

Quick Start: Setting Up and Using CUNY Login MFA

CUNY is adding multi-factor authentication (MFA) to CUNY Login. CUNY Login MFA will provide more secure access to CUNY applications and services and better protect your and CUNY's data from cyber-attacks. CUNY Login MFA is separate from the [Microsoft MFA implementation](#) required when using Microsoft 365 applications and services.

This document provides the following:

- A short video tutorial on setting up and using CUNY Login MFA
- Brief instructions on setting up CUNY Login MFA
- Brief instructions on responding to CUNY Login MFA prompts

Video Tutorial

Watch the following Streams video for a quick overview of setting up and using CUNY Login MFA:

[Setting Up CUNY Login MFA](#)

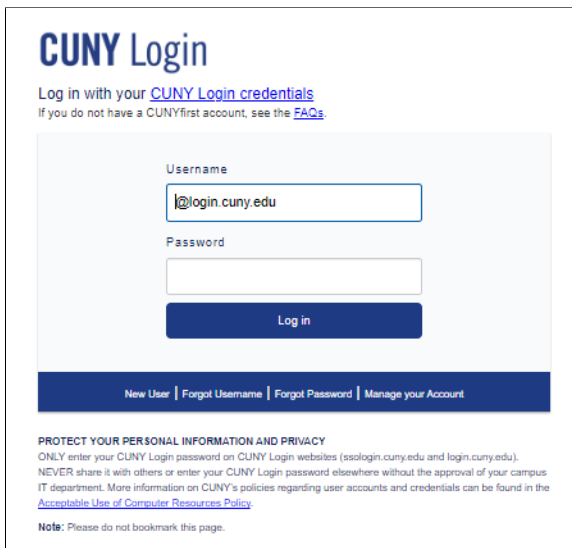
The remainder of this document provides step-by-step instructions on setting up and using CUNY Login MFA.

Setting Up for the First Time

The following one-time procedure provides instructions on setting up CUNY Login MFA TOTP (Time-based One-Time Password) for use with the Microsoft Authenticator mobile app when you have access to a computer as well as your phone.

1. In a new web browser window, open [CUNY MFA Self-Service](https://ssologin.cuny.edu/oaa/rui) (<https://ssologin.cuny.edu/oaa/rui>).

The CUNY Login page displays.



CUNY Login

Log in with your [CUNY Login credentials](#)
If you do not have a CUNYfirst account, see the [FAQs](#).

Username
@login.cuny.edu

Password

Log in

[New User](#) | [Forgot Username](#) | [Forgot Password](#) | [Manage your Account](#)

PROTECT YOUR PERSONAL INFORMATION AND PRIVACY
ONLY enter your CUNY Login password on CUNY Login websites (ssologin.cuny.edu and login.cuny.edu). NEVER share it with others or enter your CUNY Login password elsewhere without the approval of your campus IT department. More information on CUNY's policies regarding user accounts and credentials can be found in the [Acceptable Use of Computer Resources Policy](#).

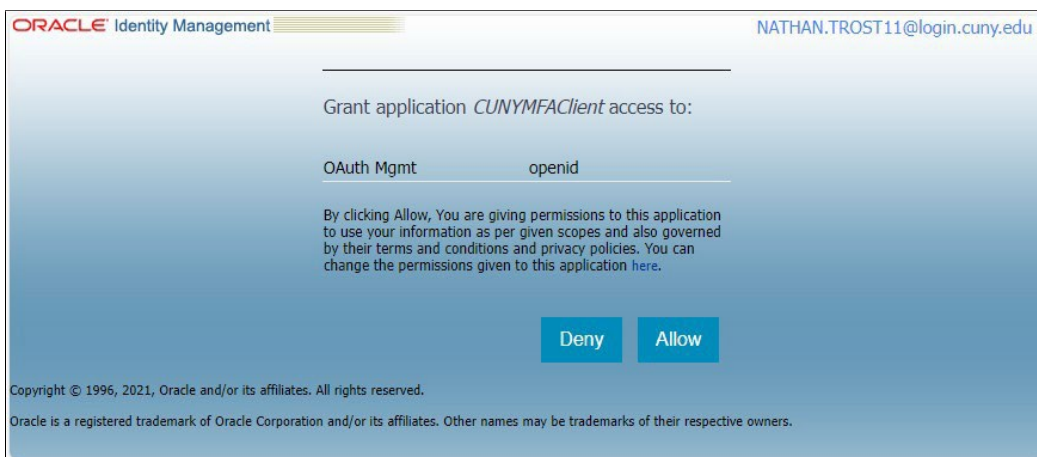
Note: Please do not bookmark this page.

