

How to Register for Multi-Factor Authentication (MFA)

1. Go to: <https://mfareg.augusta.edu/>
2. Enter Username (NETID)

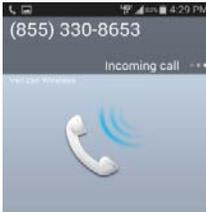


3. Select ONE method of authentication (Phone Call, Text or Mobile Application).

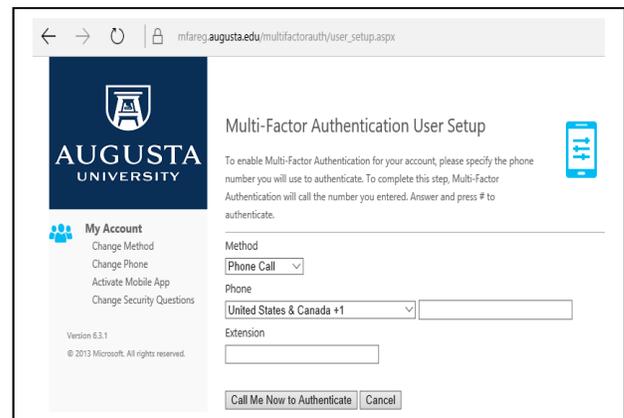
Phone Call

1. Leave "United States & Canada +1".
2. Enter Phone Number.
3. Click "Call Me Now to Authenticate".

You will receive a call from (855)330-8653



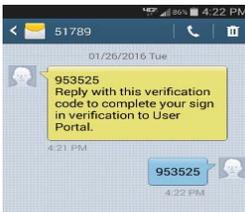
4. Answer and Press Pound (#) when prompted.



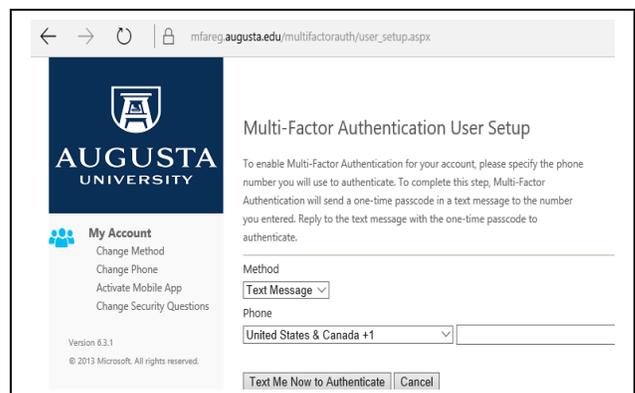
Text Message

1. Leave "United States & Canada +1".
2. Enter Phone Number.
3. Click "Text Me Now to Authenticate".

You will receive a call from (855)330-8653

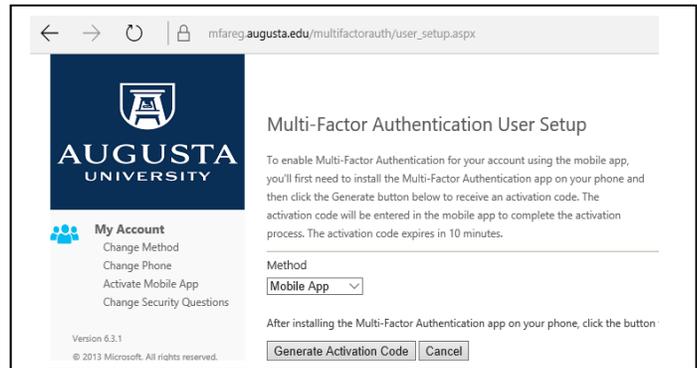


4. Reply with Code in text.



Mobile App (Recommended)

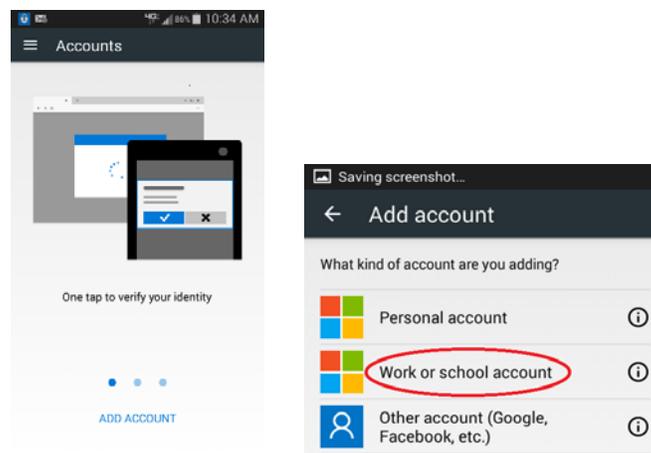
1. Click "Generate Activation Code".



