



How to use SVPN Bio Authentication (SingleID)



1. SVPN biometric authentication ?
2. Registering SVPN Biometric Authentication Service
3. SVPN biometric authentication usage order
4. Initialize SingleID registration and Re-registration

* When changing mobile phone

[To use SingleID, Knox ID must be entered in SVPN account information.]

1. SVPN biometric authentication ?

1) SVPN biometric

A convenient and secure authentication system that can access VPN only with SVPN ID and biometric authentication (fingerprint or Face ID)
(Implementation of SingleID interworking with SVPN)

PC Browser Mobile APP



2) Connection method

① Enter an ID and click “Send PUSH” in the SVPN portal.

② Fingerprint or Face ID authentication on the registered terminal

③ SVPN connection complete

SVPN Service
Samsung Virtual Private Network Service

SVPN ID SVPN (BIOMETRIC)

SVPN ID

Send PUSH

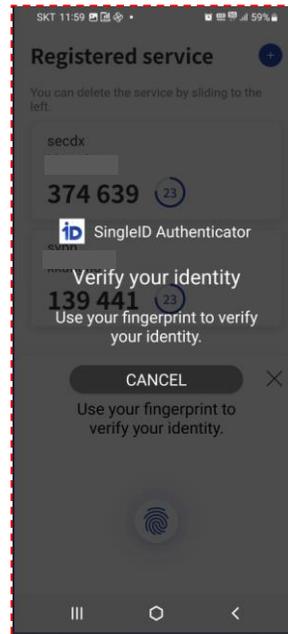
Login automatically after the authentication is completed.

Remember ID Find SVPN information ?

Forgot your ID or Password?

SERVICE DESK Customer Support

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Outside Korea: 82-70-7010-3000



Access VPN

Connected.

Current 2024-11-05 GMT+09203.244.197.254
09:44:58

Last 2024-11-05 GMT+09203.244.212.34
07:04:19

Contact

SVPN Dynamic IP Please refer to FAQ for Dynamic IP check guide.

IP For Static IP, a Dynamic IP is assigned when accessing from an area other than the application area.

Disconnect **Go to Knox Portal**

2. Registering SVPN Biometric Authentication Service

- ① Select SVPN (BIOMETRIC) on the Authentication Methods tab
- ② Enter SVPN ID
- ③ Click Send PUSH



SVPN Service
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English

SVPN Service
Samsung Virtual Private Network Service

①

SVPN ID SVPN (BIOMETRIC)

② SVPN ID

③ Send PUSH

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SERVICE DESK Customer Support

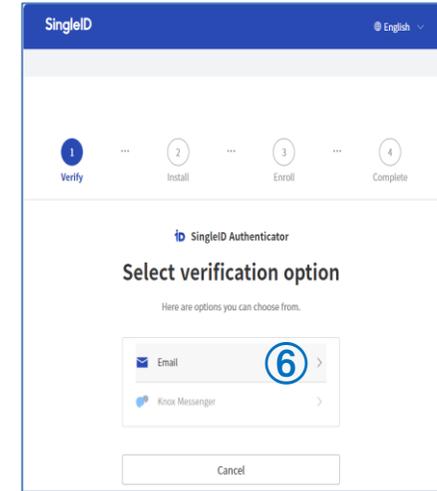
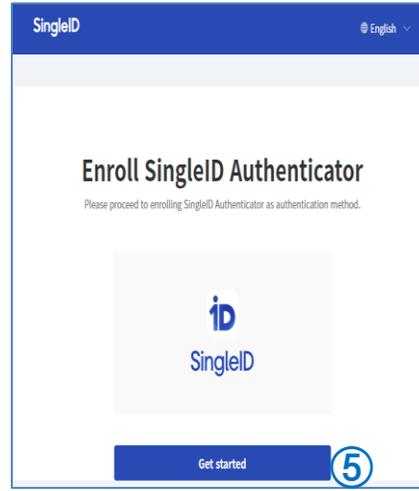
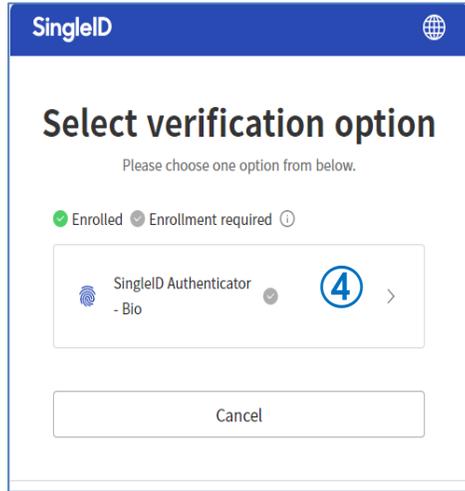
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2. Registering SVPN Biometric Authentication Service

