

To choose your preferred verification option and complete setup, please log in to the CCHMC Multi-Factor Authentication User Portal at <https://mfa.cchmc.org/MultiFactorAuth>. For assistance, please call the Service Desk at 513-636-4100.

The steps below walk through each option available to you to complete the Multi-Factor Authentication registration (mobile app, OATH, and phone call). You only need to select one option, and the preferred option is the mobile application.

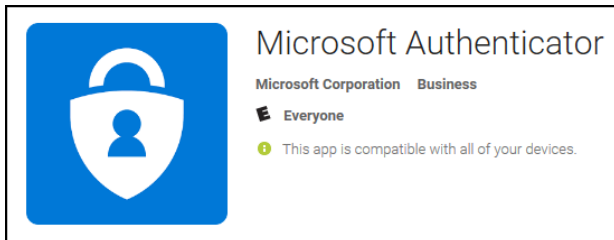
Important: You should **only** respond to the Multi-Factor Authentication message or prompt if you are actually signing on. Otherwise, someone may be trying to sign on with your username and password and you should report this potential fraud to the Service Desk by calling 513-636-4100.

Preferred Option: Steps for Setting up the App for Your SmartPhone or Tablet:

- Please have your cell phone or tablet device (*Operating Systems supported include iOS, Windows, and Android*) with you for immediate access.

On your phone:

- Go to your iTunes Store, Google Play or Microsoft Store, Search for Microsoft Authenticator:



- Click on app and Click on Install

On your computer:

- Click on this link: <https://mfa.cchmc.org/MultiFactorAuth>
- Enter Username and Password
- Click **Log In** (button)
- Choose Mobile App as your method in the drop down list and then click **Generate Activation Code**

On your phone:

- Open the app and enter the **Activation Code and URL** in the app on your mobile phone

- Please check the Microsoft Authenticator app on your phone and click **Verify** to complete the process.
- Your setup of the Mobile App for authentication is now complete. You can now close or navigate away from the app if needed.

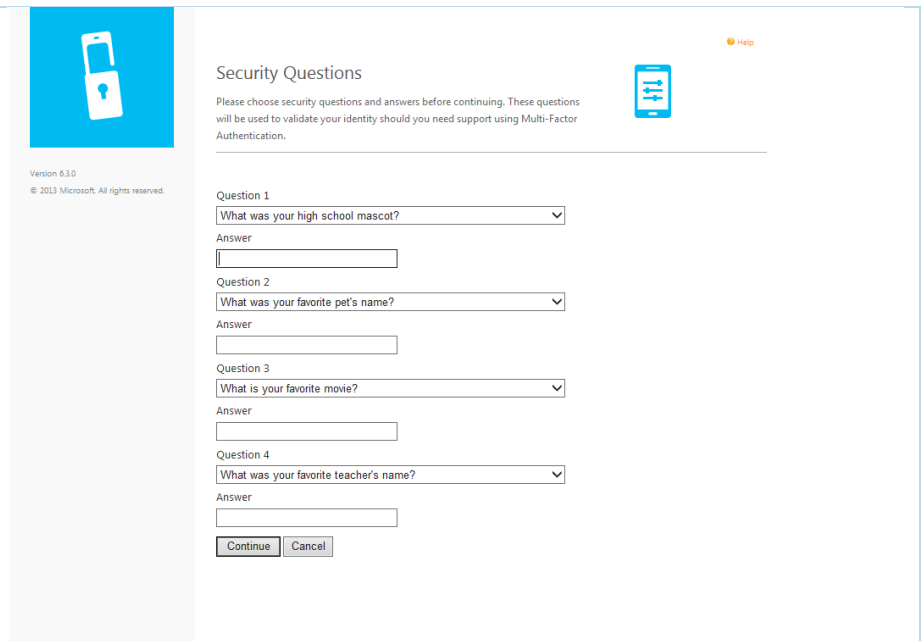
When you log in to the VPN portal for CenterLink (<https://vendorvpn.cchmc.org>), the Microsoft Authenticator app on your phone will display a message that there has been a sign in request.

- Click **Approve** on your phone to complete the sign in.
- On your computer, the login process will complete and you will have access to the application you logged into.
- You will repeat this process for all future logins to CenterLink.

