



# EOHHS-Information Technology

## Executive Office of Health and Human Services

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### *User Guide Library Series*



MFA Codes:  
Remove SMS Text Number



<b>Summary</b>	<p>The following instructions will explain how to:</p> <ul style="list-style-type: none"><li>• Remove an existing SMS text phone number to stop receiving MFA codes through SMS text.</li></ul> <p><b>NOTE:</b></p> <ul style="list-style-type: none"><li>• Removing the SMS text number first will disable the ability to receive MFA codes. If you need to install an authenticator app, install the app BEFORE removing the SMS text. Installing an authenticator app will require an MFA code.</li><li>• Allow up to 24-hours before the removal of the number propagates in Outlook's global address list (GAL).</li></ul>
<b>Content</b>	<ul style="list-style-type: none"><li>• <a href="#">Accessing the MFA User-Account Dashboard</a></li><li>• <a href="#">Removing an Existing SMS Phone Number</a></li></ul>

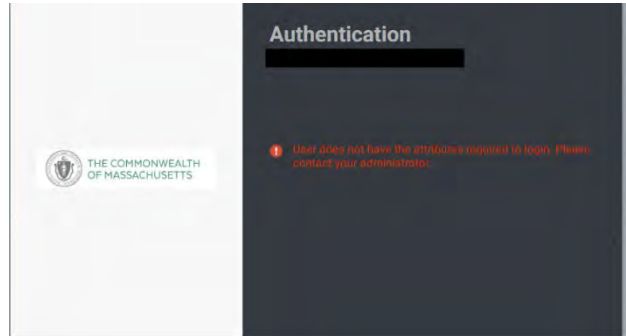


## Accessing the MFA User-Account Dashboard

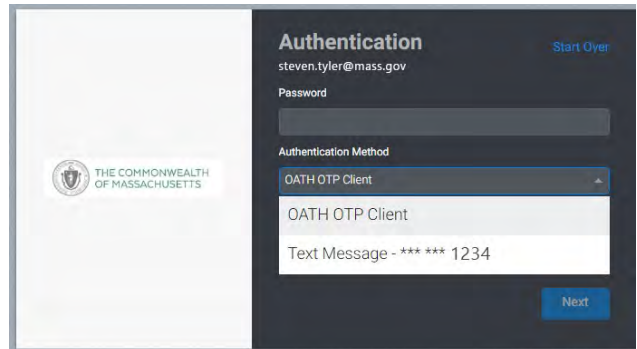
<b>Step 1</b>	On a web browser, go to <a href="https://EOTSS.My.Centrify.com">https://EOTSS.My.Centrify.com</a> .
<b>Step 2</b>	<p><b>DISREGARD THE FOLLOWING PROMPTS:</b></p> <ul style="list-style-type: none"><li>If the following sign-in request windows appear, click <b>Cancel</b>.</li></ul> <div data-bbox="326 779 917 1081"></div> <div data-bbox="964 722 1474 1121"></div>
<b>Step 3</b>	<p>This is the correct sign-in window.</p> <ul style="list-style-type: none"><li>In the <b>User Name</b> field, enter a user work email. (Formats: <i>@mass.gov</i> or <i>@massmail.state.ma.us</i>)</li><li>Click <b>Next</b>.</li></ul> <div data-bbox="852 1222 1461 1551"></div>
<b>Step 4</b>	<ul style="list-style-type: none"><li>In the <b>Password</b> field, enter user Windows password.</li><li>Click <b>Next</b>.</li></ul> <div data-bbox="862 1629 1458 1957"></div>



