Multi Factor Authentication

DIVISION OF TECHNOLOGY AND ADVANCED SOLUTIONS

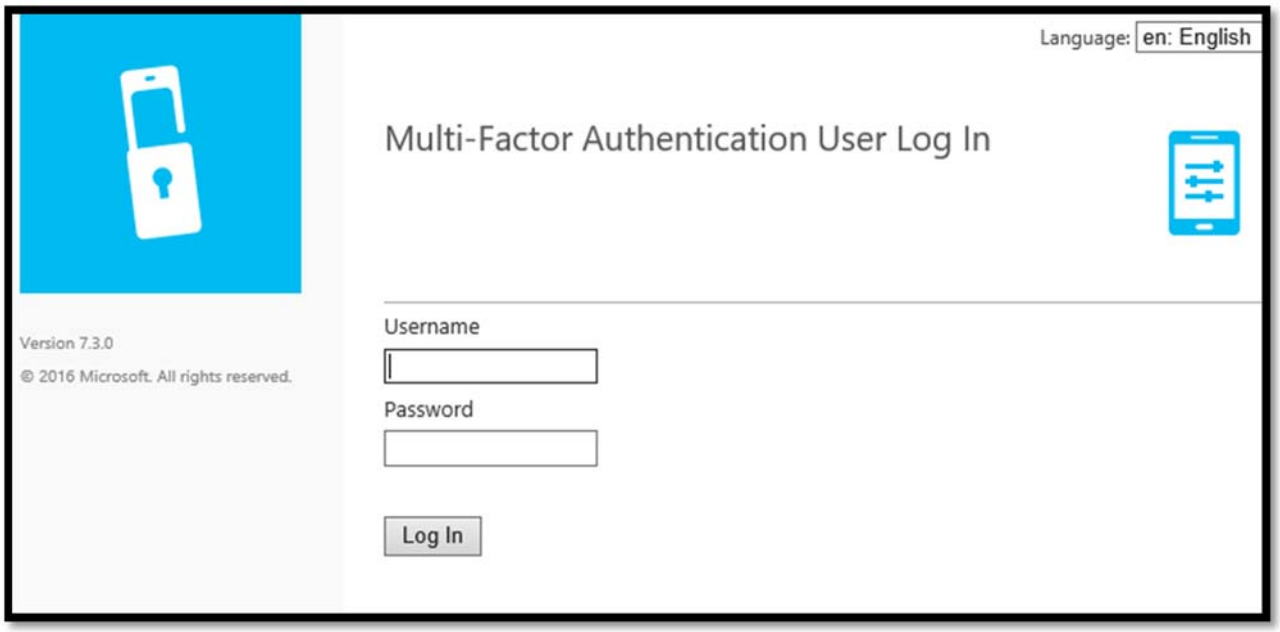
THE UNIVERSITY OF TOLEDO

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://mfa.utoledo.edu/MultiFactorAuth 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.

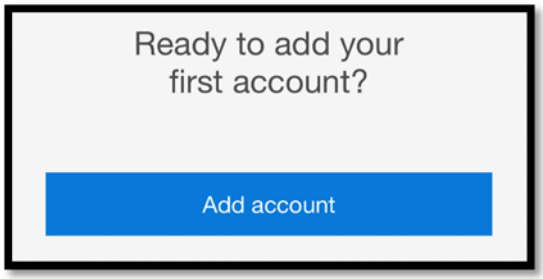
   Microsoft Authenticator for Android

   https://play.google.com/store/apps/details?id=com.azure.authenticator

   Microsoft Authenticator for iOS

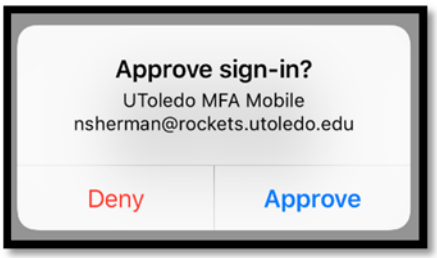
   https://itunes.apple.com/app/id983156458

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://mfa.utoledo.edu/MultiFactorAuth. 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:

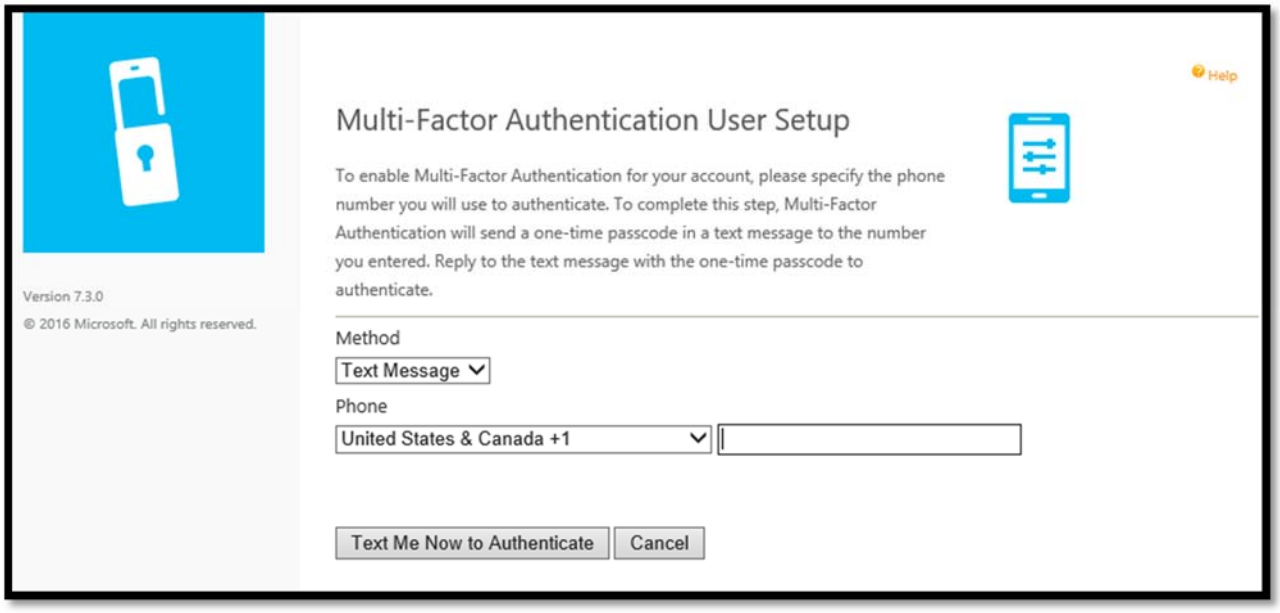
7. Scan the QR code on the User Setup page or manually enter the nine digit code displayed on the User Setup page.
8. The UToledo MFA Mobile account will be added to your Authenticator app’s Accounts screen.
9. On the User Setup page, click the Authenticate Me Now button.
10. You should receive a notification on your phone asking if you approve the sign in request. Select the Approve option.



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

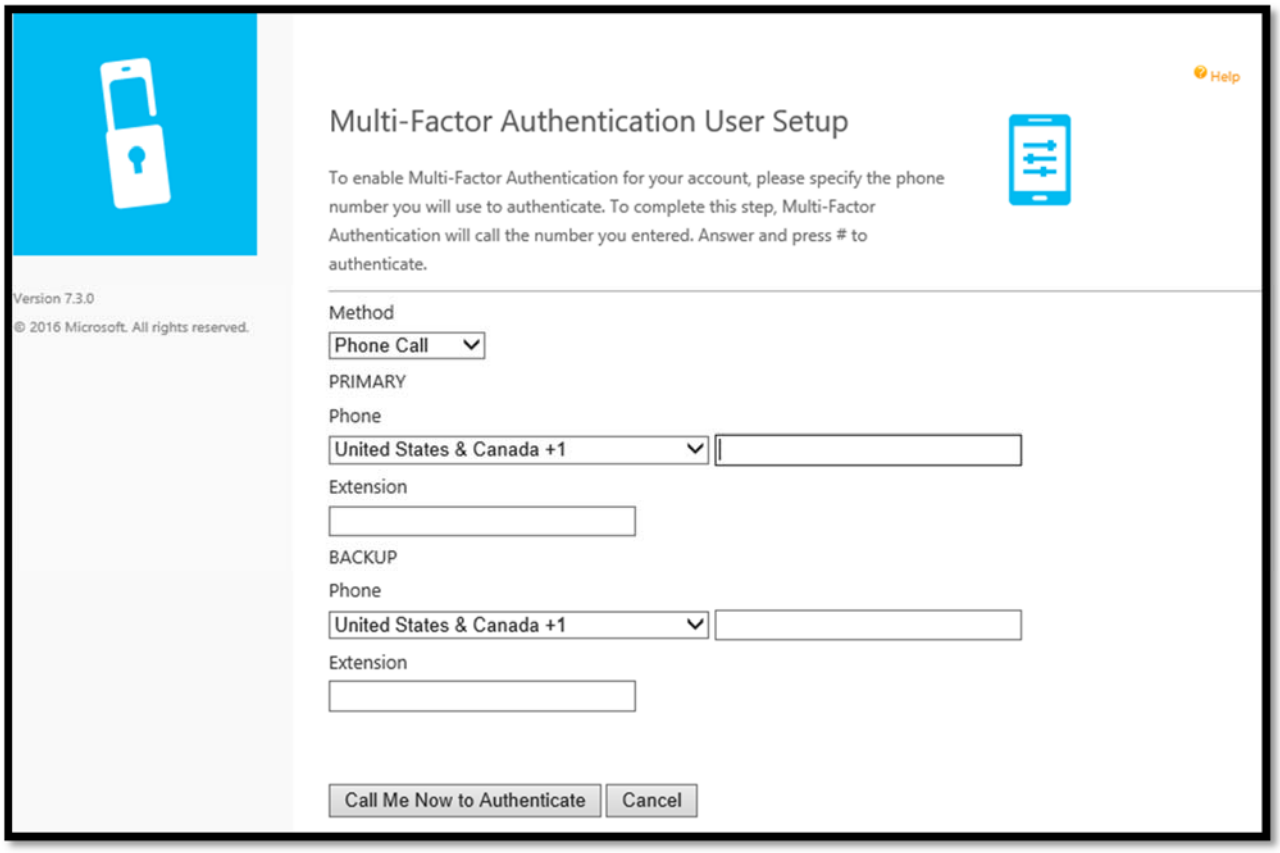
If you would rather receive a text message when using Multi Factor Authentication, select the Text Message option from the Method drop down menu. If there is no mobile phone listed for you in UTAD, you will be asked to enter one on this screen:



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.