Multi-Factor Authentication Job Aide

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. If you receive a Multi-Factor Authentication message but are not actually signing on, please call the Service Desk at 513-636-4100

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.
•	OATH	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.
•	Text message	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.

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• On your computer, click on the link: https://mfa.cchmc.org/MultiFactorAuth • Enter Username and Password • Click Log In (button)	
• Choose Mobile App • The next step is to install the Authenticator App on your smart phone	

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- On your smartphone, go to your iTunes Store, Google Play or Microsoft Store
- Search for Azure Authenticator
- Click on app
- Click on Install
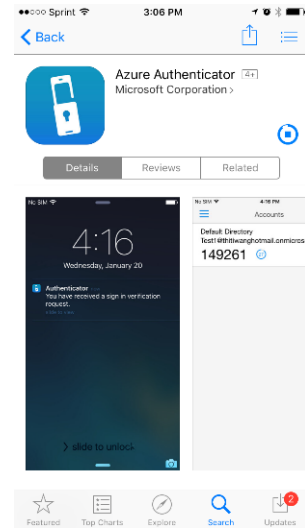
- Now go back to your computer; go to mfa.cchmc.org and login with CCHMC user id and password.
- Click on Activate Mobile App
- Click on Generate Activation Code
- Enter the Authorization Code and URL in the app on your mobile phone

OR

- Click on the ▦ option on your phone in the Azure app and scan the bar code on your computer screen
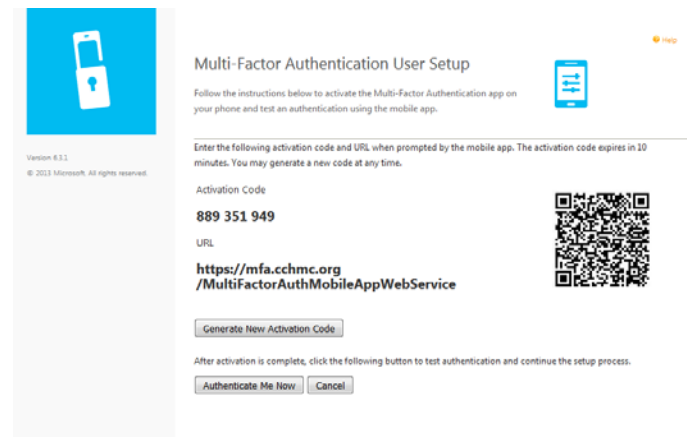
- Please check the Azure app on your phone
- An authentication code will display.
- Please click Verify to complete the process.
- If you see this on your phone and you are not trying to login to a CCHMC application – please click Cancel immediately and call the Service Desk at x6-4100 to report it.
- You can now close or navigate away from the app if needed.
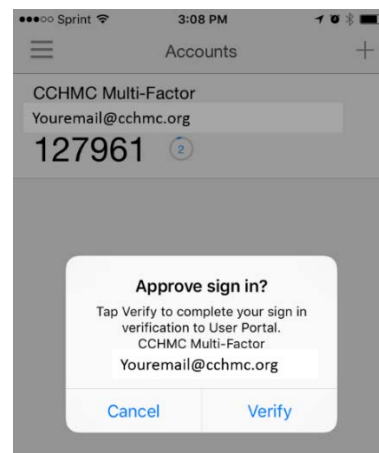
- You will now see Security Questions on your computer.

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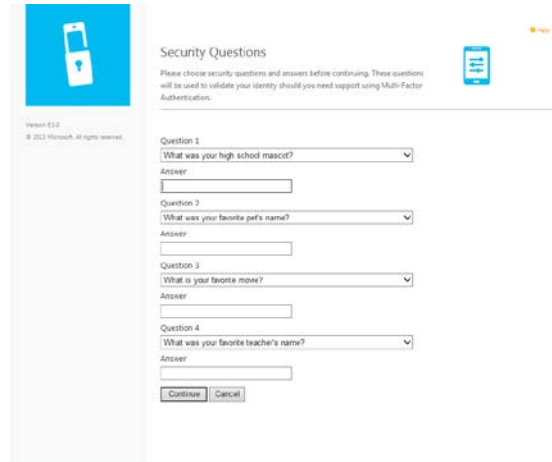
- Your setup of the Mobile App for authentication is now complete.

