Multi Factor Authentication

DIVISION OF TECHNOLOGY
AND ADVANCED SOLUTIONS

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11/28/2017

Introduction

Two-step verification is an additional security step that helps protect your account by making it harder for other people to break in. If you're reading this article, you probably got an email from the IT Department about Multi Factor Authentication (MFA). Or maybe you tried to sign in and got a message asking you to set up additional security verification. If that's the case, you cannot sign in to the service until you have completed the auto-enrollment process.

Setting Up Your Multi Factor Account

Enrolling and configuring multi factor authentication begins with logging into the Multi Factor Authentication User Portal at https://mfaportal.utoledo.edu with your UTAD username and password.
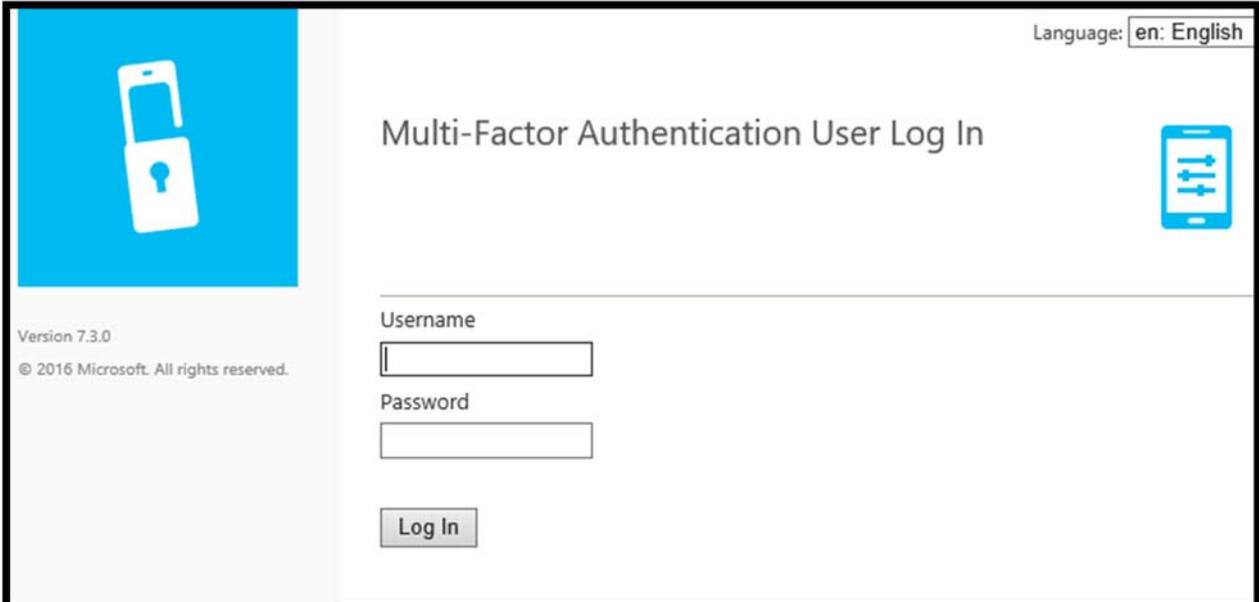
If this is your first time logging into the MFA User Portal, the User Setup page will load and you will need to select an authentication method. The default method is the Mobile App method. If you would rather receive a phone call at your desk phone or a text message to your cell phone, select the Phone Call or Text Message option from the Method drop down menu.

Multi Factor Authentication Methods

Mobile App Authentication (Default)

1. When using the Mobile App option for Multi Factor Authentication, the first step is to install the Microsoft Authenticator app for your phone from the Google Play or Apple App Store.
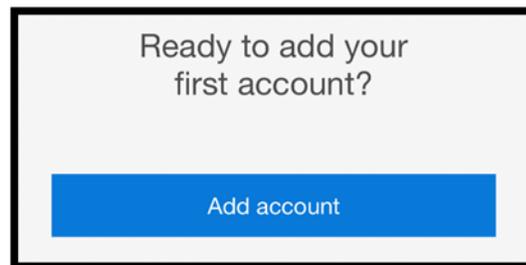
   > Microsoft Authenticator for Android
   >> https://play.google.com/store/apps/details?id=com.azure.authenticator
   > Microsoft Authenticator for iOS
   >> https://itunes.apple.com/app/id983156458

