

Multi Factor Authentication (MFA) through HelloID

Quick Start Guide.

Medford School District is moving to a more secure login method for certain apps through HelloID.



When this feature is enabled, you will be prompted to choose alternate multifactor authentication methods in addition to your username and password when accessing data sensitive applications.

Before you start the MFA setup on a computer – we recommend downloading the HelloID Authenticator created by Tools4Ever BV app ([Apple](#) or [Android](#)) on your phone. The HelloID Authenticator app will automatically pass the MFA code to HelloID. Other Authenticator apps will also work, but typing the code will be necessary when signing in.

- 1) Once an authenticator app is ready on your phone, navigate to the app ***HelloID MFA Enrollment** through HelloID on a computer.
- 2) When prompted, select **Use your phone to verify**.
- 3) A QR code will be displayed on the computer.
- 4) On your phone, in your authenticator app, Click the + then scan the QR code displayed on the computer.
- 5) Once scanned, press **skip** or **clear**.

You should now see a webpage stating that MFA setup in the Medford School District is complete.

NOTE:

We recommend adding at least one other phone or email address as additional secondary factors. You add these additional factors by accessing your HelloID profile. See the full instructions, linked [here](#), to add these additional factors. We do not recommend using email as your primary authentication factor, as the authentication emails can sometimes take several minutes to be delivered.

For in-depth instructions, please click [here](#).

