

### 1) What is Multifactor authentication or MFA?

Multifactor authentication, sometimes known as two-factor authentication, is a security enhancement that adds another layer of security to your online account, beyond your username and password. It combines two or more methods (or factors) of authentication from independent categories of credentials to verify your identity for a login or other transaction.

Learn more about MFA from:

- Microsoft: <https://support.microsoft.com/en-us/topic/what-is-multifactor-authentication-e5e39437-121c-be60-d123-eda06bddf661>
- U.S. Cybersecurity Infrastructure & Security Agency: <https://www.cisa.gov/mfa>

### 2) Why has the state of North Carolina implemented MFA?

As the state of North Carolina continues to improve security to protect state data, more and more applications used for state business will begin employing multifactor authentication.

Government entities are a prime target of cybercriminals and hackers looking to steal data or even cripple government infrastructure, which is critical in providing services to the people of North Carolina. Combined with practicing good cybersecurity habits when checking email and using the internet, MFA increases the security of your accounts and state data, even if your password is hacked.

### 3) How often do I have to authenticate using MFA?

You must authenticate each time you are prompted to log in to an application using MFA. Let's say you have authenticated to your application using MFA. As long as the session is active, you will not be prompted for MFA again. When your session expires, you will be prompted to login again along with the MFA.

### 4) Will I use MFA to login to MyNCID Portal?

The MFA enrollment is not used for accessing the MyNCID Portal. You will be prompted to use MFA only when you are accessing a North Carolina Government application that requires MFA. You can view, add, or modify your MFA enrollment for your MyNCID account on the MYNCID Portal.

**5) What are my authentication options with MFA?**

<b>Verification Method</b>	<b>How it works</b>	<b>Additional Details</b>
Email	System sends an OTP as an email to the email address you have registered. This OTP is a six-digit code which you will need to input this code to complete the authentication process.	OTP (One-time-Password) is only valid for 10 minutes.
Text Message	System sends an OTP as a text message to the mobile phone you have registered. This OTP is a six-digit code which you will need to input this code to complete the authentication process.	OTP is only valid for 10 minutes.
Voice Call	System calls you on the mobile phone you have registered and will provide an OTP over the phone. This OTP is a six-digit code which you will need to input this code to complete the authentication process	Phone call will repeat the OTP 3 times. OTP is only valid for 10 minutes.
Authenticator App	System prompts you to authenticate your login on the MyNCID Authenticator app on your mobile device.	This is the most secure method. <b>Note:</b> This functionality is coming soon on the MyNCID Portal.

**6) How do I enroll in MFA?**

- **Business and Individual MyNCID Users:**
  1. Login to your MyNCID Portal (<https://myncid.nc.gov>). If you do not have a MyNCID account, you can register for a MyNCID account on this Portal.
  2. You will be taken to your Profile page after successful login.
  3. Click on the “MFA” tab.
  4. Click on the “Add Enrollment” button. This will allow you to choose from one of the options (Email, Text Message, Voice Call, Authenticator App) for MFA.

## Simeio MFA FAQs

- **State Employees:**

Most North Carolina state employees have already enrolled in multifactor authentication or will enroll as part of current efforts to enable MFA for the Integrated HR-Payroll System. Generally, new employees will be enrolled as part of their onboarding process. State employees who have not enrolled, as well as other authorized users of state applications using MFA may register using the Microsoft authenticator website (<https://mysignins.microsoft.com/security-info?tenant=7a7681dc-b9d0-449a-85c3-ecc26cd7ed19>), where they must choose a primary and secondary authentication method.

### **7) How do I change or update my MFA authentication method?**

1. Login to your MyNCID Portal (<https://myncid.nc.gov>).
2. You will be taken to your Profile page after successful login.
3. Click on the “MFA” tab. You will see your existing MFA enrollment options.
4. Click on the “Add Enrollment” button. This will allow you to choose from one of the options (Email, Text Message, Voice Call, Authenticator App) for MFA and make them as a default.

### **8) How do I delete my MFA?**

1. Login to your MyNCID Portal (<https://myncid.nc.gov>).
2. You will be taken to your Profile page after successful login.
3. Click on the “MFA” tab.
4. Click the Delete icon present on the existing enrollment. NOTE: You cannot delete the default enrollment.

### **9) What if I do not have my mobile device with me?**

If you do not have your phone with you, try authenticating using your secondary, or backup authentication method. If the backup method is not available, login to MyNCID Portal (<https://myncid.nc.gov>) and change your MFA authentication method.

### **10) What if I lose my mobile device?**

1. Login to your MyNCID Portal (<https://myncid.nc.gov>).
2. You will be taken to your Profile page after successful login.
3. Click on the “MFA” tab. You will see your existing MFA enrollment options.
4. Click on the “Add Enrollment” button. This will allow you to choose from one of the options (Email, Text Message, Voice Call, Authenticator App) for MFA and make them as a default.

**11) How do I set up the MyNCID Authenticator app on my mobile phone?**

1. Install Simeio Authenticator app on your smart device.
2. Open the mobile Authenticator app and click on “+” on the top of the screen.
3. If you are enrolling the Authenticator App for the first time, click Scan QR code which allows you to scan the QR code displayed in the screen
4. If you are already enrolled and authenticating in the application, new authentication request will be received in the mobile app, prompting you to approve or deny the request.
5. You will be authenticated in the application after the approval via Authenticator app.

**12) How do I login with an MFA method that isn't the default?**

1. Login to the application that requires MFA.
2. When prompted for MFA, click on the “Alternate MFA Options”.
3. Choose any of the enrolled MFA options.
4. If your preferred MFA option is not listed, you need to login to your MyNCID Portal (<https://myncid.nc.gov>).
5. You will be taken to your Profile page after successful login.
6. Click on the “MFA” tab. You will see your existing MFA enrollment options.
7. Click on the “Add Enrollment” button. This will allow you to choose from one of the options (Email, Text Message, Voice Call, Authenticator App) for MFA and make them as a default.