



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

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

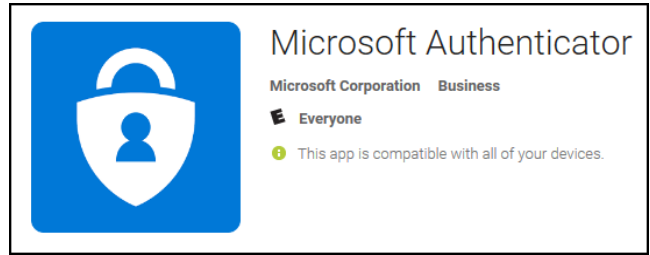
<ul style="list-style-type: none"> • Mobile App 	Strongly recommended for general use on your smartphone or tablet device. Verifying your authentication is a quick, single click.
<ul style="list-style-type: none"> • OATH 	Strongly recommended if you travel internationally or to areas where a Wifi signal 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.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Phone call 	Good option if you do not have a cell or smart phone.

Recommended Verification Option: Mobile App

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

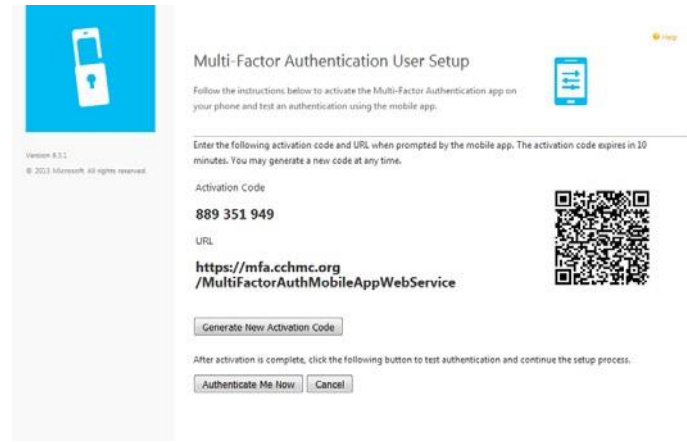
<ul style="list-style-type: none"> • On your computer, click on the link: https://mfa.cchmc.org/MultiFactorAuth • Enter Username and Password • Click Log In (button) 	
<ul style="list-style-type: none"> • Choose Mobile App • The next step is to install the Authenticator App on your smart phone 	

- On your smartphone, **go to** your iTunes Store, Google Play or Microsoft Store
- **Search** for Microsoft Authenticator
- **Click** on app
- **Click** 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
- OR
- With your phone, **scan** the QR code showing on your computer screen to activate.



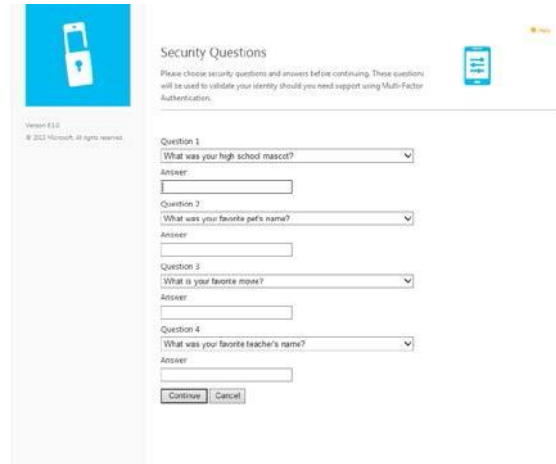
On your phone:

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

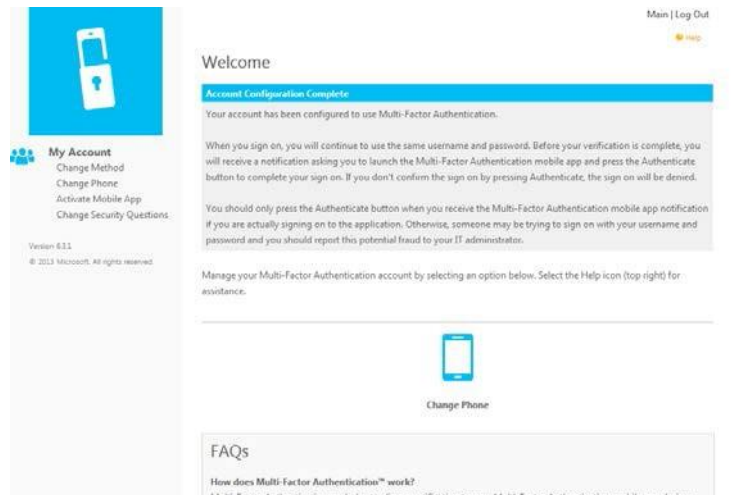
- You will now see Security Questions on your computer.
Your Answers are case sensitive – please be careful.
- Answer** the questions requested in this section. *This is only required once.*
- Use dropdowns to change questions as desired.
- When you have answered all four questions, **click** Continue.

