

Multi-Factor Authentication (MFA) Setup Guide

→ Download Mobile Phone Application

Important: Before completing the steps below, download the **HelloID Authenticator** app on your smart phone:



[Apple App Store](#)



[Google Play Store](#)

Note: When searching for an application in your phone's application store, the first application listed in the search results may be a sponsored advertisement. Please ensure you download the correct application which will be listed as "HelloID Authenticator."

HelloID MFA Setup

1. Using a **computer**, login to **HelloID** (<https://login.cajonvalley.net>)
2. On the next screen click **"Use your phone to verify"**
 - If not prompted, navigate to your user icon in the upper-right corner > Security > Second factors > Add
3. **On your phone**, open the **HelloID Authenticator** application
 - If prompted on your phone, select the option to (always) Allow Notifications
4. Click the "+" icon
 - If prompted on your phone, select the option to Allow access to the camera (while using the application)
5. The "+" button will launch your phone's camera. Using the phone's camera, scan the QR code on the computer screen
6. After scanning the QR code, MFA will be set up on your phone, and the following message will be displayed on the computer: "Factor enrolled successfully"
7. Click Skip on your computer to continue to HelloID

Video: [How to Install and Setup HelloID Authenticator](#)

SDCOE My Apps MFA Setup

1. Using a computer, login to **HelloID**, and click the **SDCOE My Apps** button
2. Enter your six-digit **Employee ID** as your Username
3. New Employees: Enter your temporary default password, which is constructed using the following components in order:
 - **First name and Last name initials (uppercase)**
 - **Birthdate (YYYYMMDD)**
 - **Last four (4) digits of your Social Security Number**
 - The lowercase letters "ps"

Example: Joe North, born January 2nd, 1987, with SSN ending in 1234, would use the following temporary default password: **JN198701021234ps**

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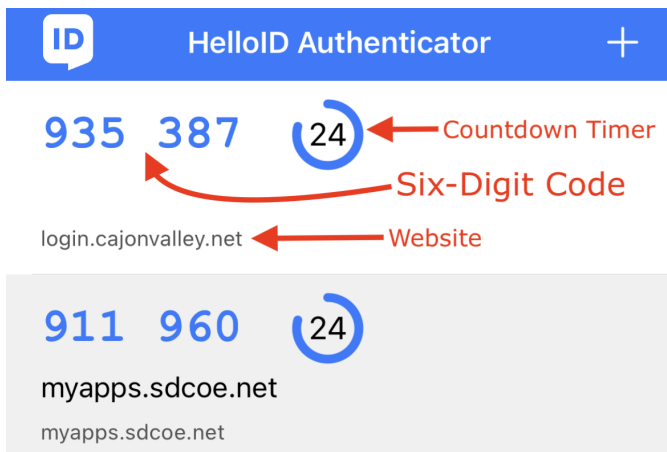
4. Create and confirm your new password
 - o Ensure your new password meets the requirements displayed on screen
5. Enroll one or more MFA methods (such as the HelloID Authenticator app or a security token).
6. Once logged into your MyApps dashboard, click a PeopleSoft tile.
7. If prompted, enter and confirm your district email address as your recovery email.

Web Resource: Visit the following site for more detailed information: [SDCOE MyApps Help](#)

✓ Post-Setup Verification

After both the HelloID and SDCOE MyApps MFA processes have been completed successfully, two (2) MFA entries will be visible in the HelloID Authenticator app on your phone.

There are three (3) elements for each MFA entry:



1. **Authentication Code**
 - o Enter the six-digit code during the login process when prompted by the corresponding website.
2. **Countdown Timer**
 - o Each access code will refresh every thirty (30) seconds when its countdown timer reaches zero.
3. **Website**
 - o This field indicates the website for which the access code is generated.

Support

The Cajon Valley help desk is available to support staff weekdays from 7:30 a.m. to 4:00 p.m.

