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Multi-Factor Authentication (MFA) [1]

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.

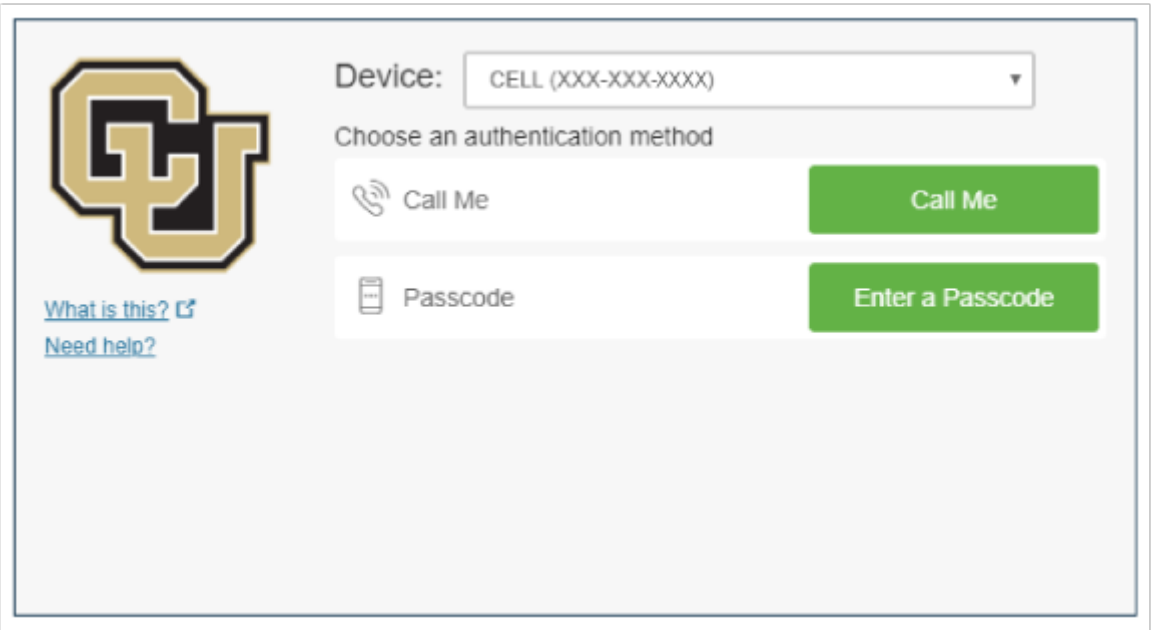
You will be asked to authenticate your identity when accessing the following items in the CU Resources area of the portal:

- 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 [2].

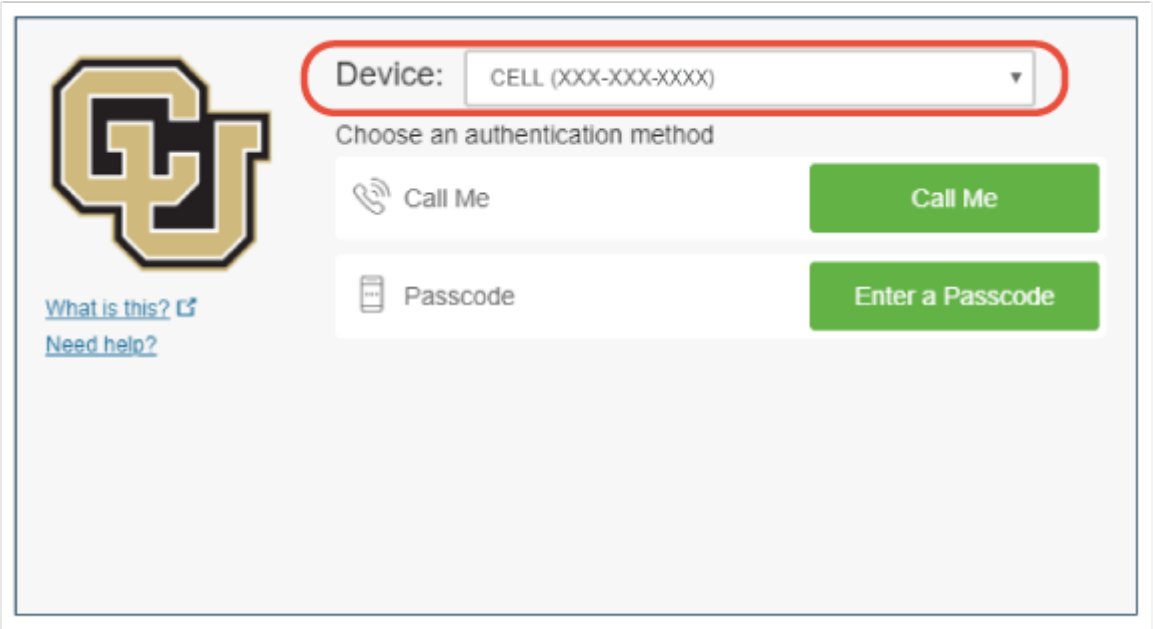
Step 2: When you try to access a protected page in the portal's **CU Resources** area, a page like the one below will appear. You will be asked to authenticate your identity.



