

## **Multi-Factor Authentication (MFA)** <sup>[1]</sup>

### **Employees must authenticate their identity to access personal information in the employee portal.**

The University of Colorado uses multifactor authentication to protect personal information in the portal. 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.


You will be asked to authenticate your identity when accessing 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](#) <sup>[2]</sup>.


**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.




Device:

Choose an authentication method

 Call Me

 Passcode


[What is this?](#) 

[Need help?](#)

**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.




Device:

Choose an authentication method


 Call Me

 Passcode

[What is this?](#) 

[Need help?](#)

Click the **Call Me** button.



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


Device: CELL (XXX-XXX-9383)

Choose an authentication method

<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	Send Me a Push
<input type="radio"/> Call Me	<b>Call Me</b>
<input type="radio"/> Passcode	Enter a Passcode

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

The protected page will open.



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

Device: CELL (XXX-XXX-9383)

Choose an authentication method

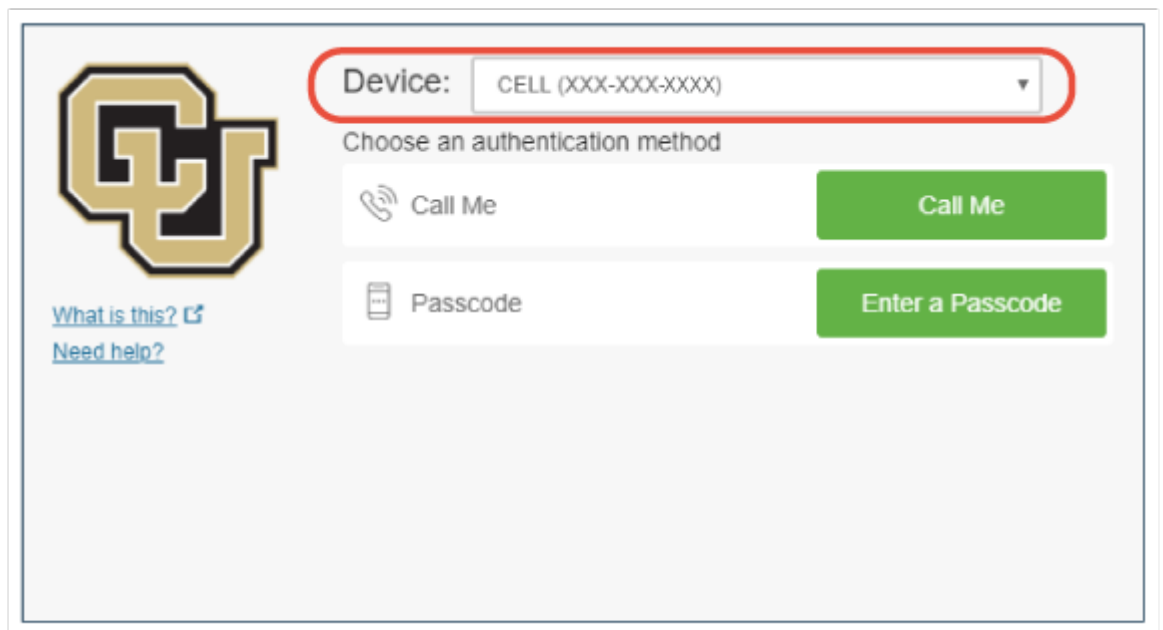
<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	Send Me a Push
<input type="radio"/> Call Me	Call Me
<input type="radio"/> Passcode	Enter a Passcode

Dialing XXX-XXX-9383...

