

**HENNINGE**

# Outline

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## **About This Manual**

This user manual outlines the various operating procedures for HENNGE Access Control.

HENNGE Access Control is an Identity as a Service solution (IDaaS) that is mainly integrated with Microsoft 365 and Google Workspace). It can also integrate with various other types of SaaS cloud services.

You can use HENNGE Access Control for Single Sign-On to centralize the login process and strengthen security while using your cloud services.

### **Scope of Operation**

Only logins to the Cloud Services (Microsoft 365, Google Workspace etc.) that are connected with HENNGE Access Control are covered. Regarding which services are connected, please reach out to your administrator.

### **Important Notice**

The screenshots and interface designs shown in this manual are current as of June 2026. Please note that since HENNGE Access Control is continuously updated, some service features, functions, or user interface designs can differ from what is described in this document.

# 1. Login to HENNGE Access Control

## Description

There are two ways to access the target services.

### •Method 1 (IdP-initiated):

Users can log in to the HENNGE Access Control Portal to access connected services (such as Microsoft 365 and Google Workspace).

#### •IdP-initiated Access:

To access the target services, please use the following HENNGE Access Control login URL to first log in to the portal, then click the service displayed on the screen.

HENNGE Access Control Login URL: <https://ap.sso.hdems.com>

### •Method 2 (SP-initiated):

Users can access the connected services directly via the HENNGE Access Control login process.

#### •SP-initiated Access:

To access the target services, please use the service's direct login URL.

## Note

- The login process may change depending on the access policy set by your administrator.
- The login process might be different for each service.
- If your login process includes a 'Device Certificate', please ensure it is installed on your device in advance.
- If your login process includes a 'One-Time Password', please ensure that either the HENNGE Lock app is installed on your device or you can receive the One-Time Password in your mailbox in advance.
- [Receive OTP \(One-Time Password\) via Email Setting](#) (Redirect to HENNGE Help Center)
- [Install the HENNGE Lock application](#) (Redirect to HENNGE Help Center)
- If you fail to log in, please follow the '[Login Error Troubleshooting](#)' guide and reach out to your administrator.

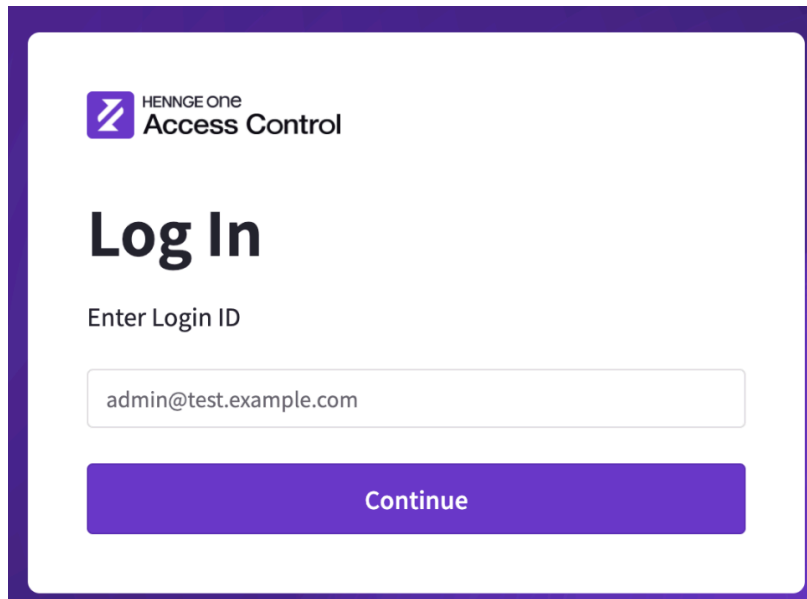
## Use Device Certificate to Log in

① Log in to HENNGE Access Control from the following URL.

Login URL: <https://ap.sso.hdems.com>

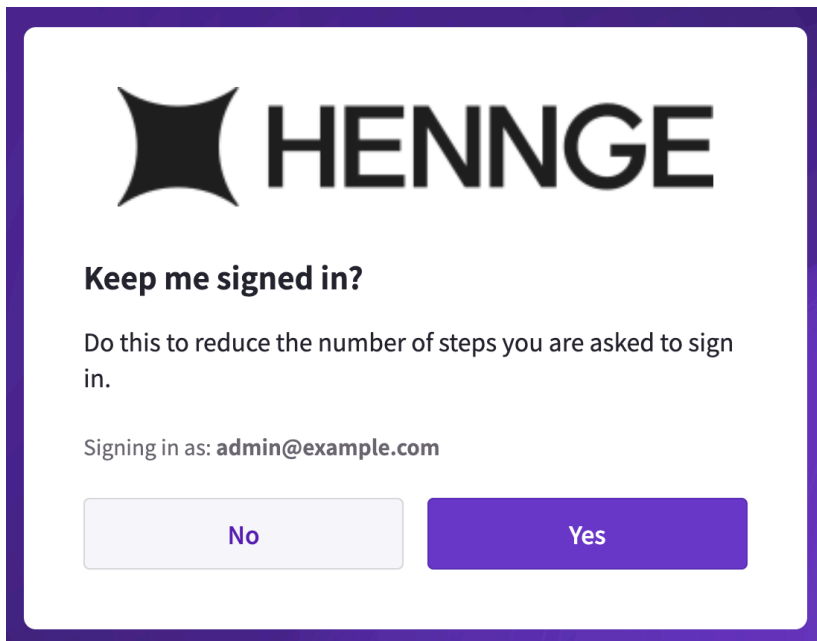
② Enter your login ID\* and click [Continue].

\*Login ID: Microsoft 365 UPN (Email address you use for log in to Microsoft 365) or Email address for Google Workspace user.

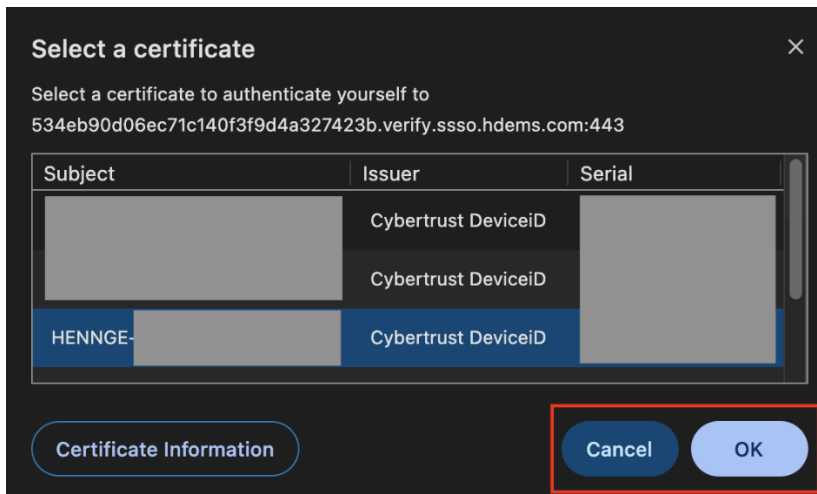


The screenshot shows the login interface for HENNGE ONE Access Control. At the top left is the logo, which consists of a purple square with a white stylized 'Z' and the text 'HENNGE ONE Access Control' to its right. Below the logo is the heading 'Log In' in a large, bold, black font. Underneath the heading is the label 'Enter Login ID'. A text input field contains the email address 'admin@test.example.com'. Below the input field is a large, solid purple button with the word 'Continue' written in white text.

