

To choose your preferred verification option and complete setup, please log in to the CCHMC Multi-Factor Authentication User Portal at <u>https://mfa.cchmc.org/MultiFactorAuth</u>. For assistance, please call the Service Desk at 513-636-4100. If you receive a Multi-Factor Authentication message but are not actually signing on, please call the Service Desk at 513-636-4100 4100

There are four options to choose from; you only need to select one option:

•	Mobile App	Strongly recommended for general use on your smartphone or tablet device. Verifying your authentication is a quick, single click.
•	<u>OATH</u>	Strongly recommended if you travel internationally or to areas where a Wifi signal is not always present. Also recommended if you need to authenticate on an airplane where an airline may only provide Wifi access to one device at a time. This option requires set up of Mobile App.
•	<u>Text message</u>	Good option if you have a cell phone but not a smart phone. Quick timing required for replying to text messages can be problematic for some.
•	Phone call	Good option if you do not have a cell or smart phone.

### Recommended Verification Option: Mobile App

- Please follow these steps for setting up the Mobile App for your smartphone or Tablet:
- Please have your smart phone or tablet device (iOS, Windows, and Android supported) with you for immediate access.

<ul> <li>On your computer, click on the link: <u>https://mfa.cchmc.org/MultiFactorAuth</u></li> <li>Enter Username and Password</li> <li>Click Log In (button)</li> </ul>	Vene-NAI         9 823 Monant Arrigon waves
<ul> <li>Choose Mobile App</li> <li>The next step is to install the Authenticator App on your smart phone</li> </ul>	Ware R1       The shick Market Activation data by a complete the activation process. The activation code approx in all manages.       Image: Complete the activation of the shick of the shick of the activation of the shick of the activation of the shick of the activation of the activatio

## **Multi-Factor Authentication Job Aide**



## **Multi-Factor Authentication Job Aide**

• You will now see Security Questions on your computer.

Your Answers are case sensitive – please be careful.

- Please answer the questions requested in this section. *This is only required once.*
- Use dropdowns to change questions as desired.
- When you have answered all four questions, please click Continue.

### Suggestion:

- Choose questions and answers that are immediately familiar to you.
- These questions and your answers will help verify your identity if there is an issue with your login.
- Your setup of the Mobile App for authentication is now complete.

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	Welcome
Y .	Account Configuration Complete
	Your account has been configured to use Multi-Factor Authentication.
My Account Change Method Change Phone Activate Mubile App Change Security Questions Version 6.1 8 2013 Mocount, Al optica reserved.	When you sign on, you will continue to use the same username and password. Before your verification is complete, you will receive a notification asking you to launch the Multi-Factor Authentication mobile app and press the Authenticate button to complete your sign on. If you don't confirm the sign on by pressing Authenticate, the sign on will be denied. You should only press the Authenticate button when you receive the Multi-Factor Authenticate mobile app notification if you are actually signing on to the application. Otherwise, semance may be trying to sign on with your username and passworld and you should report the pretential flaud to your IT administrater. 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?



- 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 smartphone or tablet 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.

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



### **Multi-Factor Authentication Job Aide**

### Recommended Verification Option for Travelers: OATH

- Please follow these steps for setting up OATH
- This is the best verification option for smartphone or tablet users who travel, especially internationally or to areas where Wifi signal is not always present. Also the best option option to use when traveling on an airplane where an airline may only provide Wifi access to one device at a time.
- This option requires set up of the Mobile App (set up instructions above)

•	Login to the MFA portal: <u>https://mfa.cchmc.org</u> 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.	Venue C32         * 2023 HouseA A syles wated             Untraine             Paramed
•	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.	Main [Log Od         Image: Comparison of the comparison of the subsection of the

When you are ready to login, the process will be slightly different with the OATH option.

We will **demonstrate** this with the VPN option: With your smartphone next to you, please login to VPN on your computer. Your computer will now display this:

Answer:	1	
Authentication	Message	
Enter the curr Factor Auther complete your	ent code displayed in the Mult- tication mobile app or taken to authentication.	*

The Mobile App on your smartphone will now be triggered to display a code. Please enter this code the Cisco AnyConnect in the field labeled "Answer".



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



### Verification Option: Text Message

- Please follow these steps for setting up the Mobile App for your cell or smartphone
- Please have your cell or smartphone (iOS, Windows, and Android supported) with you for immediate access.