Cancel

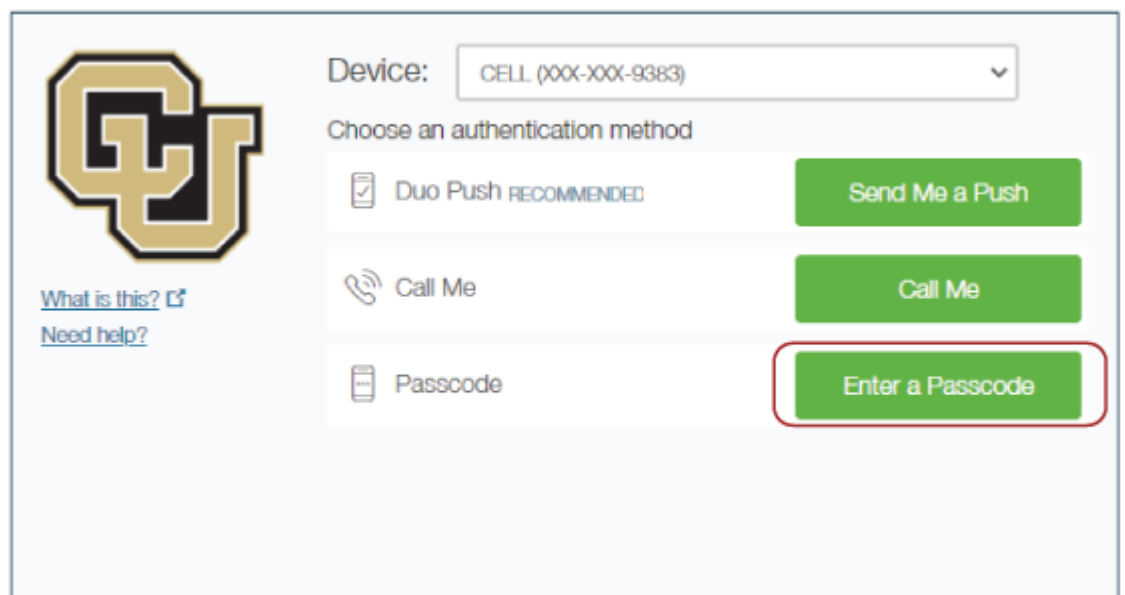
**Option 2: Receive a text message with a passcode**

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



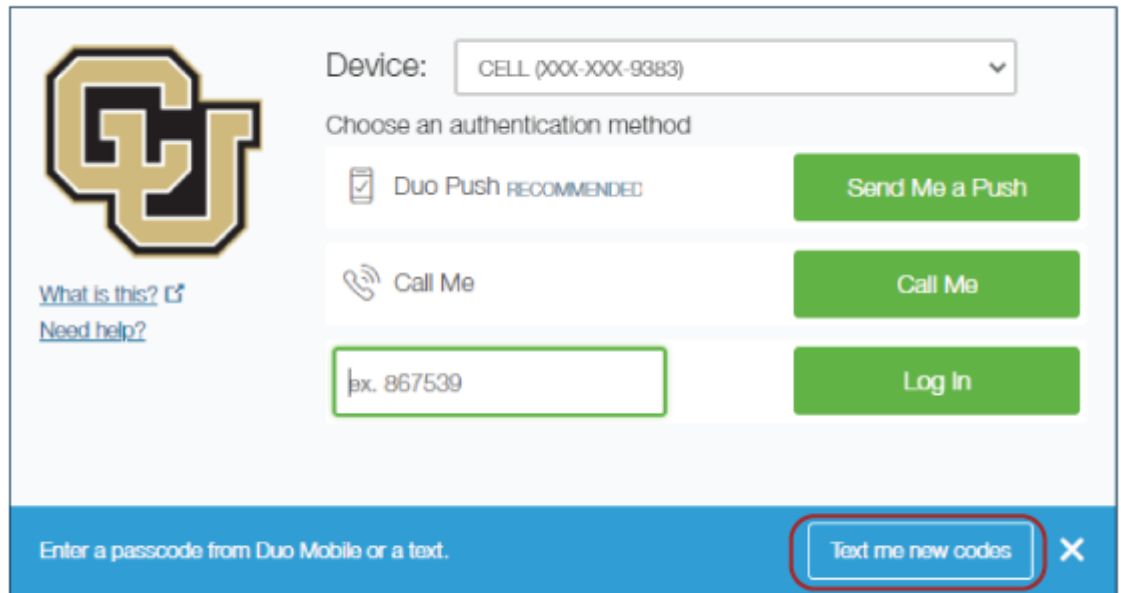
The screenshot shows the authentication interface with the CU logo on the left. Below the logo are links for [What is this?](#) and [Need help?](#). On the right, there is a 'Device:' dropdown menu with 'CELL (XXX-XXX-XXXX)' selected, which is highlighted by a red rounded rectangle. Below this is the text '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.

Click the **Enter a Passcode** button.



