



Multi-Factor Authentication (MFA)

Enrollment guide

December 2017

Table of Contents

<u>What is MFA and how does it impact the way I sign into applications?</u>	<u>2</u>
<u>MFA Enrollment Log-in</u>	<u>3</u>
<u>Setup your preferred method of authentication</u>	<u>4</u>
<u>Mobile App option</u>	<u>5</u>
<u>Phone Call option</u>	<u>10</u>
<u>Security questions</u>	<u>11</u>
<u>Welcome page</u>	<u>12</u>
<u>Updating your MFA preferences</u>	<u>13</u>
<u>Authentication failure resolution</u>	<u>14</u>

What is MFA and how does it impact the way I sign into applications?

Multi-Factor Authentication (MFA) is a security process for few Deloitte applications that provides an additional level of identity verification. It is a method of authentication that requires more than one verification method and adds a critical second layer of security to user sign-ins and transactions.

Before using any of the Deloitte applications listed below, a one-time MFA enrollment is necessary.

- IndustryPrint 5 (IP5)
- Load Runner Enterprise (LRE)
- SonarQube
- Mobile Center (MC)

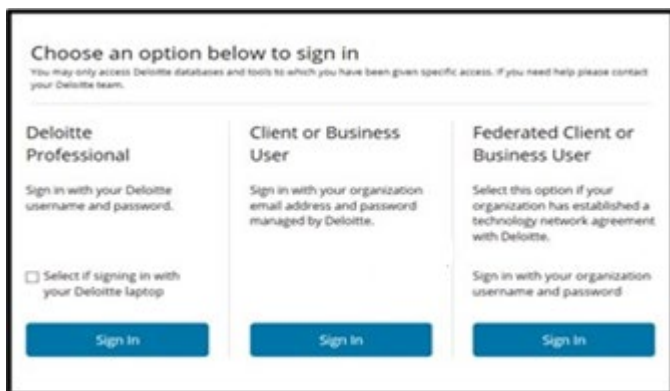
NOTES:

- *Access to all the applications listed above involves a single MFA enrollment process and related account. You may need to enroll in a separate MFA for other Deloitte applications (e.g. ALM, Octane, PMC, Jira and Confluence, ServiceNow, Deloitte Online).*
- *Until enrollment is completed, access will be denied to the above applications.*

MFA Enrollment Log-in

1. From a web browser, enter <https://consultingmfa.deloitte.com/portal/> to access the MFA enrollment portal and to reach the Multi-Factor Authentication User Login screen.
2. If you are directed to the following landing page:

Deloitte users, click the **Deloitte professional**

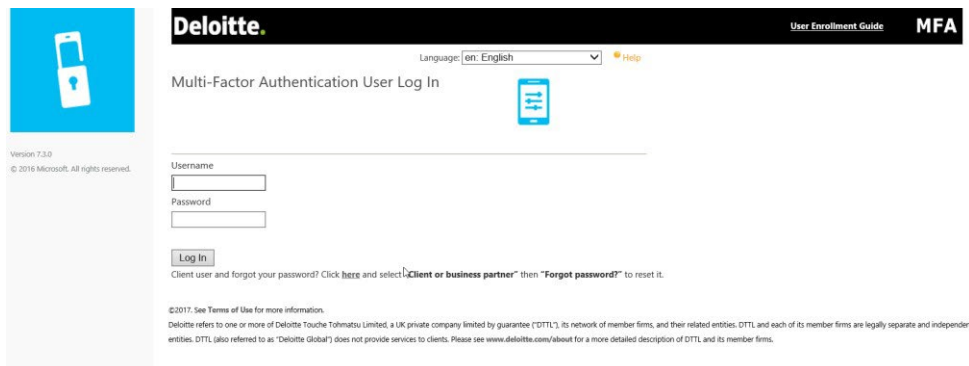


Choose an option below to sign in
You may only access Deloitte databases and tools to which you have been given specific access. If you need help please contact your Deloitte team.