**NOTE:** If an error message appears, call EOHHS-IT Service and Support Center (SSC): 617-994-5050.

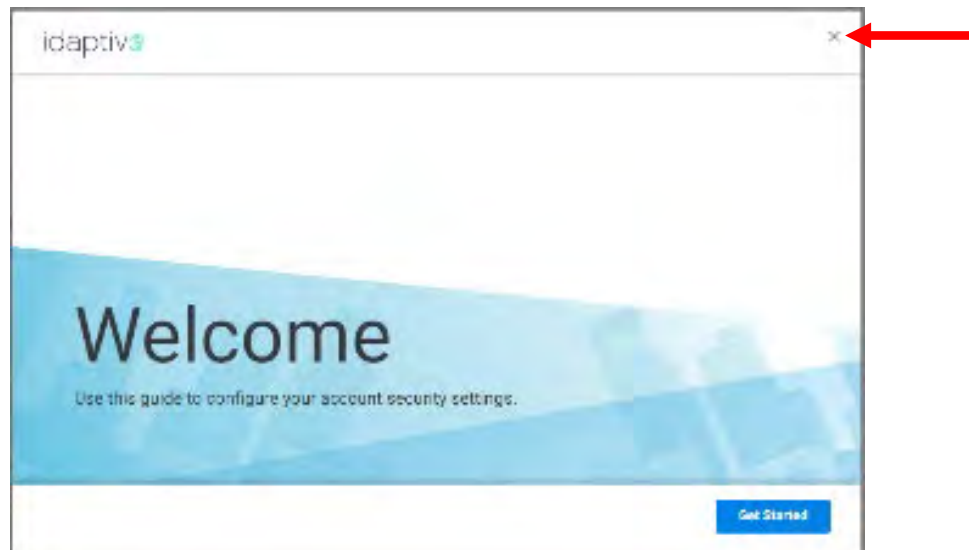


**Step 5** Choose the authentication method that will be used and enter the MFA code.



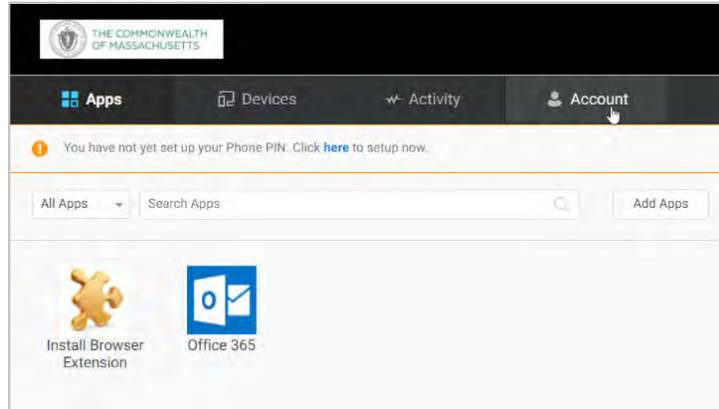
**Step 6** **DISREGARD THE FOLLOWING PROMPT:**

- Anytime this “Welcome” message appears, close the window by clicking **X** located in the upper-right corner.