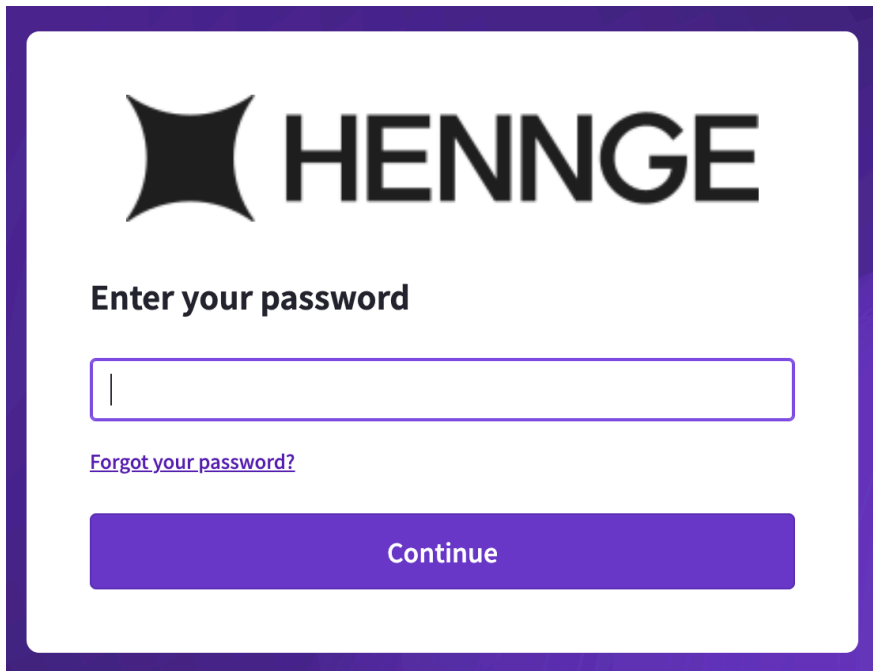
- ③ On the "Keep me signed in?" screen, click your preferred option.  
\* If you click [Yes], you can skip step 2 the next time you authenticate.



- ④ Select a Device Certificate, Click 'OK'.

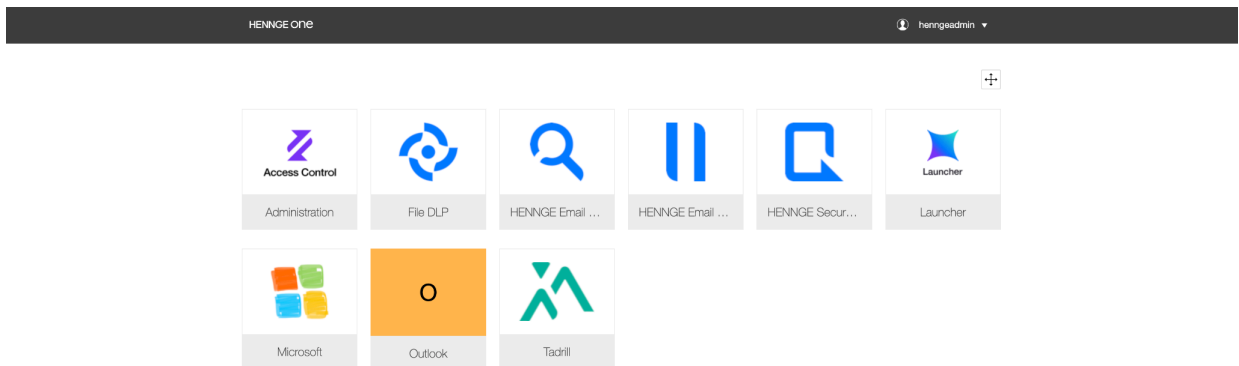


⑤ Enter your password and click [Continue].



The image shows a login screen for HENNGE. At the top left is the HENNGE logo, which consists of a black four-pointed star shape followed by the word "HENNGE" in a bold, black, sans-serif font. Below the logo, the text "Enter your password" is displayed in a bold, black font. Underneath this text is a white rectangular password input field with a thin purple border and a vertical cursor on the left. Below the input field is a blue hyperlink that reads "Forgot your password?". At the bottom of the screen is a large, solid purple button with the word "Continue" written in white, centered text.

⑥ HENNGE Access Control Portal will be shown

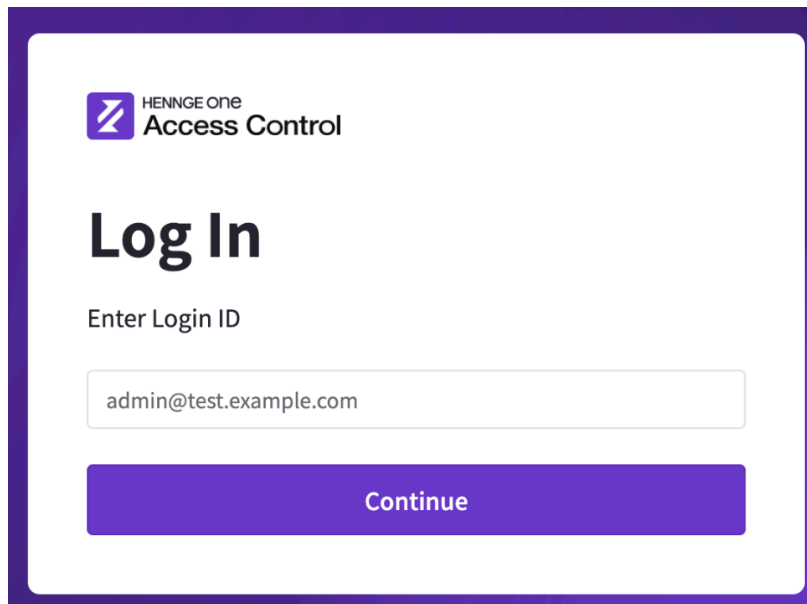


## Use Global IP Address (Office Internet) to Log in

① Log in to HENNGE Access Control from the following URL.

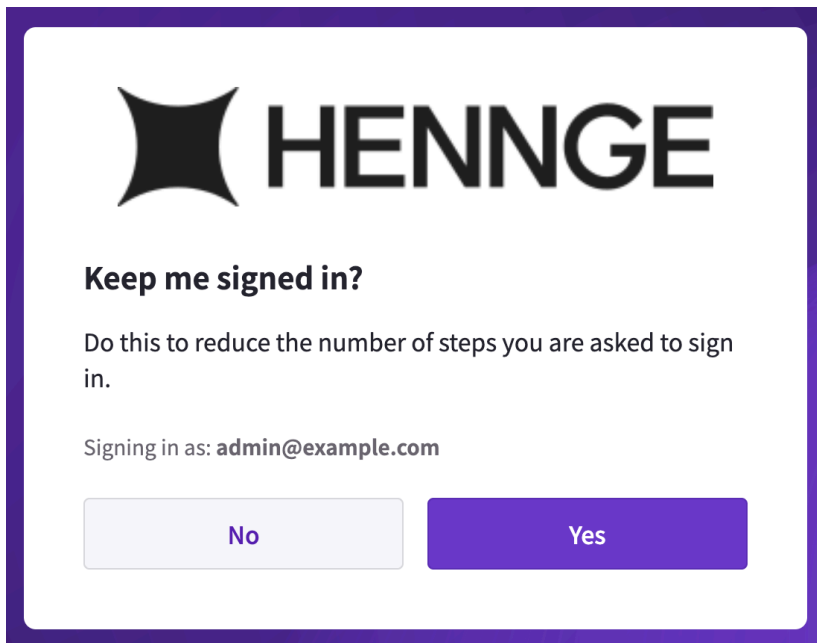
Login URL: <https://ap.sso.hdems.com>

② Enter your login ID and click [Continue].

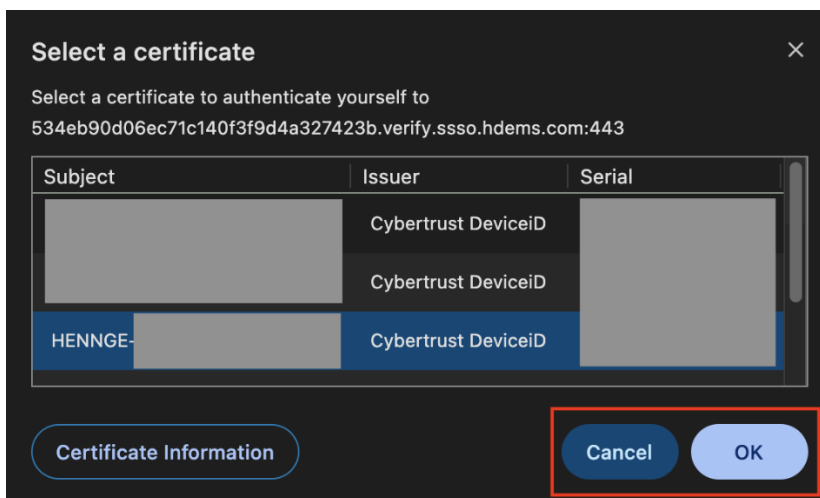


The screenshot shows the login interface for HENNGE ONE Access Control. It features a purple header with the logo and text 'HENNGE ONE Access Control'. Below this is the title 'Log In' in a large, bold font. Underneath the title is the instruction 'Enter Login ID'. A text input field contains the email address 'admin@test.example.com'. At the bottom of the form is a prominent purple button labeled 'Continue'.

