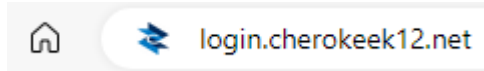


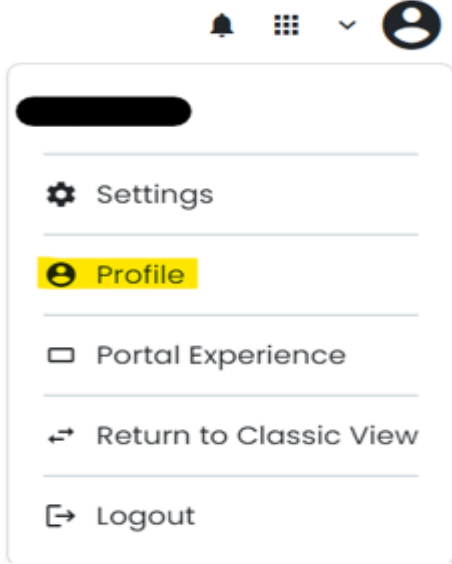
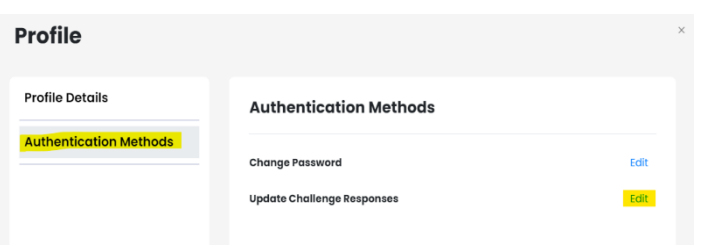


<p>Step 1: Enter the following address in the address bar: (https://login.cherokeek12.net)</p>	
<p>Step 2: Enter your username (99XXXXX) and click Go or if you are on a Widows device click Login with Windows Credentials.</p>	
<p>Step 3: Enter your password and click Go.</p>	
<p>Step 4: In the upper right-hand corner, there is a silhouette of a person. Click on it and a drop-down will appear. Click on Profile.</p>	


Step 5:
Click on **Authentication Methods**
and **Edit** next to **Update
Challenge Responses**.

If you have previously logged into RapidIdentity and set up your challenge response questions, you can skip this step.

If this is your first time logging in, you will be required to set up two security questions. This will allow you to reset your password if you forget it as well as be used as an MFA method.





Update Challenge Responses


Pre-Defined 


Your organization requires you to answer a minimum of 2 security questions in order to optimize your security.

Choose answers that you will remember.

Select Question 

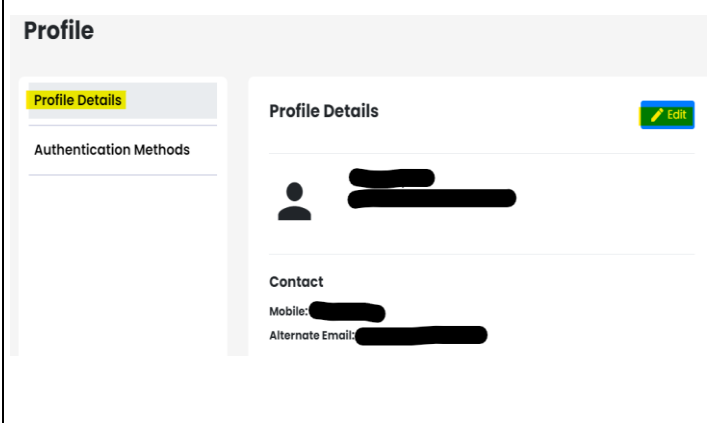


Select Question 



Cancel Save

Step 6:
Click on **Profile Details** and **Edit**.



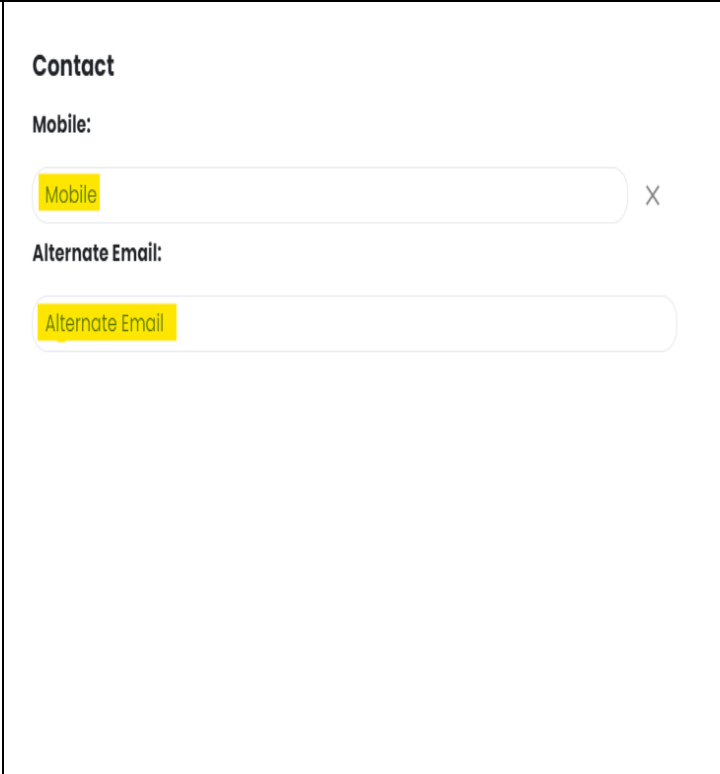
The screenshot shows a 'Profile' page with a sidebar on the left containing 'Profile Details' and 'Authentication Methods'. The main content area has a 'Profile Details' section with a blue 'Edit' button and a 'Contact' section with fields for 'Mobile' and 'Alternate Email', both of which are currently redacted with black bars.

