



## Update to PCard Authentication Method

**Department:** Procurement/ Payables

**Starting the week of March 25, 2024**, the use of security questions as a means of authenticating users for CentreSuite<sup>1</sup> is being discontinued.

With the change, **One Time Passcodes (OTP)** will be used to authenticate users on CentreSuite. Those OTP passcodes will be sent directly to the email address associated with their User ID for CentreSuite. For this purpose, please ensure that the email address associated with a CentreSuite User ID is up to date **prior to March 25, 2024**. See below for where to update your email if required under “Next Steps”.

OTP adds an extra layer of security to the login process for CentreSuite, to help ensure only authorized users can access their accounts through CentreSuite.

### How it works

- With OTP, CentreSuite users will no longer need to provide additional personal information for Security Question setup
- Once OTP functionality is enabled, users will receive an initial OTP via email the next time they log into the system.
- Each OTP will be valid for 15 minutes. Only three invalid attempts are allowed before the user is locked out. The maximum OTP generation period is three attempts within 15 minutes
- OTP may be sent from <[Notifications@CentreSuite.com](mailto:Notifications@CentreSuite.com) [1]> or <[Scotiabank@centresuite.com](mailto:Scotiabank@centresuite.com) [2]>
- An OTP may be generated if the CentreSuite system recognizes a significant change in user access, such as change in location, new laptop or a user clearing their cookies, or if the CentreSuite system has not been accessed in the last 45 days.
- Upon receipt of the OTP via email, the user will enter it during login for validation and to access CentreSuite.

**REMINDER: DO NOT SHARE** your CentreSuite login credentials or your OTP with anyone. No one (including us) will ever ask you for your OTP passcode.

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**Source URL:** <https://www.uoguelph.ca/finance/update-pcard-authentication-method>

### Links

[1] <mailto:Notifications@CentreSuite.com> [2] <mailto:Scotiabank@centresuite.com>