

Multi-Factor Authentication (MFA) Questions and Answers

The State Office of Information Services (OIS) has implemented a multi-factor authentication (MFA) process for using Citrix applications. The following Question and Answer table is specific for Oregon WIC local agencies.

General Questions and Answers about Multi-Factor Authentication

Question: What is multi-factor authentication (MFA)?

Answer: Multi-factor authentication (MFA) combines two or more credentials to gain access to a system. These credentials include something the user *knows* (e.g., password), something the user *has* (e.g., iPhone), or something the user *is* (e.g., fingerprint).

The goal is to create a multilayered approach making it difficult for any unauthorized person to gain access to a system. If one factor is compromised, such as a password, the attacker will still need the other factor.

Question: Are all WIC local agencies required to do MFA?

Answer: Yes. Anyone using programs such as FamilyNet needs to use MFA. All Citrix applications require MFA.

Question: How do I get new employees enrolled in MFA?

Answer:

- Email App Support (WIC.App-Support@odhsoha.oregon.gov)
- Ask WIC App Support to set up Citrix and FamilyNet.
- Employee will receive an email with their state-issued email and password.
- Follow the instructions on how to register either the Microsoft Authenticator app or YubiKey.

Question: What authentication methods are supported under MFA?

Answer: For WIC local agencies

1. Microsoft Authenticator app on an agency-issued or personal mobile device.

- The app pushes notification to the Microsoft Authenticator app on mobile devices.
- Enter the two – digit number from your computer screen
- Select **Approve** to authenticate or select **Deny** if you do not recognize the sign-on attempt.

2. YubiKey

- Put the YubiKey in a USB slot on your workstation.
- Touch the circle on the YubiKey device.
- Paste the code into the app to authenticate.

Note: The Yubico Authenticator app needs to be installed on any workstation you intend to use.

Question: What is a YubiKey?

Answer: YubiKey is a device that makes MFA simple. Insert the YubiKey into a USB port on your computer. Touch the circle. Paste the code generated into the box provided on the computer screen.



Each device has a unique code that helps confirm your identity. Only one person can be registered to a specific YubiKey.

YubiKeys 5 NFC model can be ordered from this website:

<https://www.yubico.com/product/yubikey-5-nfc>.

YubiKeys have a yearly subscription fee.

Question: Can I still work if I forget my YubiKey or agency-issued or personal smartphone with the Authenticator app?

Answer: Yes. Contact the OIS Service Desk (503-645-5623). Ask to be added to the 1-day bypass group. This allows you to skip MFA for that day. WIC App Support cannot help with this issue.

OIS Service Desk: 503-945-5623

Question: Do I need to use an MFA process to log into Workday Learning?

Answer: No. There are no plans to use MFA processes for Workday Learning at this time.

Always remember your challenge questions and answers!

Questions specific to Microsoft Authenticator

Question: What if I get a new mobile number or lose my agency-issued or personal smart phone with the Authenticator app?

Answer:

- Go to <https://myprofile.com>
- Change your phone number in the authenticator app on the **Security Info** screen.

You may need to call the OIS Service Desk to be added to the temporary registration group to get to the **Security Info** screen.

