# HelloID - Multifactor Authentication

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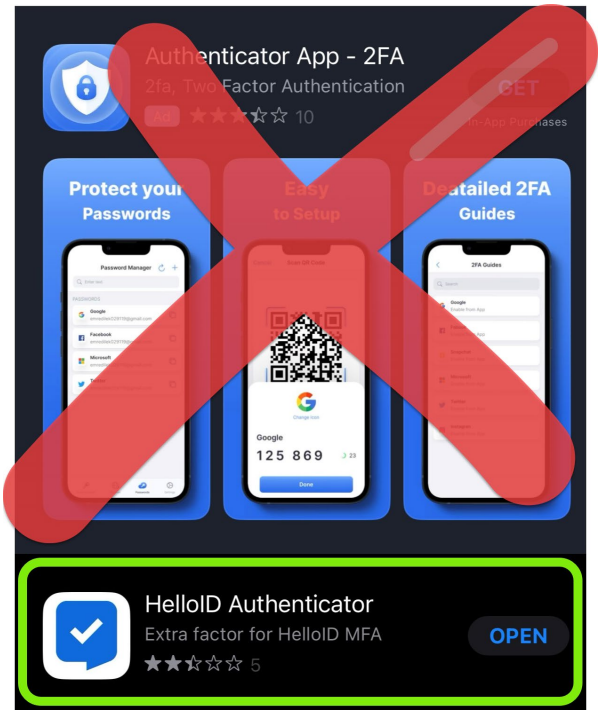
**Why are we doing this:**

Per requirements of our CyberSecurity insurance, we have to implement Multifactor Authentication (MFA). Just like with our bank accounts and likeminded systems, MFA takes what you know (your username and password) and what you have (phone, email or other hardware) and uses the combination to confirm your identity. Where you are (school or off-site) is also a factor. We are accomplishing this requirement by adding MFA to our identity portal HelloID. HelloID is our access to the applications that our district runs on and by adding that second layer of security, we are protecting everyone involved.


**When you will be prompted for MFA:** When accessing HelloID from our network, you will NOT be prompted when signing in. However, if you access an application such as Synergy or UKG, you will be prompted for authentication. When accessing HelloID from off our school sites, you will be prompted for MFA when signing into HelloID.

**NOTE:** MFA authentication on a device is good for 1 day. Once authenticated, you will not have to authenticate again for 24 hours.

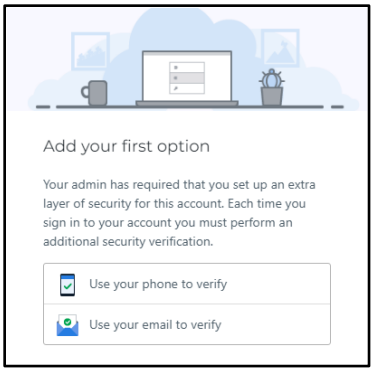
**Get an Authenticator App:** Before you start on the MFA setup, we recommend that you download and install the 'HelloID Authenticator' app, available on both Apple and Android. This is a small, low impact app that ties into the system so that you don't need to enter a code when authenticating. Other MFA apps such as 'Google Authenticator' also work.

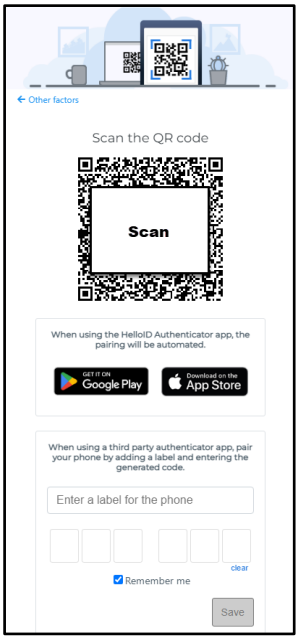



**Set up your phone with MFA:**

These instructions are for the **HelloID Authenticator** app available in the App Store or Google Play Store. For other authentication apps, follow the instructions outlined in them.

1) On your computer: Access an application in HelloID that requires MFA like UKG or Synergy.
2) On your phone: Be sure to have the HelloID Auth app installed and open
3) On your computer: Click on 'Use your phone to verify'
4) On your phone: Click on the + sign in the upper right corner of the app
5) Using your phone: Scan the QR code displayed on your computer




On your phone: You should now see a 6 digit code listed in the app

On your computer: You should now see a green check and a message showing 'Factor enrolled successfully!'

At this time you can also add an email address as another factor if you want

OR

Click on **Skip** or **Clear** to sign in to HelloID

**Access HelloID on a computer for the first time with MFA:**

https:\\medfordsd.helloid.com

When logging into HelloID off school sites OR when accessing an app such as Synergy or UKG while on our network for the first time after MFA is turned on, you will be prompted to add a secondary authentication factor. The 2 options currently are:

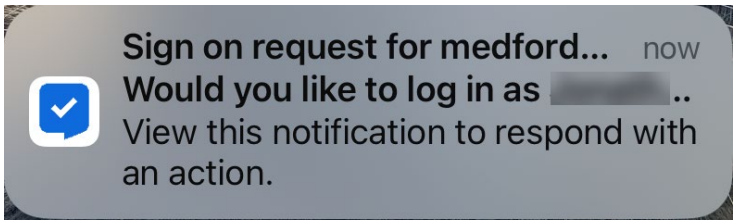
- Use your phone to verify
- Use your email to verify

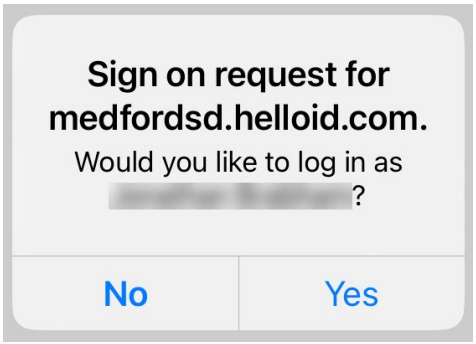
Please follow the instructions on the following pages to get your secondary authentication factors set up and start using them.

