

## Setting Up CUNY Multi-factor Authentication (MFA) Using the Microsoft Mobile Authenticator App

CUNY Multi-factor Authentication (MFA) is an extra layer of security placed on the CUNYfirst account (@login.cuny.edu). This means in order to access CUNYfirst and its related applications, the CUNY MFA must be set up to verify that the account owner is signing in. For security purposes, it is mandatory to set up the CUNY MFA.

Affected Applications Include:

- CUNYfirst
- Brightspace / Blackboard
- CUNYBuy
- DegreeWorks
- Other applications requiring the @login.cuny.edu user name.

Because this extra layer of security is associated with a personal device (such as a personal smart phone), this makes it harder for attackers to falsely log into an account and access sensitive information. As such, so long as the attacker does not have access to the device associated with the CUNY MFA, they would not get into someone's CUNY accounts.

### Setting Up for the First Time

1. On a desktop/computer open a New Private or Incognito Window:

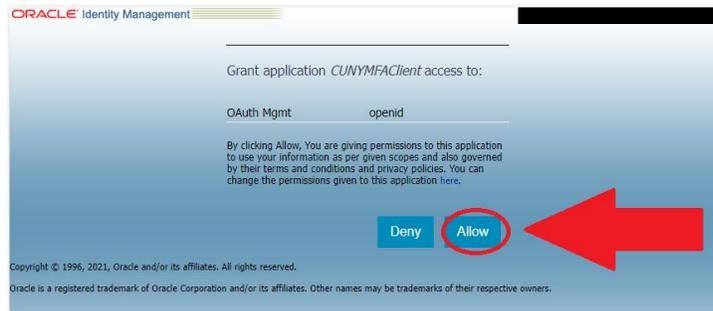
- Firefox: Click on the 3 horizontal lines in the top right > Click New Private Window > Copy following link paste into the address bar <https://ssologin.cuny.edu/oaa/ruj>
- Chrome: Click on the 3 dots in the top right > Click New Incognito Window > Copy following link paste into the address bar <https://ssologin.cuny.edu/oaa/ruj>
- Safari: Click on the File menu in the top left > select New Private Window > Copy following link paste into the address bar <https://ssologin.cuny.edu/oaa/ruj>
- Keyboard Shortcut: Open an Internet browser > Hold down Ctrl (Use "Command" key instead for MACs) + Shift + N or Ctrl (Use "Command" key instead for MACs) + Shift + P > Copy following link paste into the address bar <https://ssologin.cuny.edu/oaa/ruj>

2. Next, sign in with your CUNY Login username and password, then click **Log in**. If you are also asked to share your location with the website, click Allow.

3. An Oracle Access Manager page will pop-up with a confirmation message. Click OK to proceed.

4. Next, an Oracle Identity Management page is displayed asking you to grant access to Click Allow to continue.

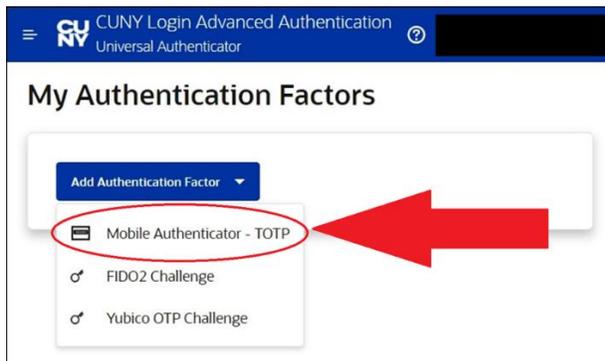




5. Next, you will be taken to the "Hi, what are you managing today?" page. Under **My Authentication Factors** click on **Manage**.

6. After which, you will be shown the "My Authentication Factors" page. Click on the **Add Authentication Factor** button to open a drop down list of authentication methods.

