CCHMC 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.

The steps below walk through each option available to you to complete the Multi-Factor Authentication registration (mobile app, OATH, and phone call). You only need to select one option, and the preferred option is the mobile application.

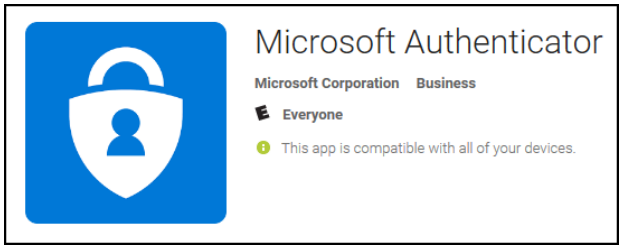
Important: You should **only** respond to the Multi-Factor Authentication message or prompt if you are actually signing on. Otherwise, someone may be trying to sign on with your username and password and you should report this potential fraud to the Service Desk by calling 513-636-4100.

Preferred Option: Steps for Setting up the App for Your SmartPhone or Tablet:

- Please have your cell phone or tablet device *(Operating Systems supported include iOS, Windows, and Android)* with you for immediate access.

On your phone:

- Go to your iTunes Store, Google Play or Microsoft Store**,** Search for Microsoft Authenticator:



- Click on app and Click on 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**

On your phone:

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

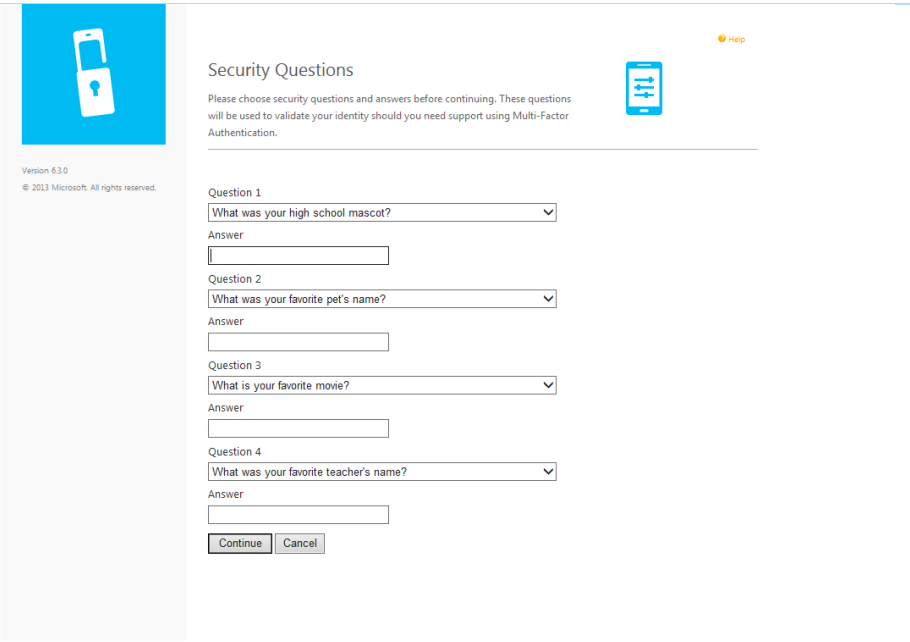
When you log in to the VPN portal for CenterLink (https://vendorvpn.cchmc.org), the Microsoft Authenticator app on your phone will display a message that there has been a sign in request.

- Click **Approve** on your phone 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 CenterLink.