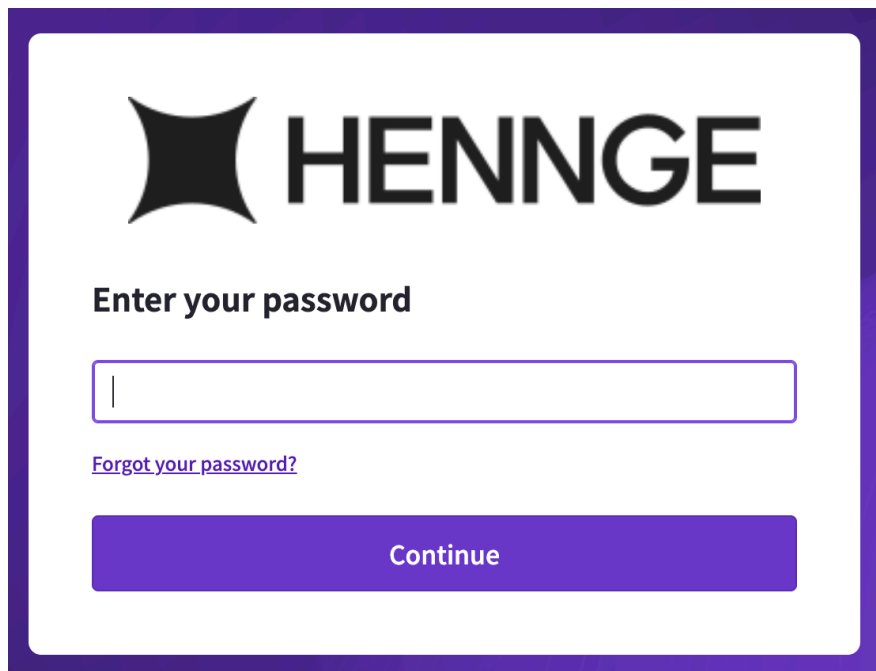
- ③ On the "Keep me signed in?" screen, click your preferred option.  
\* If you click [Yes], you can skip step 2 the next time you authenticate.



- ④ Select [Cancel] in 'Select a certificate'.

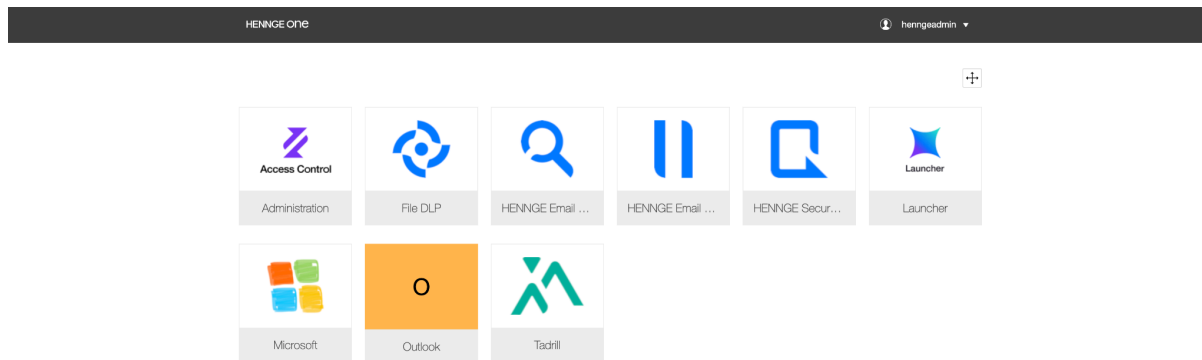


⑤ Enter your password and click [Continue].



The image shows a login screen for HENNGE. At the top left is the HENNGE logo, which consists of a stylized black star-like shape followed by the word "HENNGE" in a bold, black, sans-serif font. Below the logo, the text "Enter your password" is displayed in a bold, black font. Underneath this text is a white rectangular password input field with a thin purple border. Below the input field is a blue hyperlink that reads "Forgot your password?". At the bottom of the screen is a large, solid purple button with the word "Continue" written in white, centered text.

⑥ HENNGE Access Control Portal will be shown

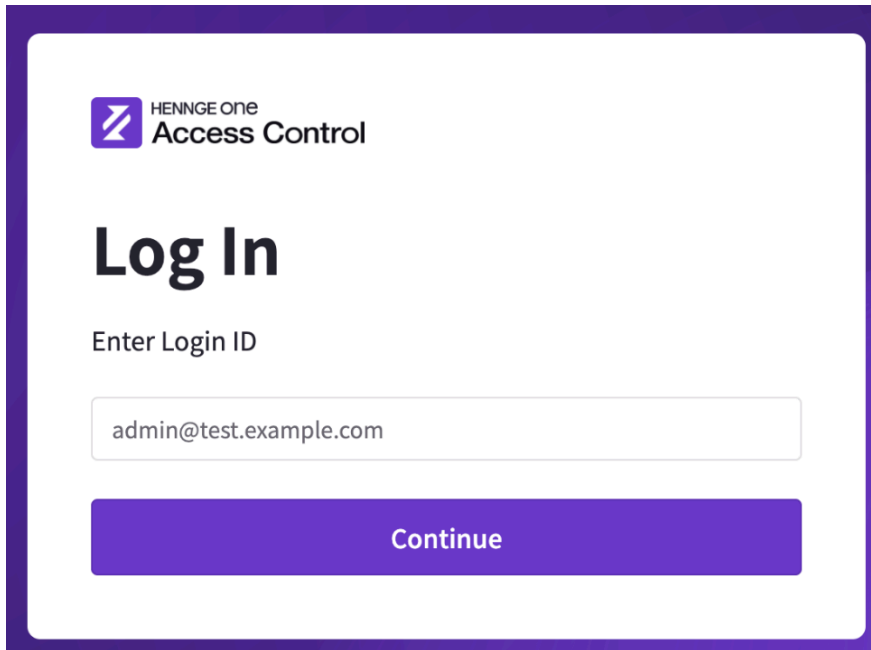



## Use One Time Password to Log in

① Log in to HENNGE Access Control from the following URL.

Login URL: <https://ap.sso.hdems.com>

② Enter your login ID and click [Continue].



