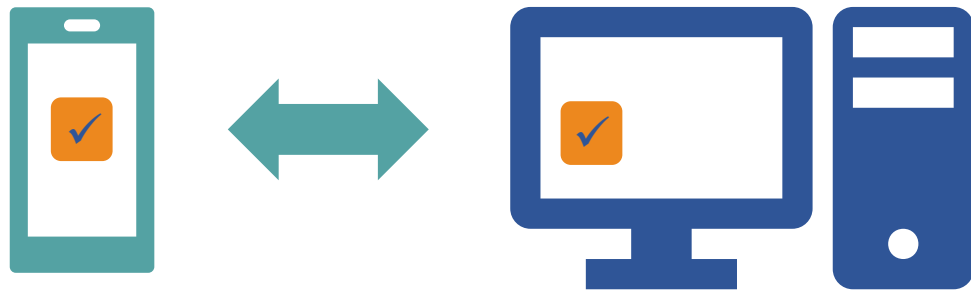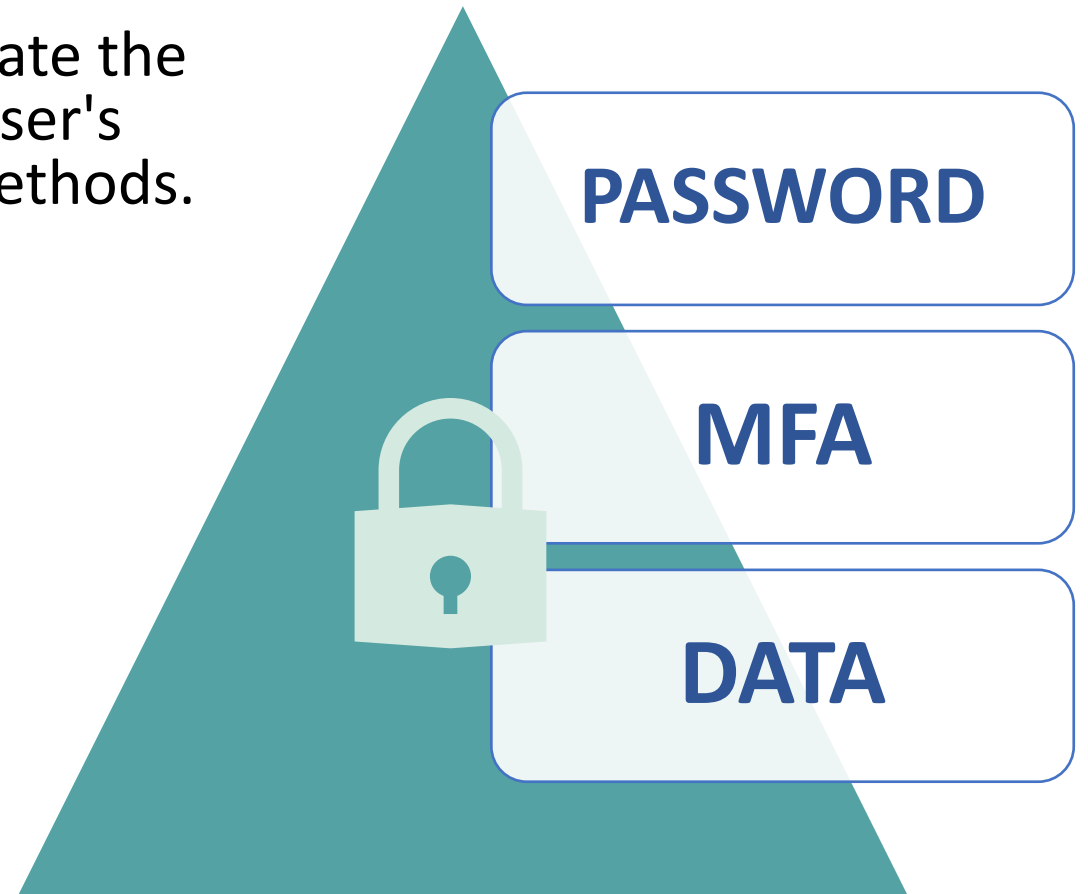# Multi-Factor Authentication (MFA) for ROADS

Step-by-Step Guide

What is Multi-Factor Authentication?

MFA is a security measure designed to elevate the protection of sensitive data by verifying a user's identity through multiple authentication methods.

Your goal is to get these two apps to communicate!

PASSWORD

MFA

DATA

Different ways to authenticate

Individual Mobile Device (Our Recommendation)

- Simplest and smoothest way for providers to authenticate is by using an individual mobile device.