④ Click SingleID Authenticator-Bio

⑤ Click Get Started

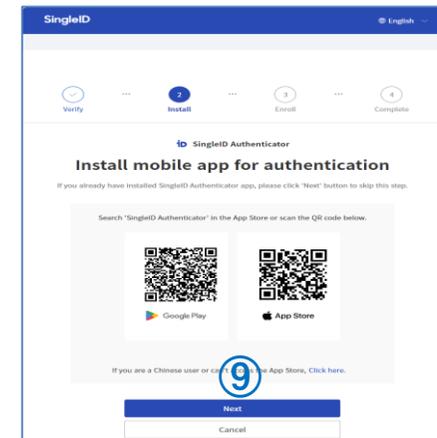
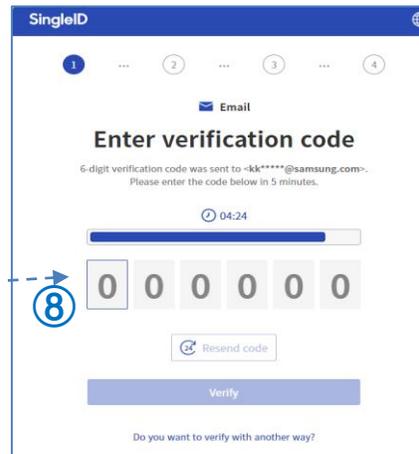
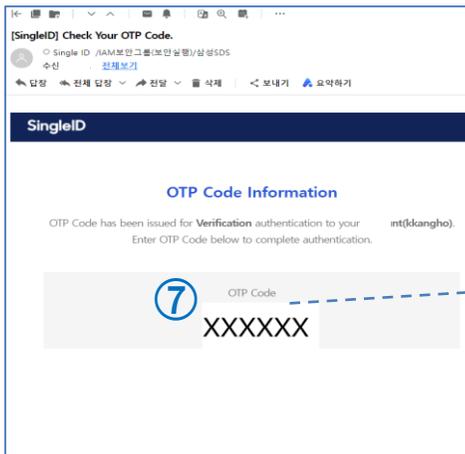
⑥ Click E-Mail (Knox Mail)



⑦ Check your OTP Code in Knox Mail

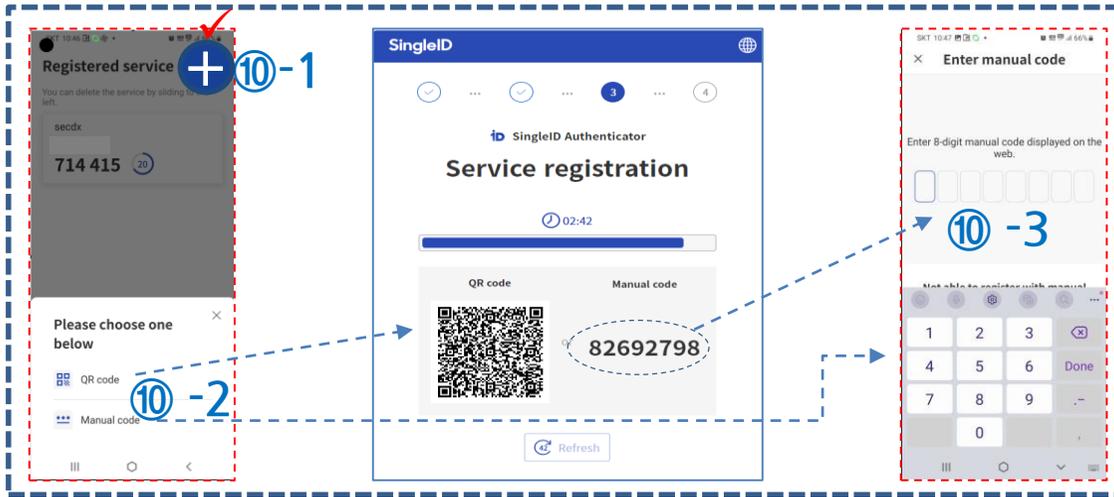
⑧ Enter the OTP code into the PC browser and click "verify"

