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
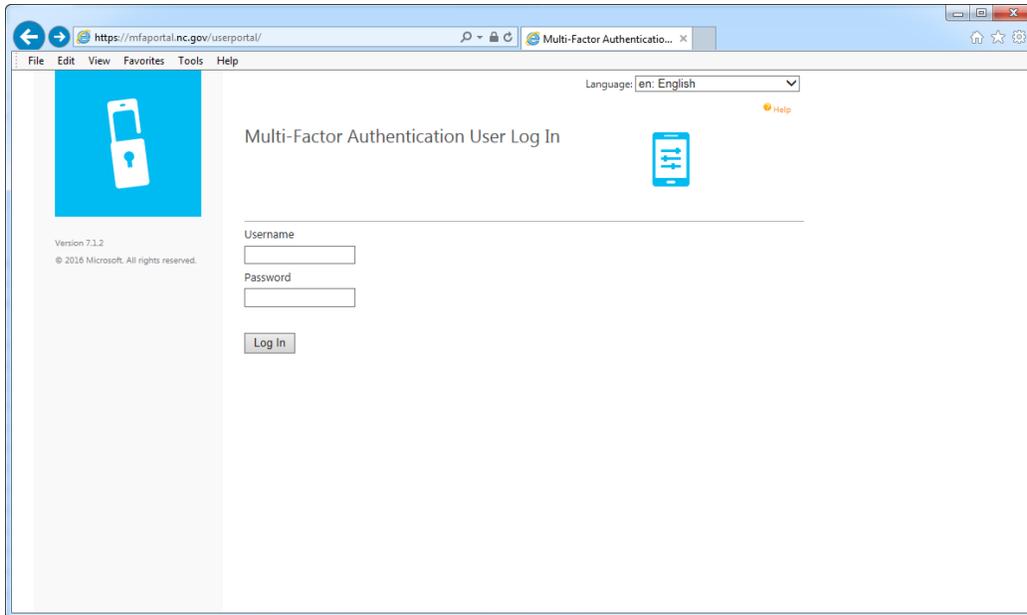
2. Sign in using your NCID Username and password to begin the auto-enrollment process.
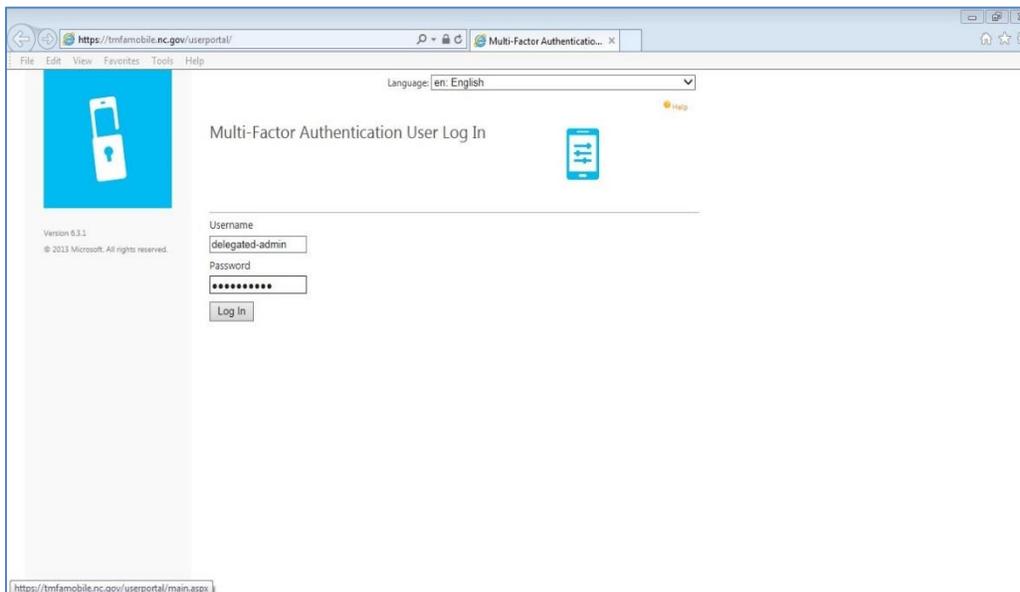
3. You will be prompted for an initial authentication method (Phone Call, Text Message, Mobile App, OATH Token). Select the MFA method, enter the required information, and click *Call Me Now to Authenticate*.