- Remember! *No transfer of data or sensitive material will occur using this method.*

YubiKey (physical token)

- A YubiKey is a physical hardware token

- It can be plugged into a USB port, offering a secure means of verifying identity.

- Will require user to download an app onto the device used for submitting data.

- Only one YubiKey per user per device.
  - This means users can only use a YubiKey if it is assigned to them, and if that workstation has been configured with the Authenticator App.

This guide will demonstrate <u>how to authenticate using the mobile app</u>

If you need to use an alternative method to authenticate, please email ROADS@odhsoha.oregon.gov and let us know!

To begin MFA authentication, you will need the following:

1. **A cell phone to download/install MFA App**
   - No client information will be accessed via the cell phone

2. **Access to Citrix (and a P#!)**
   - Use your MOTS login information to login to Citrix
   - To reset your password, *call service desk at 503-945-5623*

3. **Your UPN (state issued email address)**
   - Example: First.last@odhsoha.oregon.gov
   - If you don't have this handy, just email us and we'll send it to you: ROADS@odhsoha.oregon.gov

High Level Overview

This guide will walk you through:

✓ Downloading an app on your phone

✓ Logging into Citrix / Downloading Citrix

    > Using MOTS login information

✓ Opening Microsoft Application in Citrix

✓ Using your UPN to log into Microsoft App

✓ Connecting your phone to Citrix via a QR code

✓ Verifying connection

Pay attention to the right corner!
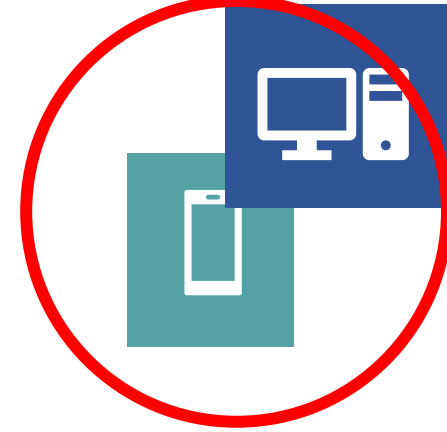
These instructions will move from your phone to your computer, use the upper right hand corner to check that you are applying those instructions to the correct device!

Step 1: Download the app

- Install the Microsoft Authenticator app on your phone
- If having trouble, cover the QR code NOT in use with your palm before scanning.
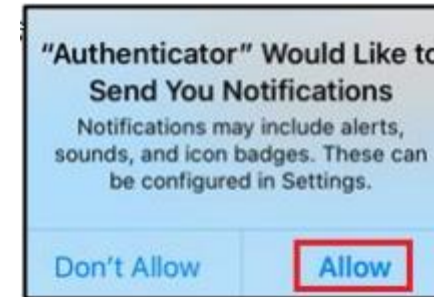- If this QR code doesn't work, search "Microsoft Authenticator App" in your app store

For Andriod

For iPhone

This QR code is ONLY used to pull up the application to download.

Step 2: Open the app

- When the Authenticator App opens, it may prompt you to allow notifications. Tap **Allow**

- If you receive the following prompt, tap **OK**
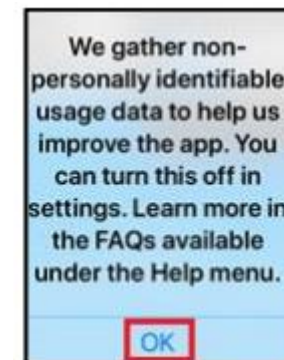
Step 3: Add Work/School Account

- Tap **Skip** on screens that are not "work/school" accounts.
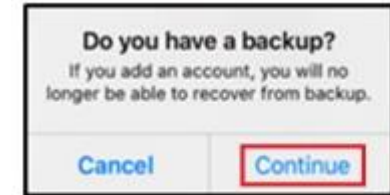
Step 4

- On the "Ready to add your first account?" screen, tap on **Add account** or tap the + symbol in the upper right.