- **You will now see Security Questions on your computer.**
- **The Answers are case sensitive – please be careful.**
- Please answer the questions requested in this section to complete your MFA setup. *This is only required once.*
- Use dropdowns to change questions as desired.
- When you have answered all four questions, please click Continue.

Suggestion: Please choose questions and answers that are immediately familiar to you.

Why is this important? These questions will help verify your identity if there is an issue with your login.



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Security Questions

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.

Question 1
What was your high school mascot?
Answer

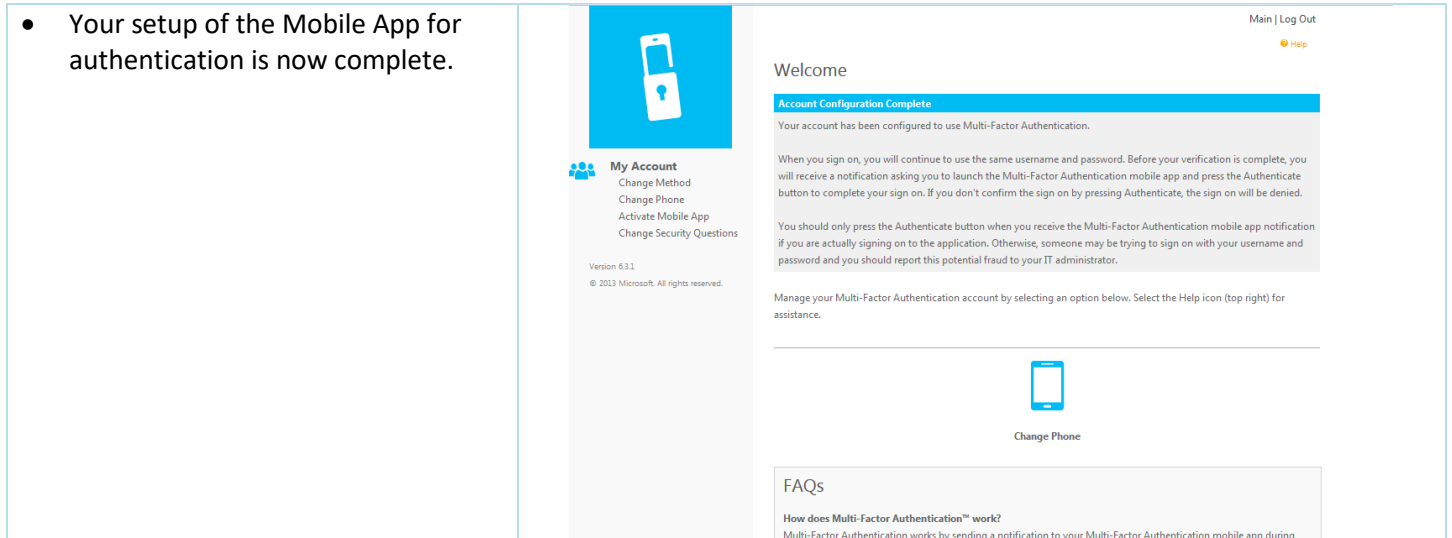
Question 2
What was your favorite pet's name?
Answer

Question 3
What is your favorite movie?
Answer

Question 4
What was your favorite teacher's name?
Answer

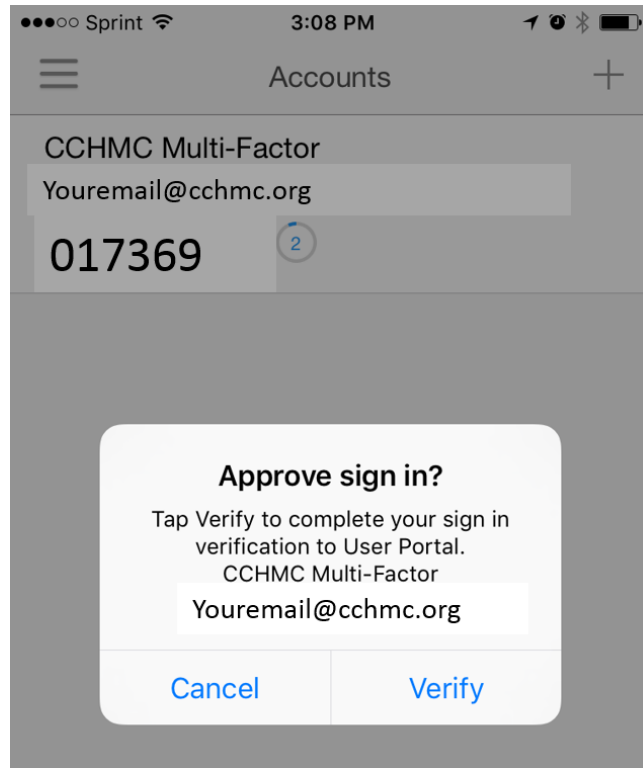
Continue Cancel

- Your setup of the Mobile App for authentication is now complete.