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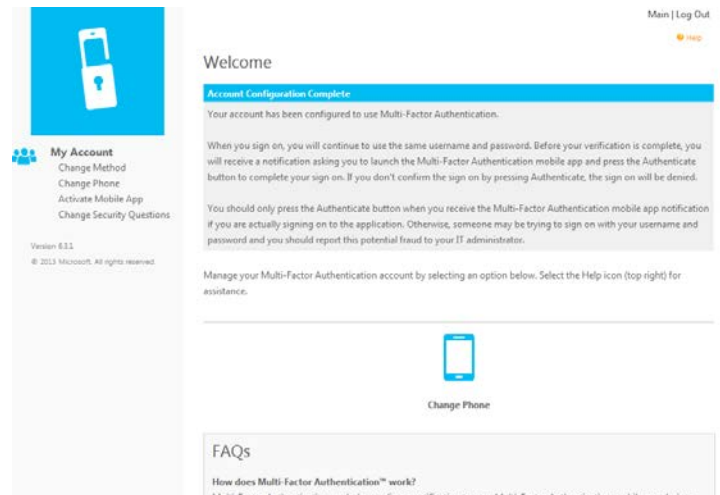
- When you are required to provide additional authentication for the applications the CCHMC applications indicated, you will go to the login page of the application (e.g. Outlook Web) and login.
- The Azure app on your smartphone or tablet will display a message that there has been a sign in request.
- 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.
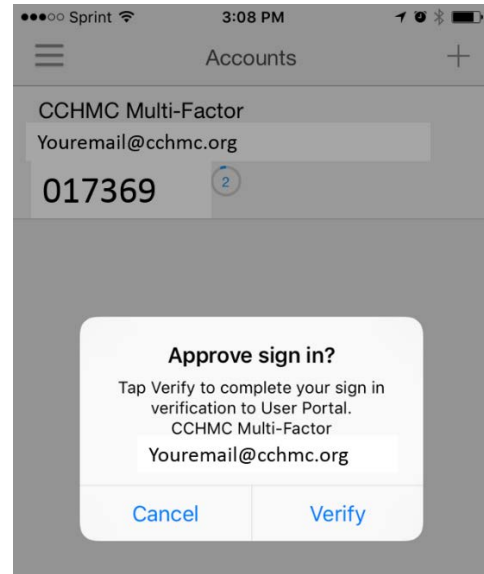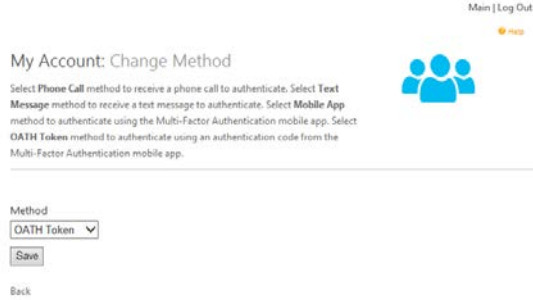
Please note the following:

- 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 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.
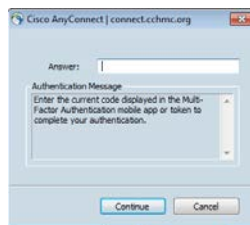
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Recommended Verification Option for Travelers: OATH
- Please follow these steps for setting up OATH
- This is the best verification option for smartphone or tablet users who travel, especially internationally or to areas where Wifi signal is not always 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: 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.	 Multi-Factor Authentication User Log In Username Password Log In
- 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 Out My Account: Change Method Select Phone Call method to receive a phone call to authenticate. Select Text Message method to receive a text message to authenticate. Select Mobile App method to authenticate using the Multi-Factor Authentication mobile app. Select OATH Token method to authenticate using an authentication code from the Multi-Factor Authentication mobile app. Method OATH Token ▾ Save Back

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: Cisco AnyConnect | connect.cchmc.org Answer: Authentication Message Enter the current code displayed in the Multi-Factor Authentication mobile app or token to complete your authentication. Continue   Cancel
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".