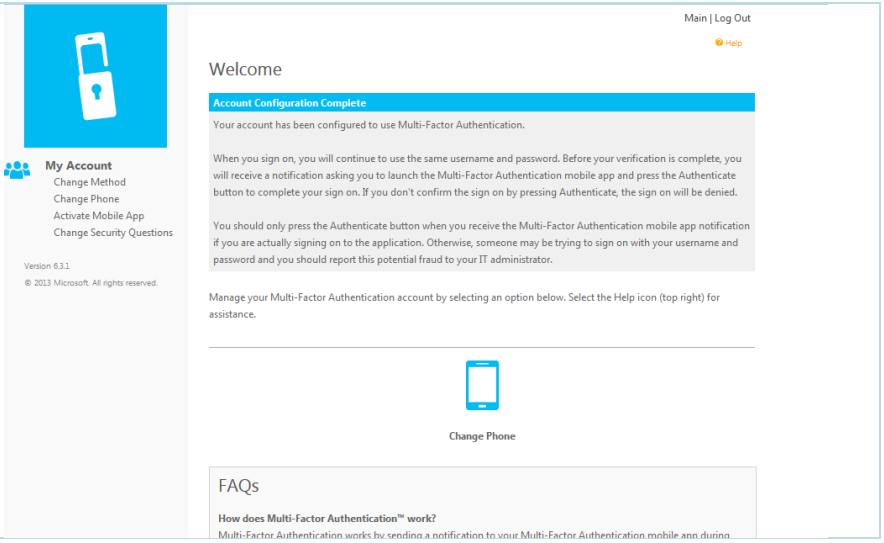
- **You will now see Security Questions on your computer.**
- **The Answers are case sensitive – please be careful.**
- Please answer the questions requested in this section to complete your MFA setup. *This is only required once.*
- Use dropdowns to change questions as desired.
- When you have answered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

Suggestion: Please choose questions and answers that are immediately familiar to you.

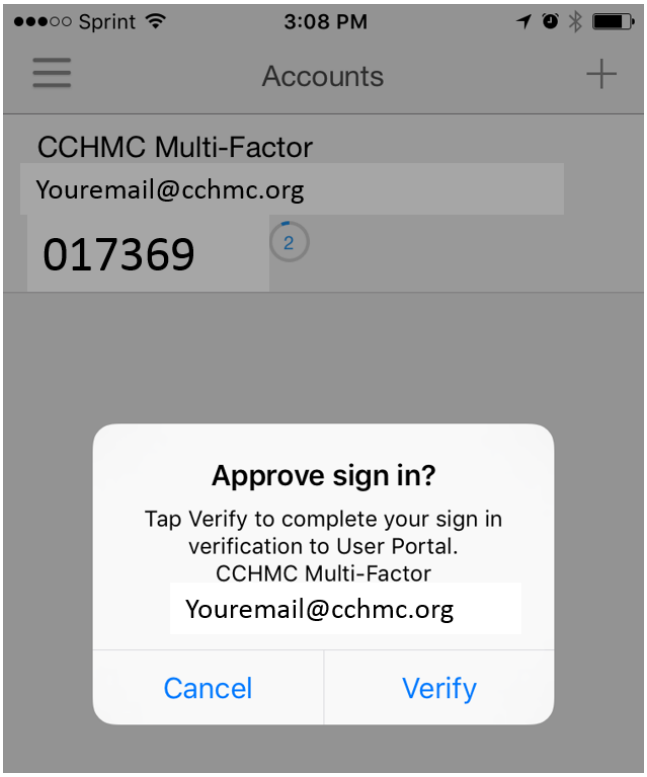
Why is this important? These questions will help verify your identity if there is an issue with your login.



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



- When you are required to provide additional authentication for the 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 phone 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.

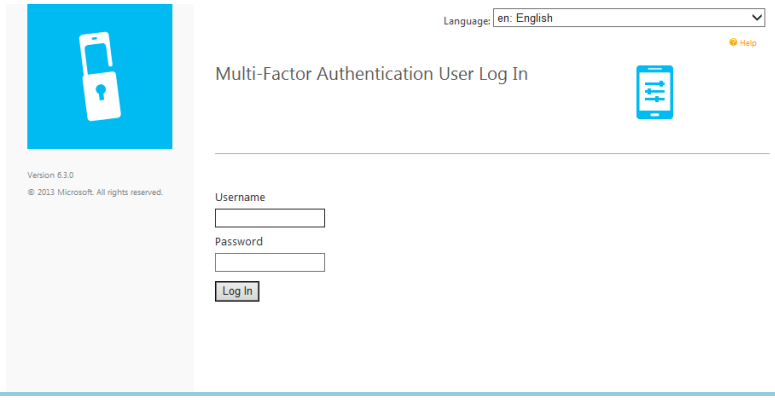


CCHMC Multi-Factor Authentication Job Aide

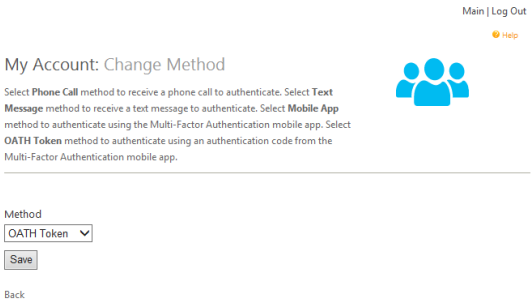
If you travel internationally or to areas where a Wifi signal is not always present, the OATH option is recommended. This option requires the Mobile Application that was installed in the earlier steps. This is also a great option to use when traveling on an airplane where an airline may only provide Wifi access to one device at a time.

