

LGE Harmony changes

□ Summary

- To enhance the security of Harmony, a collaboration system between LG Electronics and partners, improvements including OTP are applied.

Harmony	LGE Accounts (@lge.com, @lgepartner.com)	Harmony Partner Accounts
Login	LGE AD ID/Password + LGE OTP	Harmony ID/Password + Google or Email OTP
Maximum Password Attempts	Dependent on LGE AD Policy	5
Password expiry	Dependent on LGE AD Policy	6 Months
Connection Path	LGE Internal Network Only	Not applicable

- The password for Harmony partner accounts will be initialized on the first day of application. Please change the password using the password that will be notified by individual e-mail and apply Google OTP.



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How to apply Google OTP (1/3)

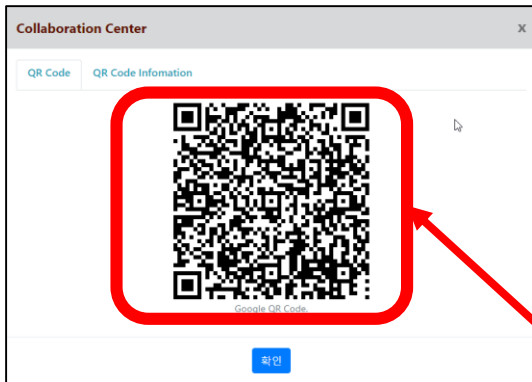
- ① Install Google OTP App. on your phone.
- ② Connect to the Harmony login screen.

The screenshot shows a web browser window displaying the Harmony login interface. The browser's address bar shows the URL `harmony.lge.com:8443/issue/secure/Dashboard.jspa`. The page header includes the HARMONY logo, navigation menus for 'Dashboards' and 'Agile', and a 'Log In' button highlighted with a red box. Below the header, there are several lines of Korean text providing security notices. The main content area features the 'Collaboration Center' logo and the tagline 'Do it better with Harmony'. The login form consists of several fields: a text input for the ID (containing a masked email address and '@gmail.com'), a password input for 'AD PASSWORD', another password input for 'OTP PASSWORD', and a checkbox for 'Remember my ID'. A large 'Login' button is positioned below these fields. A red box highlights the 'Google OTP Request' link, with a red arrow pointing to it from the 'Log In' button. Another red arrow points from the 'Log In' button to the ID input field, which is also highlighted with a red box. A third red arrow points from the 'Google OTP Request' link to the 'Login' button. The text 'Input your harmony id' is written in red next to the ID input field, and 'Click' is written in red next to the 'Google OTP Request' link.

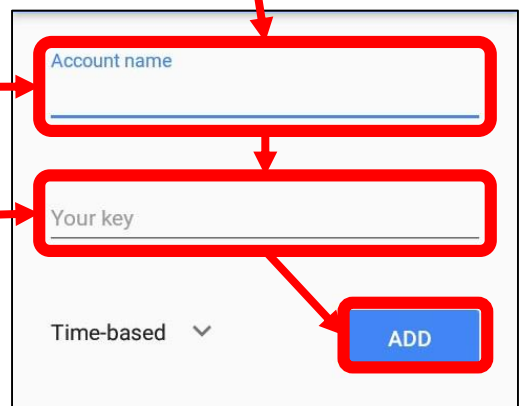
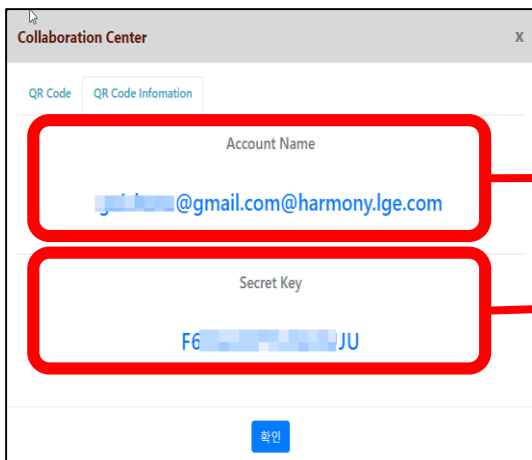
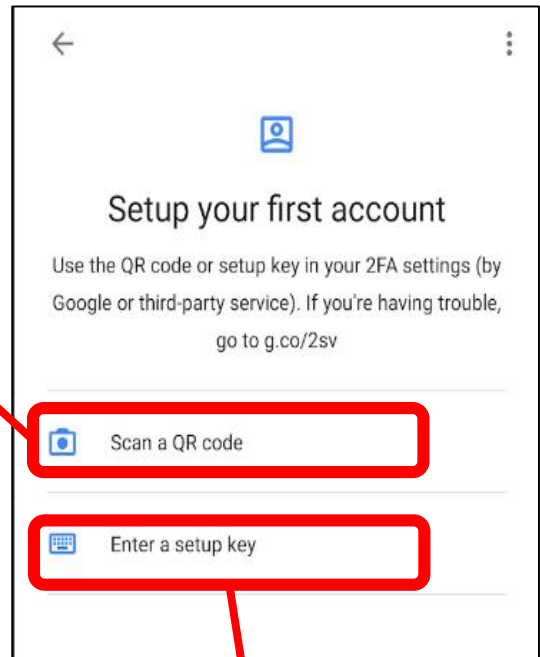
How to apply Google OTP (2/3)