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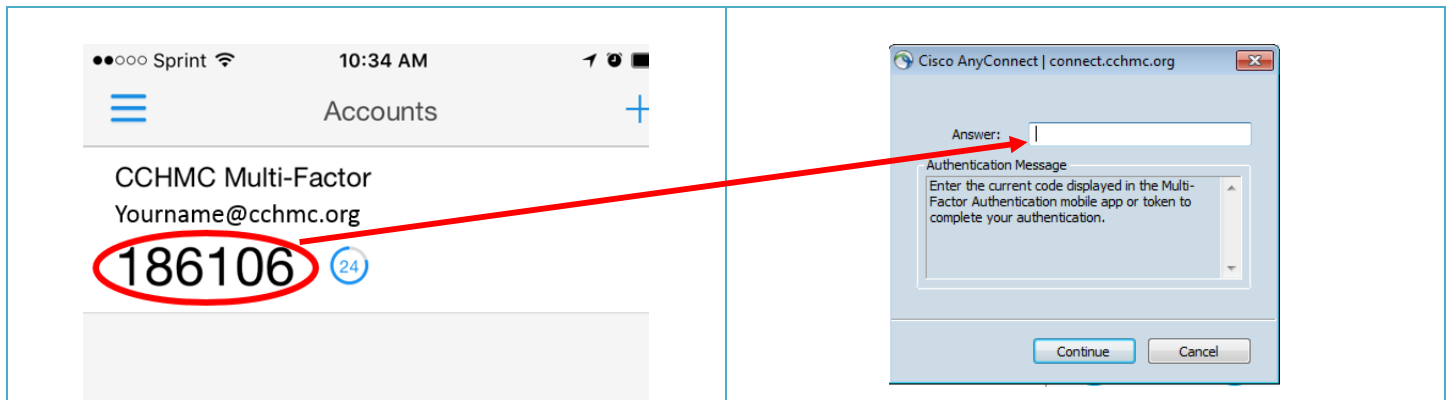
- Please note, the code has a **30 second** expiration, and so you must quickly enter the code that is active.
- Click the Continue button to complete your VPN login on your computer.

- As long as the OATH option is selected in the Multi-factor portal, https://mfa.cchmc.org, you will need to repeat this process when logging into a system requiring multi-factor authentication.

Please note the following:

- 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 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.

![Cincinnati Children's logo] **Multi-Factor Authentication Job 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.

