MFA User Admin Guide



Registering for Multi-Factor Authentication (MFA)

The CJLEADS user will have to complete the MFA enrollment process prior to logging into the CJLEADS application. Below are the steps to register yourself in MFA.

https://mfaportal.nc.gov/userportal

1. Browse to https://mfaportal.nc.gov/userportal

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						Hernama	
	Version	7.1.2				Osemanie	
	© 2016	Microso	oft. All right	s reserved.		Password	
						Log In	

2. Sign in using your NCID Username and password to begin the auto-enrollment process.

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	Multi-Factor Authentication User Log In	
Version 63.1	Username	
© 2013 Microsoft. All rights reserved.	delegated-admin Password	
	Log In	
https://tmfamobile.nc.gov/userportal/main	asta	

3. You will be prompted for an initial authentication method (Phone Call, Text Message, Mobile App, OATH Token). Select the MFA method, enter the required information, and click *Call Me Now to Authenticate*.

F		😢 Help	
	Multi-Factor Authentication User Setup	—	
	To enable Multi-Factor Authentication for your account, please specify the phone number you will use to authenticate. To complete this step, Multi-Factor	=	
	Authentication will call the number you entered. Answer and press # to authenticate.		
Version 6.3.1			-
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	Method		
	Phone Call 🗸		
	PRIMARY		
	Phone		
	United States & Canada +1 V	7	
	Extension		
	PACKID		
	Phone		
	United Change & Canada 14	1	
	Extension		
	Call Me Now to Authenticate Cancel		

4. Complete the security questions. You must select four security questions and provide answers to their selected questions.

		e Help
	Security Questions Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.	
Version 6.3.1		
© 2013 Microsoft. All rights reserved.	Question 1	
	What was your high school mascot?	
	Answer	
	Question 2	
	What was your favorite pet's name?	
	Answer	
	Question 3	
	What is your favorite movie?	
	Answer	
	Question 4	
	What was your favorite teacher's name?	
	Answer	
	Continue Cancel	

5. The user self-enrollment is now complete and you are logged in to the User Portal. You may log back in to the User Portal at any time in the future to change your phone numbers, PINs, authentication methods and security questions.

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	Manage user accounts by selecting Find Users from the menu. Manage your account by selecting the appropriate option.	
	Select the Help Icon (top right) for assistance.	
User Administration		
Find User		
My Account		
Change Method Change Phone		
Activate Mobile App		
Change Security Questions		
Version 6.3.1		
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Please note that when you attempt to log into the MFA portal, you will be challenged with the second-factor authentication that you have set-up in the preceding steps.