7. To set up the CUNY MFA properly, select the **mobile authenticator - TOTP** method.



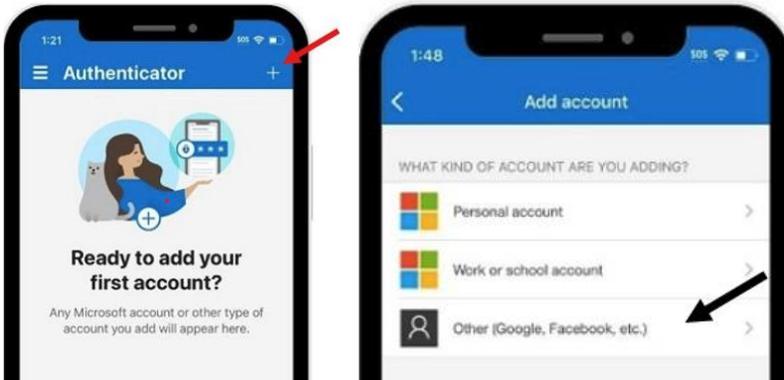
8. The "**Setup Mobile Authenticator**" page should be displayed. Under Friendly Name, give the account you want to authenticate a name. You can follow this example's format: "**[YourName]'s CUNY MFA**".

- Do not use the exclamation point character (!) in your friendly name.
- If you are using Microsoft Authenticator on an iPhone, use hyphens "-" or underscores "\_" instead of spaces in the Friendly Name field. Some older iPhones may replace the spaces in the friendly name with %20 when the Friendly Name is added to the Microsoft Authenticator mobile app.

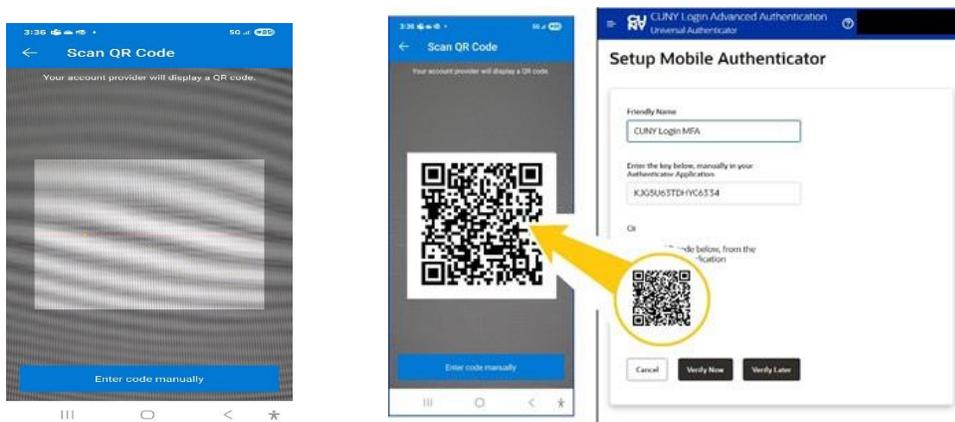
9. **On a smart phone**, open the Microsoft Mobile Authenticator app. Tap on "**add account**" or the "+" in the top right corner of the authenticator. There, you will choose **Other Account**.



- If there is an option to scan a QR code, you can choose that option instead.
- When prompted to give the Microsoft Authenticator access to use your phone's camera, select "**Allow**".

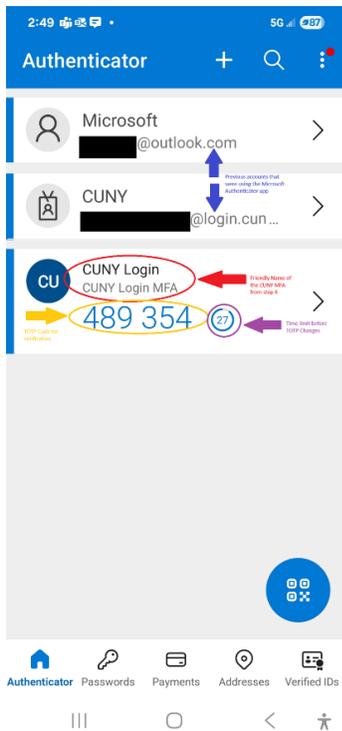


10. Now that the Microsoft Authenticator app has accessed the device's camera, use it to scan the QR code from step 8 shown on the desktop/computer. Simply aim the camera at the QR code and the app should automatically add your account.

