

# MFA SETUP INSTRUCTIONS

## Overview

This document covers the steps necessary to setup your multi-factor authentication (MFA) account. Multi-factor authentication (MFA) is a method of authentication that requires the use of more than one verification method and adds a critical second layer of security to user sign-ins. Off-premise access to on-premise applications, such as the Outlook Web App, Office365 and HR related application will require this additional identity verification. Any user that will access these applications will need to set up an MFA account.

## Section 1: New User Login and Setup

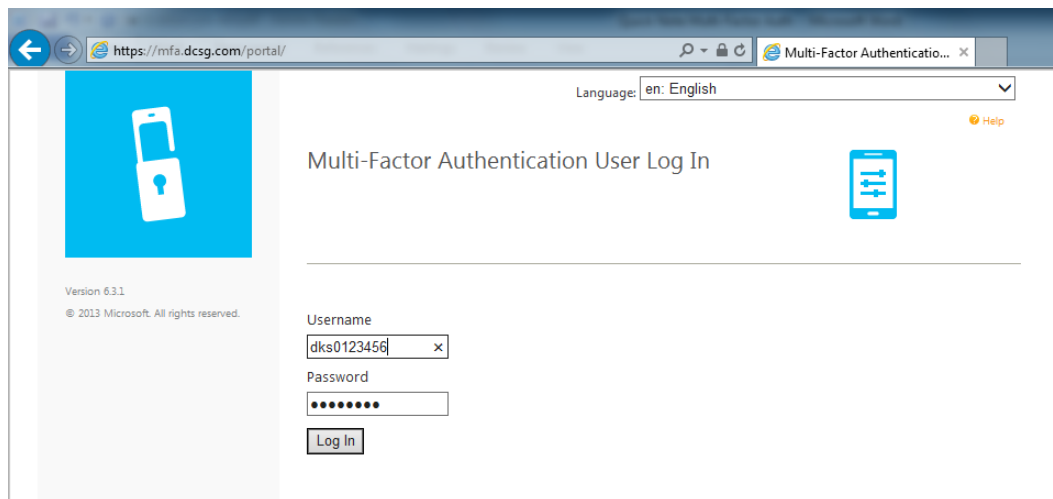
- Associates that **DO** manually enter or swipe a badge at the time clock (Non-Exempt), use this site.
  - <https://mfapa.dcsg.com/portal>
- Associates that **DO NOT** manually enter or swipe a badge at the time clock (Exempt), use this site.
  - <https://mfa.dcsg.com/portal>

### IMPORTANT NOTE:

If you receive a login failed message, verify you have entered the appropriate username and password.

For help, please contact the Dick's Sporting Goods, Inc. IT Service Desk at 866-418-3456 or [ITServiceDesk@dcsg.com](mailto:ITServiceDesk@dcsg.com)

1. **Log In** to the portal using your network credentials.



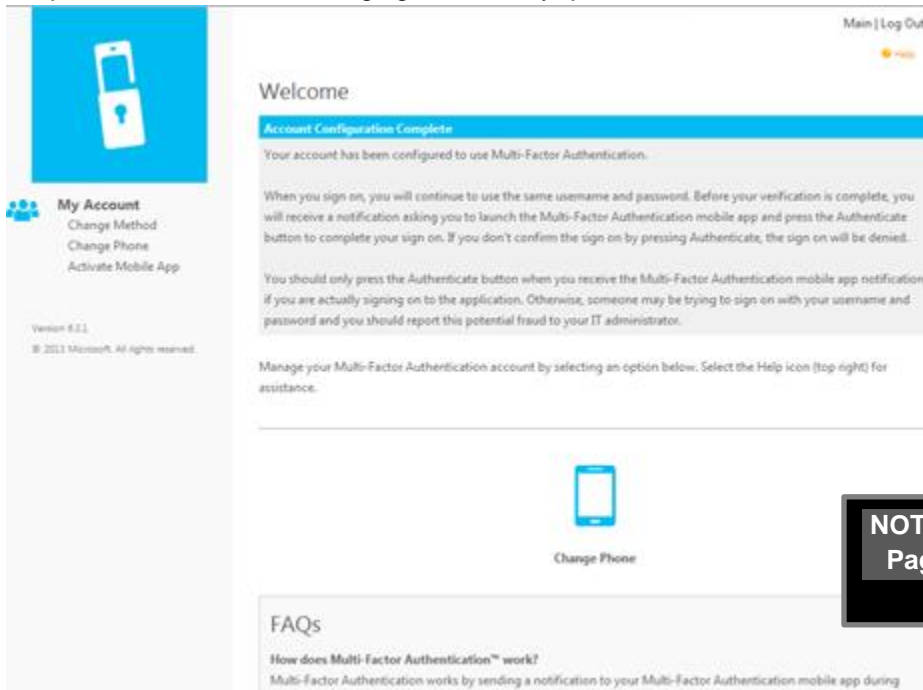
2. If this is your first time logging in to the portal, you will be prompted to set up your profile. Select the authentication method you would like to use. The following table describes the authentication methods:

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## Authentication Methods

Method Type	Description	Configuration
Phone Call	Places an automated voice call to the Authentication phone. The user answers the call and presses # in the phone keypad to authenticate.	<a href="#">Section 2: Application Setup – Phone Call</a>
Mobile Phone Text	Sends a text message containing a verification code to the user. The user is prompted to reply to the text message with the verification code.	<a href="#">Section 3: Application Setup – Mobile Phone Text</a>
Mobile App	Pushes a notification to the Multi-Factor mobile app on the user's smartphone or tablet. The user taps "Verify" in the app to authenticate. Alternately, the app can be setup to prompt the user for a user defined PIN that will be used to authorize the authentication.	<a href="#">Section 4: Application Setup – Mobile App</a>

- Once the process is completed you can **Log Out**. You can make changes as needed any time by logging back in to the portal. This includes changing the security questions or authentication method.



## Section 2: Application Setup – Phone Call

This authentication method places an automated voice call to the Authentication (Primary) phone. To authenticate, answer the call and press # on the phone keypad. *Phone calls are generated from 855.330.8653*

- Select **Method** (Phone Call) and enter the primary phone number that will be used for the authentication process.

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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

2. Press the **Call Me Now to Authenticate** button to verify the new settings. You will receive a phone call from 855.330.8653 that will prompt you to press # to verify the authentication. This will complete the method setup and will direct you to the security questions page so you can finish configuring your profile.

**IMPORTANT:** Once the phone call method is completed, all applications that will need the additional identity verification will use this method.

## Section 3: Application Setup – Mobile Phone Text

This authentication method sends a text message containing a verification code. You will then be prompted to reply to the text message with the verification code.

1. Select **Method** (Text Message) and enter the mobile number that you will use to reply to the authentication requests.

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Multi-Factor Authentication User Setup

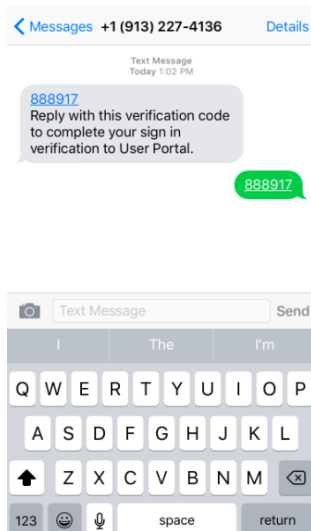
To enable Multi-Factor Authentication for your account, please specify the phone number you will use to authenticate. To complete this step, Multi-Factor Authentication will send a one-time passcode in a text message to the number you entered. Reply to the text message with the one-time passcode to authenticate.

Method  
Text Message

Phone  
United States & Canada +1

Text Me Now to Authenticate Cancel

2. Press the **Text Me Now to Authenticate** button. You will receive a text message with a verification code.



**IMPORTANT:** Once the text message method is completed, all applications that will need the additional identity verification will use this method.

3. Send a reply with the verification code. This will complete the method setup and will direct you to the security questions page so you can finish configuring your profile.