1. Enter your CUNY Login username and password, then click **Log in**.
 - *If you are prompted to share your location with ssologin.cuny.edu, click **Allow**.*

An Oracle Access Manager page is displayed with a confirmation message with the instruction to click OK to continue.

2. Click **OK** to acknowledge the message.

An Oracle Identity Management page is displayed, asking you to grant access to continue.



ORACLE Identity Management NATHAN.TROST11@login.cuny.edu

Grant application *CUNYMFAClient* access to:

OAuth Mgmt openid

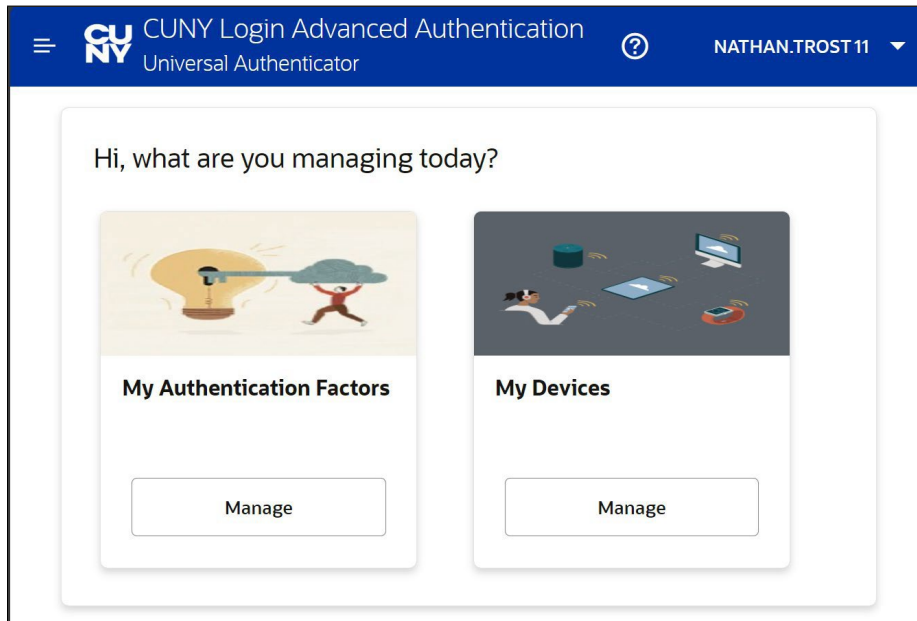
By clicking Allow, You are giving permissions to this application to use your information as per given scopes and also governed by their terms and conditions and privacy policies. You can change the permissions given to this application [here](#).

Deny Allow

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3. Click **Allow** to continue.

The “Hi, what are you managing today?” page is displayed.

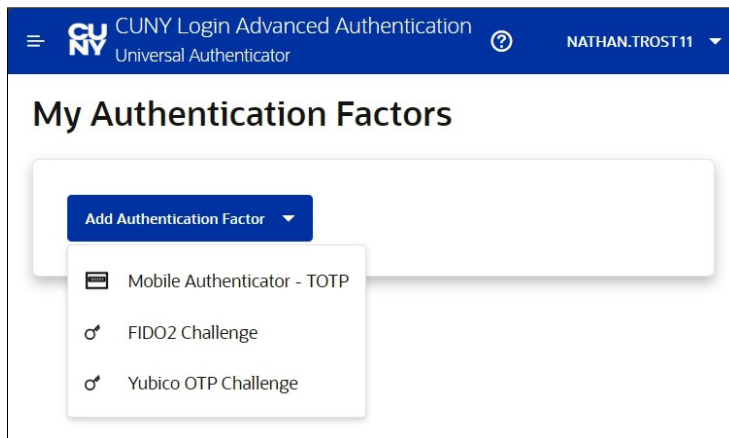


4. Click **Manage** in the My Authentication Factors tile.

The CUNY Login Advanced Authentication – My Authentication Factors page is displayed.