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• On your computer, click on the link: https://mfa.cchmc.org/MultiFactorAuth • Enter Username and Password • Click Log In (button)	
• Under My Account, please choose Change Phone and enter your cell phone number and click Save. • Then under Change Method, choose Text Message • You are now ready to use the Text Method when authenticating.	
When logging into a system requiring additional authentication, a text message will now be sent to your phone: • Open text message • 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. **Important:** Please have your cell phone immediately accessible – you will have a limited time to reply with code.	
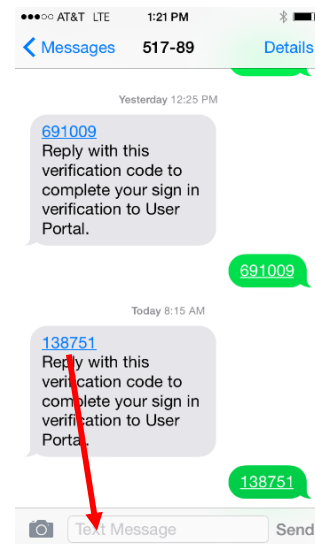
- You will now see Security Questions on your computer.
  - ○ **Your Answers are case sensitive – please be careful.**
- Please answer the questions requested in this section. *This is only required once.*
- Use dropdowns to change questions as desired.
- When you have answered all four questions, please 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.
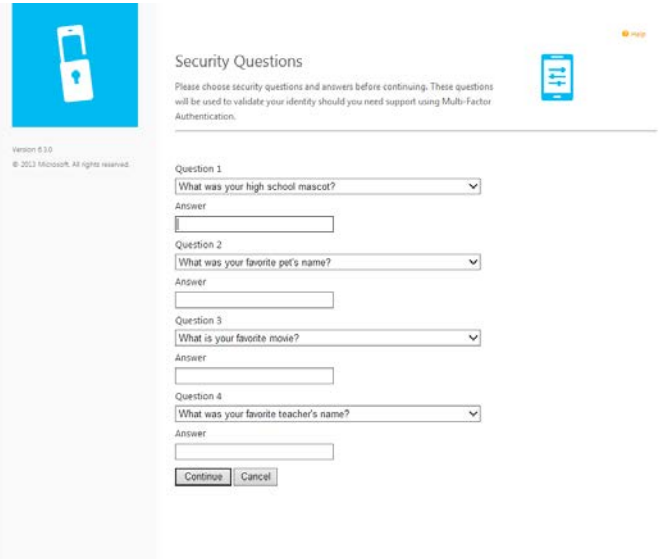
- Your setup of the Text Message option for authentication is now complete.
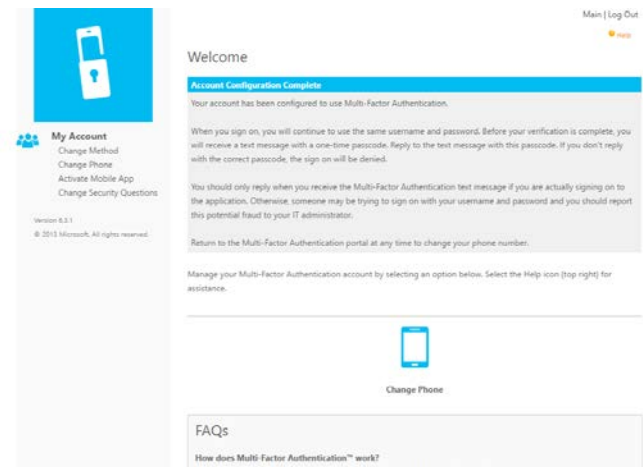
- Now when signing into applications requiring multi-factor authentication you will be prompted with the text message, and will need to reply to complete your sign-on.
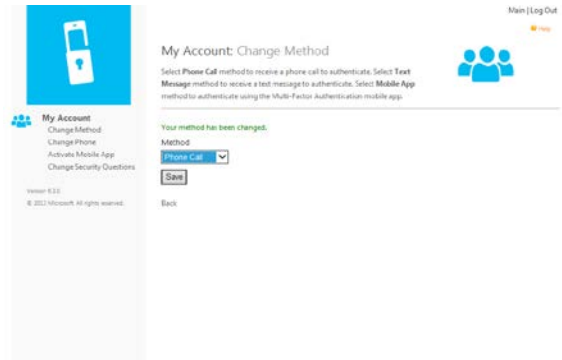
Please note the following:

- 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.

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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.