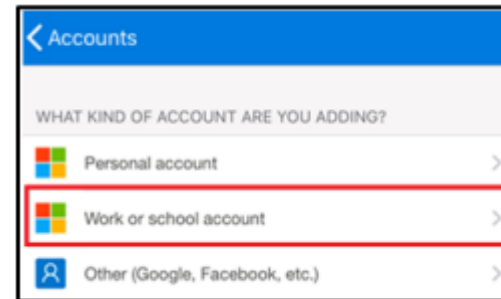- If you already have the Microsoft Authenticator App, push the (+) button in the corner to add your new "Work" account
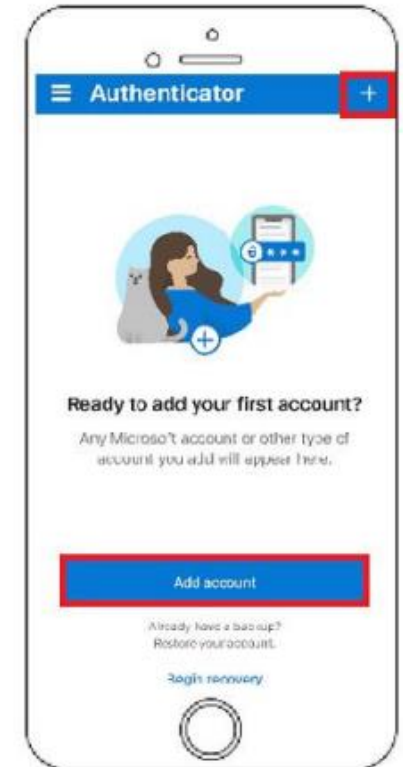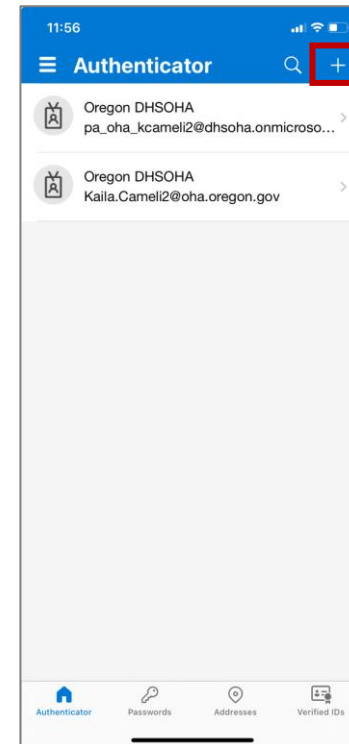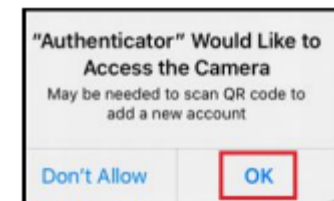
Step 5

- Tap **Continue** on the "Do you have a backup?" screen
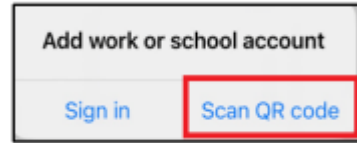
- Choose **Work or school account**
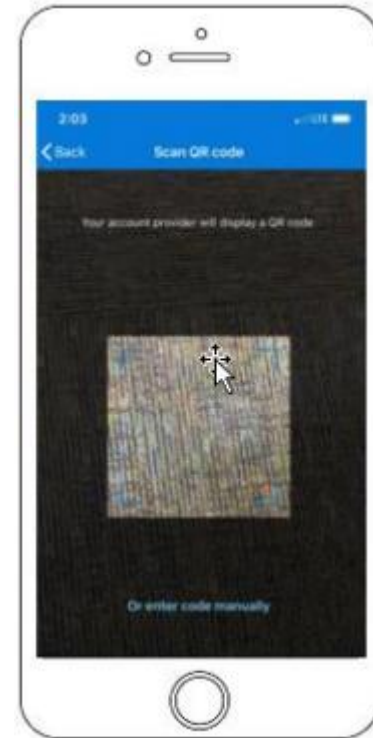
- Tap **OK** when the system asks to Access the Camera