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.





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

NOTES:

- You can change your MFA option at any point by accessing the MFA portal – <https://mfa.cchmc.org> and selecting 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.

Recommended Verification Option for Travelers: OATH

- 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)

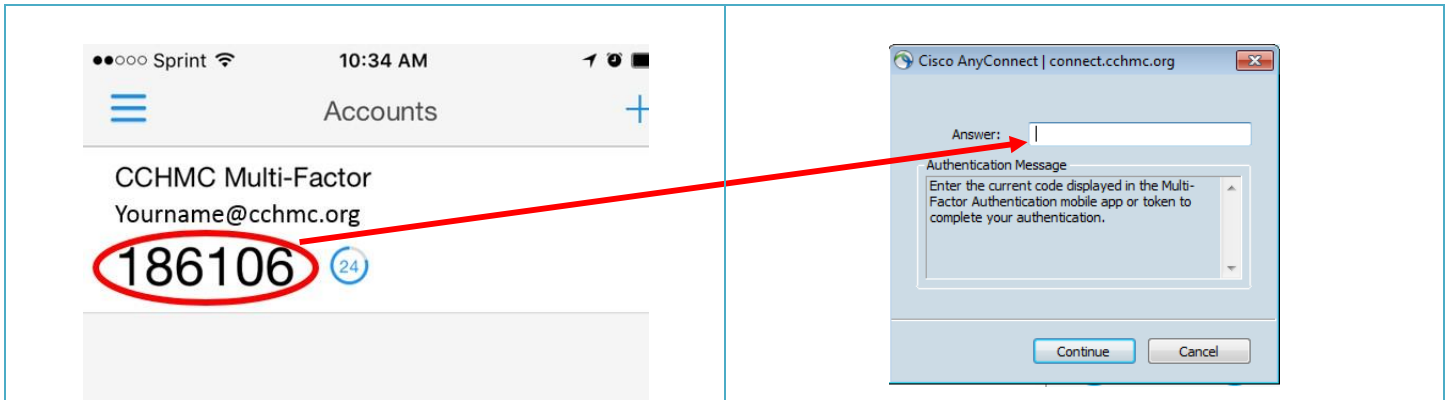
<ul style="list-style-type: none"> • Log in to the MFA portal: https://mfa.cchmc.org with your CCHMC username and password. After selecting Log In, your mobile device will receive the notification prompt from the MFA application. • Select Approve on the device, and this will log you back into the portal. 	
<ul style="list-style-type: none"> • 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. 	

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

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



The Mobile App on your smartphone will now be triggered to display a code. **Enter** this code into the Cisco AnyConnect in the field labeled “Answer”.



- 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.
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- 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.

NOTES:

- 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.

Verification Option: Text Message

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

- On your computer, **click** on the link: <https://mfa.cchmc.org/MultiFactorAuth>
- **Enter** Username and Password
- **Click** Log In (button)



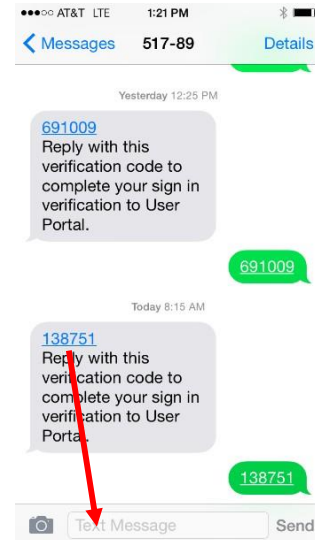
- Under My Account, **choose** Change Phone and **enter** your cell phone number and click Save.
- Then under Change Method, **choose** Text Message
- You are now ready to use the Text Method when authenticating.



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.