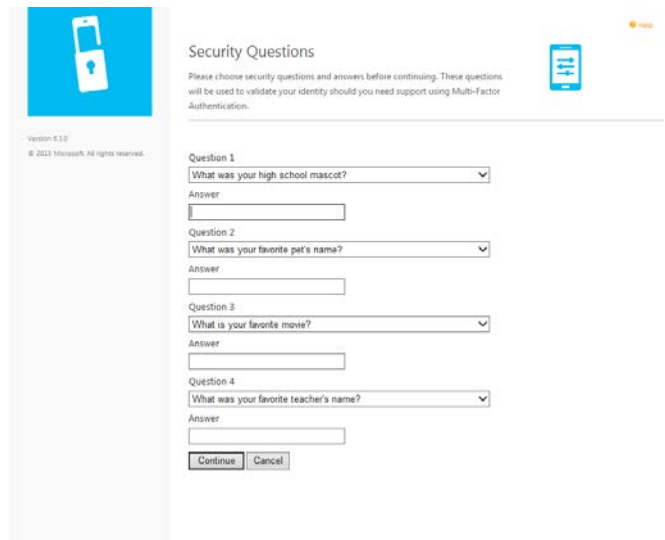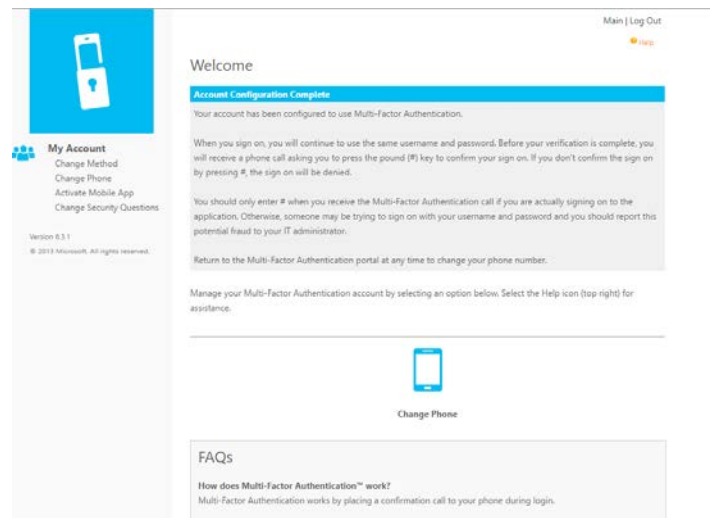|	
- On your computer, go to: https://mfa.cchmc.org/MultiFactorAuth - Enter Username and Password - Click Log In (button) - Click on Change Method - Change to Phone Call - Click Save	
- Choose Change Your Phone - Your cell phone may currently be entered - If you wish to use a different phone, enter the 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	
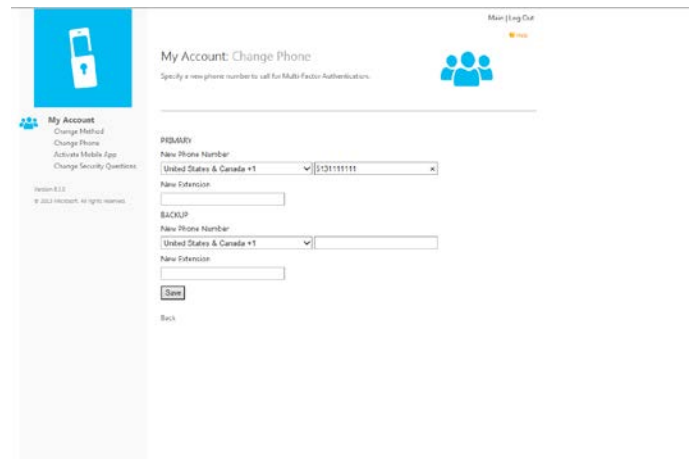
- You will now see Security Questions on your computer.
  - **Your Answers are case sensitive – please be careful.**
- Please answer the questions requested in this section to complete your MFA setup. *This is only required once.*
- Use dropdowns to change questions as desired.
- When you have answered all four questions, please click Continue.

Suggestion:
- Please choose questions and answers that are immediately familiar to you.
- These questions and your answers will help verify your identity if there is an issue with your login.

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

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 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.