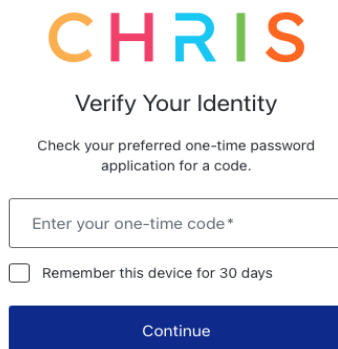


Checking in with Multifactor Authentication

Four Months Later

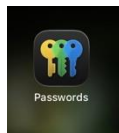
Tuesday, April 14, marked the start of a new era for the CHRIS Database. On that morning, the CHRIS Help Desk implemented multifactor authentication. It required users to verify their identity using a second device before being granted access to the program. It has been an interesting ride for all involved, but we seem to have entered a period of stability regarding this new-to-us technology. Having gained some knowledge throughout these first four months, the Help Desk would like to share some pointers which will help all users in their quest to login to the CHRIS system.

1. **Pointer 1:** If a user has been logging into CHRIS successfully by entering their email and password and suddenly, they are prompted to, “Enter your one-time code”. The user may ask themselves, where do I find this code? (Note: do NOT use the long “Recovery Code” issued when initially setting up the CHRIS Multifactor account, this is for a one-time, emergency use only.)

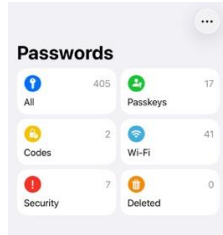


The screenshot shows the CHRIS login verification interface. At the top is the 'CHRIS' logo in multi-colored letters. Below it is the heading 'Verify Your Identity' and a sub-instruction: 'Check your preferred one-time password application for a code.' There is a text input field labeled 'Enter your one-time code*'. Below the input field is a checkbox labeled 'Remember this device for 30 days'. At the bottom is a blue 'Continue' button.

- a. If the user owns an iPhone but does not remember setting up a multifactor account, their account was probably automatically set up in their phone's native Passwords app. Find this app and tap the icon displayed below:

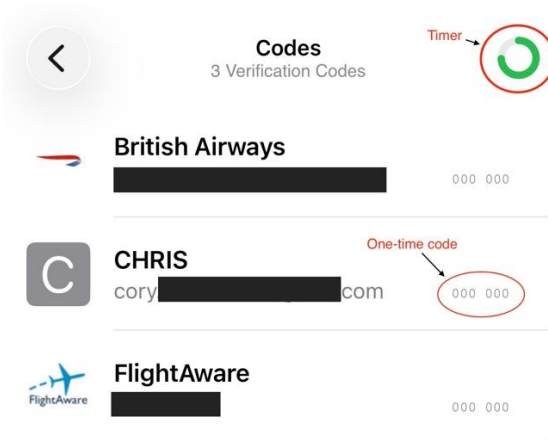


- b. Once the Passwords app is open on the screen, the user should tap the “Codes” tile to access the CHRIS authenticator account that was previously created. See screenshot below:



- c. Once the CHRIS multifactor account is located on the iPhone's "Codes" screen, type the six-digit code provided into the CHRIS login field labeled "Enter your one-time code" and click "Continue" to gain access to the CHRIS database.

Note: the six-digit code is only good for 30 second increments indicated by the timer in the top-right corner of the screen. If the timer is about to expire, wait for a new six-digit code to appear and use that instead.



- d. If the user checks the Passwords app and no CHRIS account exists, or if they do not have an iPhone, the CHRIS account is probably set up in another Authenticator App.

- e. They should find the Microsoft Authenticator App  or the Google



Authenticator App on their phone and tap to look for a CHRIS account. If one is found, follow the instructions in step c above to gain access to the program. (Note: if no CHRIS account is found, contact the Help Desk)

2. **Pointer 2:** If the user acquires a new smartphone and needs to set up their authenticator account on said phone:
 - a. The user will need to contact The CHRIS Help Desk as we need to reset your authenticator account on our end. The Help Desk direct phone line is: 1-800-231-5747.
 - b. Once you contact us, the process of setting up a new authenticator account on your new phone should take less than five minutes.