

Multi-factor authentication questions? No problem [1]

August 29, 2014 by [\(not verified\)](#) [2]

Since implementing the portal's new security feature in July, Employee Services has received two key questions about the [multi-factor authentication process](#) [3]. Use the following answers to help guide you:

Q: An employee is receiving the message, "Enrollment is disabled. Access denied." What should I do?

A: The employee is likely receiving this message because he/she does not have a phone number for one of the valid phone types (home, cellular, campus 1 or campus 2) in HRMS. First, ask the employee to review his/her phone information within the CU Resources section of the portal to confirm whether he/she has a phone number for one or more of the valid phone types in the system. (Select "Personal Information," and click "Employee Profile.")

- a. If the employee does not have a phone number for one of the valid phone types in HRMS, you the business partner can follow your regular business process to add phone information in HRMS for the employee.
- b. If the employee has a correct phone number for one of the valid phone types but is still receiving the message, please have the employee email pbs.datachange@cu.edu [4] for assistance.

Q: What can employees do if the new security feature prevents them from updating their phone information in the portal?

A: Employees who cannot update their phone information in the portal because multi-factor authentication is required should contact their business partner/payroll liaison for assistance. They can follow the regular business process to add and/or update employee phone information in HRMS. Retirees and surviving spouses should contact Employee Services at 303-860-4200 or EmployeeServices@cu.edu [5] for assistance.

For other frequently asked questions [visit our website](#) [3].

[multi-factor authentication](#) [6]

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