- ③ Scan Harmony QR or enter Harmony Secret key with Google OTP app.

[Harmony OTP Screen]



[Google OTP App.]



How to apply Google OTP (3/3)

④ Log in to Harmony by entering your Harmony ID/Password and Google OTP.

The image shows a browser window displaying the Harmony login page. The browser address bar shows `harmony.lge.com:8443/issue/secure/Dashboard.jspa`. The page header includes the Harmony logo and navigation menus. A red box highlights the "Log In" button in the top right corner. Below the header, there is a section with security notices in Korean and English. The main content area features the "Collaboration Center" logo and the tagline "Do it better with Harmony". The login form includes the following fields and elements:

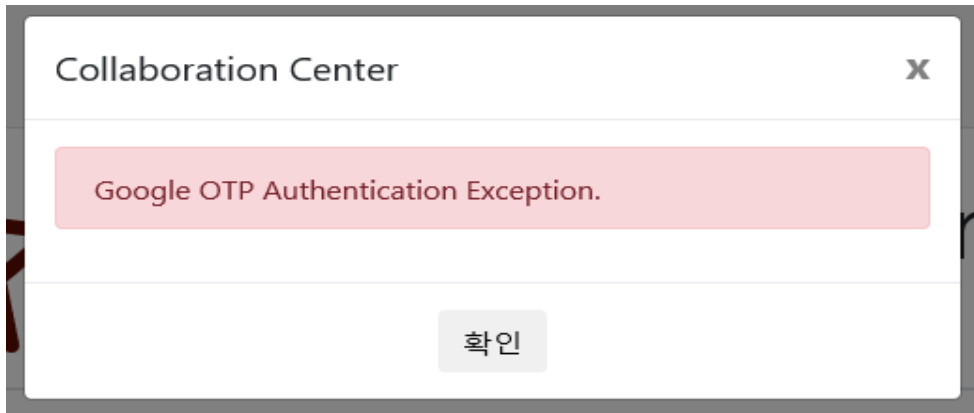
- Email field: `guichana@gmail.com`
- AD PASSWORD field
- OTP PASSWORD field (highlighted with a red box)
- Remember my ID checkbox
- Login button
- Google OTP Reset link

A red arrow points from the "Log In" button to the OTP PASSWORD field. Below the login form, a screenshot of the Google Authenticator app is shown. The app displays a QR code and a 6-digit code, `066 545`, which is highlighted with a red box. A red arrow points from the OTP PASSWORD field to the 6-digit code in the Google Authenticator app.

How to resolve Google OTP errors

※ If the OTP authentication number does **not match** or the **authentication fails**, please check the following and use it.