5. Click on **Add Authentication Factor** to display the list of authentication factor methods.



6. Choose **Mobile Authenticator – TOTP** (Time-based One-Time Password).

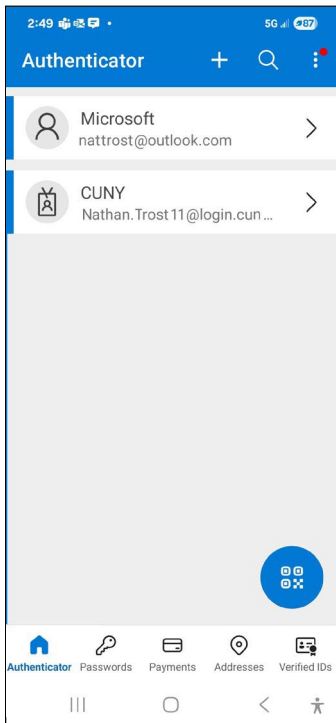
The CUNY Login Advanced Authentication - Setup Mobile Authenticator page is displayed.

 A screenshot of the CUNY Login Advanced Authentication - Setup Mobile Authenticator page. The page title is "Setup Mobile Authenticator". At the top, there is a blue header with the CUNY logo, the text "CUNY Login Advanced Authentication Universal Authenticator", a help icon, and the user name "NATHAN.TROST11". Below the header, there is a form with the following elements:

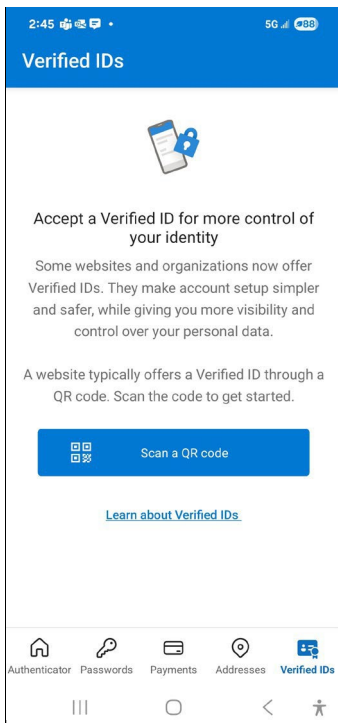
- A "Friendly Name" label above a text input field containing the placeholder "Enter a friendly name". A "Required" label is positioned to the right of the input field.
- A label "Enter the key below, manually in your Authenticator Application" above a text input field containing the value "KJG5U63TDHYC634U".
- The word "Or" centered below the key input field.
- A label "Scan the QR code below, from the Authenticator application" above a QR code.
- At the bottom of the form, there are three buttons: "Cancel", "Verify Now", and "Verify Later".

7. In the **Friendly Name** field, type a name (such as "**CUNY Login MFA**") to easily distinguish CUNY Login MFA from any other accounts in Microsoft Authenticator.
 - *If you are using Microsoft Authenticator on an iPhone, consider using 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.*

- Open Microsoft Authenticator on your mobile phone.

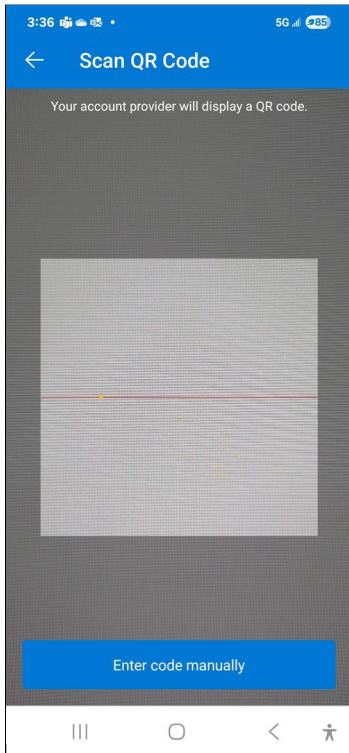


- Tap **Verified IDs** at the bottom of the page or the circular button above it. The Microsoft Authenticator Verified IDs page is displayed.