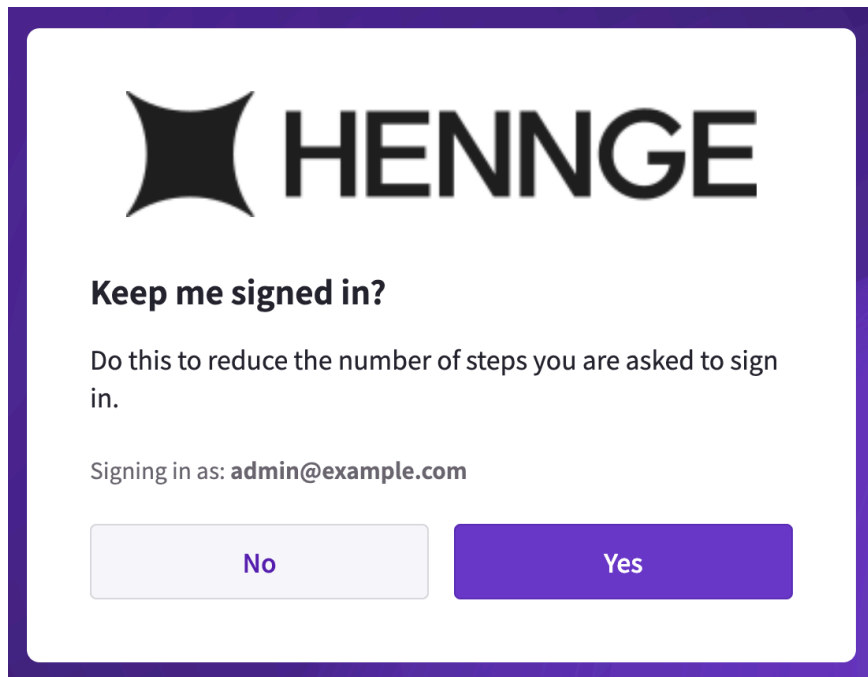
 HENNGE ONE  
Access Control

# Log In

Enter Login ID

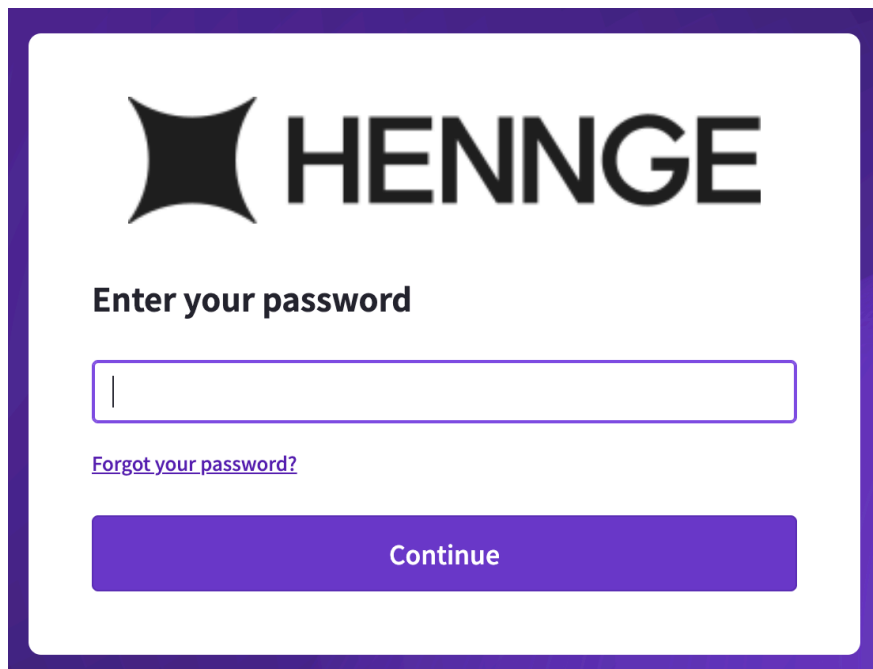
Continue

- ③ On the "Keep me signed in?" screen, click your preferred option.  
\* If you click [Yes], you can skip step 2 the next time you authenticate.



The screenshot shows the HENNGE logo at the top left. Below it, the text "Keep me signed in?" is displayed in bold. Underneath, a message reads: "Do this to reduce the number of steps you are asked to sign in." Below this message, it says "Signing in as: admin@example.com". At the bottom, there are two buttons: a light gray button labeled "No" and a purple button labeled "Yes".

- ④ Enter your password and click [Continue]



The screenshot shows the HENNGE logo at the top left. Below it, the text "Enter your password" is displayed in bold. Underneath, there is a password input field with a vertical cursor on the left. Below the input field, there is a link that says "Forgot your password?". At the bottom, there is a purple button labeled "Continue".

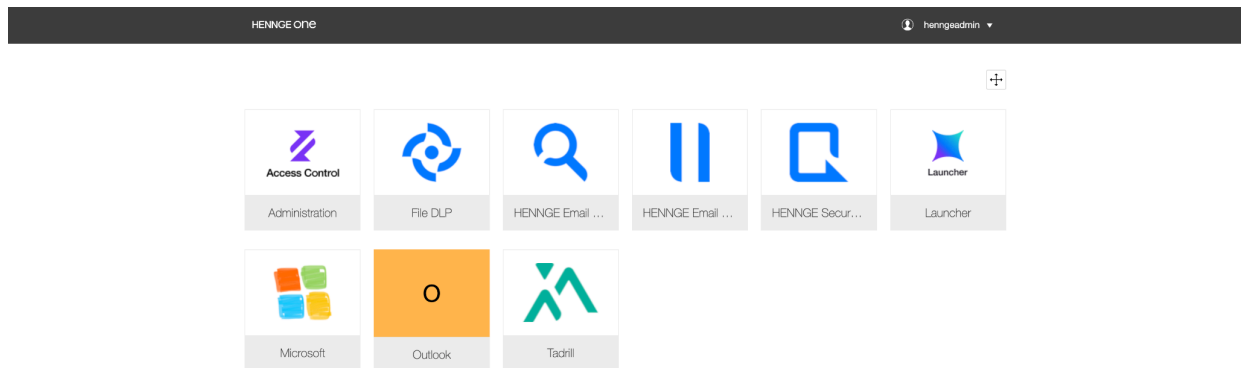
⑤ **Enter the OTP using the method you set up in advance.**

You can receive the one-time password in **'personal mailbox'** or **'HENNGE Lock app'** depending on the settings. If you are not sure which one to use, please reach out to your administrator.

Receive One Time Password in Personal Mailbox: [One Time Password - Personal Mailbox](#)

Receive One Time Password in HENNGE Lock app: [One Time Password - HENNGE Lock app](#)

⑥ **HENNGE Access Control Portal will be shown**

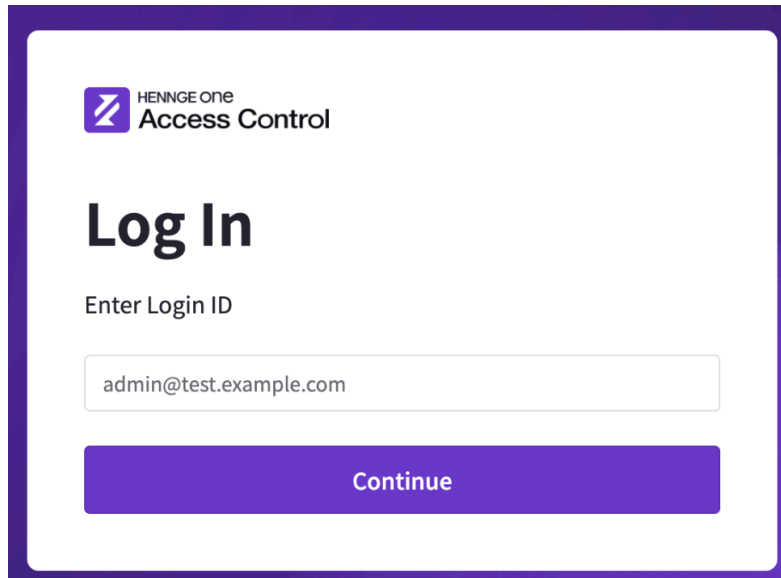


## Use Device Certificate and One Time Password to Log in

① Log in to HENNGE Access Control from the following URL.

Login URL: <https://ap.sso.hdems.com>

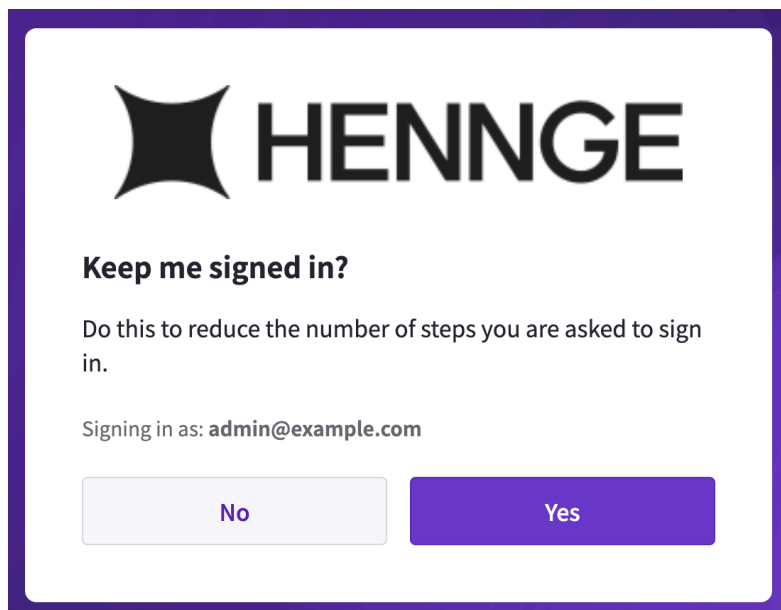
② Enter your login ID and click [Continue].



