# **MFA Registration Quick Reference Guide**

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## 1 Managing Your 2<sup>nd</sup> Factor Authentication Method

The MFA User Portal allows users to enroll in Multi-Factor Authentication and maintain their account. A user may change their phone number, authentication method, or security questions.

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File Edit View Favorites	Tools Help	
	Main   Log Out	
	● Halp	
	Welcome	
Y I	Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for	
	assistance.	
My Account		
Change Method		
Activate Mobile App		
Change Security Questions	Change Phone	
Version 6.3.1		
© 2013 Microsoft, All rights reserved.	FAQs	
	How does Multi-Factor Authentication <sup>11</sup> work?	
	Multi-Factor Authentication works by placing a confirmation call to your phone during login.	
	Step 1: Enter your usual username and password.	
	Step 2:	
	Instanty, you receive a phone call. Answer and press #. That's It!	
	This simple process provides two separate factors of authentication through two separate channels (your computer	
	and your phone service). It works with any regular or mobile phone.	
	What happens if I lose my phone?	
	Select the Change Phone Number option to enter a new phone number. An alternate number can also be set up by calling the support help desk, once your identity is strongly established.	
	What happens if a lose cell priorie coverage in a certain area: You can change your account to point to an alternate phone number, such as a land line, by selecting the Change	
	Phone Number option.	
	What if I get a phone call from Multi-Factor Authentication when I'm not trying to log in?	
	This would only happen if someone else were trying to log into your account, and they already knew your password. Remember, phone calls are only made after the username and password are verified. So, if this happens, Multi-Factor	
	Authentication has just saved your account from illicit access! To report the incident, select the Fraud Alert option from	
	the prone menu during the authentication call. I no will alert your company six security team. Future authentication attempts will be blocked until the issue has been resolved.	

### 1.1 Change Method

This can be used to select your MFA 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.

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Main   Log Out	
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### 1.2 Change Phone

If you select the Voice Call authentication method or have been pre-configured to use that method, the page will prompt you to enter your primary phone number and extension if applicable. You may also enter a backup phone number (optional).

If you are required to use a PIN when you authenticate, the page will also prompt you to enter a PIN. After entering you phone number(s) and PIN (if applicable), click the Call Me Now to Authenticate button. Azure Multi-Factor Authentication will perform a phone call authentication to your primary phone number. You then must answer the phone call and enter their PIN (if applicable) and press # to move on to the next step of the self-enrollment process.

#### Figure – Change Phone

File Edit View Favorites Tools Help		
E	Main   Log Out • Help Specify a new phone number to call for Multi-Factor Authentication.	
Wy Account Change Method Change Phone Activate Mobile App Change Security Questions Version 6.3.1 @ 2013 Microsoft. All rights reserved.	PRIMARY New Phone Number United States & Canada +1   B433592438   New Extension BACKUP New Phone Number United States & Canada +1   9197546563 New Extension Save Back	
https://tmfamobile.nc.gov/userportal/main.asp		

If you select the SMS Text authentication method or have been pre-configured to use that method, the page will prompt you to enter your mobile phone number. If you are required to use a PIN when you authenticate, the page will also prompt you to enter a PIN. After entering your phone number and PIN (if applicable), click the Text Me Now to Authenticate button. Azure Multi-Factor Authentication will perform an SMS authentication to your mobile phone. You must receive the SMS which contains a one-time-passcode (OTP) and enter the code field below.

A		🖗 Help	^
Version 6.3.1	Multi-Factor Authentication User Setup To enable Multi-Factor Authentication for your account, please specify the phone number you will use to authenticate. To complete this step, Multi-Factor Authentication will send a one-time passcode in a text message to the number you entered. Reply to the text message with the one-time passcode to authenticate.	<u> </u>	
© 2013 Microsoft. All rights reserved.	Method Text Message ✓ Phone United States & Canada +1 ✓		
	Text Me Now to Authenticate Cancel		

Figure – Enter One-Time Passcode

### 1.3 Install Mobile App

The Microsoft Authenticator lets you quickly and securely verify your identity. It must be downloaded to your smart phone from the provider's app store

- Android: <u>https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en</u>
- iOS: https://itunes.apple.com/us/app/microsoft-authenticator/id983156458?mt=8
- Windows: <u>www.microsoft.com/en-us/store/p/microsoft-authenticator/9nblgggzmcj6</u>



### 1.4 Activate Mobile App

If you select the Mobile app authentication method or have been pre-configured to use that method, the page will prompt you to install the Azure Multi-Factor Authentication app on your device and generate an activation code. After installing the Azure Multi-Factor Authentication app, click the Generate Activation Code button.