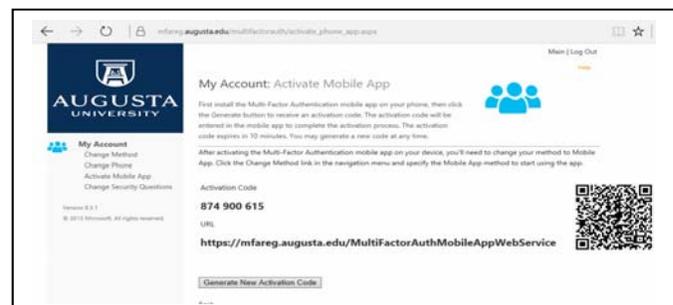
2. Find "Microsoft Authenticator" in the Play Store/App Store



3. Open the application → Add Account → Work or School Account.



4. Scan the barcode from the <https://MFAREG.augusta.edu/> site.



4. Setup your Security Questions

1. Select any question from the drop down boxes.

← → ↻ | mfareg.augusta.edu/multifactorauth/change_security_questions.aspx

Main | Log Out Help

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My Account: Change Security Questions

Specify answers to four security questions used to log in to the User Portal without Multi-Factor Authentication.

My Account
Change Method
Change Phone
Activate Mobile App
Change Security Questions

Version 6.3.1
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Question 1
What was your favorite place to visit as a child?
Answer

Question 2
What was your high school mascot?
Answer

Question 3
What is your favorite meal?
Answer

Question 4
What is your favorite sports team?
Answer

Save

Back

Ensure all four answer boxes are filled before proceeding.

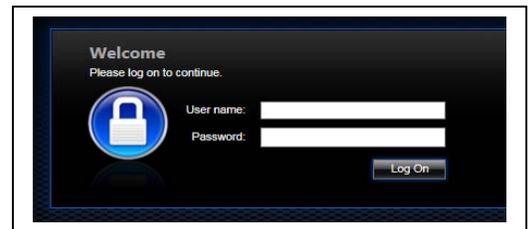
Congratulations you have successfully completed the Multi-Factor Authentication registration.

5. Citrix Group: Test your Access

1. Go to: <https://citrix.gru.edu>

This site is only accessible externally from Augusta University / Augusta Health OR on accessible on the "HS-Guest" wifi network.

2. Login using your NETID credentials.
3. You will be prompted with the method of multi-factor authentication you setup.
4. Confirm on your phone
5. Once multi-factor authentication is successfully completed, you will be successfully signed in.



Helpful Information

Change Authentication Method

If you would like to change your authentication method from your original setup method, you must log into the registration portal (<https://mfareg.augusta.edu/>) and click on "Change Method".

If you would like to use the **Mobile App** authentication method, you will have to setup the Mobile App first before you are able to select the Mobile App as an authentication method. Once you have logged into the registration portal (<https://mfareg.augusta.edu/>), click on "Activate Mobile App" then refer back to 3c above for setup instructions. Once you have setup the mobile authentication method, please click on "Change Method", then select "Mobile App" from the drop down list and click "Save".

What happens if I lose my phone?

Select the Change Phone Number option to enter a new phone number. An alternate number can also be set up by calling the support help desk, once your identity is strongly established.

What happens if I lose cell phone coverage in a certain area?

You can change your account to point to an alternate phone number, such as a land line, by selecting the Change Phone Number option.

What if I get a phone call/text from Multi-Factor Authentication when I'm not trying to log in?

This would only happen if someone else were trying to log into your account, and they already knew your password. Remember, phone calls are only made after the username and password are verified. So, if this happens, Multi-Factor Authentication has just saved your account from illicit access! To report the incident, select the Fraud Alert option from the phone menu during the authentication call. This will alert your company's IT security team. Future authentication attempts will be blocked until the issue has been resolved.