**Step 7** Once you see the following page, you have reached your MFA Account dashboard.

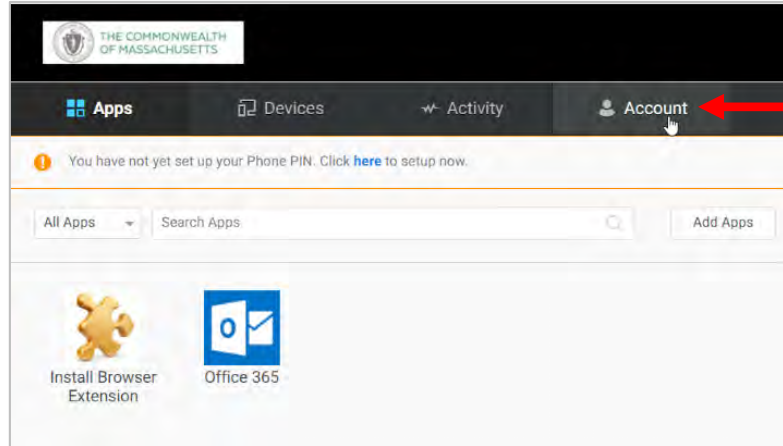




## Removing and Existing SMS Phone Number

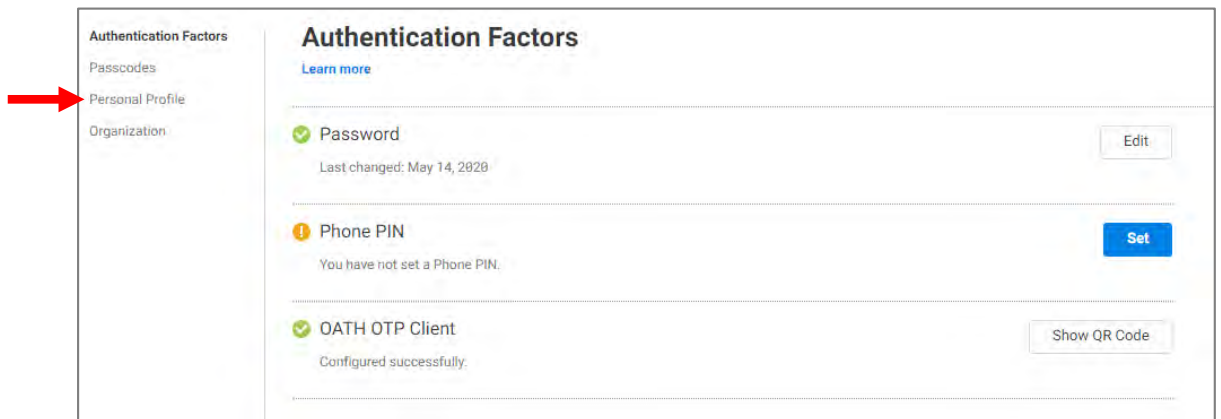
**Step 8** After [Accessing the MFA User-Account Dashboard](#)

Click **Account**.



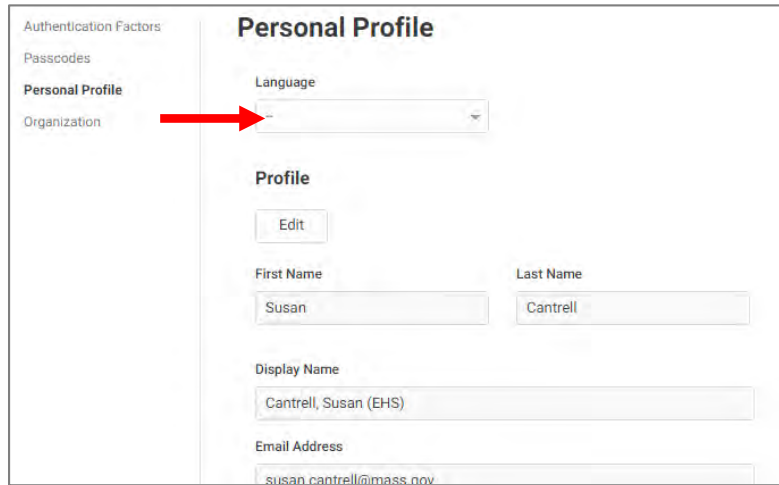
**Step 9** An **Authentication Factors** window will open.

Click **Personal Profile**.