The screenshot shows the HENNGE ONE Access Control login interface. At the top left is the logo, which consists of a purple square with a white stylized 'Z' shape, followed by the text 'HENNGE ONE Access Control'. Below the logo is the heading 'Log In' in a large, bold, black font. Underneath the heading is the prompt 'Enter Login ID'. A text input field contains the email address 'admin@test.example.com'. Below the input field is a large, solid purple button with the word 'Continue' written in white text.

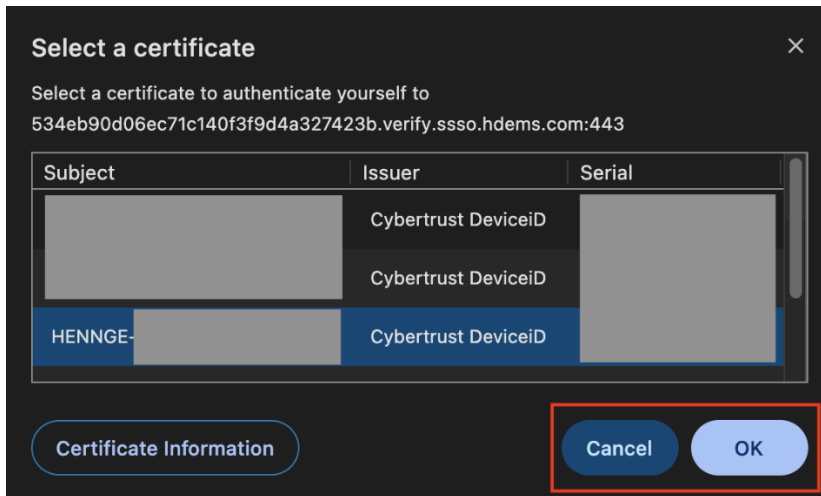
③ On the "Keep me signed in?" screen, click your preferred option.

\* If you click [Yes], you can skip step 2 the next time you authenticate.

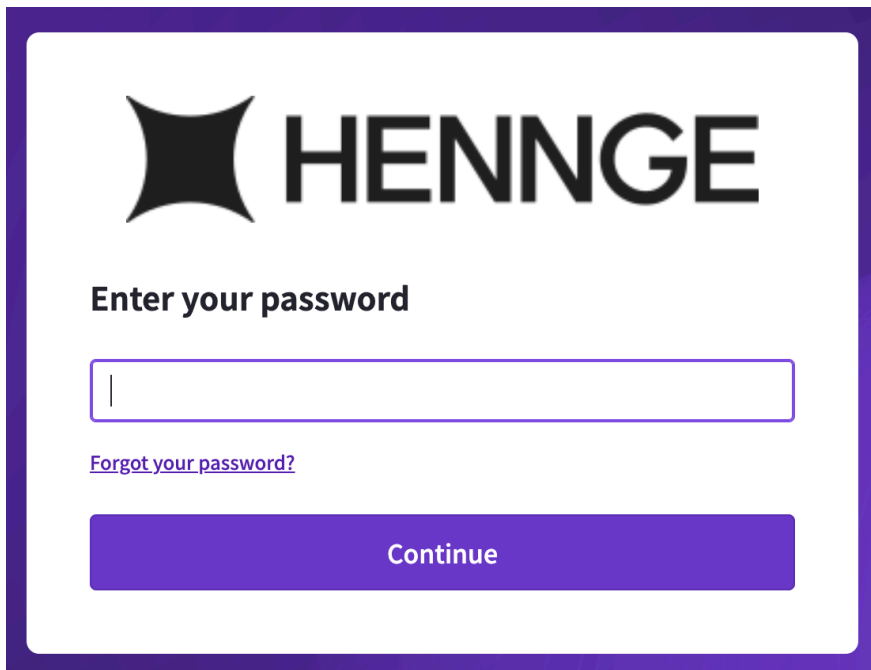


The screenshot shows the HENNGE 'Keep me signed in?' screen. At the top left is the HENNGE logo, which features a black stylized four-pointed star shape followed by the word 'HENNGE' in a bold, black, sans-serif font. Below the logo is the heading 'Keep me signed in?' in a bold, black font. Underneath the heading is the text 'Do this to reduce the number of steps you are asked to sign in.' Below this text is the prompt 'Signing in as: admin@example.com'. At the bottom of the screen are two buttons: a light gray button with the word 'No' in purple text, and a solid purple button with the word 'Yes' in white text.

④ Select a Device Certificate, Click 'OK'.



⑤ Enter your password and click [Continue].  
If you are asked for a password, please enter your password.



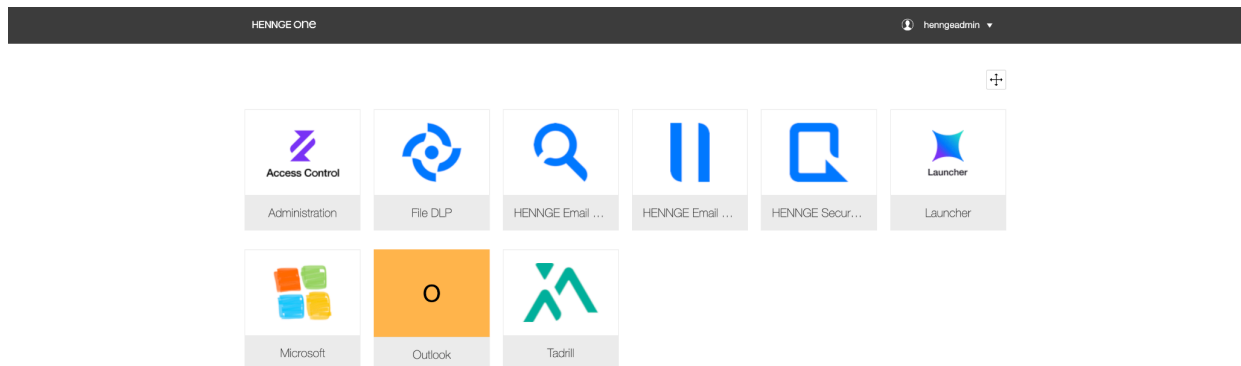
⑥ **Enter the OTP using the method you set up in advance.**

You can receive the one-time password in **'personal mailbox'** or **'HENNGE Lock app'** depending on the settings. If you are not sure which one to use, please reach out to your administrator.

Receive One Time Password in Personal Mailbox: [One Time Password - Personal Mailbox](#)

Receive One Time Password in HENNGE Lock app: [One Time Password - HENNGE Lock app](#)

⑦ **HENNGE Access Control Portal will be shown**



## 2. Receive One Time Password

### Description

This is a one-time password (OTP) provided by HENNGE Access Control. When a user tries to log in to HENNGE Access Control or other connected services, the OTP will be automatically sent to their personal mailbox or the HENNGE Lock app.