Follow the instructions below to switch to the OATH method:

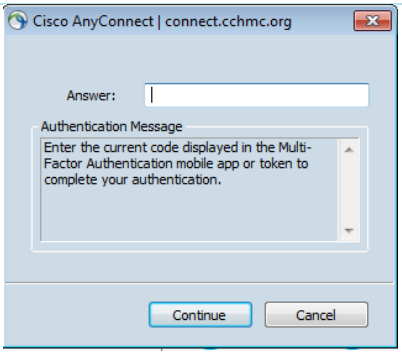
- Login to the MFA portal: https://mfa.cchmc.org with your CCHMC username and password. After selecting Log In, your mobile device will receive the notification prompt from the MFA application.
- Select Verify on the device, and this will log you back into the portal.

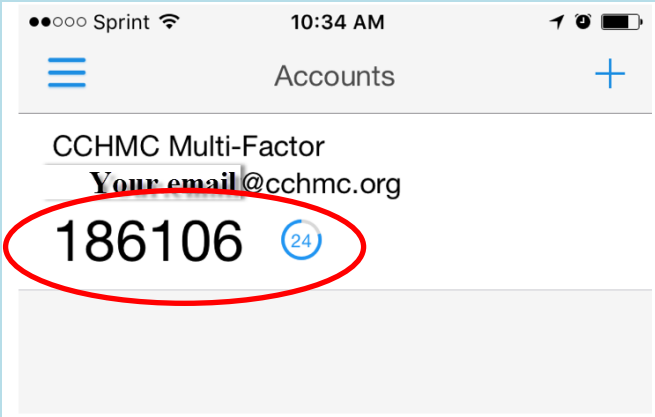


- Once logged into the portal, you can change your method from the left hand menu.
- Change the method to OATH Token.
- Select the Save button.
- You are now setup to use the OATH option on your mobile device.



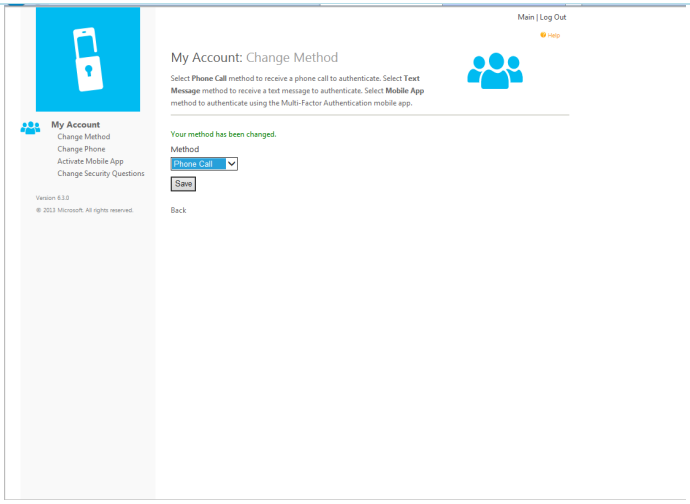
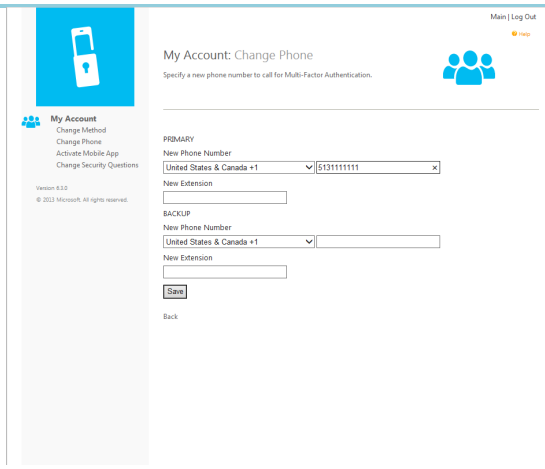
- Now that your option is setup for OATH, the authentication process is slightly different.
- Instead of selecting Verify on your mobile device to complete the authentication process, you will enter the code that is displayed in the mobile application.
- The example on the right displays what a user would see after logging into VPN and entering their username and password (the same type of option would display for the other applications that require MFA).