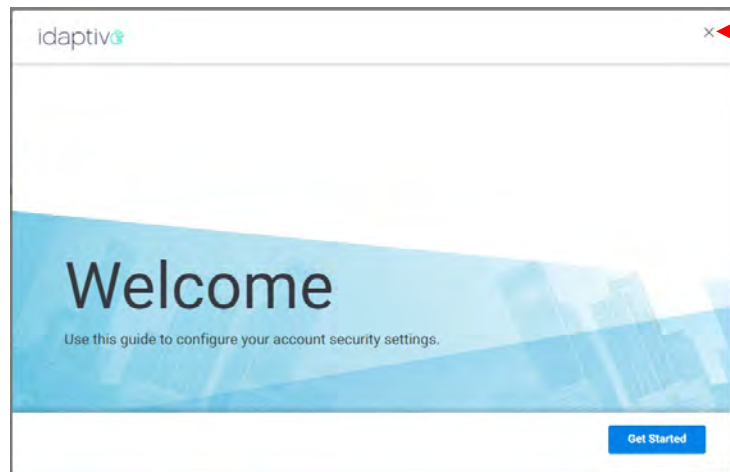




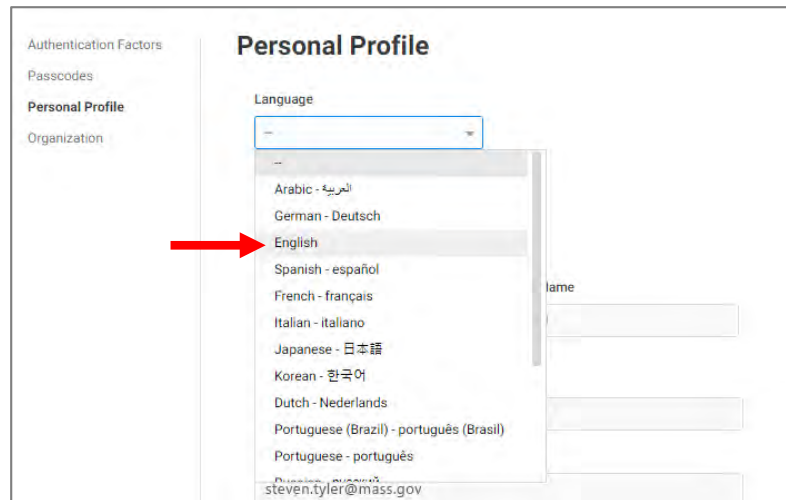
**Step 10** Click **Language**.



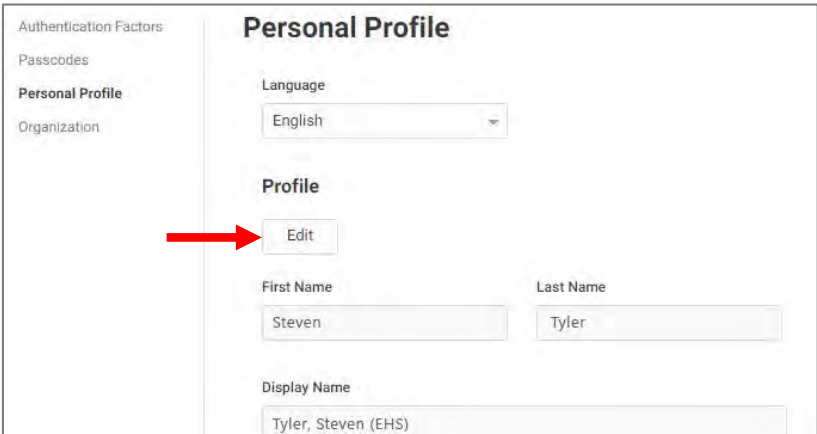
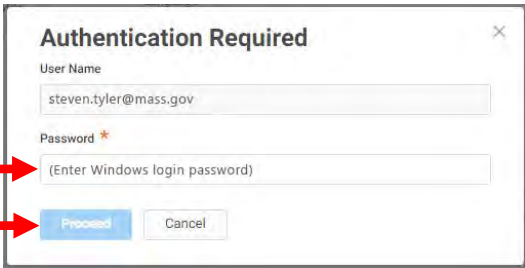
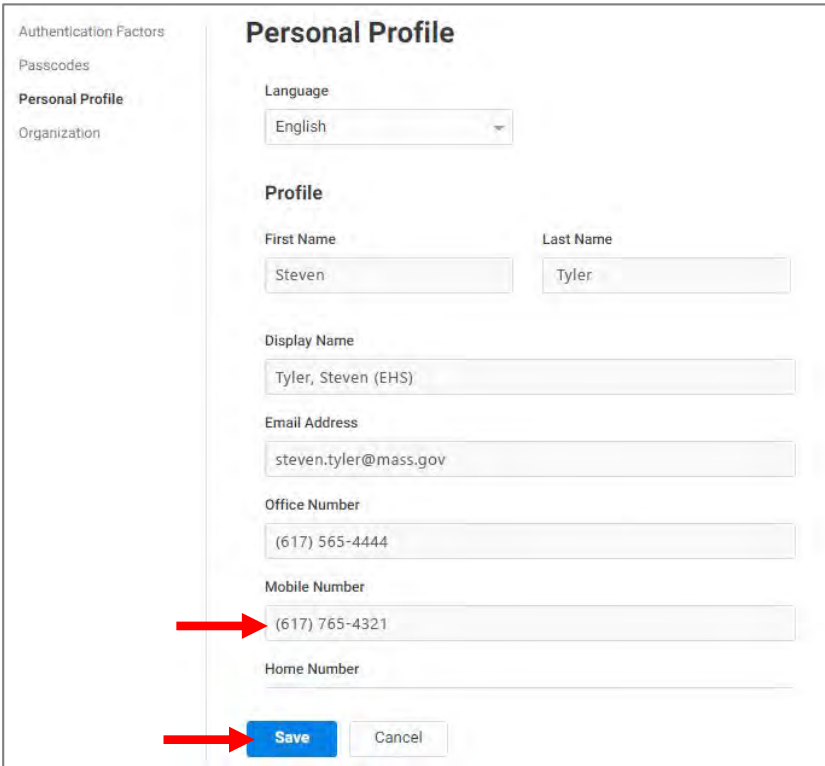
**NOTE:**  
**DISREGARD THIS MESSAGE:**  
Anytime this "Welcome" message appears, close the window by clicking **X** located in the upper-right corner.