[Harmony Error Screen]



■ Cause of OTP Authentication Failure

- Because one OTP authentication is possible for each browser window, if the browser window changes, the OTP authentication might expire and cause authentication failure.
- OTP authentication failure can occur sometimes due to time difference between mobile device and OTP app server.

■ Solution

▶ PC Web browser

- 1) Delete all browsers' cache and cookies.
- 2) Turn off Chrome extensions.
 - To go Chrome extensions : Type <chrome://extensions/> into URL
 - If need an extension, use Secret mode (Ctrl + Shift + N)

▶ Android :

1) Mobile phone environment

[Settings] > [Date and Time] > [Automatic Date and Time Check]

2) OTP APP

[Settings] > [Correct time to match code] > [Sync Now] > [Phone Reboot]

▶ iOS :

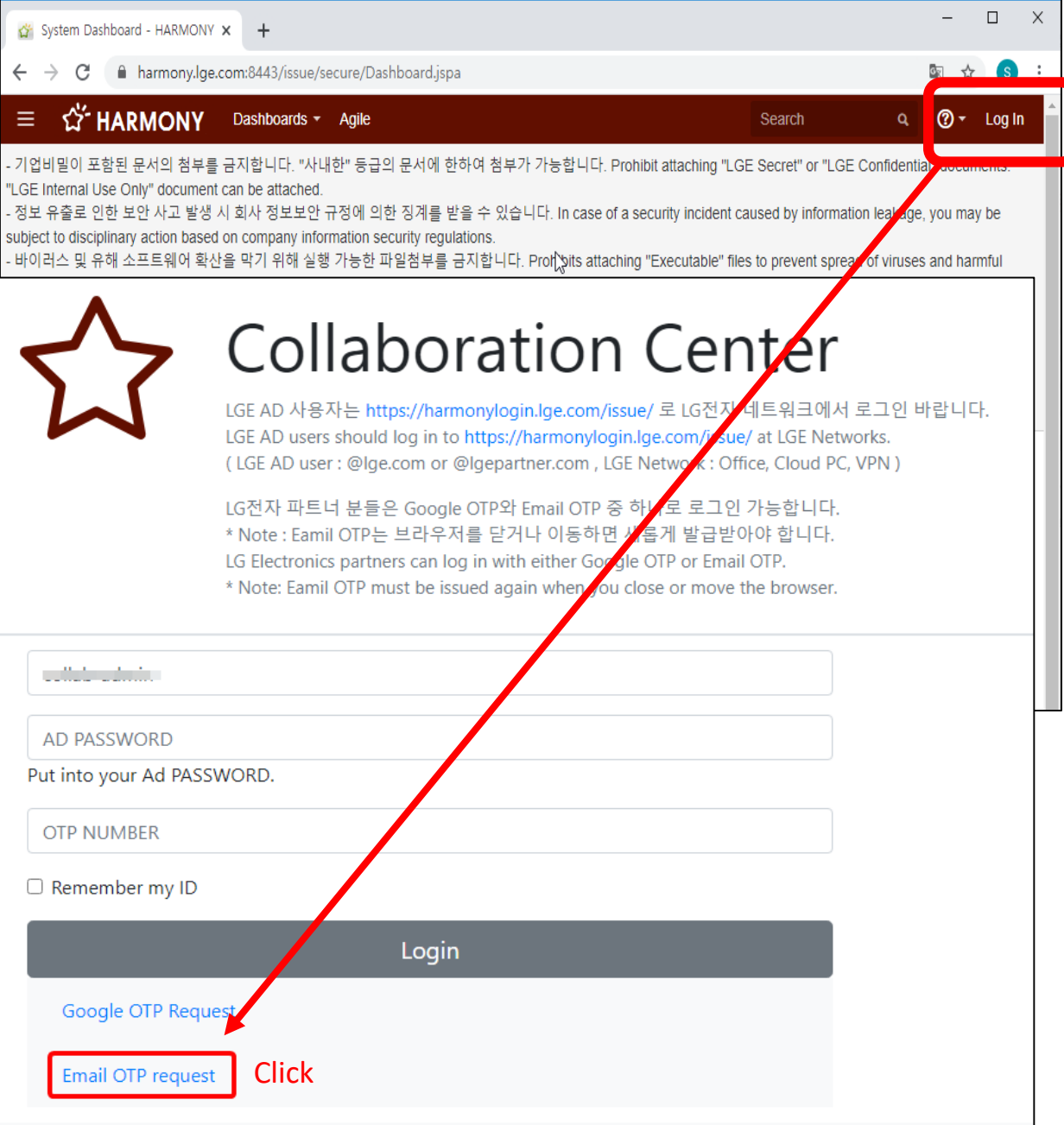
1) on the iOS application menu

[Settings] > [General] > [Date and Time] > [Automatically] > [Phone Reboot]

After proceeding with the above procedure,
Please re-issue the duplicate OTP using Google QR code and try accessing it

How to apply Email OTP (1/2)

- ① Access to Harmony login page
- ② Click 'Email OTP request'



The screenshot shows a web browser window with the URL `harmony.lge.com:8443/issue/secure/Dashboard.jspa`. The page header includes the HARMONY logo and a 'Log In' button, which is highlighted with a red box. Below the header, there is a section titled 'Collaboration Center' with a star icon. The text in this section provides instructions for LGE AD users and LG Electronics partners regarding login methods (Google OTP and Email OTP). Below the text, there are input fields for 'collabadmin', 'AD PASSWORD', and 'OTP NUMBER', along with a 'Remember my ID' checkbox and a 'Login' button. At the bottom, there are two links: 'Google OTP Request' and 'Email OTP request'. The 'Email OTP request' link is highlighted with a red box, and a red arrow points from the 'Log In' button in the header to this link. The word 'Click' is written next to the 'Email OTP request' link.