Deloitte Professional	Client or Business User	Federated Client or Business User
Sign in with your Deloitte username and password.	Sign in with your organization email address and password managed by Deloitte.	Select this option if your organization has established a technology network agreement with Deloitte.
<input type="checkbox"/> Select if signing in with your Deloitte laptop		Sign in with your organization username and password
Sign In	Sign In	Sign In

3. Enter your username and password and click **Log-in**

Deloitte users, enter your Deloitte alias ID and password



Deloitte. User Enrollment Guide **MFA**

Language: en: English [Help](#)

Multi-Factor Authentication User Log In

Username

Password

[Log In](#)

Client user and forgot your password? Click [here](#) and select "Client or business partner" then "Forgot password?" to reset it.

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Setup your method of authentication

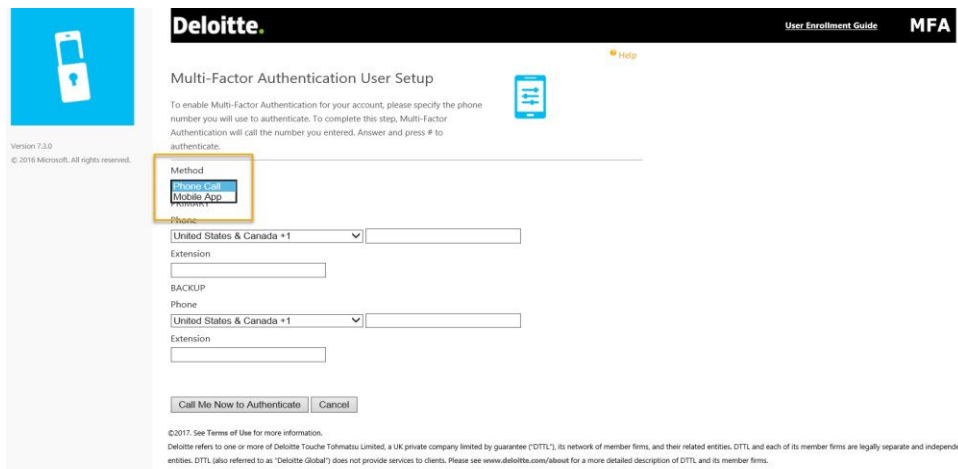
You have the option to choose one of two methods to verify MFA:

- **Mobile App (recommended)** – use an App on your mobile device to authenticate MFA. You receive a notification on your mobile device and confirm MFA by clicking Approve.
- **Phone Call** – receive a phone call at a primary number, answer the call and confirm MFA by entering `#`.

Perform the following steps to choose which option you prefer:

1. Use the drop-down to select your preferred method of authentication.
Available options include **Phone Call** (default selection) or **Mobile App**.

Note: *Mobile App method is the recommended authentication option*



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Multi-Factor Authentication User Setup

To enable Multi-Factor Authentication for your account, please specify the phone number you will use to authenticate. To complete this step, Multi-Factor Authentication will call the number you entered. Answer and press # to authenticate.

Method
Phone Call
Mobile App
Voice Mail

Phone
United States & Canada +1
Extension

BACKUP
Phone
United States & Canada +1
Extension

Call Me Now to Authenticate Cancel

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2. If you chose **Mobile App** proceed to the next section for further detailed instructions to complete registration.
3. If you chose **Phone Call** proceed to the [Phone Call option](#) section to complete registration.

Mobile App method (*recommended*)