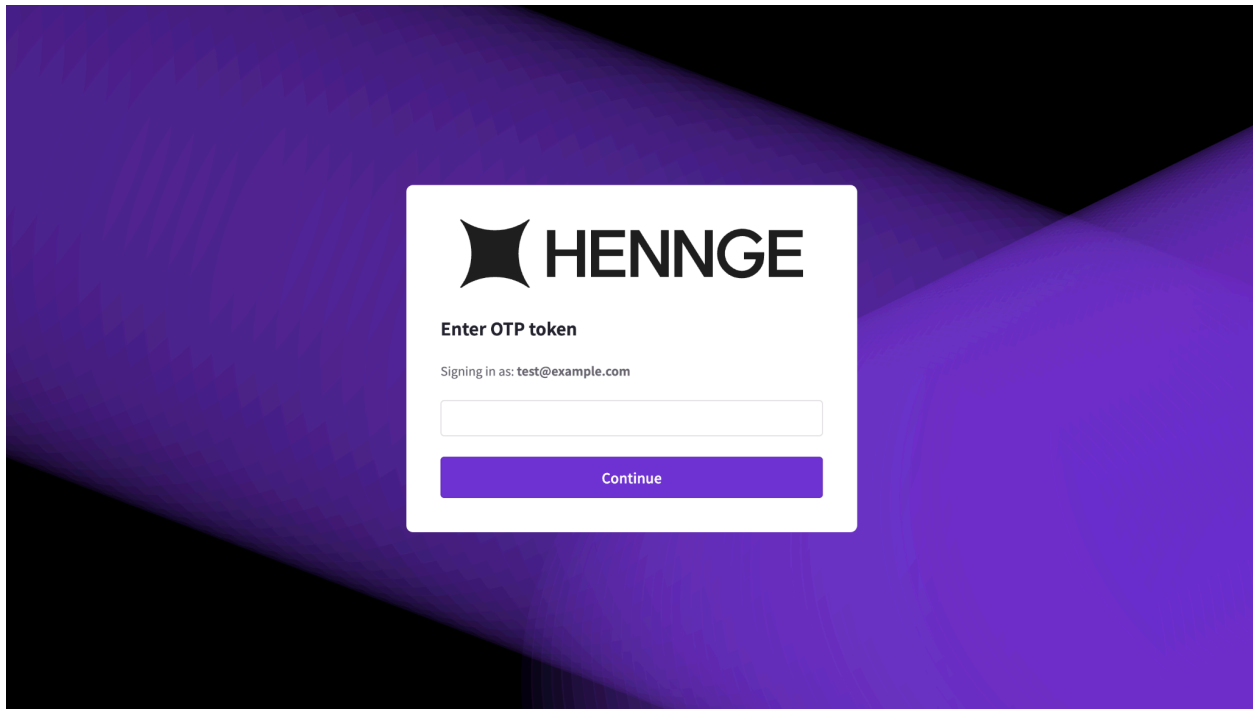
You will need to enter the one-time password on the login page or accept the authentication on the HENNGE Lock app.

### Note

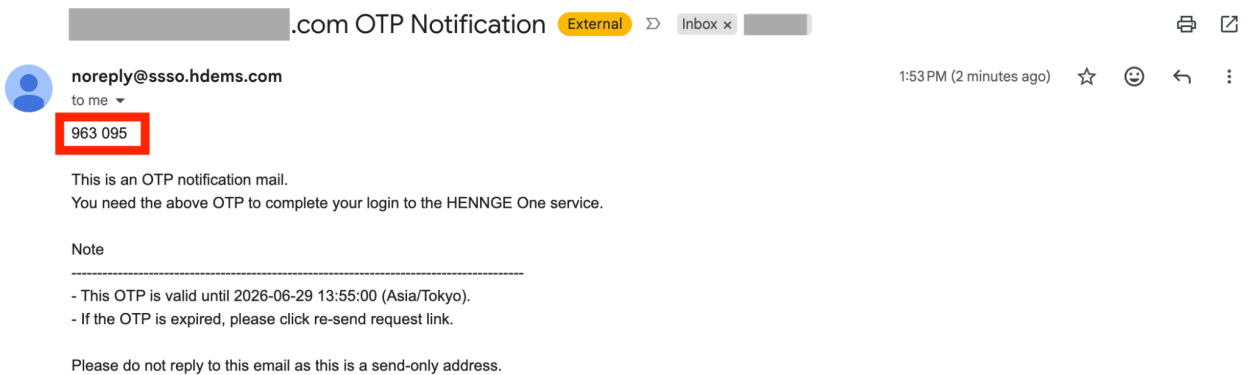
- To receive the one-time password, you need to download the HENNGE Lock app or configure it with your personal email.
- The OTP method depends on the settings configured by your administrator.
- HENNGE's one-time password is different from Microsoft Authenticator or Google Authenticator.

# One Time Password - Personal Mailbox

1) After entering the password, the browser will display "Enter OTP token".



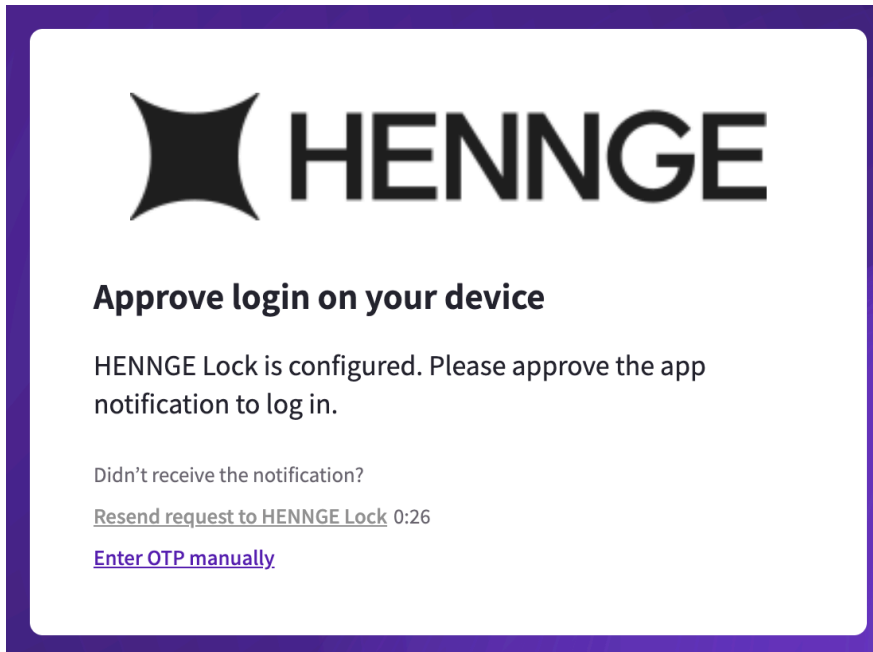
2) Open the inbox to obtain the one time password



3) Copy the one time password and paste it into the field

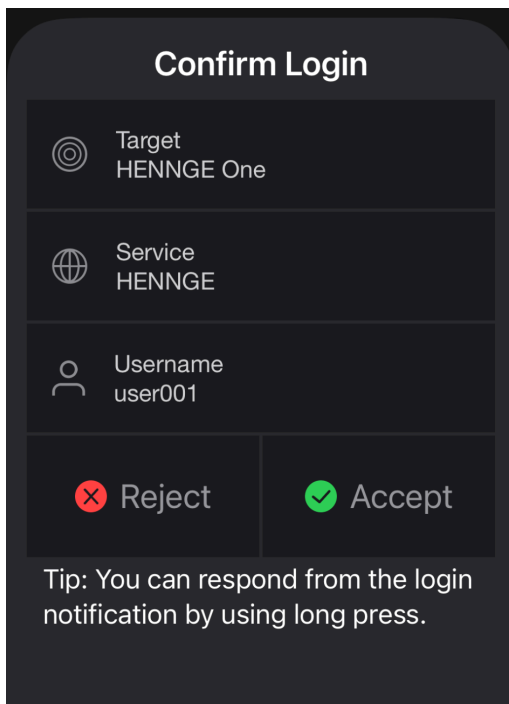
## One Time Password - HENNGE Lock app

1) After entering the password, the browser will display "Please approve the login".



2) The one time password will be pushed to the device (iOS / Android) where HENNGE Lock is set.