⑨ Install the SingleID App from the Google Play or App Store. Click "Next" after SingleID APP installation

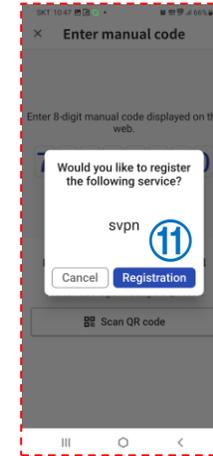


2. Registering SVPN Biometric Authentication Service

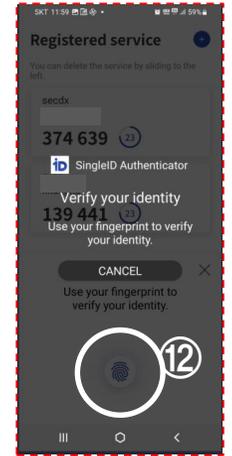
⑩ Select the top + symbol
 Enter the service manual registration code in the SingleID APP or take a picture of the QR code of the browser with a mobile camera.



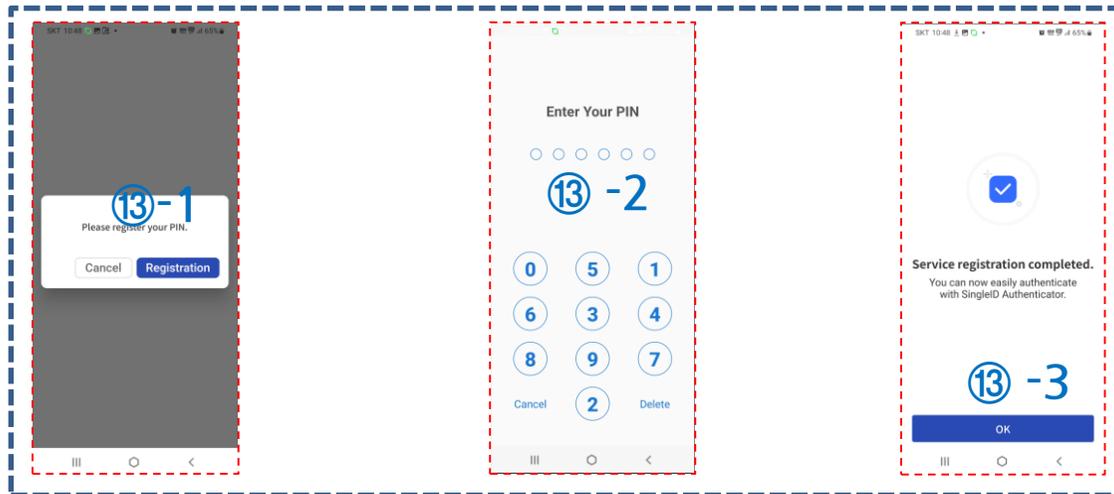
⑪ Click Registration.



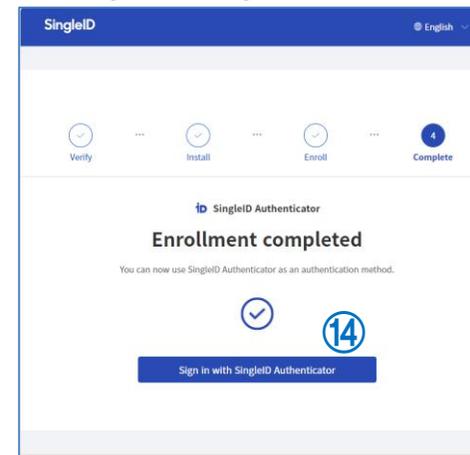
⑫ Please register the fingerprint or recognize the face.



⑬ Enter the PIN code for SingleID APP protection.