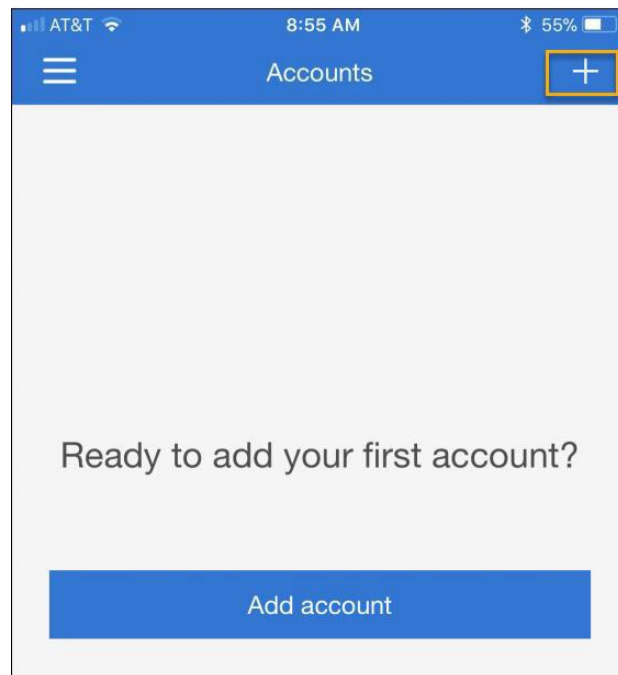
If you chose **Mobile App** in **Setup your preferred method of authentication**, perform the following steps to complete registration.

1. From your mobile device, search and download the **Microsoft Authenticator** mobile app from the (i) App Store®, Microsoft Store, or (ii) on Google Play. If already installed, go to step 2.

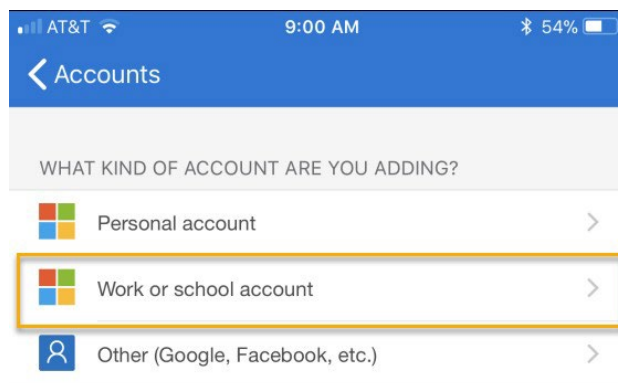


NOTE: *If your mobile device is unable to download the Microsoft Authenticator app, please use the [Phone Call option](#).*

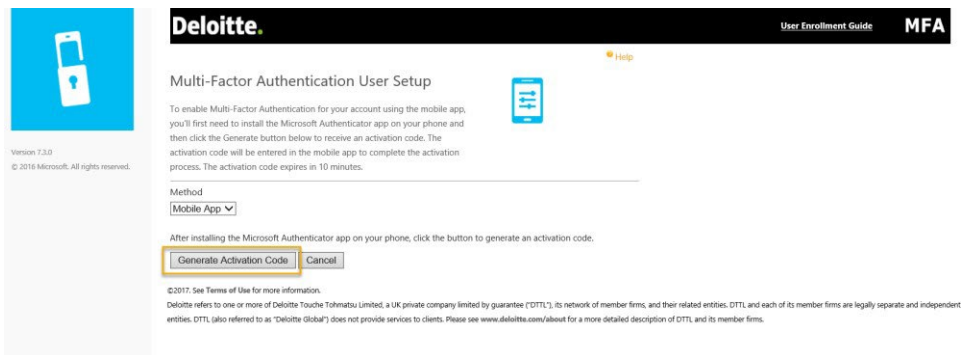
2. Once the Authenticator app is installed, open it. Click the '+' icon to add a new account.



3. Select **Work or school account**



- From the MFA portal website, click **Generate Activation Code** on the MFA enrollment page to continue.



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Multi-Factor Authentication User Setup

To enable Multi-Factor Authentication for your account using the mobile app, you'll first need to install the Microsoft Authenticator app on your phone and then click the Generate button below to receive an activation code. The activation code will be entered in the mobile app to complete the activation process. The activation code expires in 10 minutes.