Step 7:
You can now check your mobile number and alternate email for accuracy, if the information is present.

If it is not present, you may add your number and/or alternate email address.

DO NOT use your CCSD email address.

You can update this information at any time. The 1234567890 format for the phone number is acceptable. You must have a mobile number and/or alternate email entered to use as an MFA option and a forgot password option.



The screenshot shows the 'Contact' section of the profile page. It features two input fields: 'Mobile' and 'Alternate Email'. The 'Mobile' field has a yellow highlight and a clear 'X' button. The 'Alternate Email' field also has a yellow highlight.



Step 8:

When you are off campus and accessing RapidIdentity or any MFA required application (i.e., Kronos), you will be prompted to authenticate via one of four options.

Option 1: SMS Authentication

This will be a text message with a six-digit code sent to the mobile number in your profile that you set up in step 7.

You will enter the six-digit code in the **Enter Code** box and click **Go**.

If you did not receive a text message or prefer to use another method, you can click the **Try another method** link.

Option 2: Answer Your Challenge Questions

These are the security questions you answered when you first logged into RapidIdentity (see step 5).

You will need to successfully answer both questions and click **Go**.

If you don't remember your answers or prefer to use another method, you can click the **Try another method** link.

SMS Authentication

Enter Code

Go

Resend Code

Start Over

Having trouble logging in? Try another method

Answer Your Challenge Questions

Enter your answer

Enter your answer

Go

Start Over

Having trouble logging in? Try another method

Option 3: Email Authentication

This will be an email with a six-digit code sent to the alternate email address in your profile that you set up in step 7.

You will enter the six-digit code in the **Enter Code** box and click **Go**.

If you did not receive an email or prefer to use another method, you can click the **Try another method** link.

Email Authentication

A one-time code has been sent to the email address associated with your account. Please enter that code below and click Go to continue.

Enter Code

Go



Resend Code



Start Over



Having trouble logging in? [Try another method](#)

Option 4: TOTP (Time-based One-Time Password)

This will allow you to scan a QR Code using a one-time password app of your choice (i.e., RapidIdentity, Google Authenticator, Microsoft Authenticator). Once the QR Code is scanned, you can use the six-digit code in the app to login.

If you previously used the Microsoft Authenticator app with Microsoft MFA, you can use this same app for RapidIdentity.

After it is setup, you will enter the six-digit code from your authenticator app in the **Code** box and click **Go**.

One-Time Password

[Need help?](#)

You are required to set up One-Time Password before proceeding.

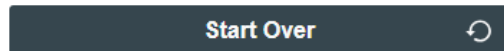
Scan the barcode below with the RapidIdentity app or another one-time password app.



Password



Code



One-Time Password

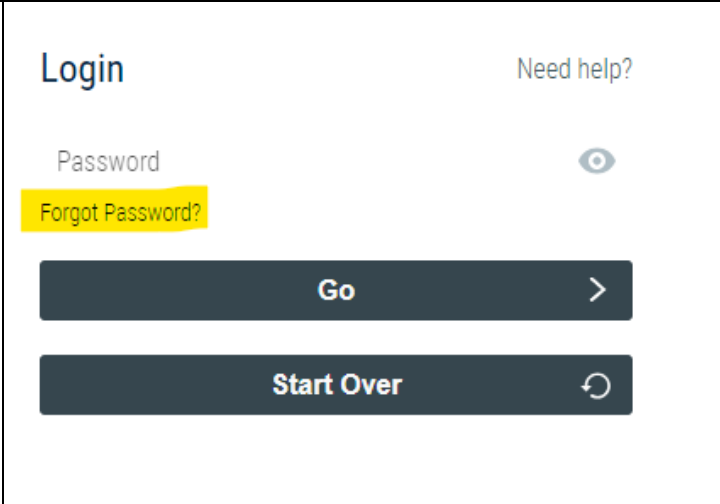
[Need help?](#)

Code





In addition, these options will be available when using the **Forgot Password** link on the login screen. The order will be the same as MFA: SMS Authentication, Portal Challenge Questions, Email Authentication, and TOTP.



Current Document Version Information

Document Version:	Version (2024, #1)	Reviewed/Tested By:	MR, PS, NP, SC, MW, BB
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