

MFA User Admin Guide

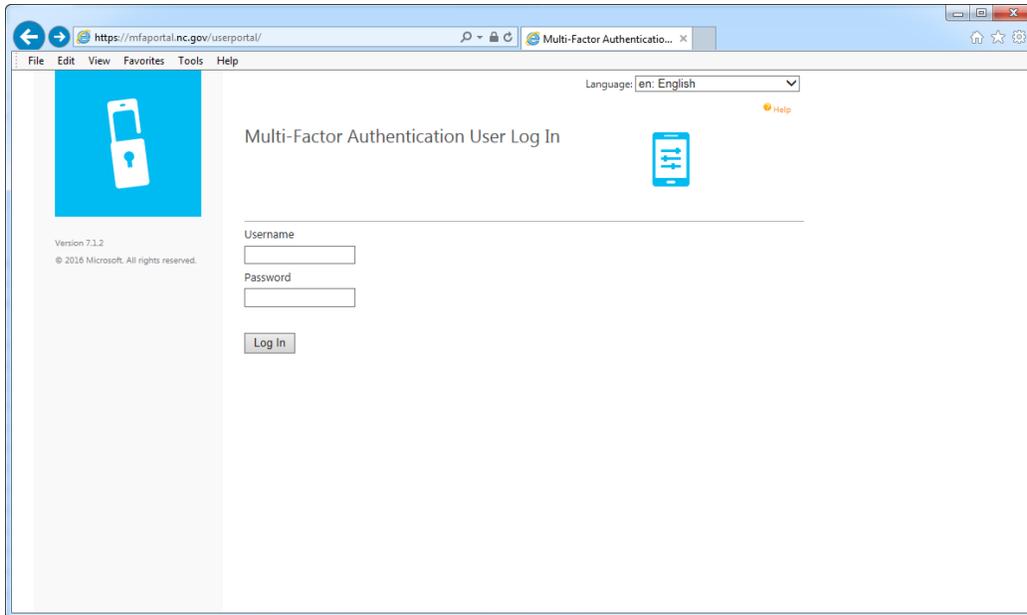


Registering for Multi-Factor Authentication (MFA)

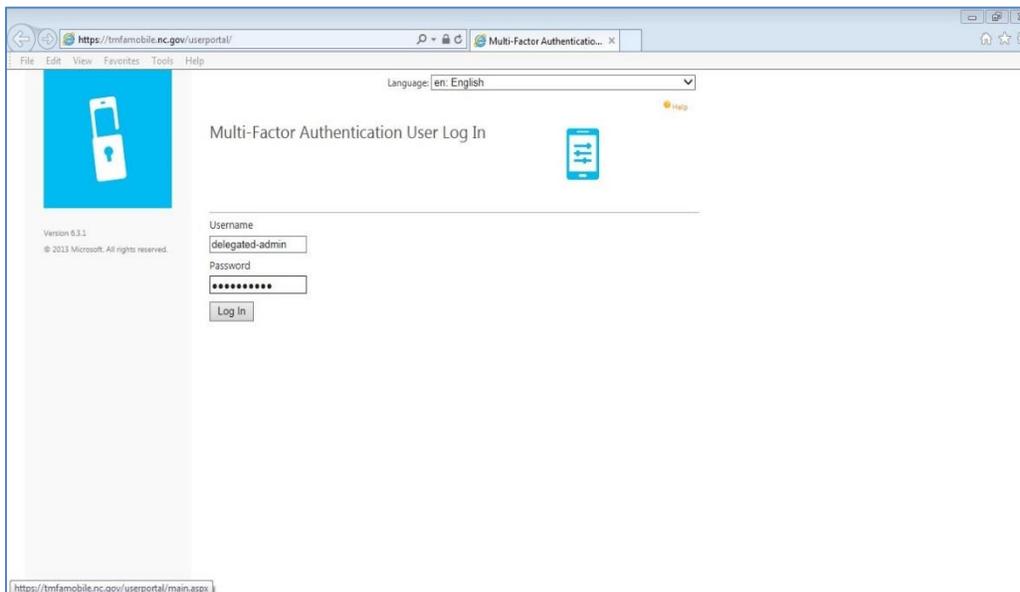
The CJLEADS user will have to complete the MFA enrollment process prior to logging into the CJLEADS application. Below are the steps to register yourself in MFA.

