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

To choose your preferred verification option and complete setup, log in to the CCHMC Multi-Factor Authentication User Portal at <u>https://mfa.cchmc.org/MultiFactorAuth</u>. 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:

| • | <u>Mobile App</u>   | 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.<br>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

- 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> <li>On your computer, click on the link:<br/><u>https://mfa.cchmc.org/MultiFactorAuth</u></li> <li>Enter Username and Password</li> <li>Click Log In (button)</li> </ul> | Image: Section 1         Image: Section 2   |
|---|---|
| <ul> <li>Choose Mobile App</li> <li>The next step is to install the Authenticator App on your smart phone</li> </ul>  | For and a main the Multi-Factor Authentication by pure record using the mail with region of the main of the factor Authentication age are pure and the main of the main of the factor Authentication age are pure and the main of the |

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

- On your smartphone, go to your iTunes Store, Google Play or Microsoft Store Search for Microsoft Authenticator • Everyone **Click** on app • Click Install . On your computer: Follow the instructions below to activate the Multi-Factor Authenticati your phone and test an authentication using the mobile app. **Click** on this link: • https://mfa.cchmc.org/MultiFactorAuth Activation Code Enter Username and Password • 889 351 949 **Click** Log In (button) • **Choose** Mobile App as your method in the drop • down list and then click Generate Activation Code Generate New Activation Code OR After activation is complete, click the following button to test authentication and continue the setup process
- With your phone, scan the QR code showing on your • computer screen to activate.



Microsoft Authenticator

Microsoft Corporation Business

On this app is compatible with all of your devices.

Multi-Factor Authentication User Setup

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O Hair

Enter the following activation code and URL when prompted by the mobile app. The activation cod minutes. You may generate a new code at any time.

https://mfa.cchmc.org /MultiFactorAuthMobileAppWebService

Authenticate Me Now Cancel

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.

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

- 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.

| F1                            |  |   | 10 inste |  |
|-------------------------------|--|---|----------|--|
|                               | Security Questions   |   |          |  |
|                               | Please choose security questions and answers before contri-<br>will be used to validate your identity should you need suppr<br>Authentication. |   |          |  |
| erson 614                     |  |   |          |  |
| 203 Horouth Al April Inversed | Question 1   |   |          |  |
|                               | What was your high school mascet?  | ~ |          |  |
|                               | Answer   |   |          |  |
|                               | 1  |   |          |  |
|                               | 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  |   |          |  |
|                               | Contrate Carcel  |   |          |  |
|                               |  |   |          |  |
|                               |  |   |          |  |
|                               |  |   |          |  |

|   | Welcome  |
|---|--|
| 2   | Account Configuration Complete   |
|   | Your account has been configured to use Multi-Factor Authentication.   |
| My Account<br>Change Method<br>Change Phone<br>Activate Mobile App<br>Change Security Questions<br>Version 63.3<br>© 2013 Microsoft An optic inserved | When you sign on, you will continue to use the same username and password. Before your verification is complete, you<br>will receive a netification asing you to ls unch the Multi-Tactor Authentication mobile app and press the Authenticate<br>button to complete your sign on. If you don't confirm the sign on by pressing Authenticate, the sign on will be denied.<br>You should only press the Authenticate button when you receive the Multi-Tactor Authenticate mobile app notification<br>if you are actually signing on to the application. Otherwise, semeone may be trying to sign on with your username and<br>password and you should report this potential fauud to your IT administrator.<br>Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for<br>assistance. |
|   | Change Phone<br>FAQs   |
|   | The sector Authentication ** work?   |

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

- 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.

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

#### **Multi-Factor Authentication Job 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)

| • | Log in to the MFA portal: <u>https://mfa.cchmc.org</u><br>with your CCHMC username and password. After<br>selecting Log In, your mobile device will receive the<br>notification prompt from the MFA application.<br>Select Approve on the device, and this will log<br>you back into the portal. | Under LSB       Exercised         Work       Exercised         With - Factor Authentication User Log In       Exercised         Under LSB       Exercised         Water - Factor Authentication User Log In       Exercised         Usersame       Exercised         Pataset difference       Exercised         Exercised       Exercised  |
|---|--|--|
| • | Once logged into the portal, you can change your<br>method from the left hand menu.<br>Change the method to OATH Token.<br>Select the Save button.<br>You are now setup to use the OATH option on your<br>mobile device.   | Method<br>Method<br>Sign<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method<br>Method |

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:

| Answer:        | T  |   |
|----------------|--|---|
| Authentication | Message  |   |
| Factor Authen  | ent code displayed in the Multi-<br>tication mobile app or token to<br>authentication. | * |
|                |  |   |

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".