The screenshot shows a user interface for Multi-Factor Authentication. On the left is a sidebar with a blue header containing a mobile phone icon with a keyhole. Below this is a 'My Account' section with a list of options: 'Change Method', 'Change Phone', 'Activate Mobile App', and 'Change Security Questions'. At the bottom of the sidebar, it says 'Version 6.3.1' and '© 2023 Microsoft. All rights reserved.' The main content area has a top right corner with 'Main | Log Out' and a 'Help' icon. The main heading is 'Welcome'. A blue banner reads 'Account Configuration Complete' with the text 'Your account has been configured to use Multi-Factor Authentication.' Below this, there are two paragraphs of explanatory text. The first paragraph states that the user will continue to use the same username and password, but will receive a notification to launch the mobile app and press 'Authenticate'. The second paragraph notes that the 'Authenticate' button should only be pressed when receiving a notification from the app, and that users should report any potential fraud to their IT administrator. Below the text is a 'Change Phone' button with a mobile phone icon. At the bottom, there is an 'FAQs' section with the heading 'How does Multi-Factor Authentication™ work?' and a sub-heading 'Multi-Factor Authentication works by sending a notification to your Multi-Factor Authentication mobile app during'.

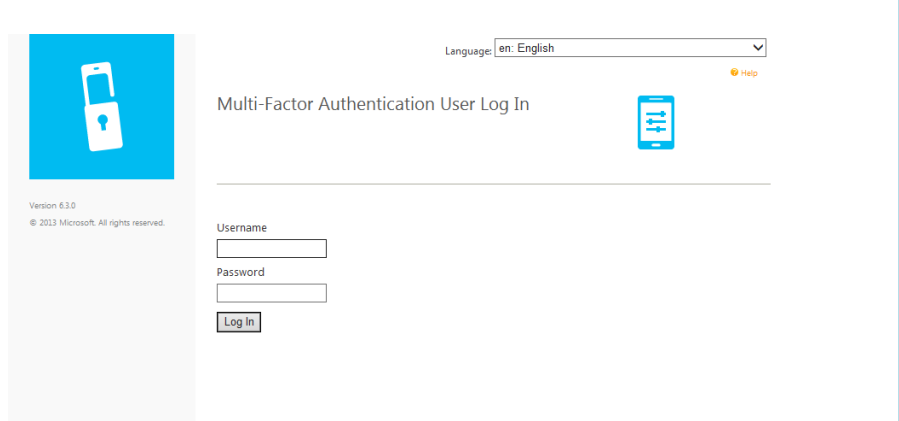
- When you are required to provide additional authentication for the applications the CCHMC applications indicated, you will go to the login page of the application (e.g. Outlook Web) and login.
- The Azure app on your phone will display a message that there has been a sign in request.
- Please click verify to complete the sign in.
- On your computer, the login process will complete and you will have access to the application you logged into.
- You will repeat this process for all future logins to the CCHMC applications requiring the mobile app authentication option.



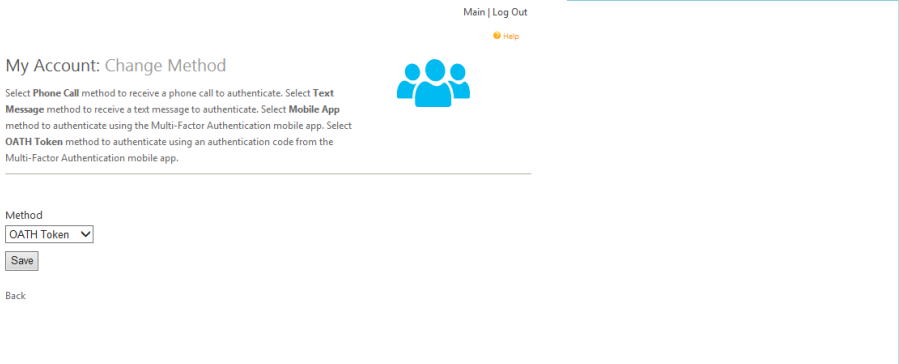
If you travel internationally or to areas where a Wifi signal is not always present, the OATH option is recommended. This option requires the Mobile Application that was installed in the earlier steps. This is also a great option to use when traveling on an airplane where an airline may only provide Wifi access to one device at a time.

