

## Multifactor Authentication <sup>[1]</sup>

It   
takes  
 two

The University of Colorado uses multifactor authentication to protect personal information in the [portal](#) <sup>[2]</sup>. It takes two items—your password and your phone—to access sensitive information. This decreases the likelihood that others can access your data, even if they have your password.

### **Protected pages**

You will be asked to authenticate your identity only when you try to access the following items

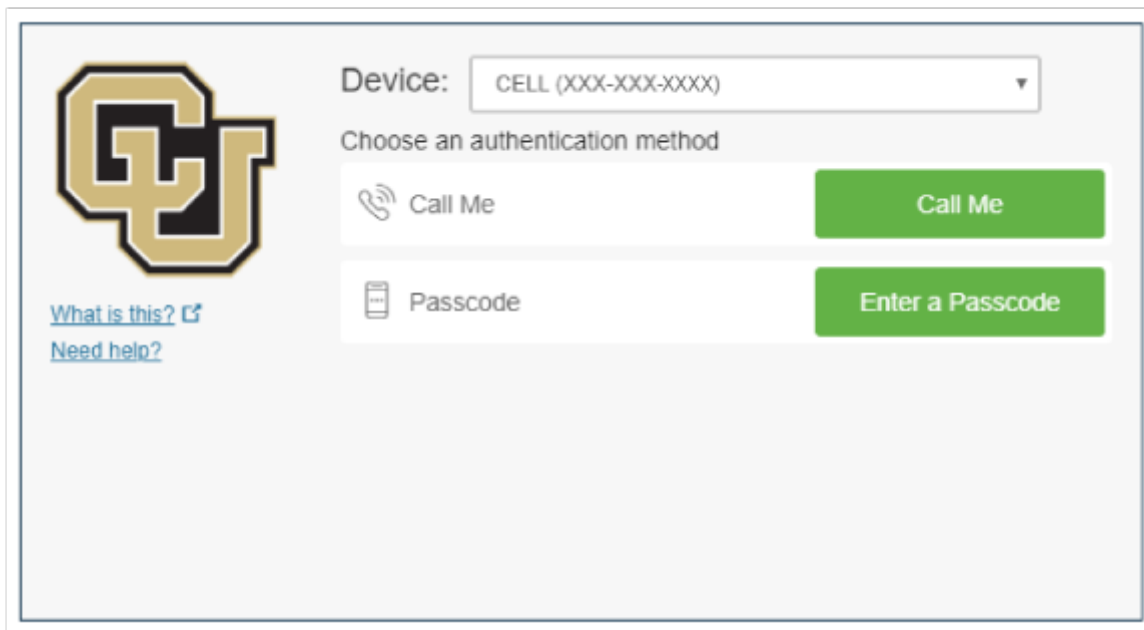
in the CU Resources area of the portal:

- Direct Deposit
- W-2
- W-4
- Phone number
- Additional Information tab in My Info/Personal Details
- Benefits Summary
- Open Enrollment

## How to authenticate your identity

**Step 1:** Log into your [employee portal](#) [3].

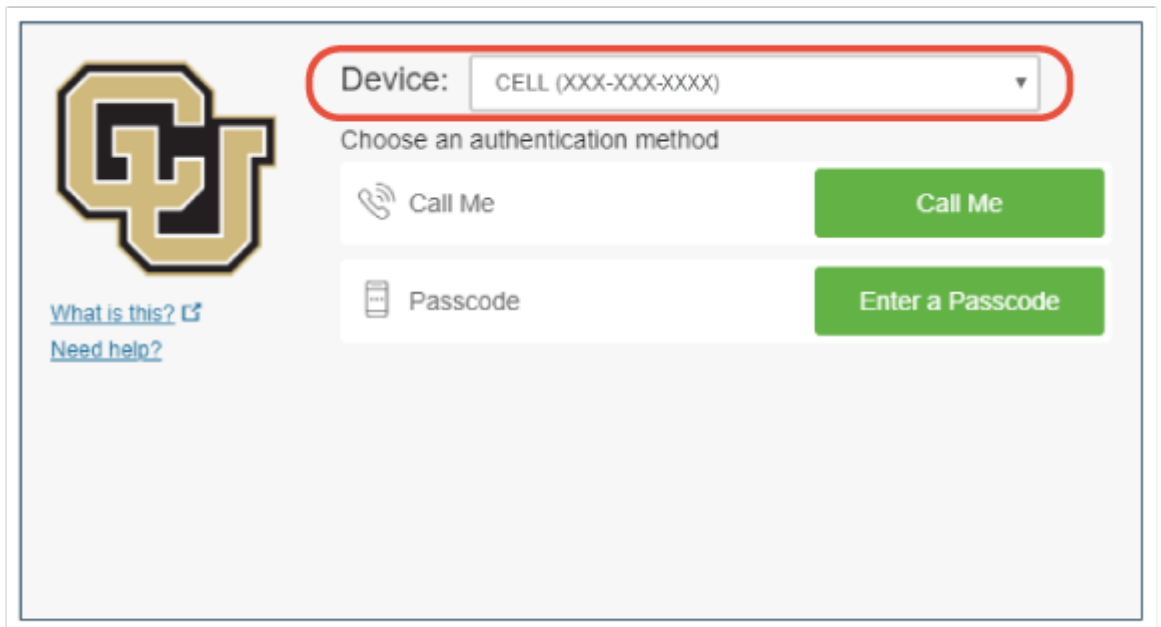
**Step 2:** When you try to access a protected page in the portal's **CU Resources** area, a page like the one below will appear. You will be asked to authenticate your identity.