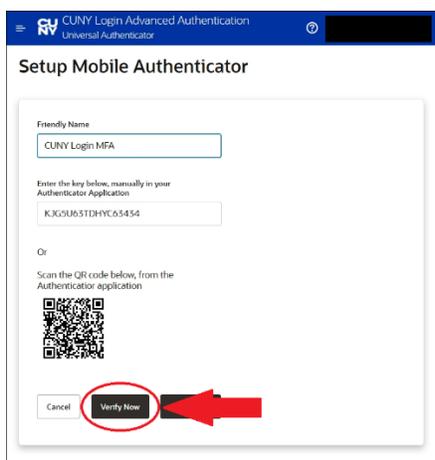


11. A new account will appear in the Microsoft Authenticator App, it should show the friendly name you previously put in step 8.

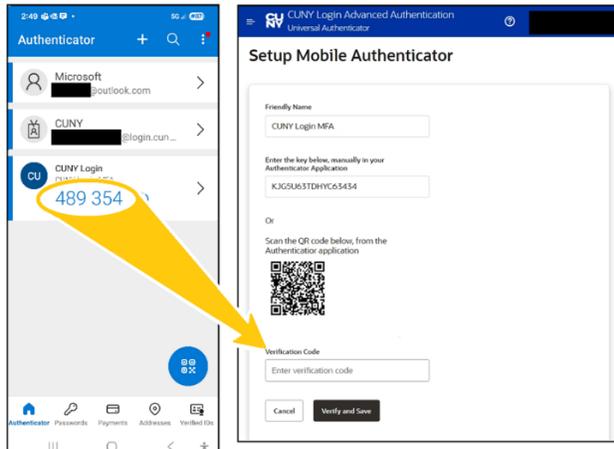
- If you have previously used the Microsoft Authenticator App you may also see a personal, work, or school email account(s) in the authenticator. They can not be used to authenticate your CUNY MFA. **Only the account with the same friendly name you put for step 8 will provide the proper TOTP for access to CUNY.**



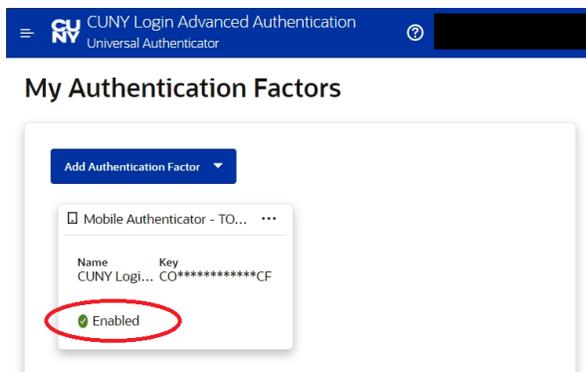
12. **Back on the desktop/computer** click on the "Verify Now" button beneath the QR code.



13. Next, a **Verification Code** field asking to "Enter verification code" will appear. **Type in the TOTP from the Microsoft Authenticator app**. After doing so, click the **Verify and Save** option.



14. The "My Authentication Factors" page will display showing the Mobile Authenticator - TOTP MFA account was added successfully and is **enabled**.



## How to Use the CUNY MFA TOTP

After successfully setting up and enabling the CUNY MFA, you will be able to log into your CUNY accounts. However, for each new log in session, you may be prompted to enter the TOTP.

For example, **if you had set up your CUNY MFA using a campus computer you might be prompted for the TOTP when you try to access CUNYfirst on your home computer and vice-versa**. This also applies when you switch Internet browsers (ex: chrome vs firefox vs safari) or if trying to access CUNY sites on a private browser.