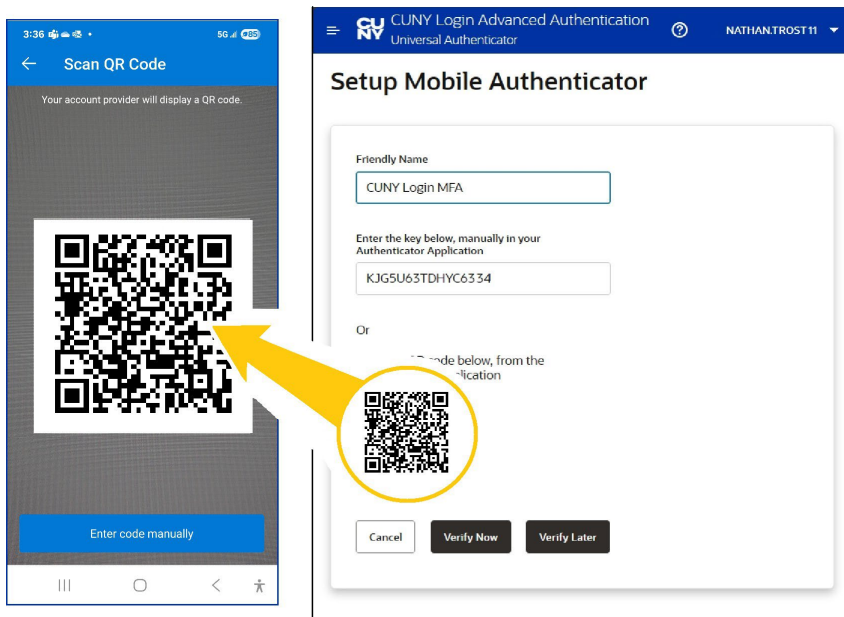


10. Tap **Scan a QR code**.

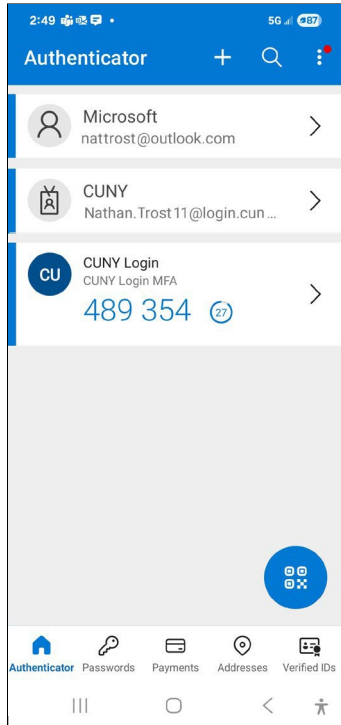
The Microsoft Authenticator Scan QR Code page is displayed.



11. Use the camera window on the Scan QR Code page to capture the QR code displayed on the CUNY Login Advanced Authentication - Setup Mobile Authenticator page on the computer.



This sets up a new MFA account in Microsoft Authenticator, having the friendly name you entered with a time-based one-time password (TOTP) code that changes every 30 seconds. A count-down timer indicates how much longer the password code remains valid for authentication.

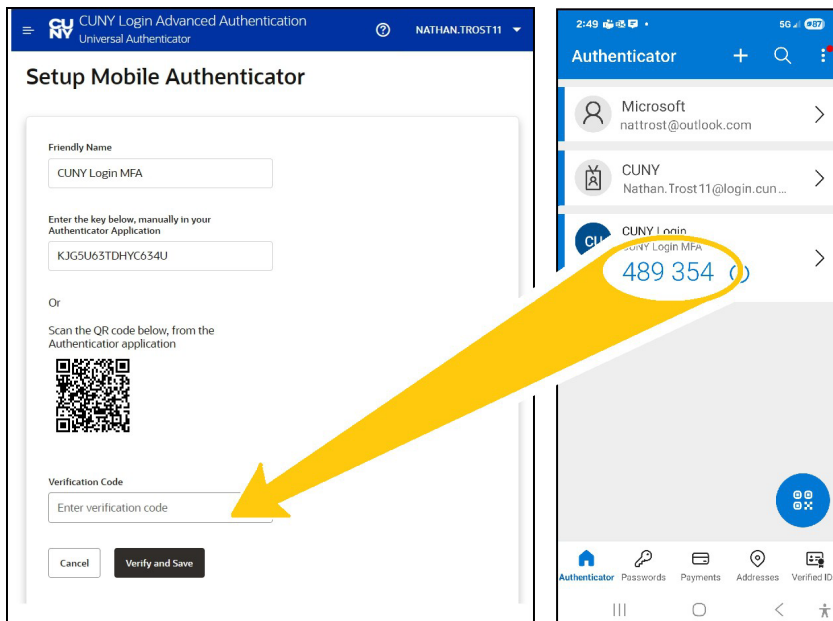


12. On the CUNY Login Advanced Authentication - Setup Mobile Authenticator page on the computer, click **Verify Now**.

A Verification Code field is added to the CUNY Login Advanced Authentication - Setup Mobile Authenticator page.