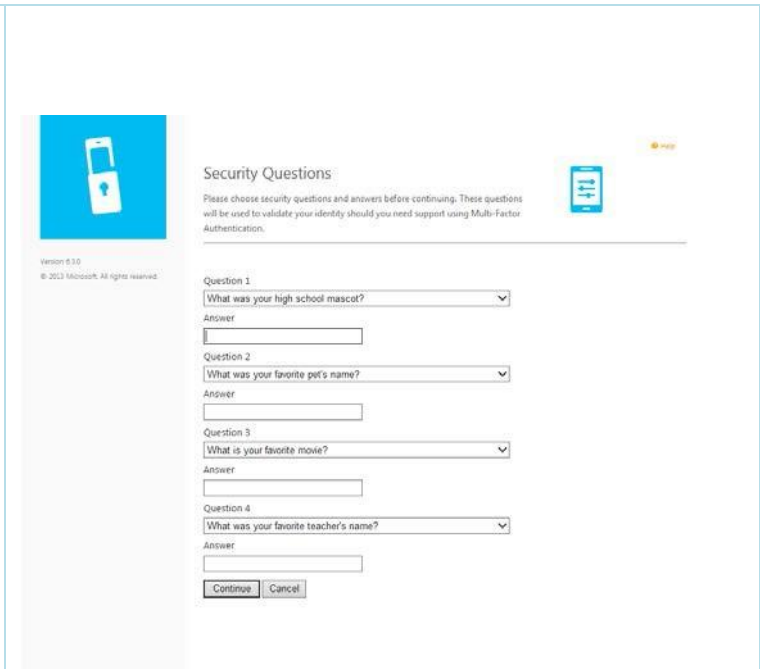
Important: Have your cell phone immediately accessible – you will have a limited time to reply with code.



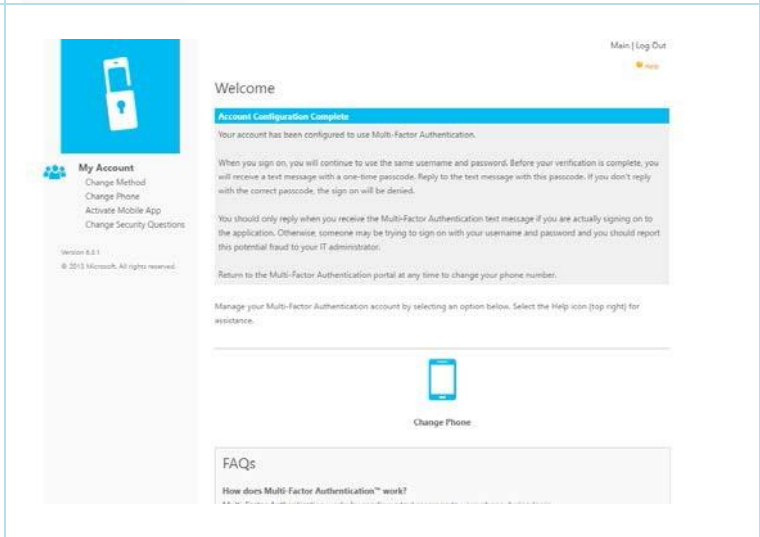
- You will now see Security Questions on your computer.
Your Answers are case sensitive – please be careful.
- Answer** the questions requested in this section. *This is only required once.*
- Use dropdowns to change questions as desired.
- When you have answered all four questions, **click Continue.**

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.

NOTES:

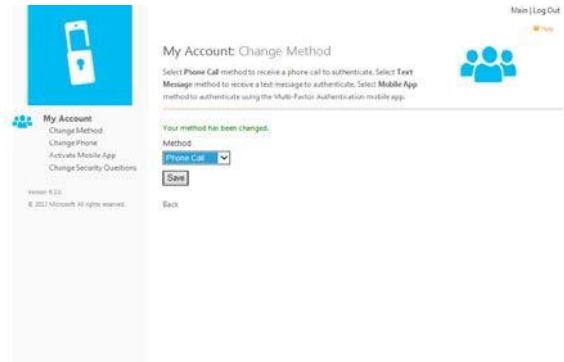
- You can change your MFA option at any point by accessing the MFA portal – <https://mfa.cchmc.org> and select Change Method. You can also change your phone number or activate a different device.
- If you need to replace your phone or tablet device, you can use the security questions to get into the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