**Receiving a MFA prompt and using your phone to authenticate:**

When accessing HelloID and you are prompted for MFA, you will receive a notification on your phone stating that there is a 'Sign on request'. If you do not see a notification you will need to open the HelloID app and type the code on screen.

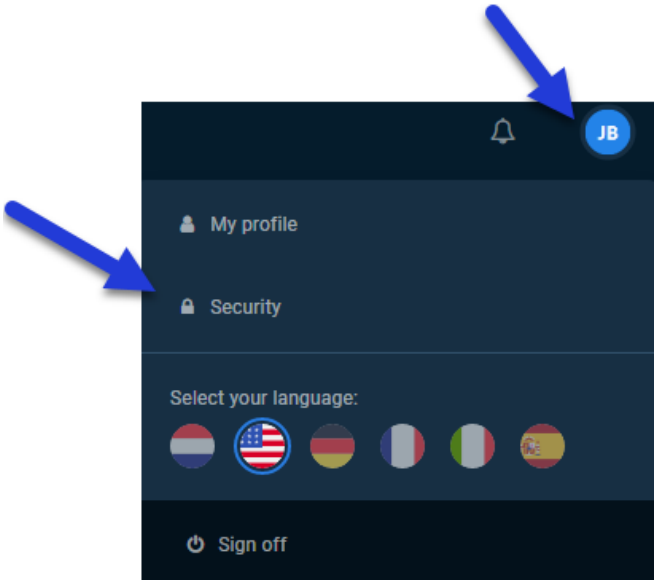
Click on the notification and you will be prompted to confirm the sign in. If you press 'Yes', HelloID will automatically log in.



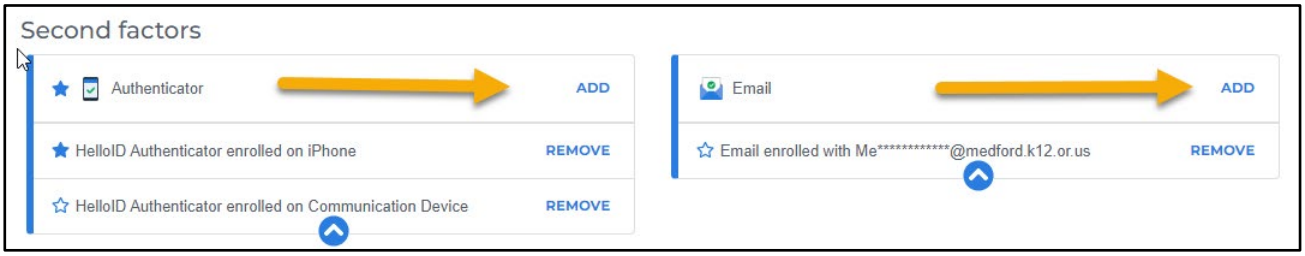
**Add additional MFA factors at a later date:**

Multiple options can be configured in the **Security** settings of your HelloID account. To access the Security settings, click on your profile icon (this will be your initials, showing in the upper right-hand corner of the HelloID page) and select ‘Security’.



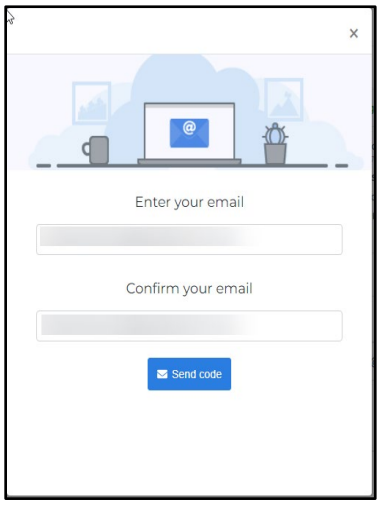

Once in the Security settings, you will see the different factors. To Add or Remove a factor, simply click on the appropriate link.

**NOTE:** The * star indicates your preferred authentication device.

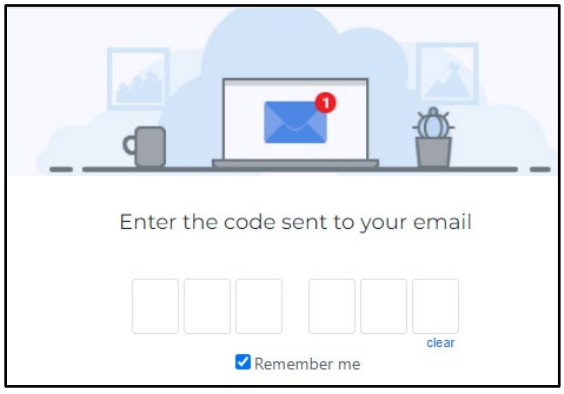


**Set up an email with MFA:**

You can use any email address that you would have access to, to use as an MFA authentication factor.




1) Enter an email address that you have access to and then enter it again in the confirmation field.
2) Click on 'Send code'
3) An email will be sent with a verification code. This may take up to five minutes. Once you have received the code in your email, enter it in the prompt on your computer.




**Receiving a MFA prompt and using email to authenticate:**

When accessing HelloID and you want to use email to authenticate, you will need to click on 'Other factors' on the authentication screen. You will then see all the authentication options, including email (if you have set it up). Click on Email and you will receive an email from noreply@helloid.com with a 6 digit code. Enter that code in the authentication prompt to log in to HelloID.