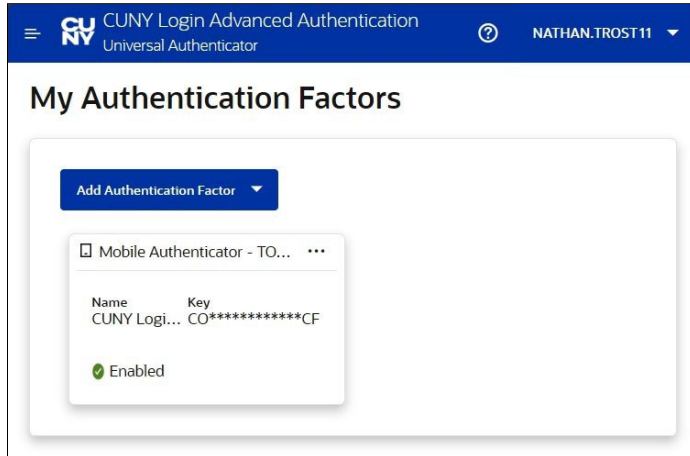
The screenshot shows the 'Setup Mobile Authenticator' page. At the top, it says 'CUNY Login Advanced Authentication Universal Authenticator' and 'NATHAN.TROST11'. The main heading is 'Setup Mobile Authenticator'. Below this, there are three sections: 'Friendly Name' with a text box containing 'CUNY Login MFA'; 'Enter the key below, manually in your Authenticator Application' with a text box containing 'KJG5U63TDHHC634U'; and 'Or Scan the QR code below, from the Authenticator application' with a QR code. At the bottom, there is a 'Verification Code' section with a text box labeled 'Enter verification code'. Below the text box are two buttons: 'Cancel' and 'Verify and Save'. A yellow circle highlights the 'Verification Code' text box.

13. In the **Verification Code** field, type the password code from the Microsoft Authenticator app on the phone.



14. Click **Verify and Save**.

The My Authentication Factors page displays the Mobile Authenticator - TOTP MFA account just added.



15. Click on your CUNY Login username in the top right corner of the page, choose **Log out** and close your browser.

Your CUNY Login MFA TOTP method has been set up, and the corresponding MFA account is now in your mobile phone's Microsoft Authenticator app.

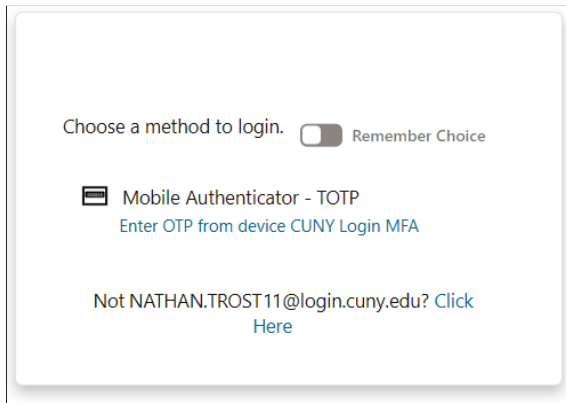
See "Responding to CUNY Login MFA TOTP Prompts" that follow instructions on responding when presented with CUNY Login MFA prompts for an authentication method and one-time password.

Responding to CUNY Login MFA TOTP Prompts

The following procedure tells you how to enter the password code from Microsoft Authenticator when CUNY Login MFA prompts you to enter a TOTP (time-based one-time password):

1. In the CUNY Login window, enter your CUNY Login username and password, then click **Log In**.
 - *If you are also prompted to share your location with ssologin.cuny.edu, click **Allow**.*

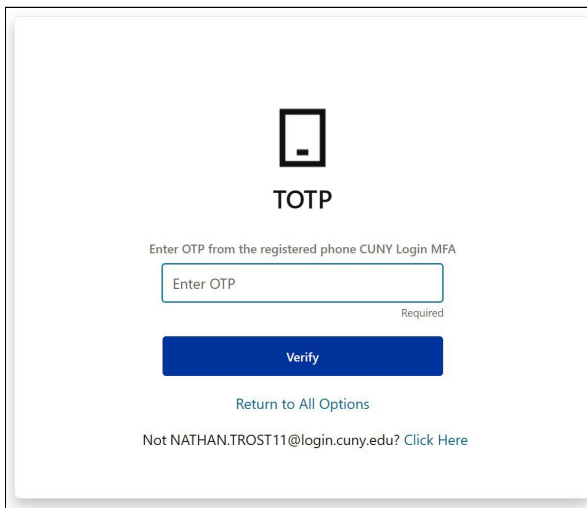
A window is displayed, prompting you to choose your MFA login method from the displayed list of your previously established CUNY Login MFA authentication factors.