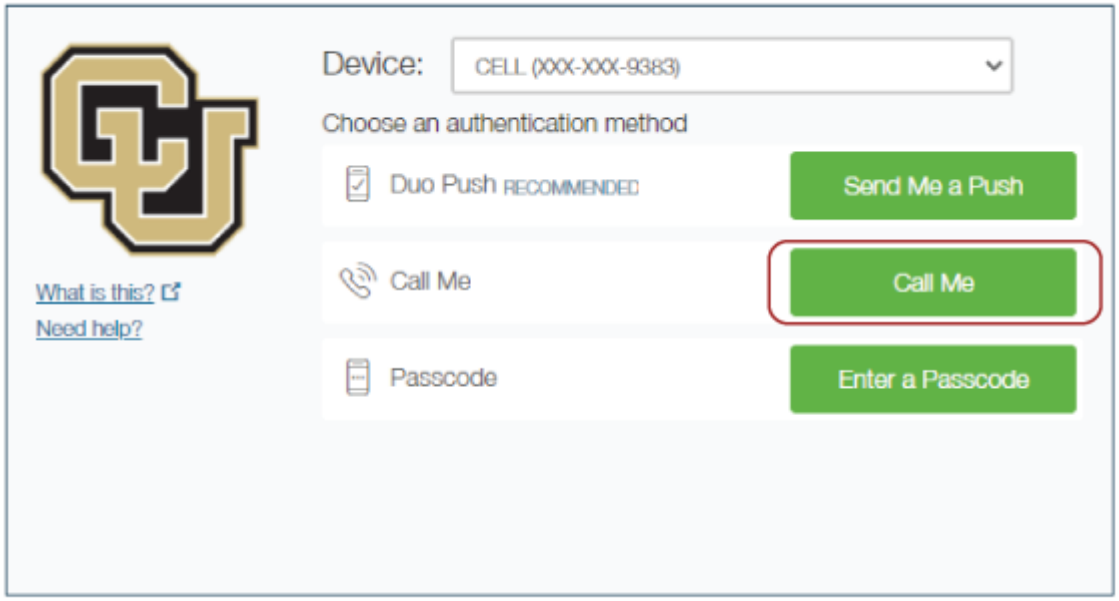
Step 3: You will have authentication two options: Receive a phone call or receive a text message with a passcode.