The screenshot shows the same authentication interface, but now 'Duo Push' is selected in the 'Device:' dropdown menu, which is set to 'CELL (XXX-XXX-9383)'. The 'Duo Push' option is marked as 'RECOMMENDED' and has a green checkmark icon. It has a green 'Send Me a Push' button. The 'Call Me' option is still present with its green 'Call Me' button. The 'Passcode' option is at the bottom, and its green 'Enter a Passcode' button is highlighted with a red rounded rectangle.

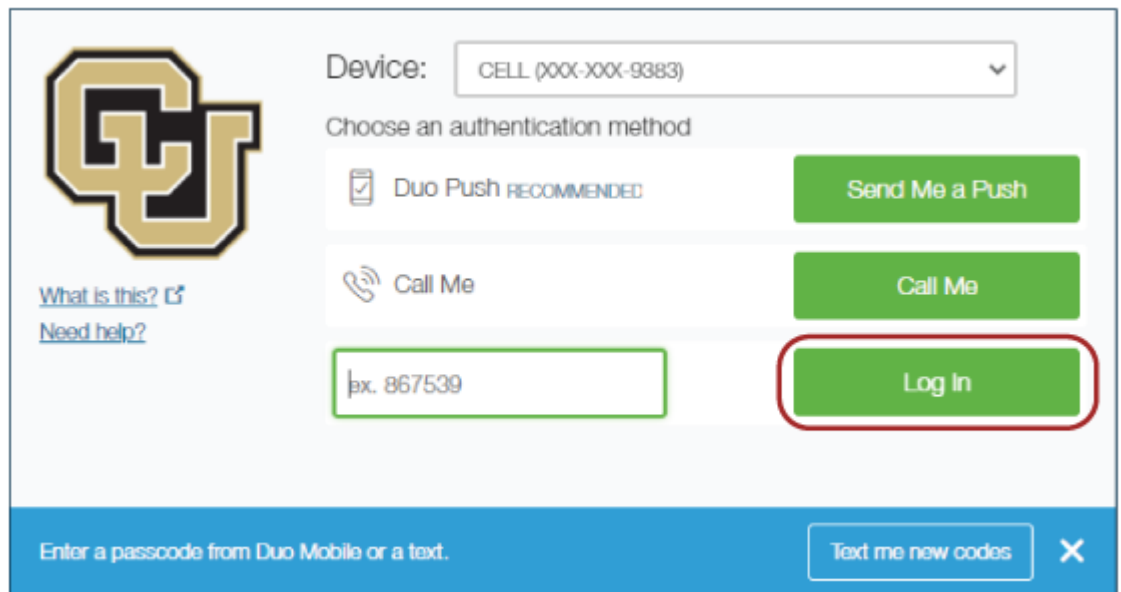
A blue bar will appear on the screen. Press the **Text me new codes** button.



The screenshot shows the CU authentication interface. At the top left is the CU logo. Below it are links for "What is this?" and "Need help?". To the right, there's a "Device:" dropdown menu set to "CELL (XXX-XXX-9383)". Below that is the heading "Choose an authentication method" with three options: "Duo Push RECOMMENDED" (with a checkmark icon), "Call Me" (with a phone icon), and a text input field containing "px. 867539". To the right of these options are three green buttons: "Send Me a Push", "Call Me", and "Log In". At the bottom, a blue bar contains the text "Enter a passcode from Duo Mobile or a text." and a button labeled "Text me new codes" which is highlighted with a red circle. A close button (X) is also present in the blue bar.

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

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



This screenshot is identical to the one above, showing the CU authentication interface. The only difference is that the "Log In" button is now highlighted with a red circle, indicating the next step in the process.

The protected page will open.

## 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) [3]. 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) [3] or 303-860-4200, option 2.
- Please include your name, contact information and a description of the problem.

### **CU System employees must multi-factor authenticate to access the CU System VPN. Learn how to authenticate through Duo [4].**

#### **Groups audience:**

University Information Services

#### **Right Sidebar:**

UIS - Campus VPN Resources

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**Source URL:**<https://www.cu.edu/uis/access-it-security/identity-and-password-management/multi-factor-authentication-mfa>

#### **Links**

[1] <https://www.cu.edu/uis/access-it-security/identity-and-password-management/multi-factor-authentication-mfa> [2] <https://my.cu.edu> [3] [mailto:hcm\\_community@cu.edu](mailto:hcm_community@cu.edu) [4] <https://www.cu.edu/docs/duo-vpn>