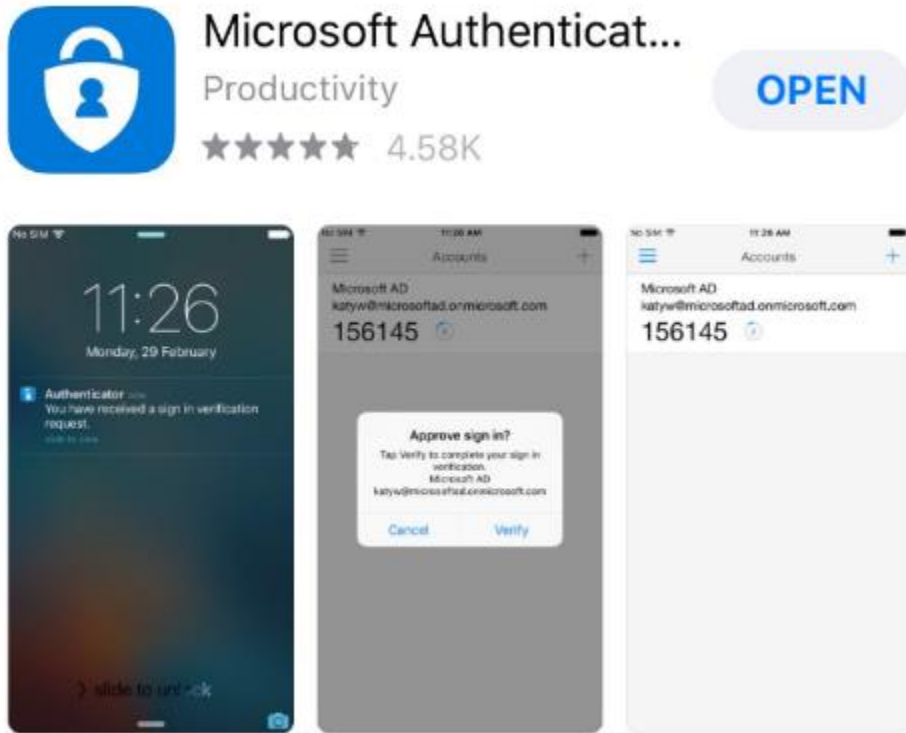
## Section 4: Application Setup – Mobile App

This authentication method pushes a notification to the Multi-Factor mobile app on your smartphone or tablet. You then tap “Verify” in the app to authenticate.

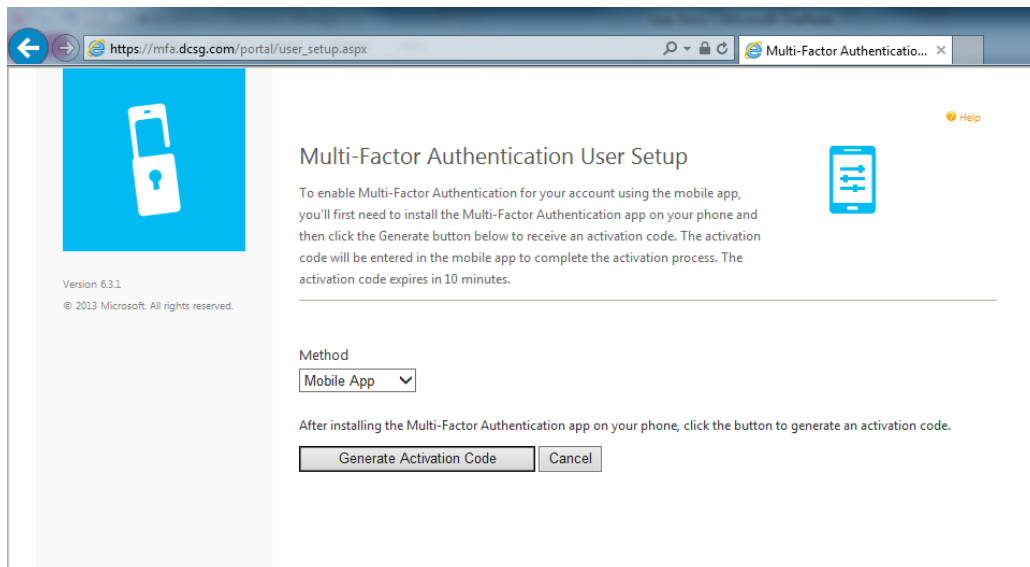
1. Before proceeding, you must install the Microsoft Authenticator app on your mobile device. On your mobile device, access the App Store (Apple devices) or Play Store (Android devices) and search for “**Microsoft Authenticator**”.