A screenshot of a web-based authentication interface. On the left is the CU logo (a stylized 'CU' in gold and black) and two blue links: 'What is this?' and 'Need help?'. On the right, there is a 'Device:' dropdown menu showing 'CELL (XXX-XXX-XXXX)'. Below this is the heading 'Choose an authentication method'. There are two options: 'Call Me' with a phone icon and a green 'Call Me' button, and 'Passcode' with a smartphone icon and a green 'Enter a Passcode' button.

**Step 3:** You will have authentication two options: Receive a phone call or receive a text message with a passcode.

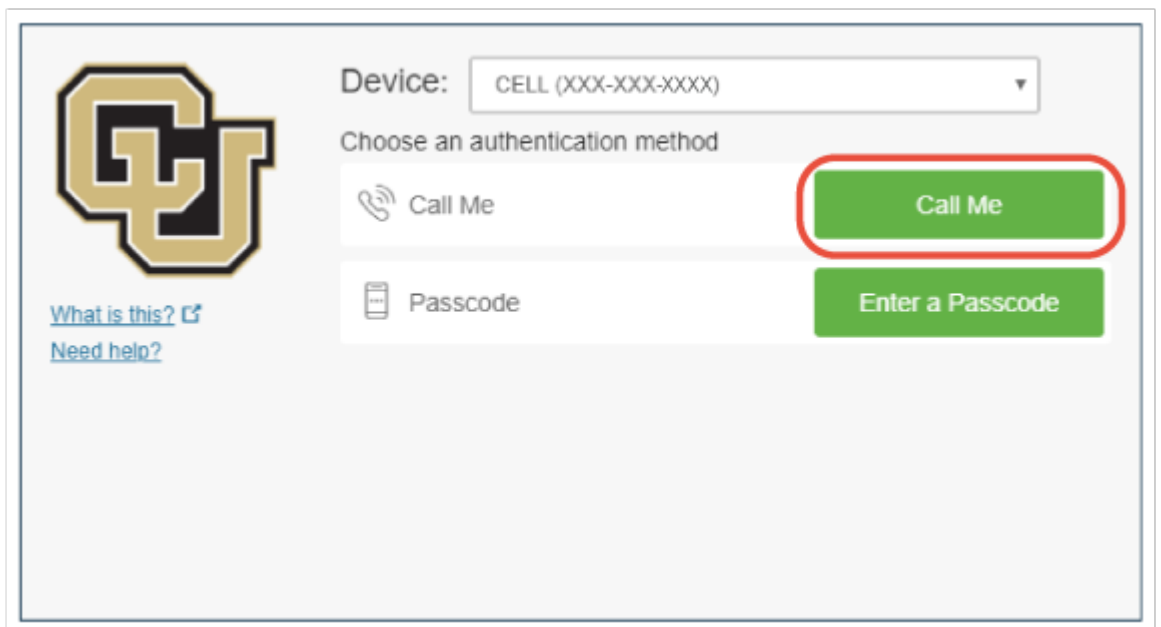
### Option 1: Receive a phone call

From the **Device** drop-down menu, select the phone number where you wish to be contacted.