Verification Option: Phone Call

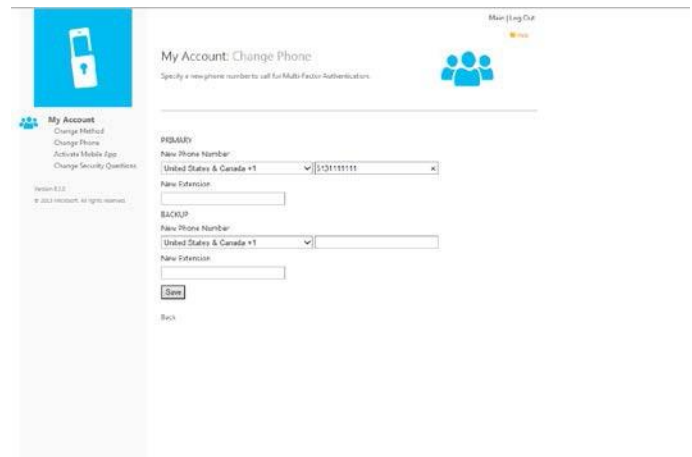
- Follow these steps for setting up the Phone Call option
- This option is recommended when you do not have a cell or smartphone.
- Have your phone with you for immediate access.

- 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



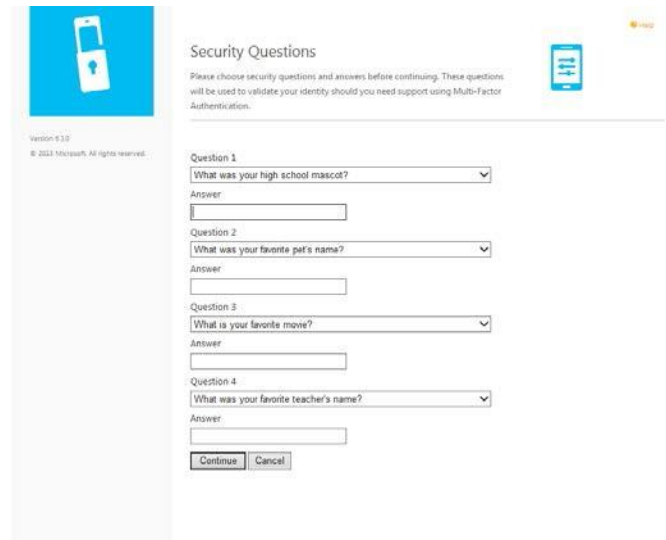
- **Choose** Change Your Phone
 - Your cell phone may currently be entered
 - If you wish to use a different phone, **enter** the phone number of the phone at your location starting with a 1 and include area code.
 - *Example: 15135551212*
 - **Click** on Authenticate
 - The phone at your location should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



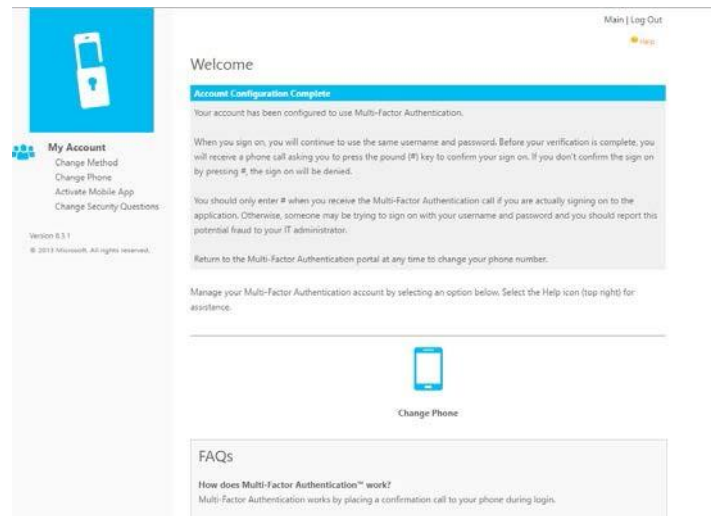
- You will now see Security Questions on your computer.
Your Answers are case sensitive – please be careful.
- Answer the questions requested in this section to complete your MFA setup. *This is only required once.*
- Use dropdowns to change questions as desired.
- When you have answered all four questions,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

NOTES:

- 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.