⑭ SingleID registration completed



PC Browser



Mobile APP



3. SVPN biometric authentication usage order

- ① Select SVPN (BIOMETRIC) on the Authentication Methods tab
- ② Enter SVPN ID
- ③ Click Send PUSH

SVPN Service
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SVPN ID SVPN (BIOMETRIC)

② SVPN ID

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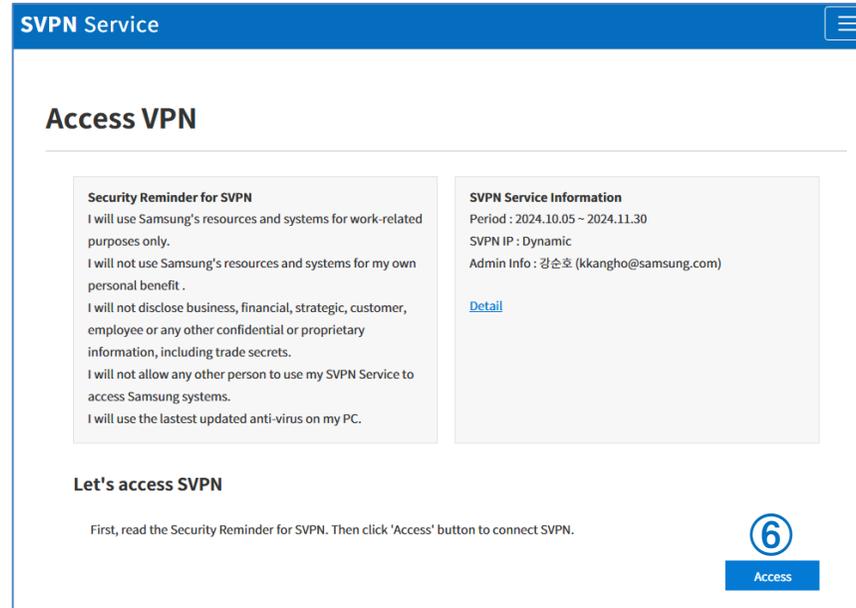
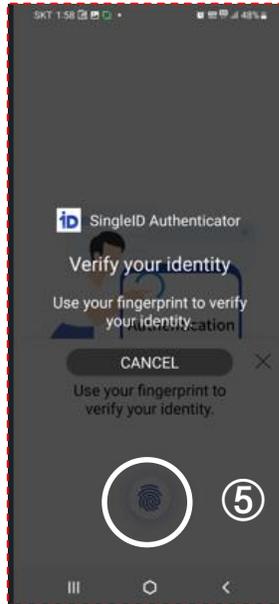
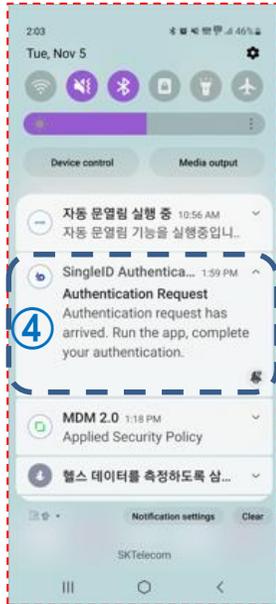
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3. SVPN biometric authentication usage order

- ④ Check the push message on the registered mobile terminal
- ⑤ Proceed biometric authentication
- ⑥ After completing the login, click "Access"

PC Browser Mobile APP



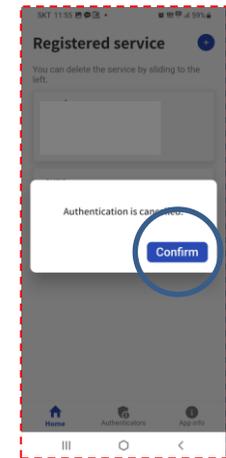
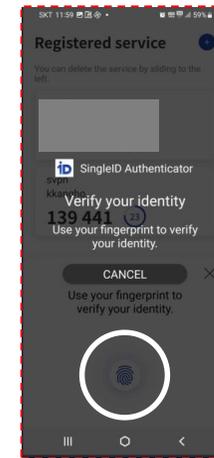
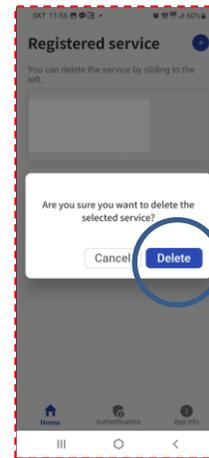
4. Initialize SingleID registration and Re-registration (When changing mobile phone)

Mobile APP



1) Initialize SingleID registration

- ① Run SingleID app on mobile.
- ② Push to the left.
- ③ Click the trash icon
- ④ Click "Delete"
- ⑤ Biometric authentication
- ⑥ Click "confirm"



2) Re-registration :

Do it again "2. Registering SVPN Biometric Authentication Service" in Page 2

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