Option 1: Receive a phone call

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

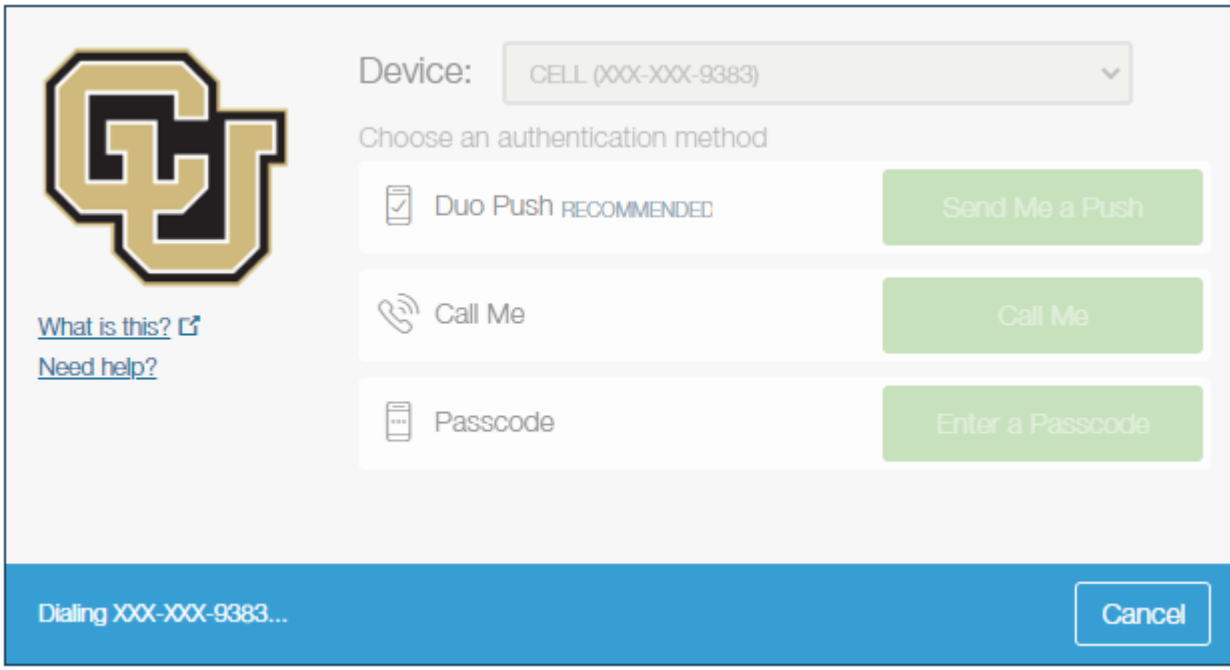


Click the **Call Me** button.



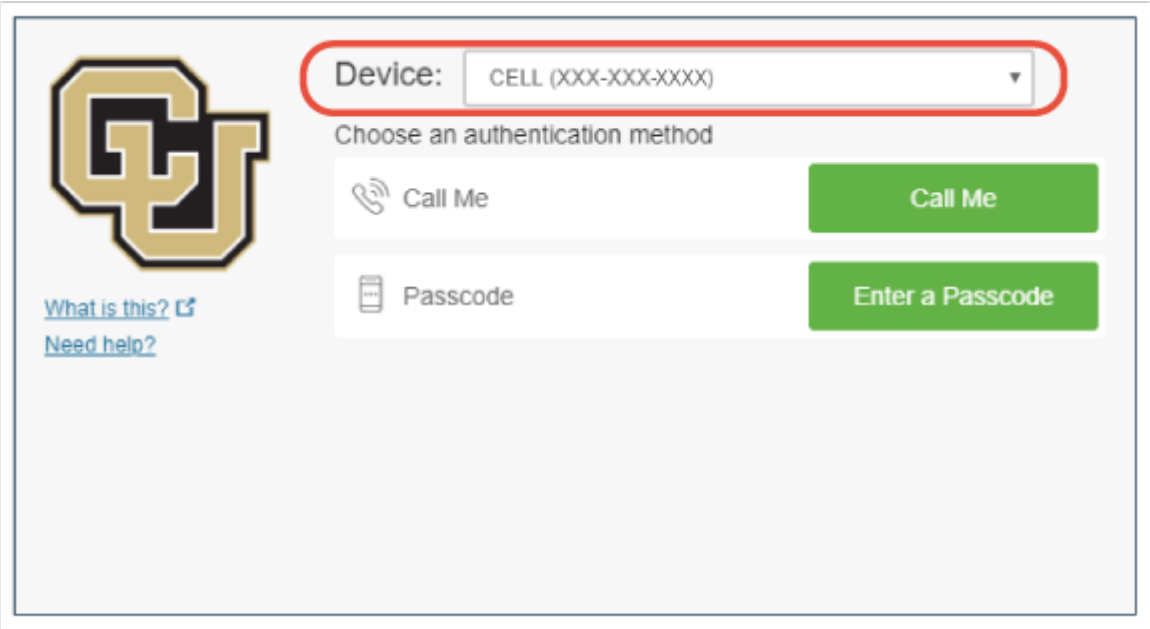
Answer the call, then **press any key** on your phone to log in.