System Dashboard - HARMONY x +
harmony.lge.com:8443/issue/secure/Dashboard.jspa

HARMONY Dashboards Agile Search Log In

- 기밀비밀이 포함된 문서의 첨부 금지합니다. "사내한" 등급의 문서에 한하여 첨부 가능합니다. Prohibit attaching "LGE Secret" or "LGE Confidential" documents. "LGE Internal Use Only" document can be attached.
- 정보 유출로 인한 보안 사고 발생 시 회사 정보보안 규정에 의한 징계를 받을 수 있습니다. In case of a security incident caused by information leakage, you may be subject to disciplinary action based on company information security regulations.
- 바이러스 및 유해 소프트웨어 확산을 막기 위해 실행 가능한 파일첨부를 금지합니다. Prohibit attaching "Executable" files to prevent spread of viruses and harmful

Collaboration Center

LGE AD 사용자는 <https://harmonylogin.lge.com/issue/> 로 LG전자 네트워크에서 로그인 바랍니다.
LGE AD users should log in to <https://harmonylogin.lge.com/issue/> at LGE Networks.
(LGE AD user : @lge.com or @lgepartner.com , LGE Network : Office, Cloud PC, VPN)

LG전자 파트너 분들은 Google OTP와 Email OTP 중 하나로 로그인 가능합니다.
* Note : Email OTP는 브라우저를 닫거나 이동하면 새롭게 발급받아야 합니다.
LG Electronics partners can log in with either Google OTP or Email OTP.
* Note : Email OTP must be issued again when you close or move the browser.

collabadmin

AD PASSWORD
Put into your Ad PASSWORD.

OTP NUMBER

Remember my ID

Login

[Google OTP Request](#)

[Email OTP request](#) Click

How to apply Email OTP (2/2)

- ③ Check the OTP number sent by email
- ④ Log in to Harmony by entering your Harmony ID/Password and OTP number.

The image shows two parts of the process. On the left is an email notification. On the right is a login page.

Email Notification:

Dear. [redacted],

Here is the OTP number you need to login to account [redacted] :

190858

Enter the above OTP number along with your ID/Password when logging in to Harmony, and complete it.

Note: The OTP number expires within 5 minutes. Please enter within the time.

