

WHAT IS MFA AND HOW IT WORKS

Scope

The purpose of this document is to provide instructions on Multi-Factor Authentication.

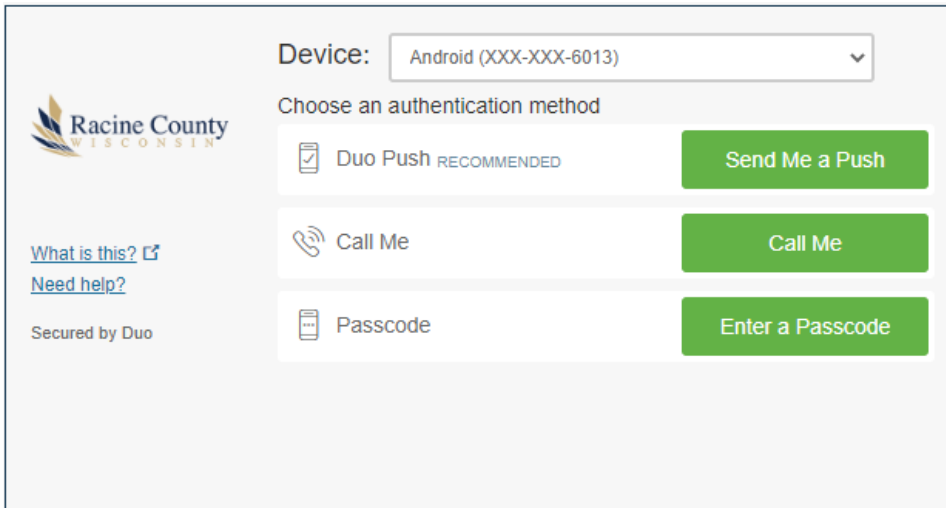
Procedure

What is MFA? Multi- Factor Authentication

MFA is a method of confirming users' identities by using a combination of two different factors which adds an extra step to one's basic log-in procedure ("security in layers").

How does it work?

When you are presented with the screen below Multi-Factor has been turned on for that device or system you are attempting to log into (Computer, Racine County Employee page and 0365, Office.com). Depending on how MFA has been configured for you, select from one of the choices to successfully login.



Duo Push: Send a request to your smartphone. If you prefer to use the Duo App, you must first install the app and then accept a text message for activation sent out to you from Duo. If you deleted the text or did not receive it, please call the Service Desk and ask to have the text resent to your cell phone.

Call Me: Perform phone callback authentication to your cell phone.

Passcode: Log in using a passcode generated by Duo received via the DUO Fob issued by Racine County.



Here are a few Questions and Answers you might have:

Q. What if I lose/break my FOB, or forget my phone at home?

A. Call the Service Desk at 262-636-3777 to obtain a temporary passcode using your secret word you provided when receiving your FOB. The cost of Fob replacement is \$20.00.

Q. Can my phone be subject to public record?

A. No