The page then displays an activation code and a URL along with a barcode picture. If you are required to use a PIN when you authenticate, the page will also prompt you to enter a PIN. You may enter the activation code and URL into the Azure Multi-Factor Authentication app or use the barcode scanner to scan the barcode picture and clicks the Activate button.

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File Cale View Favorites Tools Help	Main   Log Out	
	My Account: Activate Mobile App	
	First install the Asure Authenticator mobile app on your phone, then click the Generate Justicator to receive an actination code. The activation code will be entered in the mobile are to conset the activation process. The activation	
My Account Charge Method	code expires in 12 minutas. You may generate a new code at any time. After actuating the Asure Authenticator mobile app on your device, you'll need to change your method to Mobile App.	
Change Phone Activate Mobile App	Click the Change Method link in the narigation menu and specify the Mobile App method to start using the app.	
Vesion 7.6.0	Attribution Code	
@ 2018 Microsoft, All rights reserved.	us. Notestal.nc.gov/mobileapp/	
	Generate New Activation Code	
	aa.	
https://mfanortal.or.nov/useronital/main.asm		

After the activation is complete, click the Authenticate Me Now button. Azure Multi-Factor Authentication will perform an authentication to your mobile app. You must enter your PIN (if applicable) and press the Authenticate button on your mobile app to move on to the next step of the self-enrollment process.



#### Figure – Mobile App Idle

Figure – Mobile App Active

### 1.5 Change Security Questions

If, at any time, you are required to change your security questions or answers, click Change Security Questions and re-enter desired information, then click save. You must select four security questions and provide answers to the selected questions.

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File Edit View Favorites Tools He	elp	
	Main   Log Out	
	© <sub>Help</sub>	
	My Account: Change Security Questions	
	Specify answers to four security questions used to log in to the User Portal without Multi-Factor Authentication.	
My Account	Question 1	
Change Method	What was your high school mascot?	
Change Phone Activate Mobile App	Answer	
Change Security Questions		
	Question 2	
© 2013 Microsoft. All rights reserved.	Answer	
	Question 3	
	What is your favorite movie?	
	Answer	
	Question 4	
	What was your favorite teacher's name?	
	Answer	
	Save	
	Back	

### 2 Frequently Asked Questions

#### Q: How can I get help with application access?

**A:** Contact the application/service owner who supports the application.

#### **Q:** How can I get help with the MFA registration process?

A: Contact the application/service owner who requested your enrollment.

#### Q: How can I get help with changing my MFA method?

A: Contact the application/service owner who requested your enrollment.

#### Q: What do I do if I don't receive a response on my phone or if I forgot my phone?

**A:** If you previously configured a backup phone, try again by selecting that phone when prompted from the sign in page. If you have not configured a backup phone, you may:

- a) Browse to the MFA user portal page and sign in using your security questions. Once signed in, you may change your 2<sup>nd</sup> factor method.
- b) Contact your admin and ask them to update your 2<sup>nd</sup> factor method, and/or the number assigned to your primary phone mobile or office.

#### Q: Why am I receiving an MFA call from an anonymous caller after setting up caller ID?

**A:** Sometimes, when MFA calls are placed through the public telephone network, they are routed through a carrier that doesn't support caller ID. Therefore, caller ID is not guaranteed even though the MFA system always sends it.

### Q: What if my 2<sup>nd</sup> factor device (mobile phone/tablet) is lost or stolen?

**A:** If your 2<sup>nd</sup> factor method is lost or stolen, you should immediately:

- a) Browse to the MFA user portal page and sign in using your security questions. Once signed in, you may change your 2<sup>nd</sup> factor method.
- b) Contact your admin and ask them to update your 2<sup>nd</sup> factor method, and/or the number assigned to your primary phone mobile or office.