The screenshot shows a web form with a logo on the left and a dropdown menu labeled 'Device:' on the right. The dropdown menu is highlighted with a red border and contains the text 'CELL (XXX-XXX-XXXX)'. Below the dropdown, the text 'Choose an authentication method' is displayed. There are two rows of options: 'Call Me' with a green 'Call Me' button, and 'Passcode' with a green 'Enter a Passcode' button. On the left side, there are two links: 'What is this?' and 'Need help?'.

Click the **Call Me** button.



The screenshot shows the same web form as above, but the 'Call Me' button is now highlighted with a red border. The 'Device:' dropdown menu is no longer highlighted. The rest of the form, including the 'Passcode' option and the links on the left, remains the same.

Answer the call, then **press any key** on your phone to log in.

The protected page will open.

CU

Device: CELL (XXX-XXX-9383)

Choose an authentication method

Call Me

Call Me

Passcode

Enter a Passcode

[What is this?](#) [Need help?](#)

Answered. Press any key on your phone to log in.

Cancel

## Option 2: Receive a text message with a passcode

From the **Device** drop-down menu, select the phone number where you wish to be contacted.

CU

Device: CELL (XXX-XXX-XXXX)

Choose an authentication method

Call Me

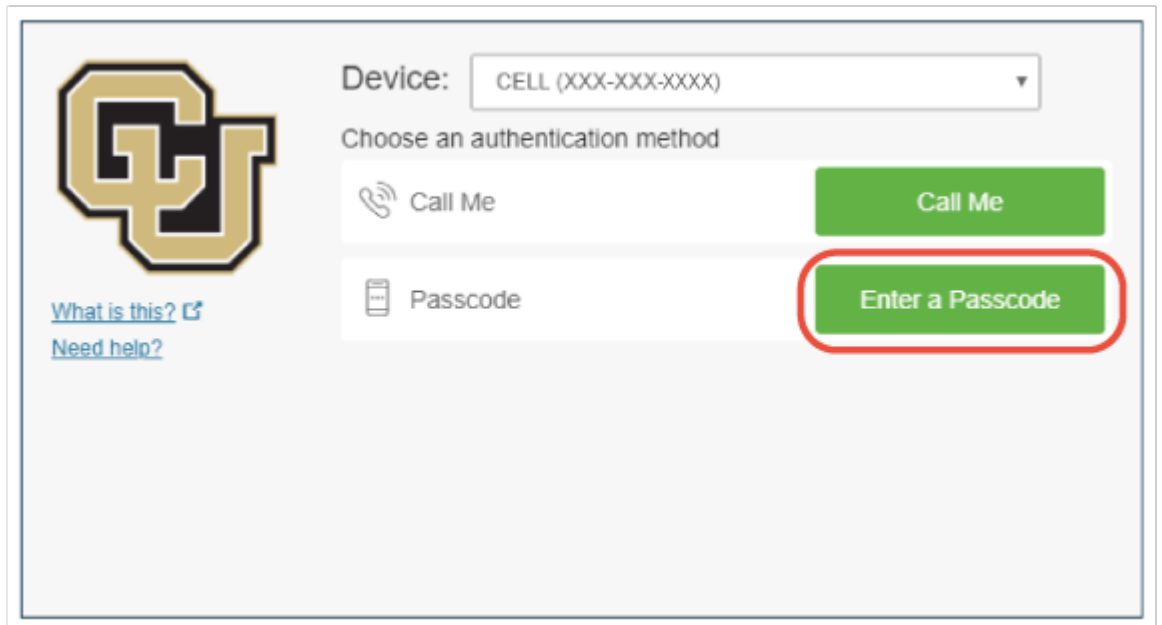
Call Me

Passcode

Enter a Passcode

[What is this?](#) [Need help?](#)

Click the **Enter a Passcode** button.

