QUICK NOTE: MULTI-FACTOR AUTHENTICATION

Overview
This Quick Note 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. Many applications such as Outlook Web App, Microsoft Teams, DSG Connect, and MyHR-PeopleSoft 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
All user settings will be made within the MFA portal

https://mfa.dcsig.com/portal

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:

Authentication Methods

<table>
<thead>
<tr>
<th>Method Type</th>
<th>Description</th>
<th>Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Call</td>
<td>Places an automated voice call to the Authentication phone. The user answers the call and presses # in the phone keypad to authenticate.</td>
<td>Section 2: Application Setup – Phone Call</td>
</tr>
<tr>
<td>Mobile App</td>
<td>Pushes a notification to the Multi-Factor mobile app on the user’s smartphone or tablet. The user taps &quot;Verify&quot; 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.</td>
<td>Section 3: Application Setup – Mobile App</td>
</tr>
</tbody>
</table>

3. After selecting and configuring your authentication method, you will be prompted to finish configuring your profile by answering four security questions. Press Continue to finish the process.
4. 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.
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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*

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

   ![Multi-Factor Authentication User Setup](https://mfa.dcsports.com/portal/user_setup.aspx)

   1. Method: **Phone Call**
   2. **PRIMARY**
      - Phone: United States & Canada +1
      - Extension
   3. **BACKUP**
      - Phone: United States & Canada +1
      - Extension

   [Call Me Now to Authenticate]

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 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”.

   ![Microsoft Authenticator App](image)

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

2. Install the application to your device.

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

5. 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.
6. 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.