2. When the app is installed on your phone, open the Microsoft Authenticator app and click the Add account button.

3. The Authenticator app will ask what type of account is being added. Select "Work or school account".
4. If prompted to allow Authenticator to access your phone's camera, allow it.
5. The Authenticator app will allow you to scan a QR code that is generated from the MFA User Setup page.
6. On a PC or another device, go to the MFA User Portal at https://mfaportal.utoledo.edu. When the User Setup page loads, click the Generate Activation Code button. A QR code and a nine digit code will be displayed on the page similar to what is shown below:
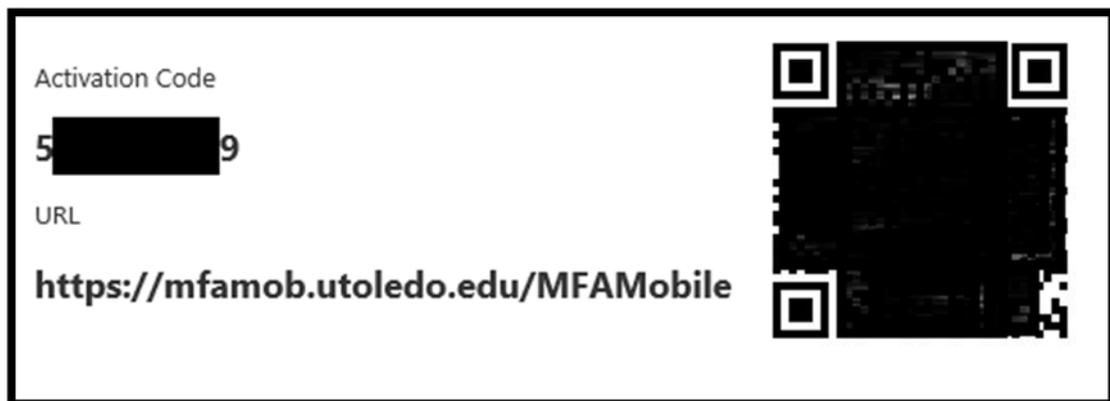
7. Scan the QR code on the User Setup page or manually enter the nine digit code displayed on the User Setup page.
8. The UToledo MFA Mobile account will be added to your Authenticator app's Accounts screen.
9. On the User Setup page, click the Authenticate Me Now button.
10. You should receive a notification on your phone asking if you approve the sign in request. Select the Approve option.

Approve sign-in?
UToledo MFA Mobile
nsherman@rockets.utoledo.edu

Deny   Approve
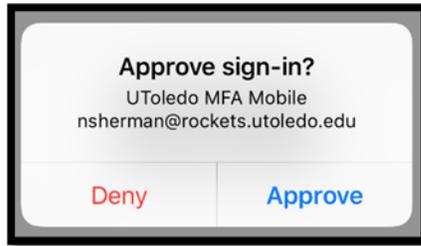
11. Next, the Security Questions page will load. Select four questions and enter the answers, then click Continue.
12. You are now ready to use Multi Factor Authentication.

Text Message

If you would rather receive a text message when using Multi Factor Authentication, select the Text Message option from the Method drop down menu. If there is no mobile phone listed for you in UTAD, you will be asked to enter one on this screen:

Enter your mobile phone number and click the Text Me Now to Authenticate button. A text message with a one-time passcode will be sent to your phone. Enter this passcode on the website and the Security Questions page will load. Select four questions and enter the answers, then click Continue. You are now ready to use Multi Factor Authentication.

Phone Call

If you would rather receive a phone call to a land line or cell phone when using Multi Factor Authentication, select the Phone Call option from the Method drop down menu. You will be asked to enter a primary and backup phone number & extension (if needed) on this screen if no phone number was available in UTAD:

After entering a primary and backup phone number, click the Call Me Now to Authenticate button. You will receive a phone call on your primary phone. Answer the call and follow the instructions to complete the authentication.

Next, the Security Questions page will load. Select four questions and enter the answers, then click Continue. You are now ready to use Multi Factor Authentication.

Multi-Factor Authentication User Setup

To enable Multi-Factor Authentication for your account using the mobile app, you'll first need to install the Microsoft Authenticator app on your phone and then click the Generate button below to receive an activation code. The activation code will be entered in the mobile app to complete the activation process. The activation code expires in 10 minutes.

Method

Mobile App ▾

After installing the Microsoft Authenticator app on your phone, click the button to generate an activation code.

Generate Activation Code   Cancel

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.

Method

Text Message ▾

Phone

United States & Canada +1 ▾   [   ]

Text Me Now to Authenticate   Cancel

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 call the number you entered. Answer and press # to authenticate.

Method

[Phone Call ⌄]

PRIMARY

Phone

[United States & Canada +1 ⌄] [   ]

Extension

[   ]

BACKUP

Phone

[United States & Canada +1 ⌄] [   ]

Extension

[   ]

[Call Me Now to Authenticate]   [Cancel]

Security Questions

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.

Question 1

Which phone number do you remember most from your childhood?	⌄

Answer

Question 2

What was your favorite place to visit as a child?	⌄

Answer

Question 3

What were the last four digits of a childhood friend's telephone number?	⌄

Answer

Question 4

What is the first and last name of your first boyfriend or girlfriend?	⌄

Answer

[Continue] [Cancel]

🔵 Help

Welcome

Manage user accounts by selecting Find Users from the menu. Manage your account by selecting the appropriate option. Select the Help Icon (top right) for assistance.

User Administration
Find User
Add User

My Account
Change Method
Change Phone
Change Language
Activate Mobile App
Change Security Questions