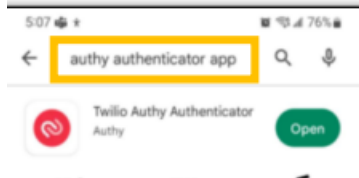


MFA using Authy in Mobile

The Authy app on the mobile can be used for multifactor authentication in Crash portal.

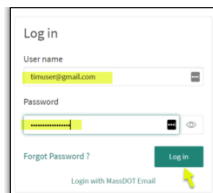
What you will need:

Install Authy Application on your mobile device. If you do not have an Authy authenticator, go to the App store (iPhone), or Play store (Android) and install the Authy Authenticator app.



To use Mobile Authenticator:

1. In Desktop Access the CDS Application website: <https://massdotpublic.service-now.com/cpp>.
2. Login using the email address and the new password.

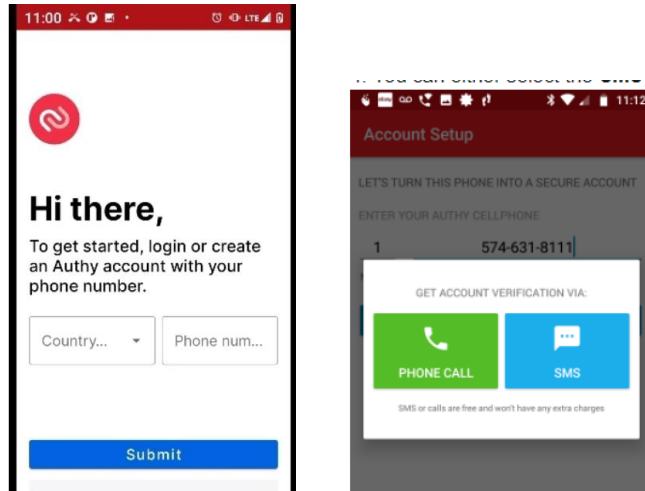


3. The computer redirects to an Enable multi-factor authentication (MFA) screen.



4. **To Set up Authy Authenticator in mobile for the first time.** On your mobile device, open the Authy authenticator application. Select your country from the +code option, then enter your cell number. Enter the phone number for your device, then confirm. At this point, Authy will then need to verify your phone number by either sending a text message or an automated call. Once you receive the confirmation via SMS or voice call, enter it into the field provided.

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5. Add a new account by selecting the “+” icon. Then choose to scan the QR code or enter the code option. *Note: Every authenticator application has a “+” to add an account. The “+” may be in the lower right or lower left of the application.*
6. Take your mobile device if you chose:
 - Scan the QR code – scan the QR code on the computer screen or
 - Enter the code – type the code from the computer screen into your mobile device



7. The authenticator application on your mobile device then displays a 6-digit multi-factor authentication (MFA) code.
 - Note: The verification code generated on the authenticator application automatically refreshes every 30 seconds.



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8. Enter the 6-digit code, from the authenticator app, in the 6-digit code field on Enable MFA screen in the computer. Then select **Pair Device and Login**. *The MFA Installation is now complete!*