- LG Electronics. Collaboration Center DevOps Team

안녕하세요. [redacted].

[redacted] 님이 로그인에 필요한 OTP number는 :

190858

위 OTP

주의 :

- LG

Login Page:

[redacted]

[redacted]

[redacted]

Remember my ID

Login

[Google OTP Request](#)

[Email OTP request](#)

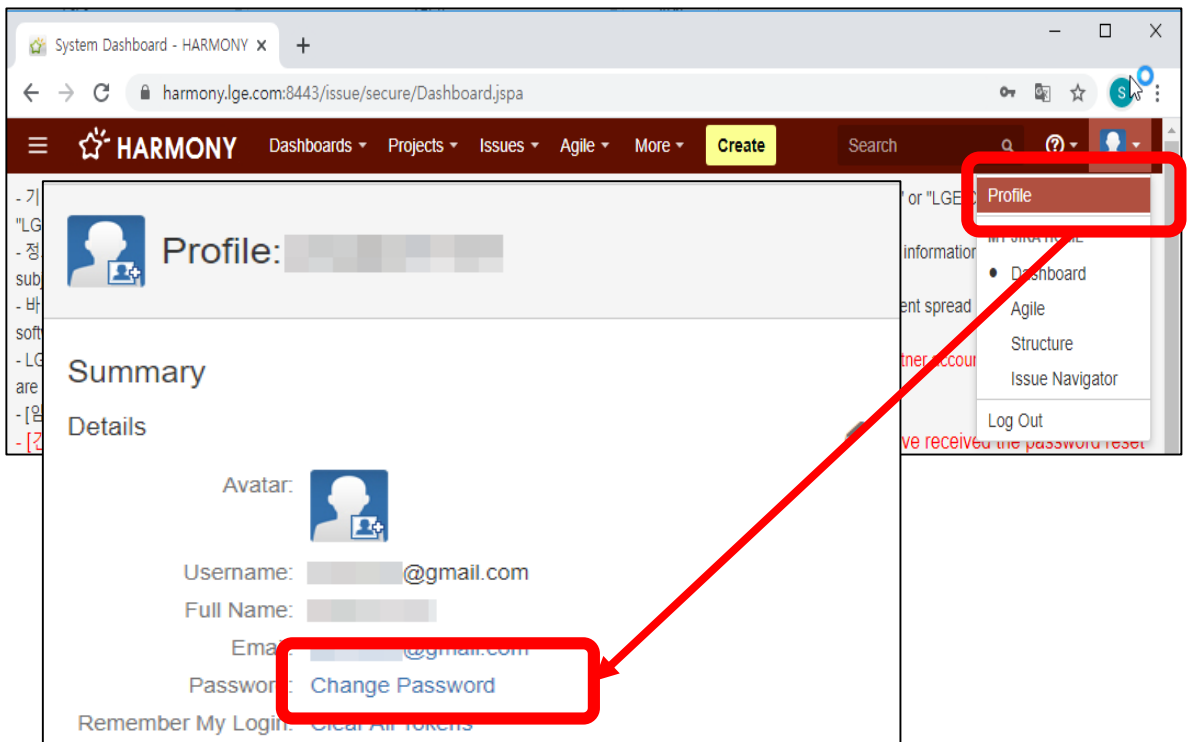
We have sent an otp number in your email.
Please enter the shipped number within 5 minutes.
* Please check the junk mail when you have not received the message.

12 %

Time remaining 4 M 23 S

How to change your password

- ① Log in to Harmony by entering your Harmony ID/Password and Google OTP.
- ② Click Profile on the top right
- ③ Click 'Change password'



- ① Password must be changed every 6 months, and three notification emails will be sent before expiration.

[Notification Mail Sample]

Your password will expire soon

Hello < User Name >,
 your password will expire in < daysToPasswordExpiration > day(s).
 Please change your password to avoid losing access to LGE Harmony Tracker.

* ChangePassword Path : Harmony Site > Profile > Change password

- from LGE Harmony Administrator -