Follow the instructions below to switch to the OATH method:

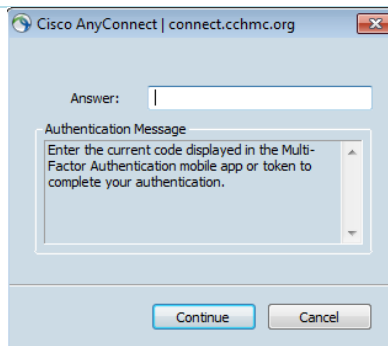
- Login to the MFA portal: <https://mfa.cchmc.org> with your CCHMC username and password. After selecting Log In, your mobile device will receive the notification prompt from the MFA application.
- Select Verify on the device, and this will log you back into the portal.



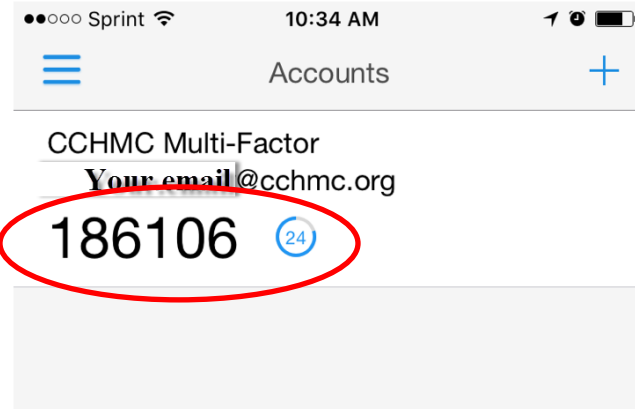
- Once logged into the portal, you can change your method from the left hand menu.
- Change the method to OATH Token.
- Select the Save button.
- You are now setup to use the OATH option on your mobile device.



- Now that your option is setup for OATH, the authentication process is slightly different.
- Instead of selecting Verify on your mobile device to complete the authentication process, you will enter the code that is displayed in the mobile application.
- The example on the right displays what a user would see after logging into VPN and entering their username and password (the same type of option would display for the other applications that require MFA).



- The code or answer that gets entered into the field is what is displayed on the mobile device.
- Please note, the code has a 30 second expiration, and so you must enter the code that is active.
- Once the code is entered, the authentication process is complete.



- Now when signing into applications requiring multi-factor authentication you will be prompted to supply the OATH code, and will need to supply the code to complete your authentication.

There are two additional options for Multi-factor Authentication that you can choose to use:

- Sending a text message to your cellular phone **OR**
- Getting a phone call to the number you choose

Steps for using a text message to your cell phone

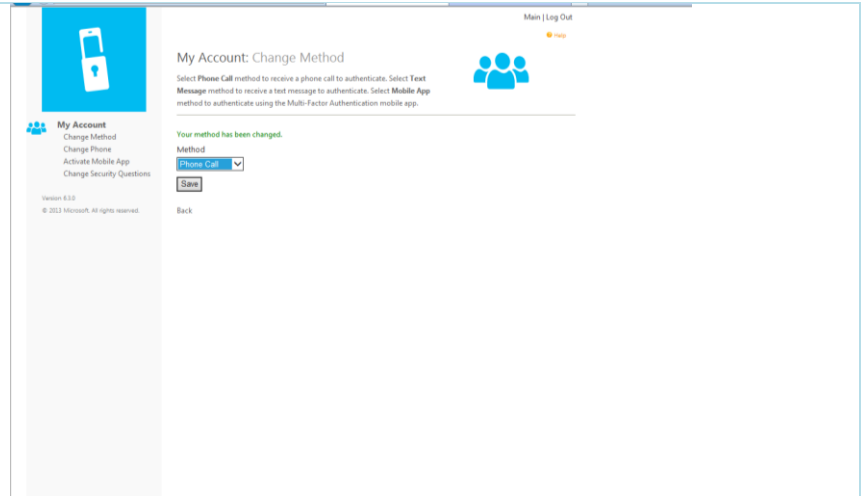
- The text message option (SMS) has been deprecated by Microsoft as of 11/16/2018.