**NOTE:** You can install and configure your account on two devices.

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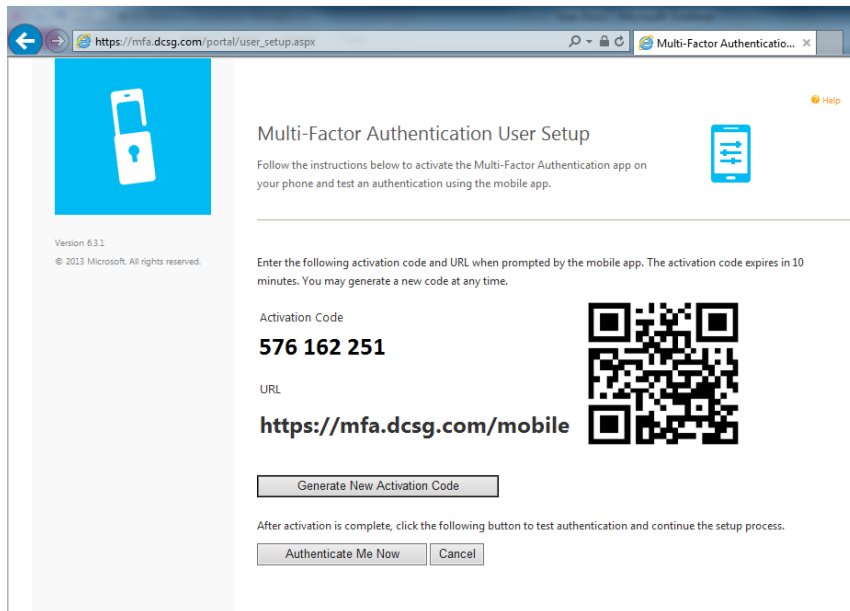


2. Install the application to your device.
3. Back in the portal, select **Method** (Mobile App) and press **Generate Activation Code**.

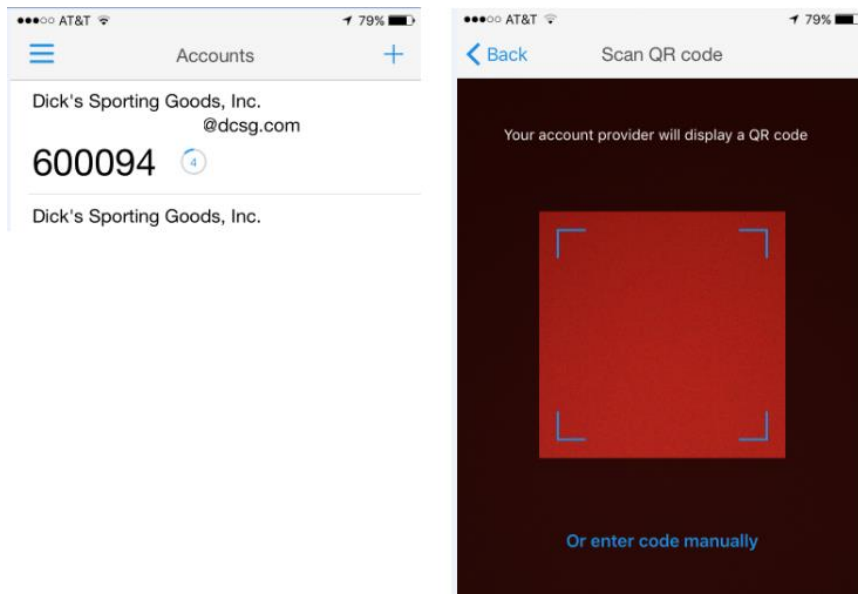


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- This will then take you to a separate page where you can add the configuration to your device app.



- Open the app on your device and select the **+** located in the upper right. This will allow you to scan the **QR code** from the web page or enter the **Activation Code** and **URL** manually.



- Once the account is added to your device, select the **Authenticate Me Now** button at the bottom of the portal page. Your mobile device will receive a notification prompting you to verify the authentication request by pressing "Verify". This will complete the method setup and will direct you to the security questions page so you can finish configuring your profile.

**IMPORTANT:** Once the mobile app method is set up, all applications that will need the additional identity verification will use this method.