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

| ●●○○○ Sprint 🗢                       | 10:34 AM<br>Accounts | 1 0 ■<br>+   | Cisco AnyConnect   connect.cchmc.org   |
|--------------------------------------|----------------------|--|--|
| CCHMC Mult<br>Yourname@ccf<br>186106 | nmc.org              |  | Answer:<br>Authentication Message<br>Enter the current code displayed in the Multi-<br>Factor Authentication mobile app or token to<br>complete your authentication. |
|                                      | •                    | ration, and so you must<br>e your VPN login on you | quickly enter the code that is active.<br>ur computer.   |

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

- 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**

#### 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.

| <ul> <li>On your computer, click on the link:<br/><u>https://mfa.cchmc.org/MultiFactorAuth</u></li> <li>Enter Username and Password</li> <li>Click Log In (button)</li> </ul>  | Increase in English  Increase in English Increase in English Increase in English Increase in Increase |
|--|---|
| <ul> <li>Under My Account, choose Change Phone and<br/>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<br/>authenticating.</li> </ul>   | Vision A11           * 2013 Moreoreth Afrights reserved.           * Control Africation will songle a control for your account plasses specify the planse number you will use to authenticate. To complete this step, Multi-Factor Authenticate in the passed in a text message with the eine-time passed to a subtenticate.           * 2013 Moreoreth Afrights reserved.           Method           Text Message *           Phone           United States & Canada +1           Text Me Now to Authenticate  |
| <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: Have your cell phone immediately accessible – you will have a limited time to reply with code.</li> </ul> | ************************************  |

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

| <ul> <li>You will now see Security Questions on your computer.<br/>Your Answers are case sensitive – please be careful.</li> <li>Answer the questions requested in this section. This is only required once.</li> <li>Use dropdowns to change questions as desired.</li> <li>When you have answered all four questions, click Continue.</li> <li>Suggestion: <ul> <li>Choose questions and answers that are immediately familiar to you.</li> <li>These questions and your answers will help verify your identity if there is an issue with your login.</li> </ul> </li> </ul> | <image/> <image/> <text><text><text><text></text></text></text></text>  |  |
|--|---|--|
| • Your setup of the Text Message option for authentication is now complete.  | <text><image/><image/><image/><text><text><text><text><text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text></text></text></text></text></text> |  |
| <ul> <li>Now when signing into applications requiring multi-face<br/>message, and will need to reply to complete your sign</li> </ul>  |   |  |

- 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

- 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.

| <ul> <li>On your computer, go to:<br/><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></ul></li></ul></li></ul> | In the second of the seco |

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

You will now see Security Questions on your • computer. Security Questions Your Answers are case sensitive – please be careful. = Answer the questions requested in this section • to complete your MFA setup. This is only Ouestion 1 required once. What was your high school mascot? Use dropdowns to change questions as desired. • When you have answered all four questions, click • What was your favorite pet's name? inswer Continue. Quartine 2 What is your favorite movie? v Suggestion: Choose questions and answers that are Ouestion 4 • What was your favorite teacher's name? Answer immediately familiar to you. These questions and your answers will help verify Continue Cancel • your identity if there is an issue with your login. Your setup of the Phone Call option for Main | Log Out • authentication is now complete. Welcome count has been configured to use Multi-Factor Authentication When you sign on, you will continue to use the same ord. Before My Account sign on. If you don't confirm the e a phone call asking you to pre g #, the sign on will be denied. Id only enter # when you receive the Multi-Factor Authentication. Otherwise, someone may be trying to sign on with your use on call if you are actually signing o alti-Factor Authentication portal at any time to change FAOs How does Multi-Factor Author ulti-Factor Authe works by ply 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 <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.