Steps for Using a Phone Call:

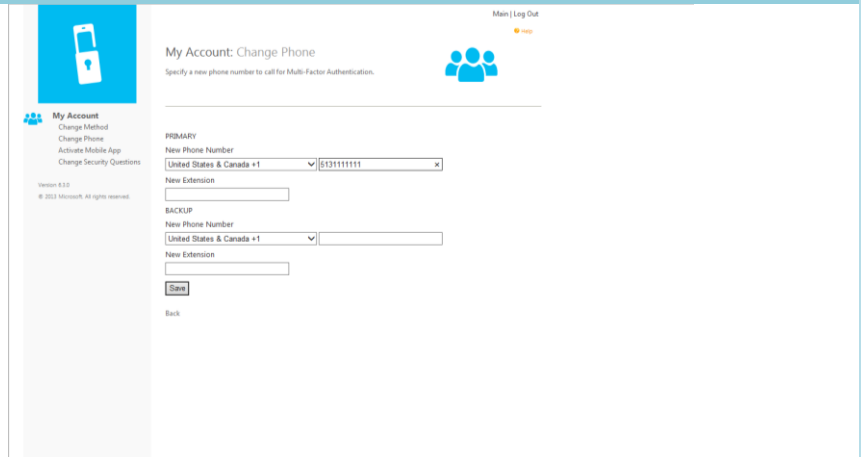
- Please have a phone with/near you for immediate access.

- On your computer, go to: <https://mfa.cchmc.org/MultiFactorAuth>
- Enter Username and Password
- Click Log In (button)

- Click on Change Method
- Change to Phone Call
- Click Save



- Choose Change Your Phone
 - Your cell phone may currently be entered
 - If you wish to use a different phone, enter the phone number of the phone at your location starting with a 1 and include area code.
 - *Example: 15135551212*
 - Click on Authenticate
 - The phone at your location should ring.
 - Answer phone
 - You will be asked to hit the #
 - You can now hang up



- You will now see Security Questions on your computer.
- **The Answers are case sensitive – please be careful.**
- Please answer the questions requested in this section to complete your MFA setup. *This is only required once.*
- Use dropdowns to change questions as desired.
- When you have answered all four questions, please click Continue.

Suggestion: Please choose questions and answers that are immediately familiar to you.

Why is this important? These questions will help verify your identity if there is an issue with your login.



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Security Questions

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.



Question 1

 Answer

Question 2

 Answer

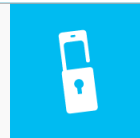
Question 3

 Answer

Question 4

 Answer

- Your setup of the Phone Call option for authentication is now complete.



My Account
 Change Method
 Change Phone
 Activate Mobile App
 Change Security Questions

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Main | Log Out


Welcome

Account Configuration Complete

Your account has been configured to use Multi-Factor Authentication.

When you sign on, you will continue to use the same username and password. Before your verification is complete, you will receive a phone call asking you to press the pound (#) key to confirm your sign on. If you don't confirm the sign on by pressing #, the sign on will be denied.

You should only enter # when you receive the Multi-Factor Authentication call if you are actually signing on to the application. Otherwise, someone may be trying to sign on with your username and password and you should report this potential fraud to your IT administrator.

Return to the Multi-Factor Authentication portal at any time to change your phone number.

Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.



Change Phone

FAQs

How does Multi-Factor Authentication™ work?

Multi-Factor Authentication works by placing a confirmation call to your phone during login.

- Now when signing into applications requiring MFA you will receive a phone call, will need to answer the call and respond to complete your sign-on.

Please note the following:

- You can change your MFA option at any point. You just need to go back into the MFA portal – <https://mfa.cchmc.org> and select Change Method. You can also change your phone number or activate a different device.
- If you need to replace your phone or tablet device, you can always use the security questions to get into the portal and follow the same steps as listed in this aide.