4. Complete the security questions. You must select four security questions and provide answers to their selected questions.
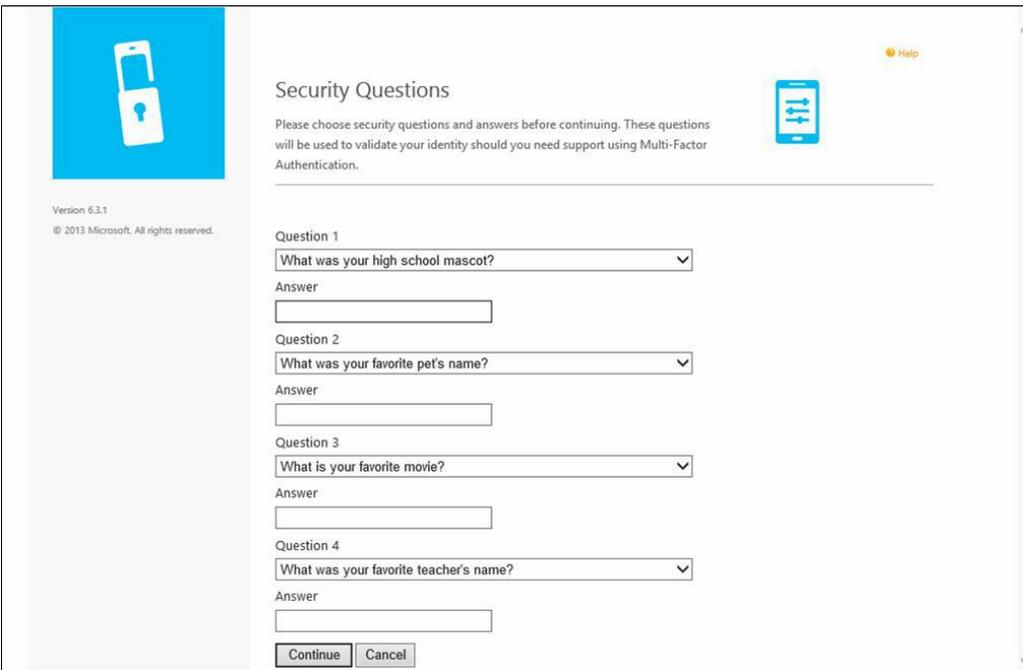
5. The user self-enrollment is now complete and you are logged in to the User Portal. You may log back in to the User Portal at any time in the future to change your phone numbers, PINs, authentication methods and security questions.
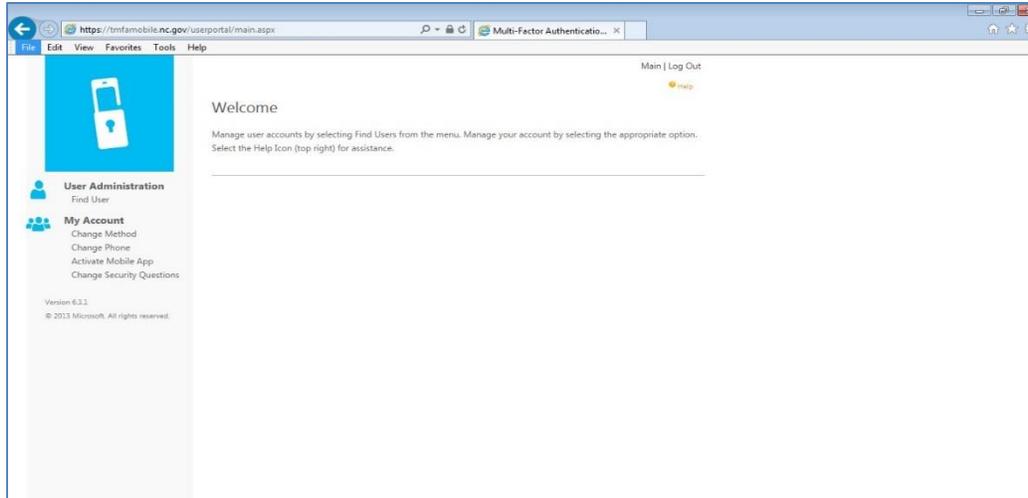
Please note that when you attempt to log into the MFA portal, you will be challenged with the second-factor authentication that you have set-up in the preceding steps.