

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.

The screenshot shows a user interface for authentication. On the left is the logo of a university (CU). Below the logo are two links: "What is this?" and "Need help?". To the right, there is a "Device:" dropdown menu currently set to "CELL (XXX-XXX-XXXX)". Below this, the text "Choose an authentication method" is displayed. There are two options: "Call Me" with a phone icon and a green "Call Me" button, and "Passcode" with a phone icon and a green "Enter a Passcode" button.

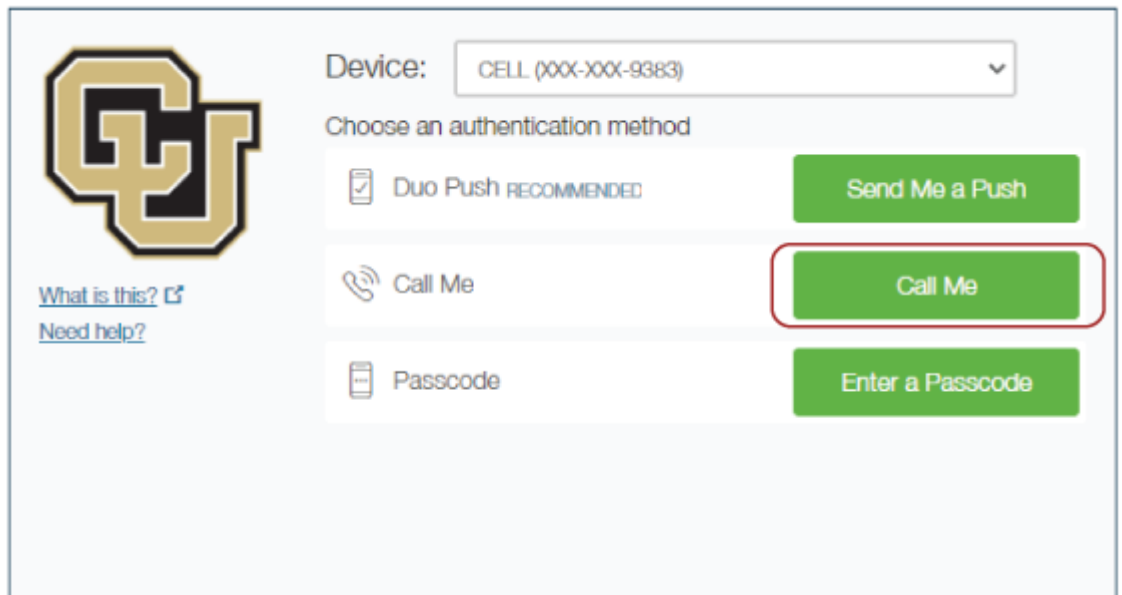
Step 3: You will have authentication two options: Receive a phone call or receive a text message with a passcode.

Option 1: Receive a phone call

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

This screenshot is identical to the one above, but with a red circle highlighting the "Device:" dropdown menu, which is currently set to "CELL (XXX-XXX-XXXX)".

