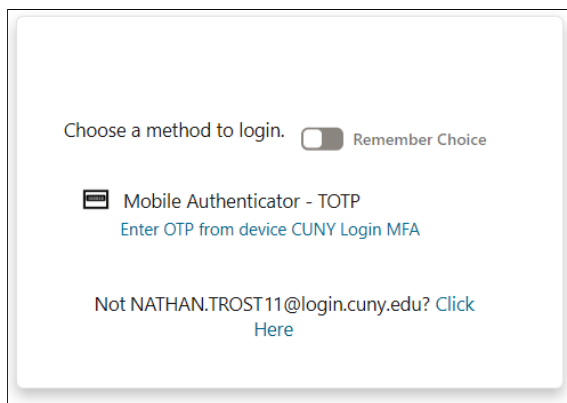


Signing into a CUNY Applications Via MFA

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**.*

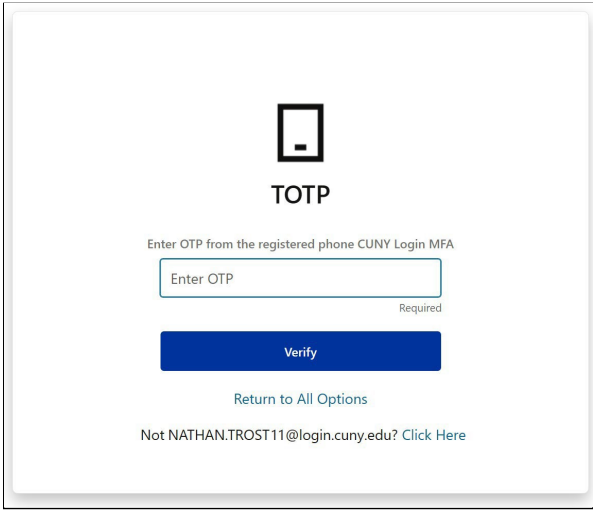
A window is displayed, prompting you to choose your MFA login method from the displayed list of your previously established CUNY Login MFA authentication factors.



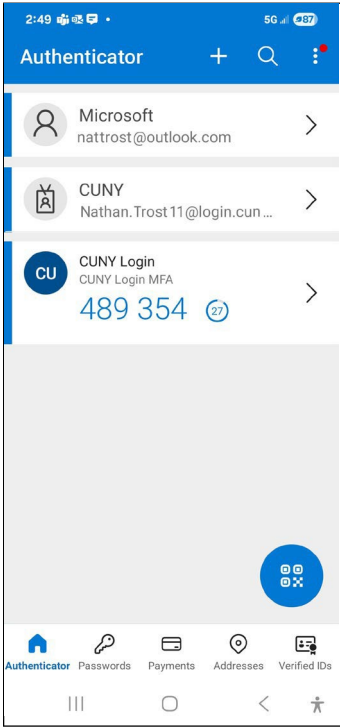
Note:

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."

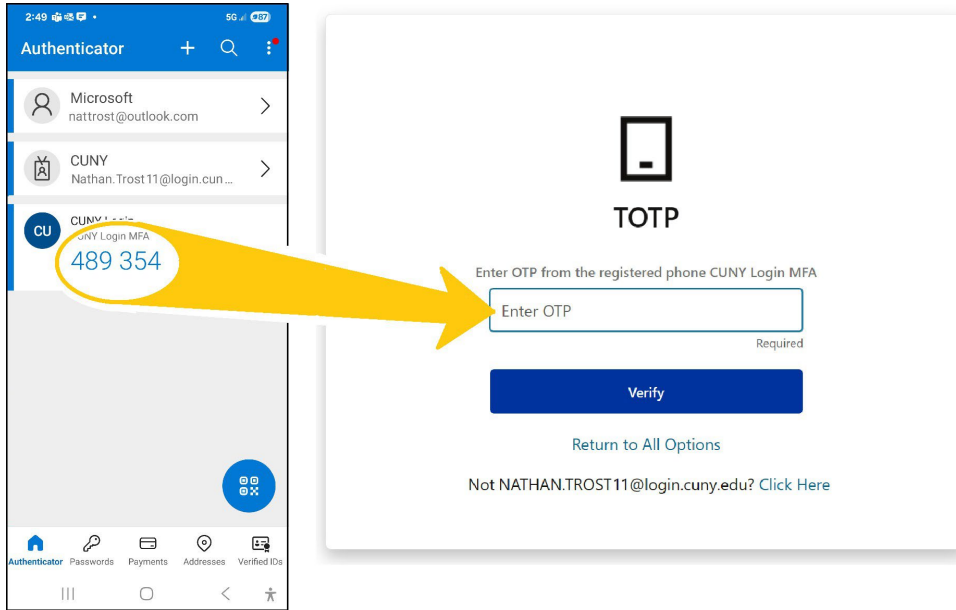
2. Click on the **Enter OTP** from the device link corresponding to the friendly name you set up for CUNY Login MFA.



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