**Please note that no one should be calling, texting, or emailing you for your CUNY MFA TOTP and you should never share your CUNY login information.**

**If you suspect someone else is trying to access your CUNY login information, contact your college's IT department immediately.**

When You Might Need to Provide the CUNY MFA TOTP

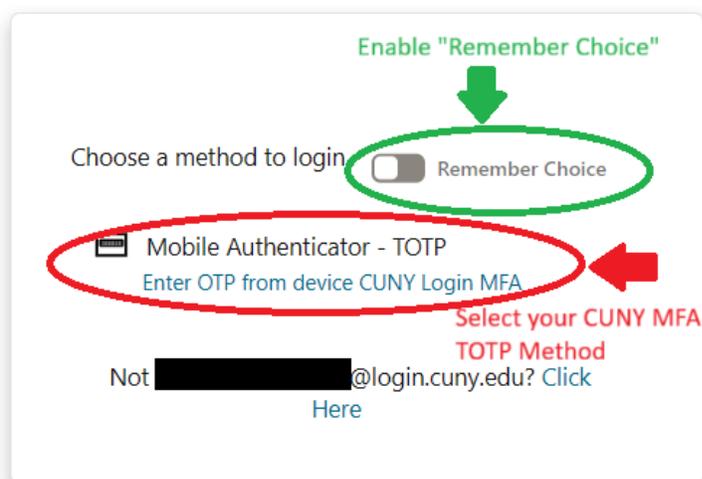
- Accessing CUNY websites on a new/different device.
- Switching between Internet browsers to access CUNY sites.
- Using Private or Incognito browsers to access CUNY Sites.

Responding to CUNY Login MFA TOTP Prompts

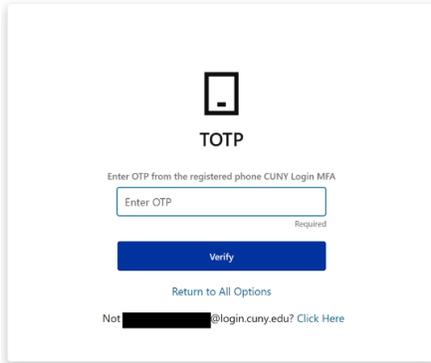
1. In the CUNY Login window, enter your CUNY Login username and password, then click **Log In**.

- If you are being asked to share your location with the ssologin.cuny.edu website, click on **Allow**.

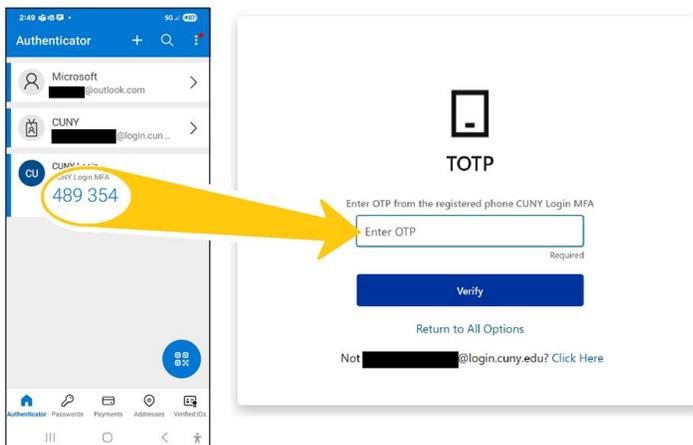
2. A prompt will appear after you log in. Here, you must choose the MFA login method that you had set up and click on the switch to "Remember Choice".



3. Click on the **Enter OTP from device link** that has the friendly name you put for step 8. Then, you will be prompted to enter the TOTP.



4. In the **Microsoft Authenticator Mobile App** select the account with the friendly name you provided in step 8 of How To Set-Up the CUNY MFA? above. **Enter the TOTP from the authenticator app into the prompt on your desktop/computer.**



5. Lastly, **click on "Verify"** after entering the TOTP and you will be provided access to your CUNY account.