<ul> <li>On your computer, click on the link: <u>https://mfa.cchmc.org/MultiFactorAuth</u></li> <li>Enter Username and Password</li> <li>Click Log In (button)</li> </ul>	Image:
<ul> <li>Under My Account, please choose Change Phone and enter your cell phone number and click Save.</li> <li>Then under Change Method, choose Text Message</li> <li>You are now ready to use the Text Method when authenticating.</li> </ul>	Virtue 4.13           * 2023 Microsoft, Afrights reserved.
<ul> <li>When logging into a system requiring additional authentication, a text message will now be sent to your phone:</li> <li>Open text message</li> <li>Enter the numeric code in the message into the reply message section at the bottom on your screen and click send. This example may not match what you see on your phone.</li> <li>Important: Please have your cell phone immediately accessible – you will have a limited time to reply with code.</li> </ul>	••••• AT&T LITE 1:21 PM * ••• Messages 517-89 Details Vesterday 12:25 PM Seploy with this verification code to complete your sign in verification to User Portal. Begly with this verification code to complete your sign in verification to User Portal. 138751 Ref.ly with this verification to User Porta. 138751 Complete your sign in verification to User Porta. 138751 Send

## **Multi-Factor Authentication Job Aide**

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Security Questions

What was your high school mascot?

What was your favorite pet's name?

What was your favorite teacher's name?

Authentication.

Question 1

Answer

Ouestion 2

Answer

Question 3 What is your favorite movie

Answer

Continue Cancel

Please choose security questions and answers before continuing. These question

will be used to validate your identity should you need support using Multi-Facto

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

### Suggestion:

- Choose questions and answers that are immediately familiar to you.
- These questions and your answers will help verify your identity if there is an issue with your login.
- Your setup of the Text Message option for authentication is now complete.

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	Welcome
1	A service of the descent of the proceeding of
	Your account has been configured to use Multi-Factor Authentication.
My Account	When you sign on, you will continue to use the same username and password. Before your verification is complete, you will receive a text message with a one-time passcode. Beoly to the text message with this passcode. If you don't reply
Change Method Change Phone	with the correct parcode, the sign on will be denied.
Activate Mobile App	You should only receiv when you receive the Multi-Factor Authentication text message if you are actually control on to
Change Security Questions	the application. Otherwise, someone may be trying to sign on with your username and password and you should report
Wester 6.3.1	this potential fraud to your IT administrator.
© 2013 Microsoft, All rights reserved.	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
	absolutive-
	Change Phone
	FAQs
	How does Multi-Factor Authentication" work?

• Now when signing into applications requiring multi-factor authentication you will be prompted with the text message, and will need to reply to complete your sign-on.

- You can change your MFA option at any point by accessing the MFA portal <u>https://mfa.cchmc.org</u> 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 use the security questions to get into the portal and follow the same steps as listed in this aide.

## **Multi-Factor Authentication Job Aide**

### Verification Option: Phone Call

- Please follow these steps for setting up the Phone Call option
- This option is recommended when you do not have a cell or smartphone.
- Please be sure to have the phone you will be setting up with or near you for immediate access.

<ul> <li>On your computer, go to: <u>https://mfa.cchmc.org/MultiFactorAuth</u></li> <li>Enter Username and Password</li> <li>Click Log In (button)</li> <li>Click on Change Method</li> <li>Change to Phone Call</li> <li>Click Save</li> </ul>	
<ul> <li>Choose Change Your Phone         <ul> <li>Your cell phone may currently be entered</li> <li>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.             <ul> <li><i>Example: 15135551212</i></li> <li>Click on Authenticate</li> <li>The phone at your location should ring.</li> <li>Answer phone</li> <li>You will be asked to hit the #</li> <li>You can now hang up</li> </ul> </li> </ul> </li> </ul>	Event     Compare A compare

## Multi-Factor Authentication Job Aide

- You will now see Security Questions on your • computer.
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- Use dropdowns to change question •
- When you have answered all four q • click Continue.

### Suggestion:

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Please answer the questions requested in this section to complete your MFA setup. <i>This is only</i> <i>required once.</i> Use dropdowns to change questions as desired. When you have answered all four questions, please click Continue. <b>ggestion:</b> Please choose questions and answers that are immediately familiar to you. These questions and your answers will help verify your identity if there is an issue with your login.	Vanton 615 B 2023 Mooyanh, ni righte manvad.	Question 1         What was your high school mascot?         Answer         Question 2         What was your favorite pet's name?         Question 3         What is your favorite movie?         Answer         Question 4         What was your favorite teacher's name?         Continue         Continue
Your setup of the Phone Call option for authentication is now complete.	Visit         Market           Market         Dampe Membra           Dampe Membra         Dampe Membra	Main Larg Out  The Control of the Control of Control o

Security Questions

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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.

- You can change your MFA option at any point by accessing 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 use the security questions to get into the portal and • follow the same steps as listed in this aide.