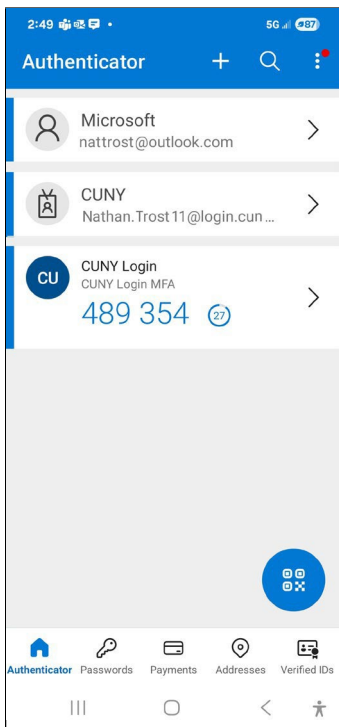
Note:

If you do not see a window prompting you to choose your MFA login method, your CUNY Login MFA setup may be incomplete. Clear the browser cache, close the browser window, and then follow the instructions in "Setting Up for the First Time."

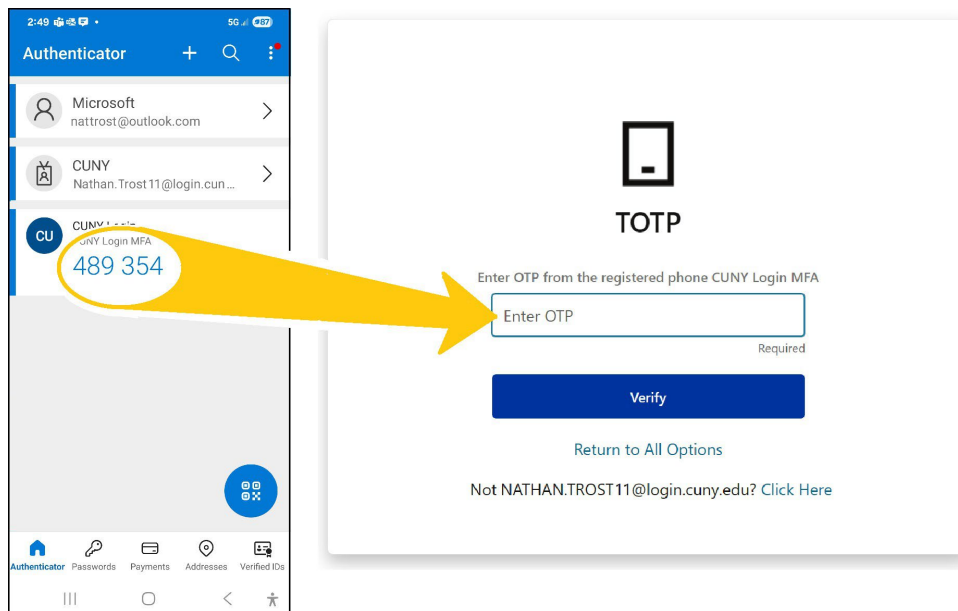
2. Click on the **Enter OTP** from the device link corresponding to the friendly name you set up for CUNY Login MFA.



3. Open the Microsoft Authenticator app on your mobile phone to display the one-time password code.
 - Make sure to open the account you set up for use with CUNY Login MFA.
 - Consider waiting for the one-time password (OTP) code to refresh if the count-down timer gets close to zero.



4. In the **Enter OTP from the registered phone** field, enter the one-time password code from Microsoft Authenticator.



5. **Click Verify.**
The CUNY application or service opens for your use.

Getting Help

Contact the BCTC Service Desk at 646-312-1010 or [ServiceNow](#) for assistance if:

- Having issues setting or using CUNY Login MFA
- Having issues with your CUNY Login
- You lost or are replacing the mobile phone used for CUNY Login MFA