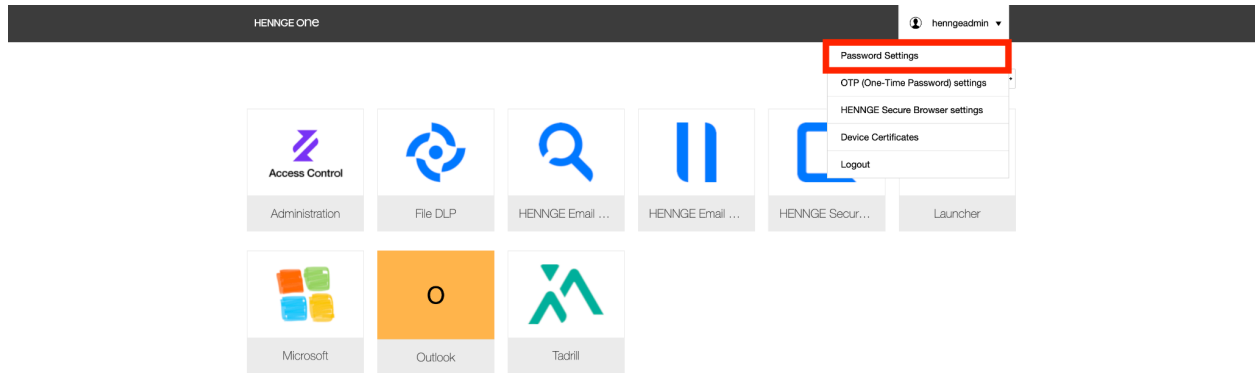
3) Open HENNGE Lock on the device and tap [Accept] to confirm the login.



### 3. Change the Password

Note: The Login Process could be different depending on the access policy.

① Click [Password Settings].



② Enter 'Current Password', 'New Password and 'New Password (Confirm)'' and select [Submit].

HENNGE ONE

Home Password Settings

### Change Password

Current Password

New Password

New Password (Confirm)

Submit Cancel

### Configure Password Reset

Please add a password reset email

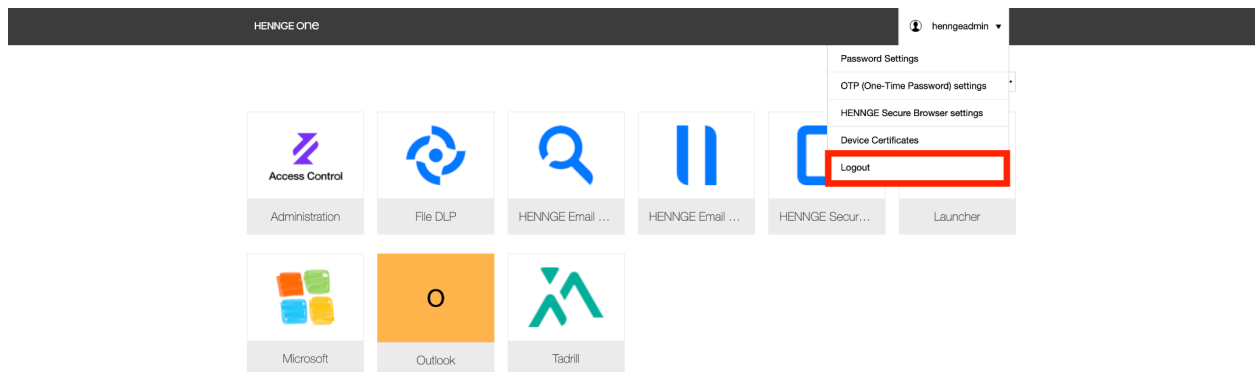
New Password Reset Email

New Password Reset Email (Confirm)

Submit Cancel

© 2020 HENNGE K.K.

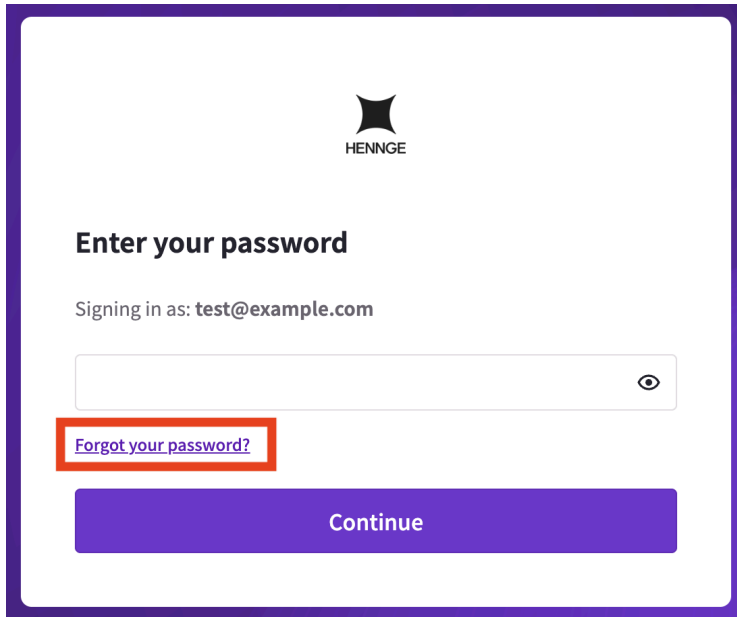
③ Log out and verify that the password has been changed.




## 4. Forget the Password

Note: If you forget the password, please reset it.

- ① Click [**Forgot your password**] in the 'Enter your password' page.



  
HENNGE

### Enter your password

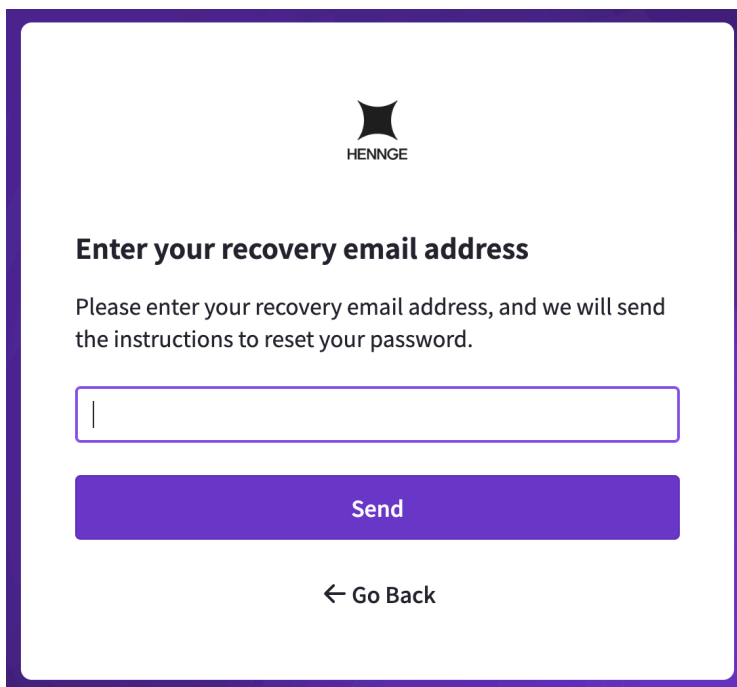
Signing in as: test@example.com


[Forgot your password?](#)

Continue

- ② Enter your recovery email address and click [**Send**].

※ If you are unsure of the recovery email address, please reach out to your administrator.