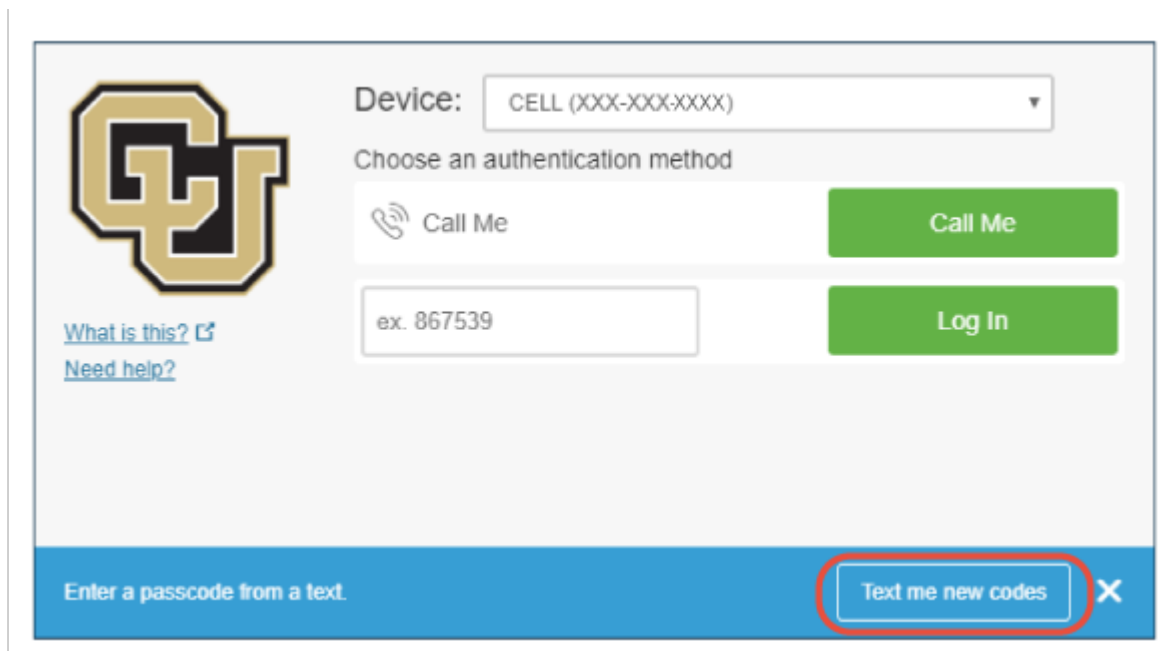


The screenshot shows a login interface with the following elements:

- CU logo on the left.
- Device selection dropdown: "Device: CELL (XXX-XXX-XXXX)".
- Section header: "Choose an authentication method".
- Two options: "Call Me" and "Passcode".
- Buttons: "Call Me" and "Enter a Passcode".
- Help links: "What is this?" and "Need help?".

The "Enter a Passcode" button is highlighted with a red circle.

A blue bar will appear on the screen. Press the **Text me new codes** button.



The screenshot shows the same login interface as above, but with a blue bar at the bottom. The "Text me new codes" button is highlighted with a red circle.

The blue bar contains the text: "Enter a passcode from a text." and the button: "Text me new codes" with a close icon (X).

You'll receive a text message from CU with a passcode.

Enter the passcode and press the **Log In** button.

The protected page will open.

The screenshot shows the CU authentication interface. On the left is the CU logo. To its right is a 'Device:' dropdown menu set to 'CELL (XXX-XXX-XXXX)'. Below this is the heading 'Choose an authentication method' with two options: 'Call Me' and 'Log In'. The 'Log In' button is highlighted with a red circle. Below the 'Call Me' option is a text input field containing 'ex. 867539'. At the bottom of the interface is a blue bar with the text 'Enter a passcode from a text.' and a 'Text me new codes' button with a close icon.

## Need assistance?

### Active employees:

- If you are having difficulty using the authentication system due to an out-of-date phone number, please contact your department's payroll liaison for assistance. In CU's human resources management tool, HCM, your payroll liaison can add a phone number to your employee record's cellular, campus 1 or campus 2 contact fields.
- For other issues, please email Employee Services at [hcm\\_community@cu.edu](mailto:hcm_community@cu.edu) [4]. Please include your name, employee ID number, contact information and a description of the problem.

### Retirees and non-employees

- If you are having difficulty using the authentication system due to an out-of-date or absent phone number, contact Employee Services at [hcm\\_community@cu.edu](mailto:hcm_community@cu.edu) [4] or 303-860-4200, option 2.
- Please include your name, contact information and a description of the problem.

### Groups audience:

Employee Services

**Source URL:** <https://www.cu.edu/employee-services/mycuedu-security-strengthened-new-authentication-tool>

### Links

- [1] <https://www.cu.edu/employee-services/mycuedu-security-strengthened-new-authentication-tool>
- [2] <http://my.cu.edu>
- [3] <https://my.cu.edu>
- [4] [mailto:hcm\\_community@cu.edu](mailto:hcm_community@cu.edu)