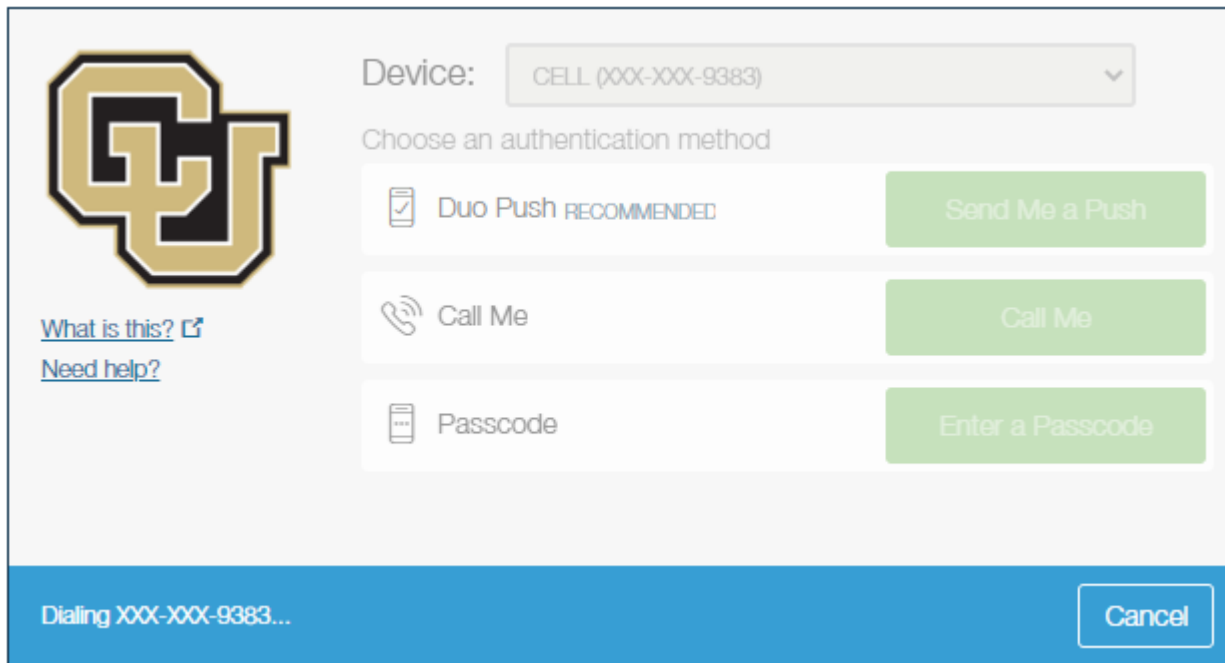
Click the **Call Me** button.



The screenshot shows the Duo authentication interface. On the left is the CU logo and links for 'What is this?' and 'Need help?'. On the right, the 'Device' dropdown is set to 'CELL (XXX-XXX-9383)'. Under 'Choose an authentication method', there are three options: 'Duo Push RECOMMENDED' with a 'Send Me a Push' button, 'Call Me' with a 'Call Me' button (highlighted with a red box), and 'Passcode' with an 'Enter a Passcode' button.

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

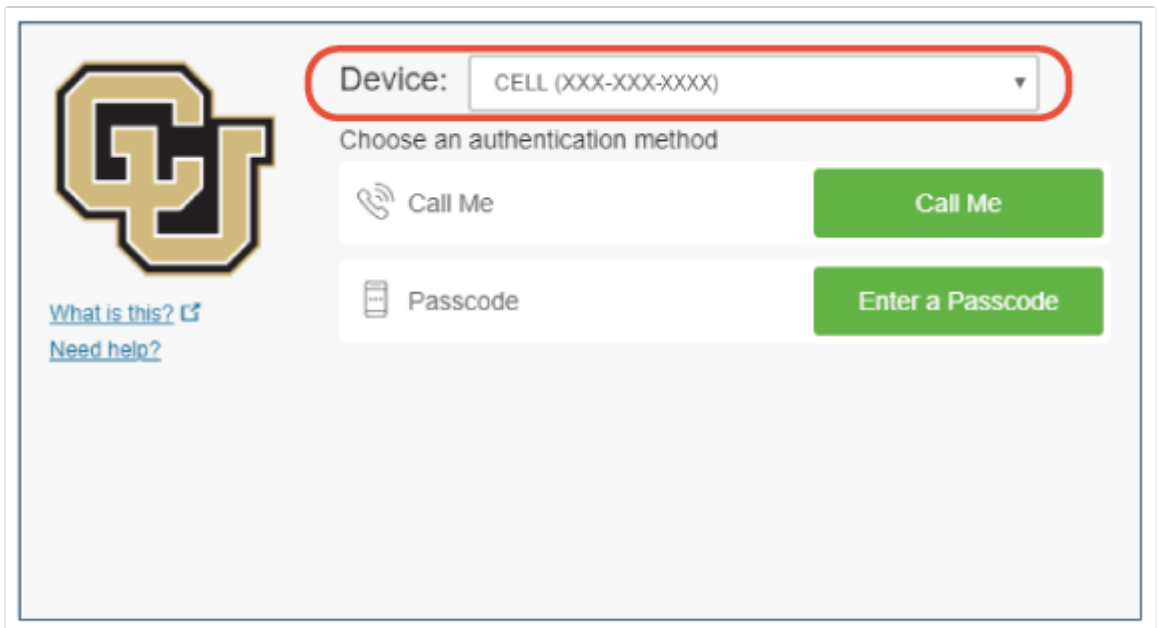
The protected page will open.