Step 6

- Select **Scan QR Code**

Add work or school account
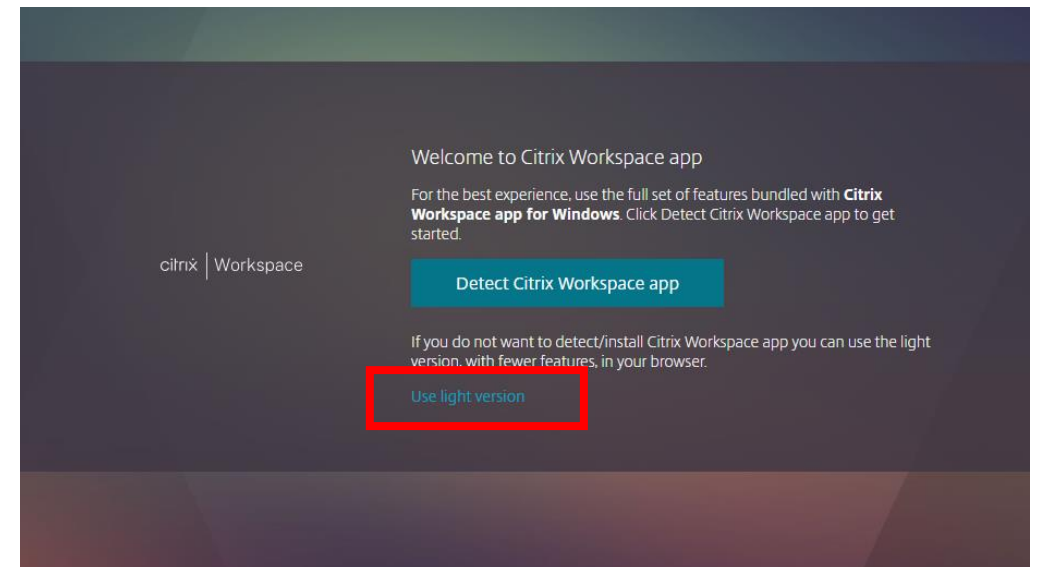
Sign in   Scan QR code

- Once you see the QR Scanner screen, **STOP**

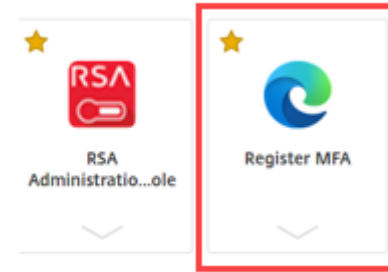- Put down your phone (we will pick it back up again later)

Step 7: Citrix

- On your computer, **log into Citrix**

- **Click here for Citrix**
  - Use your MOTS Login Information
    - P# as username
    - MOTS password
  - If you see the screen shown to the right, click "use light version"
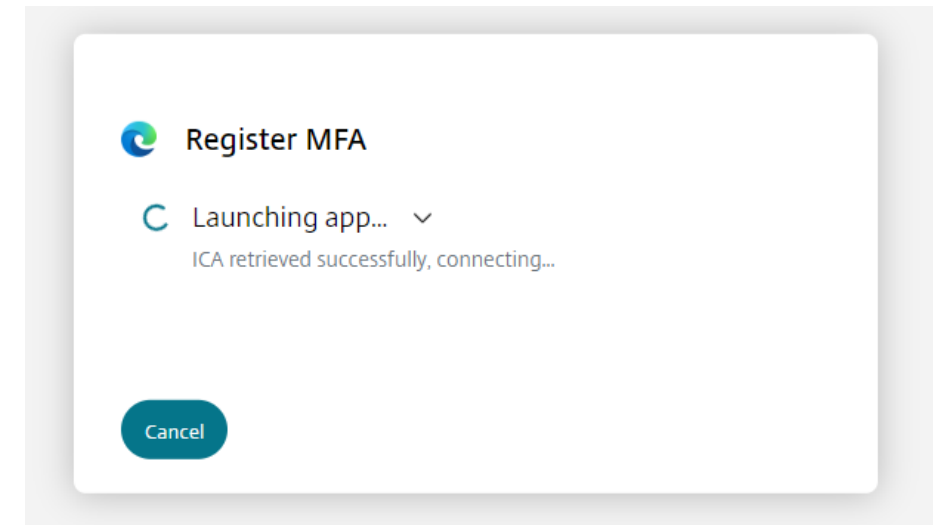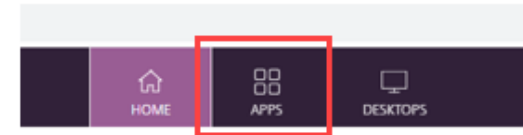
Step 8

