App. How to login to Ultimatrix if I have forgotten to carry my smartphone / have lost it / changed the model / sent the device for repairs? Password-based login can be enabled temporarily by raising RFC. To raise an RFC: Login to Global Help Desk with your current Ultimatrix password. If you have forgotten the password, reset it using self-service. Raise an RFC using the following catalog option: Ultimatrix > Enable Password Based Login Temporarily. After the RFC is approved at all levels, the password option will be enabled for login to Ultimatrix. This approval is valid for 7 days, post which the option will be automatically disabled. How to login to Ultimatrix if smartphone is not at all allowed in the ODC or client location I am working out of? TokenCode login method can be enabled by procuring RSA tokens through an RFC. To raise an RFC: Login to Global Help Desk with your current Ultimatrix password. If you have forgotten the password, reset it using self-service. Raise an RFC using the following catalogue option: IS Security > Ultimatrix Token code Authentication. After the RFC is approved at all levels, a soft RSA token will be assigned to you. If your project assigns RSA hard tokens, then you might need to collect the token from the local IS team. Reach out to internalis.secops12support@tcs.com for issues/queries related to RSA token. What are the various methods available to login to Ultimatrix? As per TCS Security guidelines, all associates must use the EasyAuth or AuthCode login method through the Authenticator App to login to Ultimatrix. For Global Help Desk and UsApps Portal the password login method is enabled by default. Associates may also switch to other options such as EasyAuth or AuthCode if they do not remember their password and have Authenticator App installed in their smartphone. For scenarios such as forgetting to carry smartphone, smartphone is under repair, smartphone is lost, and smartphone is changed, etc. the password login method can be enabled on request for only 7 days by raising an RFC. For scenarios where smartphones are not allowed in the ODC or client location, the TokenCode login method is made available, and associates may log in to Ultimatrix by procuring RSA token through an RFC. No results found for your search. Select Login Method Terms and Conditions Copyright 2025 Tata Consultancy Services

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