This screenshot is similar to the first one, but with a blue status bar at the bottom that says 'Dialing XXX-XXX-9383...' and a 'Cancel' button. The 'Call Me' button is still highlighted with a red box.

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.





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

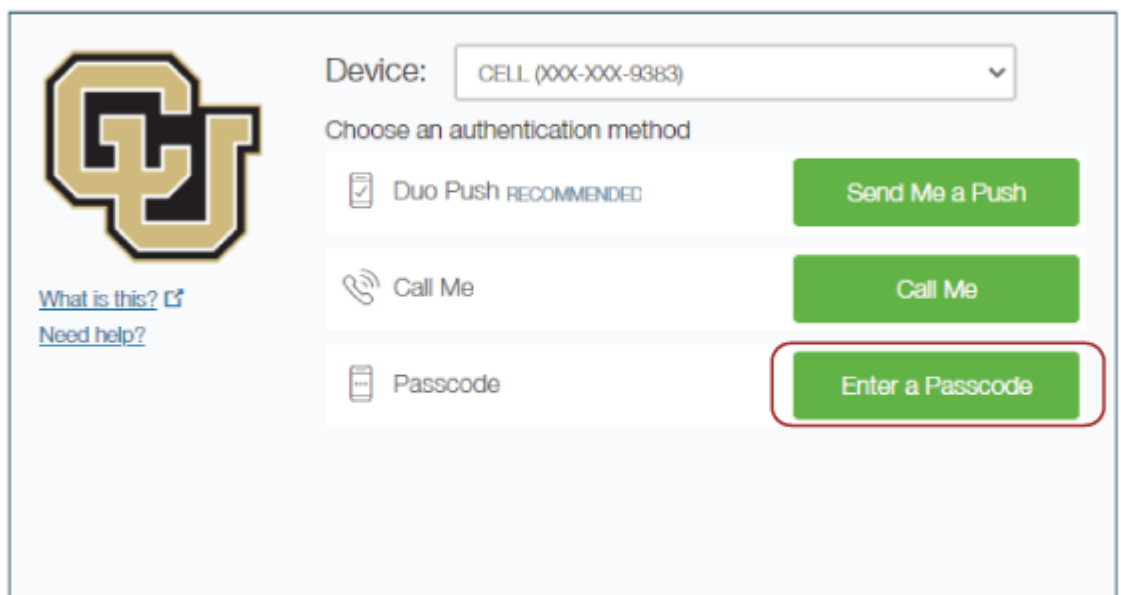
Device:


Choose an authentication method

Call Me

Passcode

Click the **Enter a Passcode** button.





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

Device:

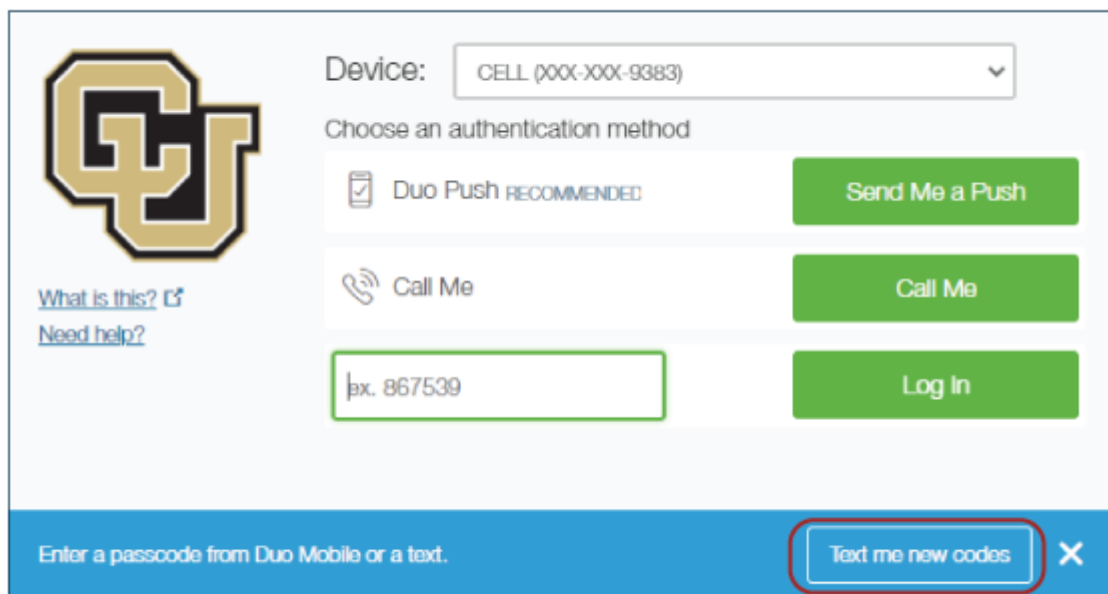
Choose an authentication method

Duo Push RECOMMENDED

Call Me

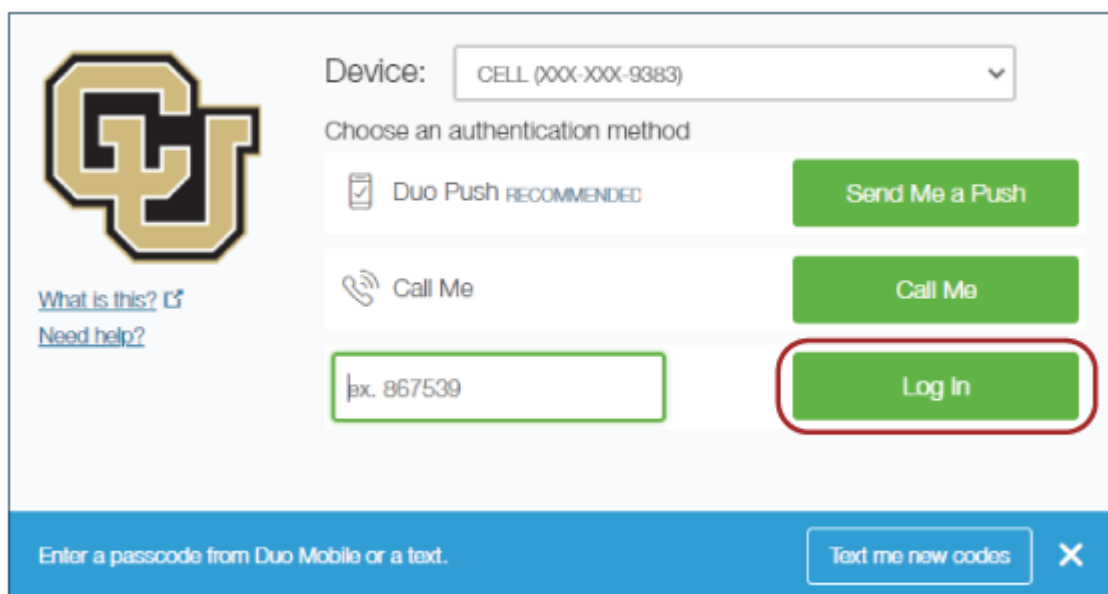
Passcode

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 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 [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>