OIS Service Desk: 503-945-5623

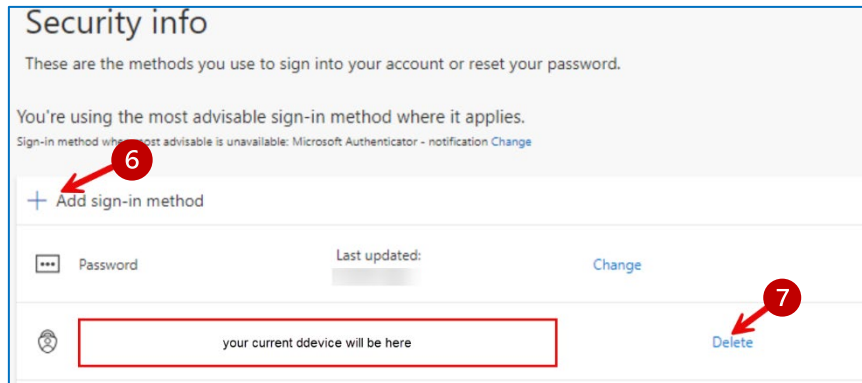
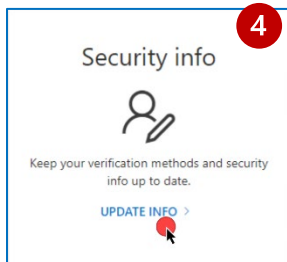
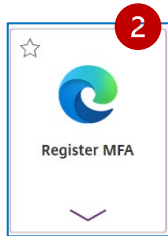
Question: What if I get a new agency-issued phone?

Answer:

Remove the Microsoft Authenticator app as an authentication method **before** setting up your new phone.

Here are the steps:

1. Log on to Citrix using the new URL:
<https://remote.dhsoha.oregon.gov>
2. Click on Register **MFA icon**
3. Follow the steps to sign in
4. Scroll down to the **Security Info** screen.
5. Click **Update Info**
6. **Add** your new device.
7. **Delete** the device you are replacing.



Questions specific to YubiKeys

Question: Why are we required to use a YubiKey?

Answer: If you do not have an agency-issued phone or personal mobile device you wish to use, the YubiKey is the only other option for MFA to access State Citrix Apps such as FamilyNet.

Question: What happens if I lose or break my YubiKey?

Answer: Talk to your manager about replacing the lost or broken YubiKey.

Note to managers: the lost or damaged YubiKey needs to be unregistered. See the Job Aid: **Unregister a lost or damaged YubiKey** for instructions.

Question: Can we order several YubiKeys to have on hand or should they be tied to a person in the front office?

Answer: WIC local agencies can order and maintain a local inventory of YubiKeys.

Question: How do I order YubiKeys?

Answer: The recommended product is Yubico YubiKey 5 NFC. YubiKeys can be ordered from this website:
<https://www.yubico.com/product/yubikey-5-nfc>.

YubiKeys have a yearly subscription fee.

Question: I am a manager. What do I do when someone with a YubiKey leaves?

Answer: Try to get the YubiKey from the staff member before they leave.

- Remove the user from TWIST (FamilyNet)
- Contact WIC App Support (WIC.App-Support@odhsoha.oregon.gov) to cancel the user's Citrix account.
- **If you have the YubiKey:**
Reset and reassign it to another staff member. See the **Job Aid: How to reset a YubiKey for reassignment** for instructions.
- **If you do not have the YubiKey:**
There is nothing to do.
Removing the user from TWIST and Citrix removes their access.
- **If it's a State provided YubiKey and it is no longer needed:**
Send it back to the State office to the following address.
Oregon WIC Program
C/O WIC App Support
800 NE Oregon Street, Suite 865
Portland, OR 97232

Question: Who issues YubiKeys to WIC local agencies?

Answer: The State WIC office provided YubiKeys for the initial rollout of this new process. State policy requires local agencies to order, purchase, and manage subscription fees for new YubiKeys.

For urgent YubiKey needs, contact WIC App Support (WIC.App-Support@odhsoha.oregon.gov) for a temporary loan.

Question: Can a YubiKey purchased by a WIC local agency be used in a state-owned computer?

Answer: Yes. A registered YubiKey can be used on a computer with the Yubico Authenticator app installed.

Question: Our IT department has installed the Yubico Authenticator app on our agency's computers. How do I register the YubiKey?

Answer:

- Use Microsoft Edge when registering the YubiKey on the computer.
- Follow the instructions in the YubiKey authenticator app to register the YubiKey.
- The YubiKey will now work on any computer with the Yubico Authenticator app.