  
HENNGE

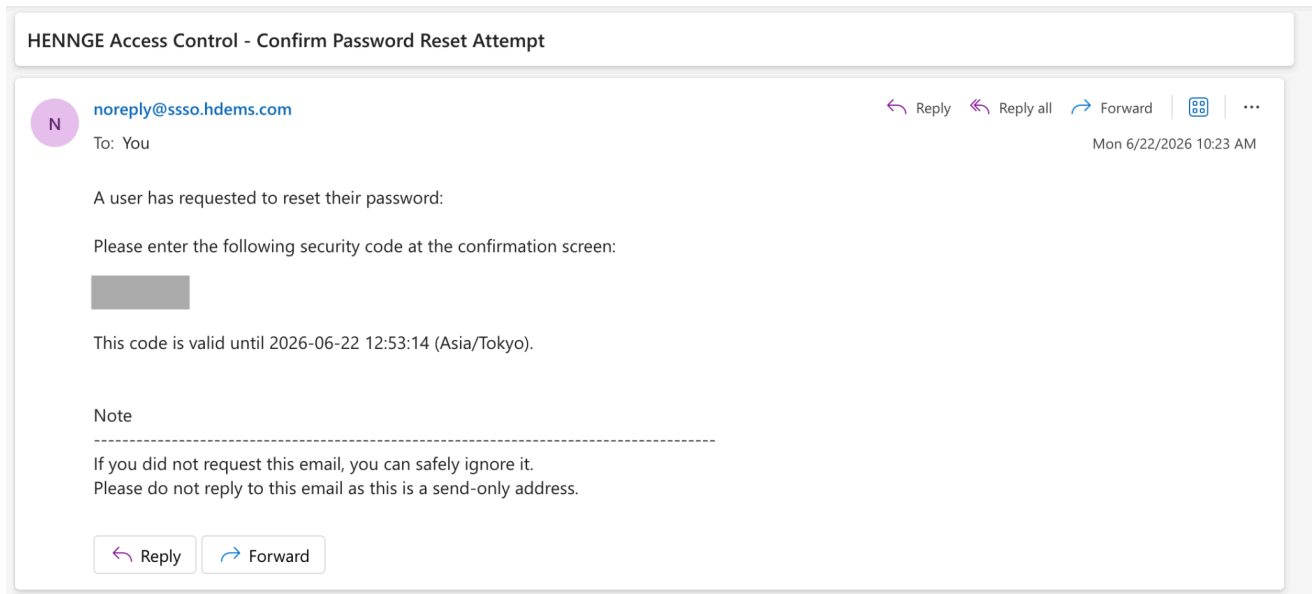
### Enter your recovery email address

Please enter your recovery email address, and we will send the instructions to reset your password.

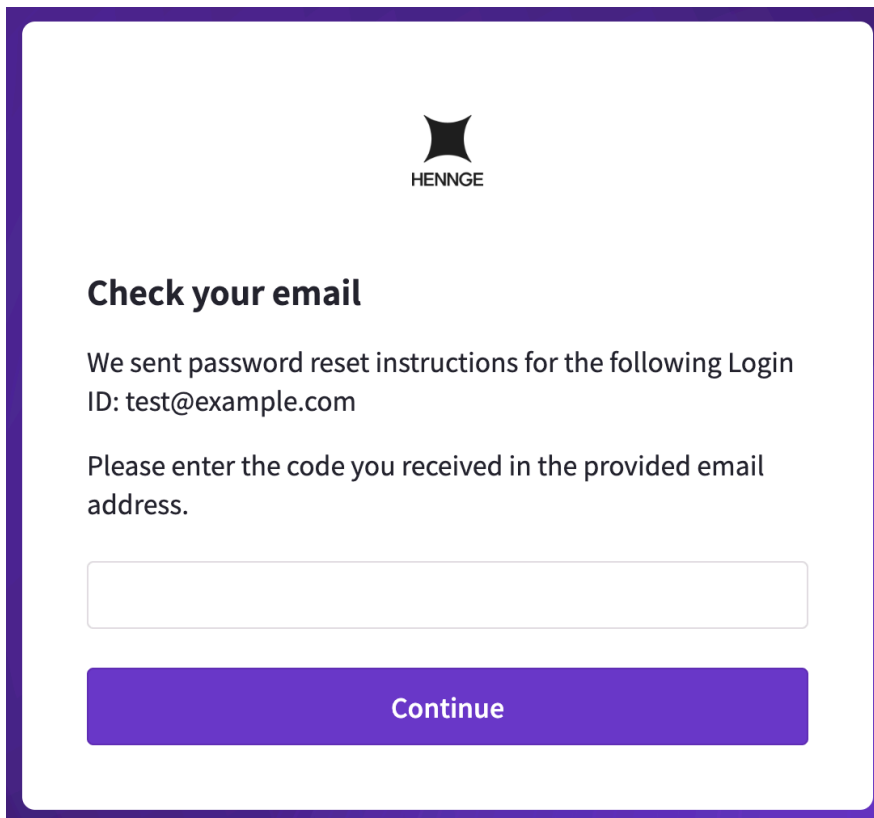
Send

[← Go Back](#)

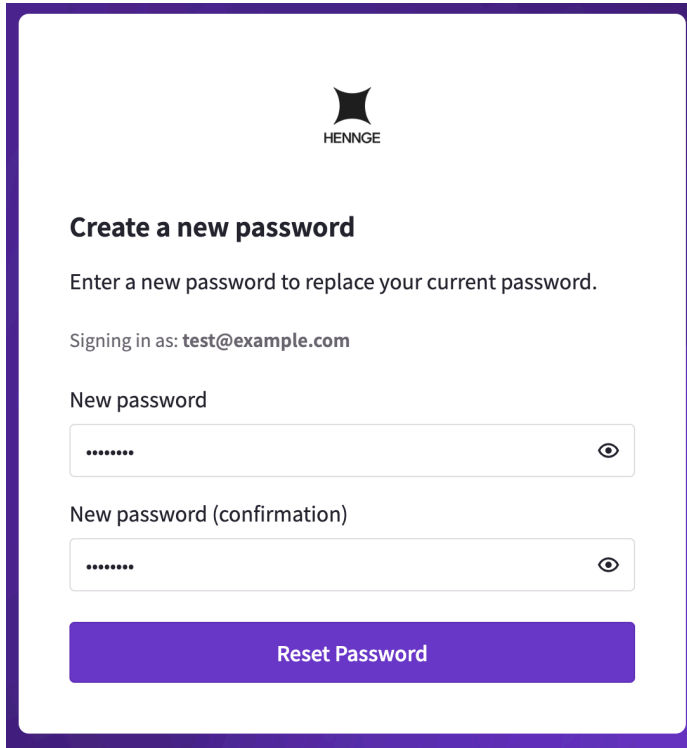
### ③ Open your recovery email box and receive the One Time Password



### ④ Enter the One Time Password you received and click [Continue].

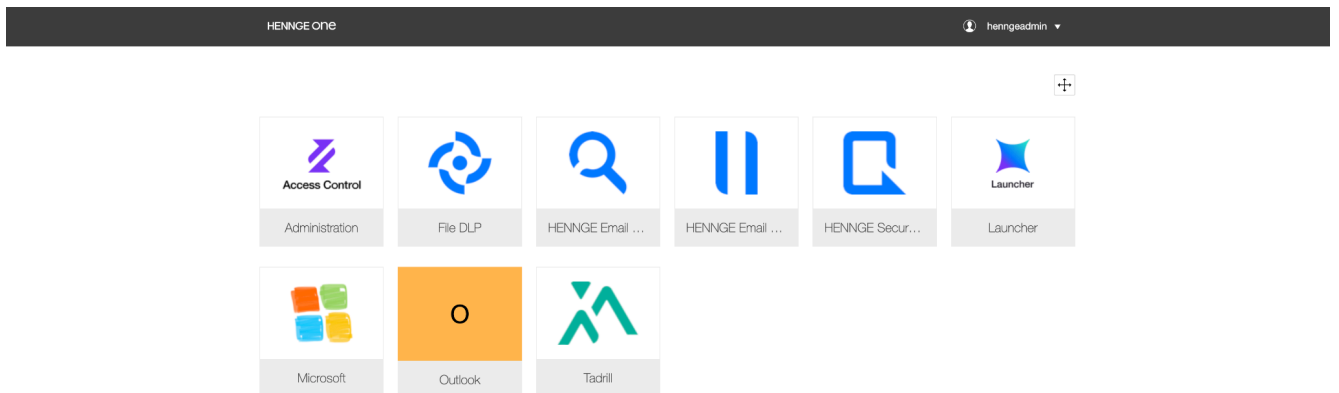


⑤ Enter the New password and click [Reset Password].



The screenshot shows a web form for resetting a password. At the top center is the HENNGE logo, which consists of a stylized four-pointed star above the word "HENNGE". Below the logo is the heading "Create a new password" followed by the instruction "Enter a new password to replace your current password." Underneath, it says "Signing in as: test@example.com". There are two input fields: "New password" and "New password (confirmation)", both containing masked characters (dots) and having an eye icon to toggle visibility. A purple button labeled "Reset Password" is positioned at the bottom of the form.

⑥ HENNGE Access Control Portal will be shown



## 5. Login Error Troubleshooting

If you cannot log in or see an error message, please check the Help Center article below to find the problem. If you still cannot fix it, please take a screenshot of the error page and send it to your administrator.

**Reference:** [\[Access Control\] Error Message Collection](#)

For a quick check, please try using an incognito or private window to see if the browser cache is causing the problem.