<https://mfaportal.nc.gov/userportal>

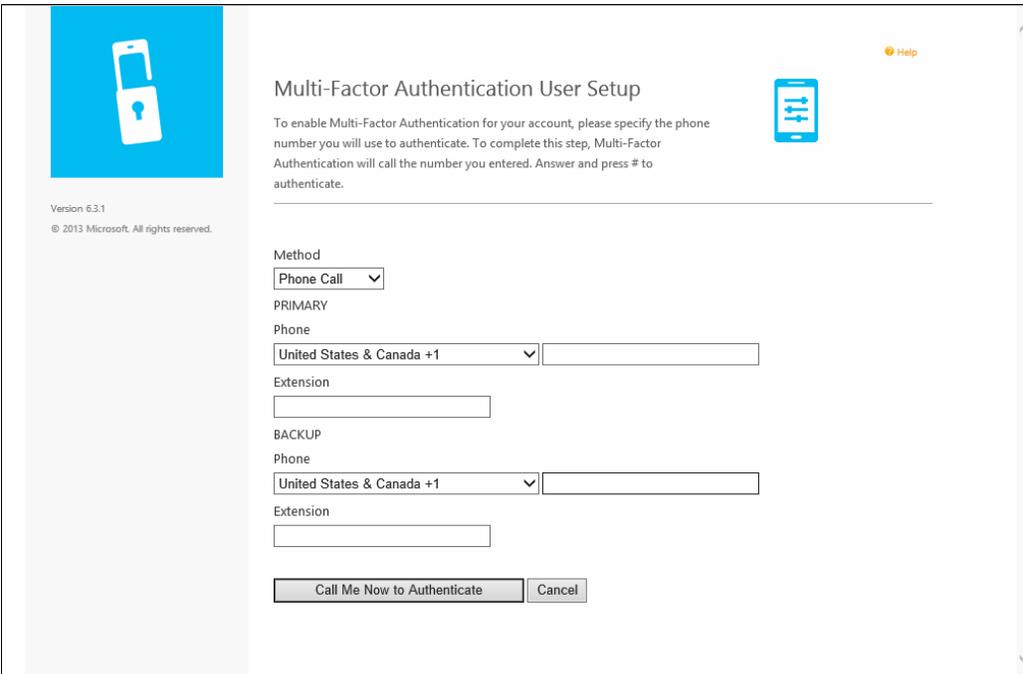
1. Browse to <https://mfaportal.nc.gov/userportal>



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



- 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***.



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.

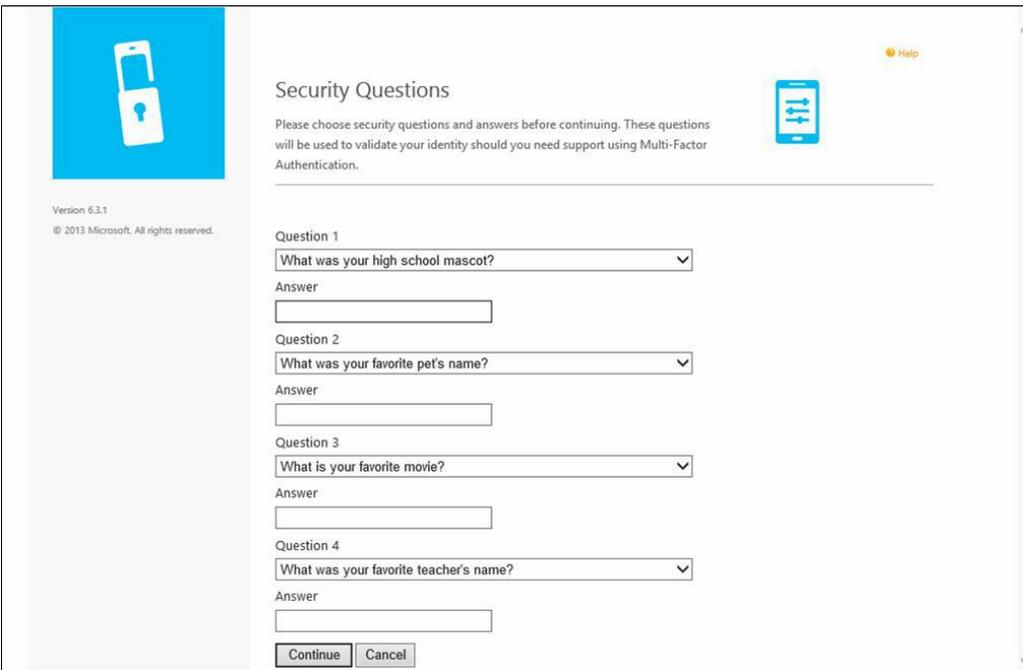
Method
Phone Call

PRIMARY
Phone
United States & Canada +1
Extension

BACKUP
Phone
United States & Canada +1
Extension

Call Me Now to Authenticate Cancel

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



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.

Question 1
What was your high school mascot?
Answer

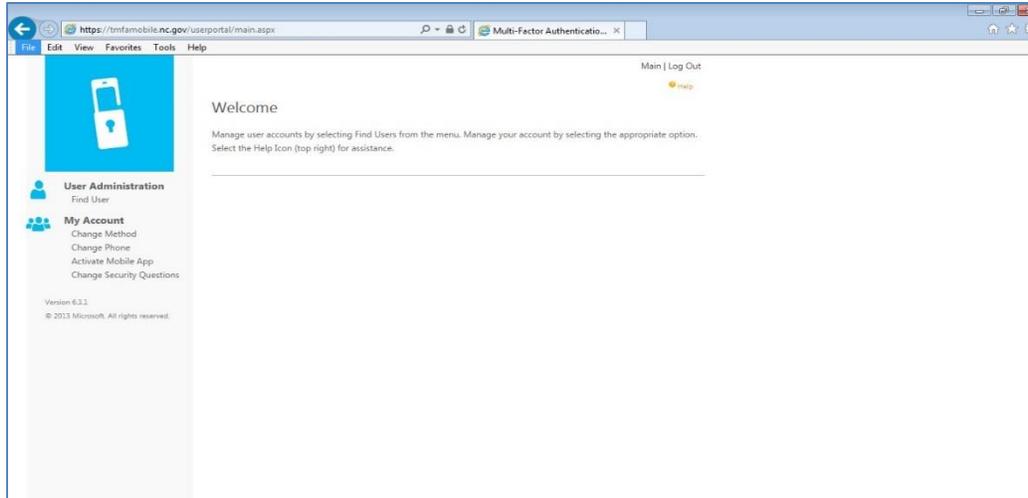
Question 2
What was your favorite pet's name?
Answer

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.



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.