• The code or answer that gets entered into the field is what is displayed on the mobile device. • Please note, the code has a 30 second expiration, and so you must enter the code that is active. • Once the code is entered, the authentication process is complete.	
• Now when signing into applications requiring multi-factor authentication you will be prompted to supply the OATH code, and will need to supply the code to complete your authentication.	

Steps for Using a Phone Call:

- Please have a phone with/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.**
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- 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.
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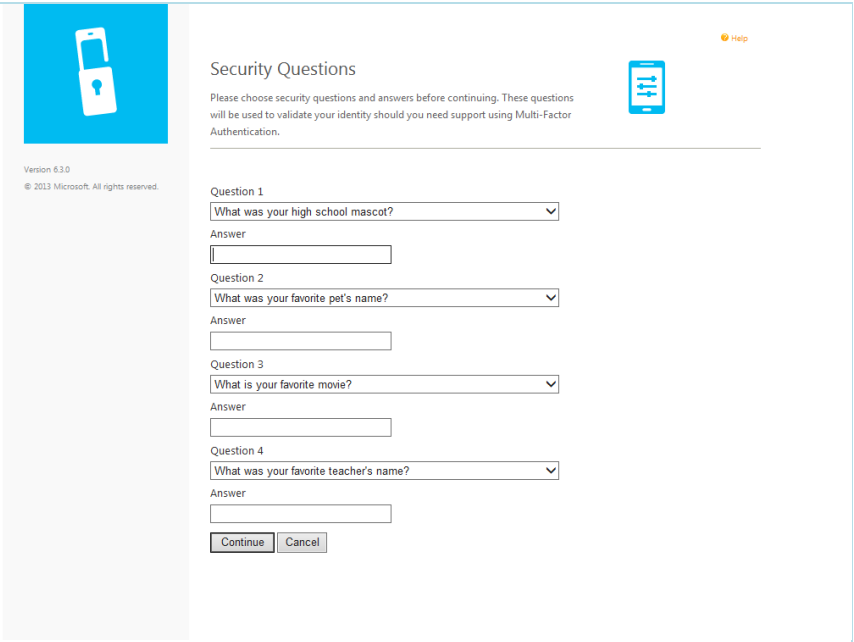
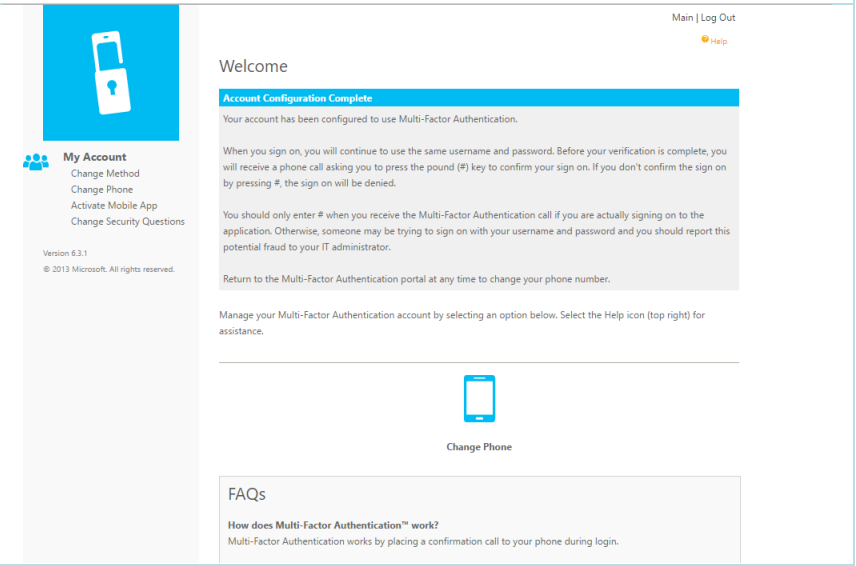
Suggestion: Please choose questions and answers that are immediately familiar to you.

Why is this important? These questions 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. You just need to go back into 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 always use the security questions to get into the portal and follow the same steps as listed in this aide.