**Step 11** Choose **English**.



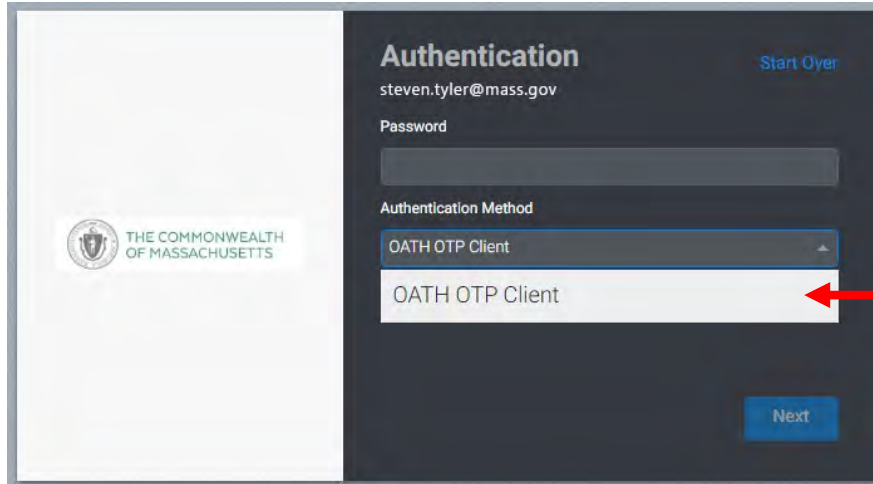


<p><b>Step 12</b> Click <b>Edit</b>.</p>	 <p>The screenshot shows the 'Personal Profile' section of a user interface. On the left, there is a sidebar with 'Personal Profile' selected. The main area contains a 'Language' dropdown menu set to 'English', an 'Edit' button (highlighted with a red arrow), and input fields for 'First Name' (Steven), 'Last Name' (Tyler), and 'Display Name' (Tyler, Steven (EHS)).</p>
<p><b>Step 13</b> Enter users Windows password. Click <b>Proceed</b>.</p>	 <p>The screenshot shows an 'Authentication Required' dialog box. It contains a 'User Name' field with 'steven.tyler@mass.gov' and a 'Password' field with the placeholder '(Enter Windows login password)'. The 'Proceed' button is highlighted with a red arrow.</p>
<p><b>Step 14</b> In the <b>Mobile Number</b> field, delete the shown phone number. Click <b>Save</b>.</p>	 <p>The screenshot shows the 'Personal Profile' page with the 'Mobile Number' field highlighted by a red arrow. The field contains '(617) 765-4321'. The 'Save' button at the bottom is also highlighted with a red arrow.</p>



**Step 15**

The removed number will no longer be listed as an authentication method upon the next MFA transaction.



**Step 16**

Allow up to 24-hours for the changes to propagate in Outlook's global address list (GAL).