- Click on the "Register MFA" application

- If you don't see it on the home screen, click the "Apps" button
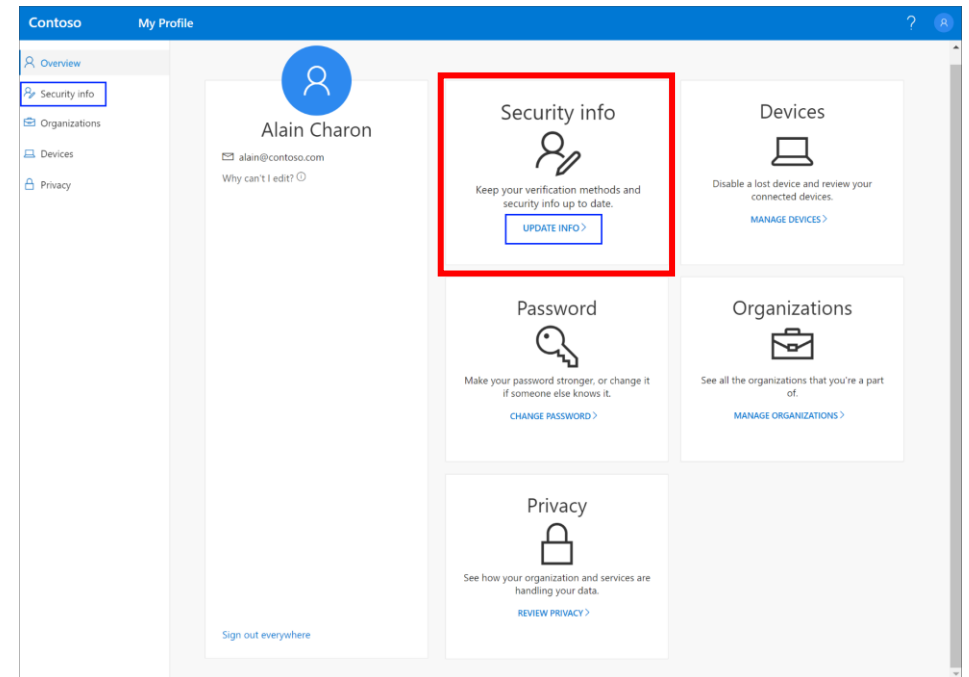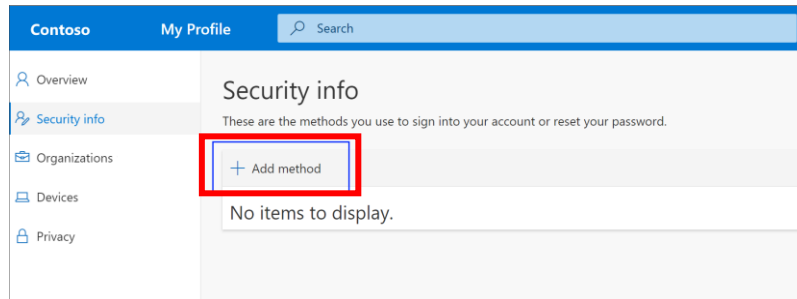
Step 9: Sign into Microsoft using UPN

- Using your UPN (User Principal Name) and current MOTS password, login to the session
  - first.last@odhsoha.Oregon.gov
  - MOTS/CITRIX Password

Step 10

- Under Security Info, click **"Update Info"**

- Click **"+ Add sign-in method"**

Step 11

- Select **"Authenticator App"**

- Click **"Next"** until the QR code appears

Step 12

- Once you see the QR code in Microsoft IN CITRIX

DO NOT CLICK NEXT

Step 13

- Pick up your cell phone!
- Open it back up to the Microsoft Authenticator App
- **Scan the QR code that is on your computer with your cell phone**
- The Authenticator app on your iPhone will automatically register the scan
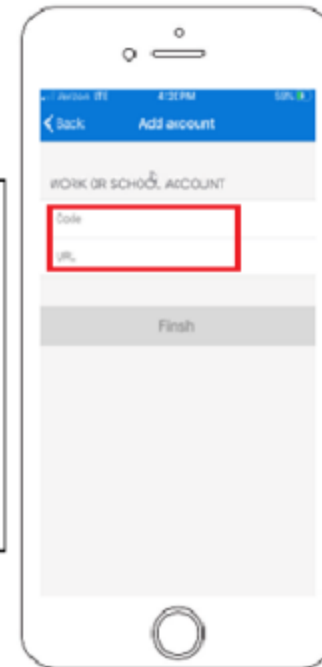
If phone can't read QR code

- If your iPhone can't read the code, **click Can't scan image?** on your computer and tap Or enter code manually on your iPhone. Enter the Code and URL provided into the Add Account screen on your iPhone

Step 14

- Once the Authenticator app has scanned the code, on your computer click **Next** on the "Scan the QR code" screen.

- A "Let's try it out" screen will appear on your computer and display a number.

Step 15

- Enter the number from the computer into your phone.
- Once entered, tap **Yes.**

Step 16

- When you see the "Notification approved" screen on your computer
- Click **Next.**

MFA is complete!

If you were unable to complete MFA or encountered any issues, please reach out to our Service Desk for assistance:

Email: OIS.ServiceDesk@dhsoha.state.or.us

Call: 503-945-5623

The Service Desk is available Monday through Friday from 6:00 a.m. to 6:00 p.m.