The protected page will open.

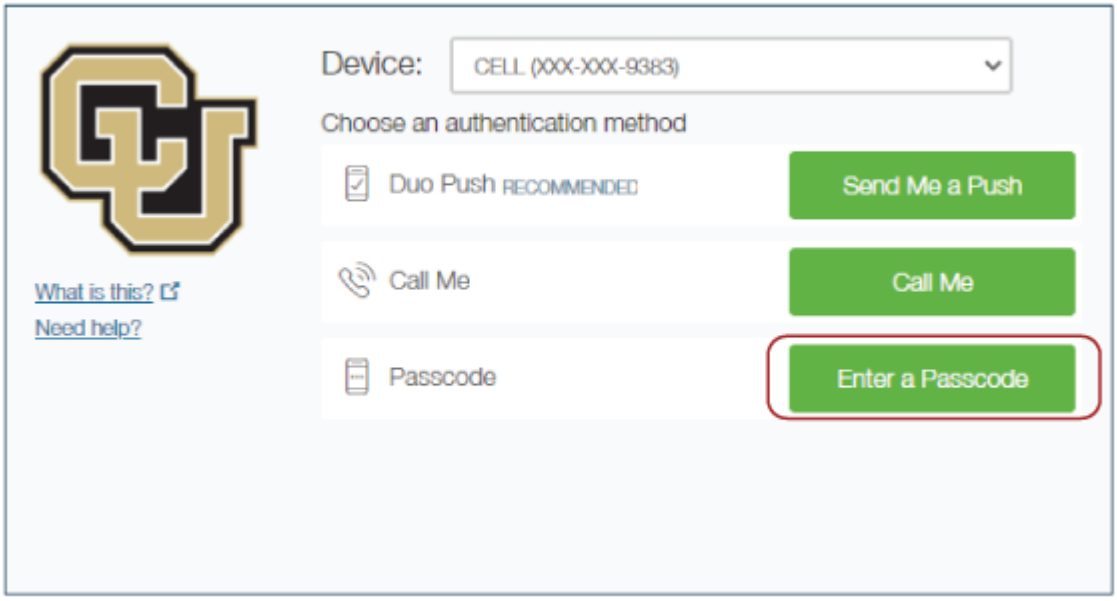


Option 2: Receive a text message with a passcode

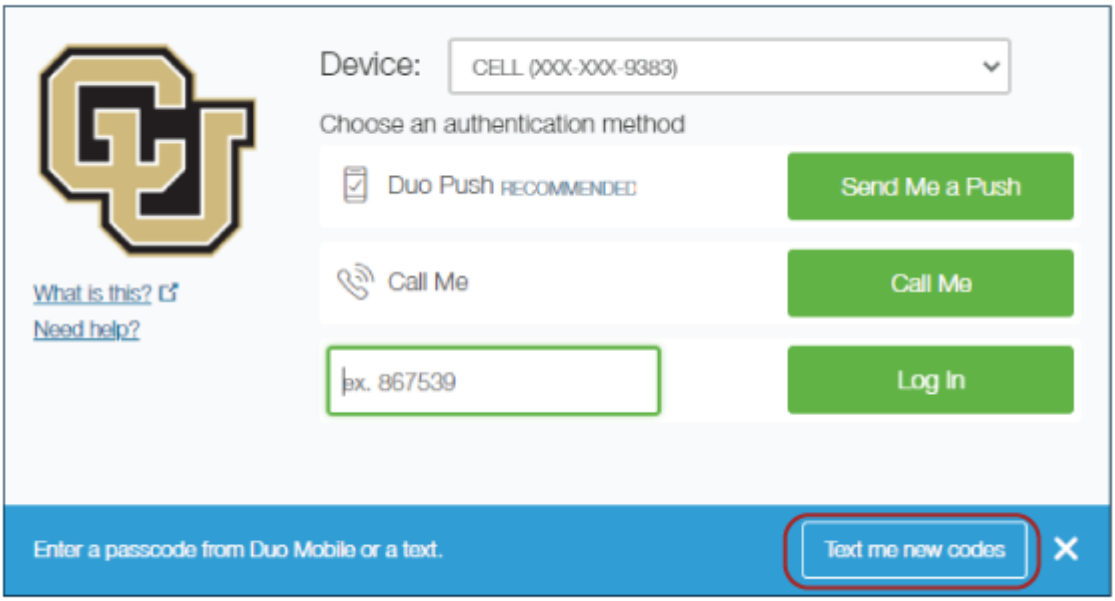
From the **Device** drop-down menu, select the phone number where you wish to be contacted.



Click the **Enter a Passcode** button.



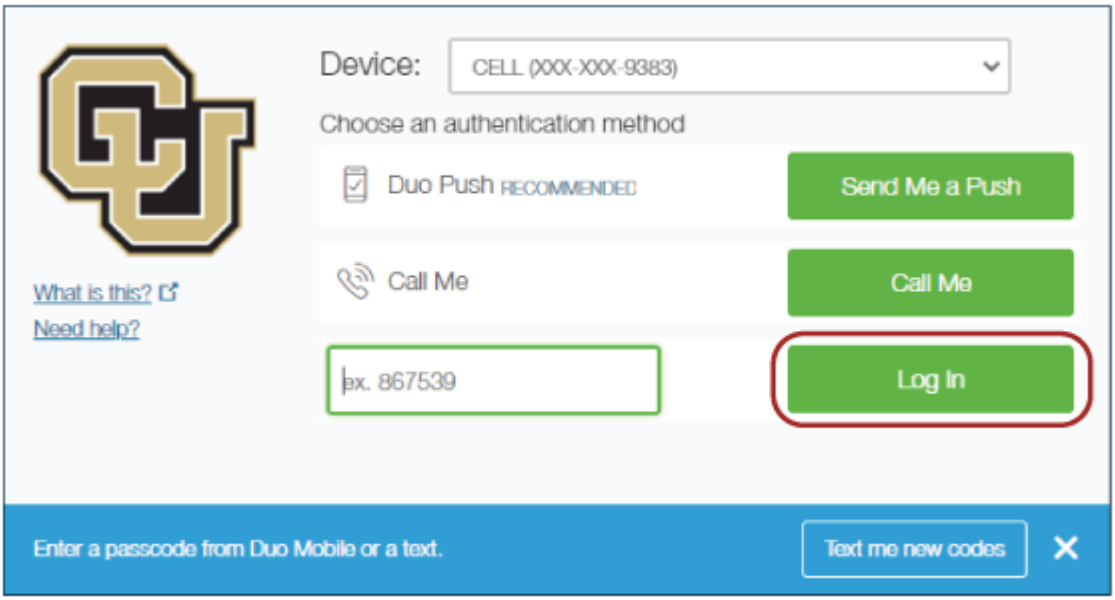
A blue bar will appear on the screen. Press the **Text me new codes** button.



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.



Need assistance?

Active employes:

- 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 [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 [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

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 [4] https://www.cu.edu/docs/duo-vpn