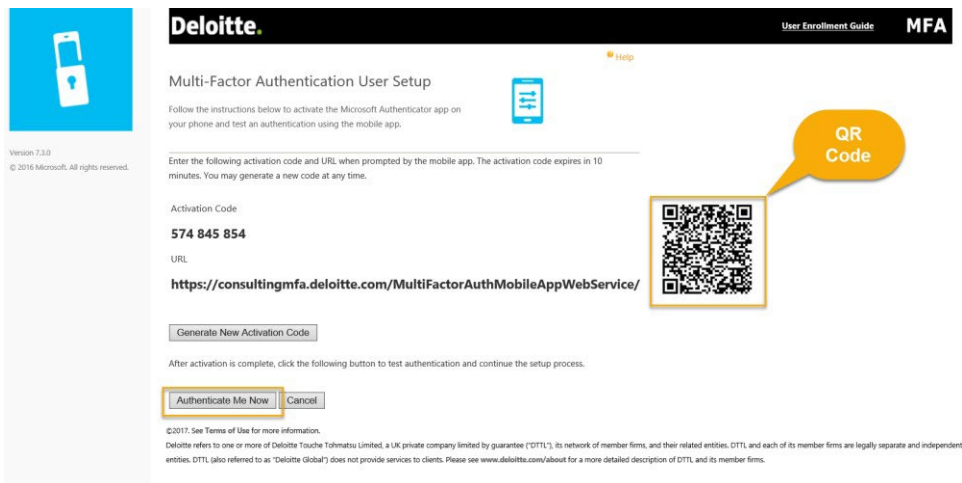
Method
Mobile App

After installing the Microsoft Authenticator app on your phone, click the button to generate an activation code.

Generate Activation Code Cancel

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- A **QR Code**, **Activation Code**, and **URL** will appear on the page.



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Multi-Factor Authentication User Setup

Follow the instructions below to activate the Microsoft Authenticator app on your phone and test an authentication using the mobile app.

Enter the following activation code and URL when prompted by the mobile app. The activation code expires in 10 minutes. You may generate a new code at any time.

Activation Code
574 845 854

URL
<https://consultingmfa.deloitte.com/MultiFactorAuthMobileAppWebService/>

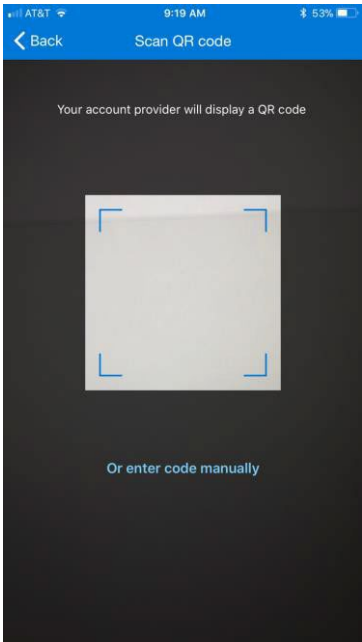
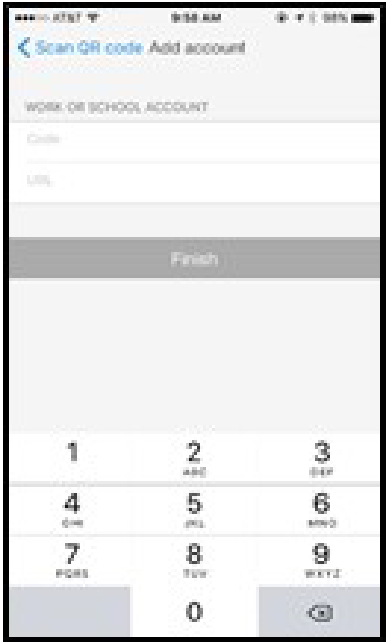
Generate New Activation Code

After activation is complete, click the following button to test authentication and continue the setup process.

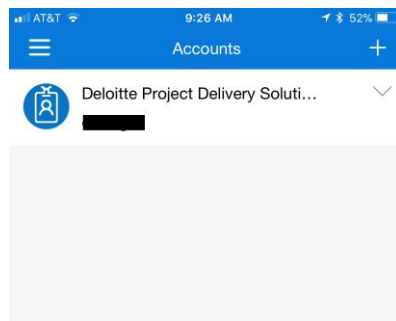
Authenticate Me Now Cancel

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6. You can authenticate using one of the two options below:

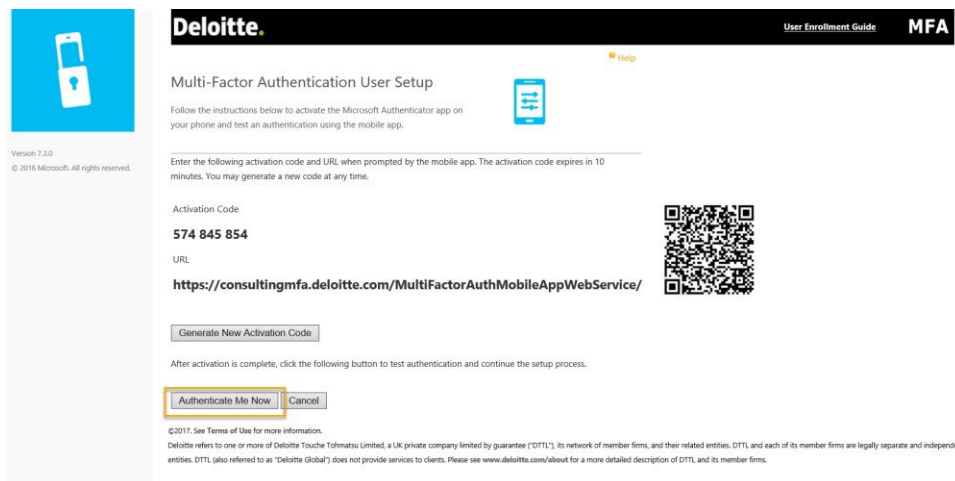
Option 1: Scan QR code (Preferred):	Option 2: Enter manually
<p>Using the camera on your mobile device, scan the QR code to complete the enrollment and synchronization of the mobile app. If you are asked to allow the Microsoft Authenticator app to access your camera, tap Allow.</p> 	<p>Enter the URL and Activation Code in the fields highlighted below and tap Finish.</p> 
<p>NOTE: If the QR code expires before you are able to scan, you can click the Generate New Activation Code button to generate a new one. There is no need to refresh the page.</p>	

7. From your mobile device, you should now see a new account named **Deloitte Project Delivery Solutions** in the Authenticator app.

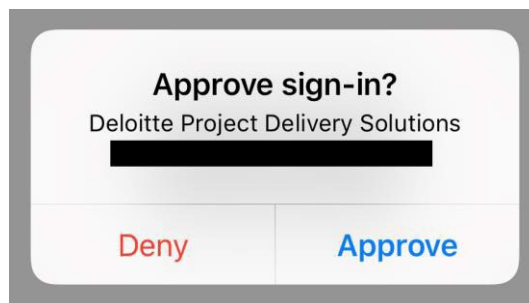


NOTE: Deloitte users only – Since this MFA account only supports Mobile Device App or Phone Call MFA verification, you will not see the 6-digit code under the account name like you do with the account you use to access VPN, DeloitteNet and DeloitteOnline.

8. From the MFA portal website, click **Authenticate Me Now**.



9. From your mobile device **Authenticator App**, click **Approve**.



10. Proceed to the [Security Questions](#) section to complete registration.

Phone Call option

If you choose the **Phone Call** option:

1. From the **MFA portal** website, for your **PRIMARY** and **BACKUP** phone numbers perform the following steps:
 - a. Select your Country Code from the drop down box under **Phone**
 - b. Enter the phone number (minus the country code) in the field to the right
2. Click **Call Me Now to Authenticate**.
3. You will receive a phone call at the primary number entered and be asked to tap “#” to authenticate.
4. Answer the call and press # to authenticate.
5. After authenticating, proceed to the [Security Questions](#) section to complete registration.

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Multi-Factor Authentication User Setup

To enable Multi-Factor Authentication for your account, please specify the phone number you will use to authenticate. To complete this step, Multi-Factor Authentication will call the number you entered. Answer and press # to authenticate.

Method
Phone Call

PRIMARY

Phone
United States & Canada +1

Extension

BACKUP

Phone
United States & Canada +1

Extension

Call Me Now to Authenticate Cancel

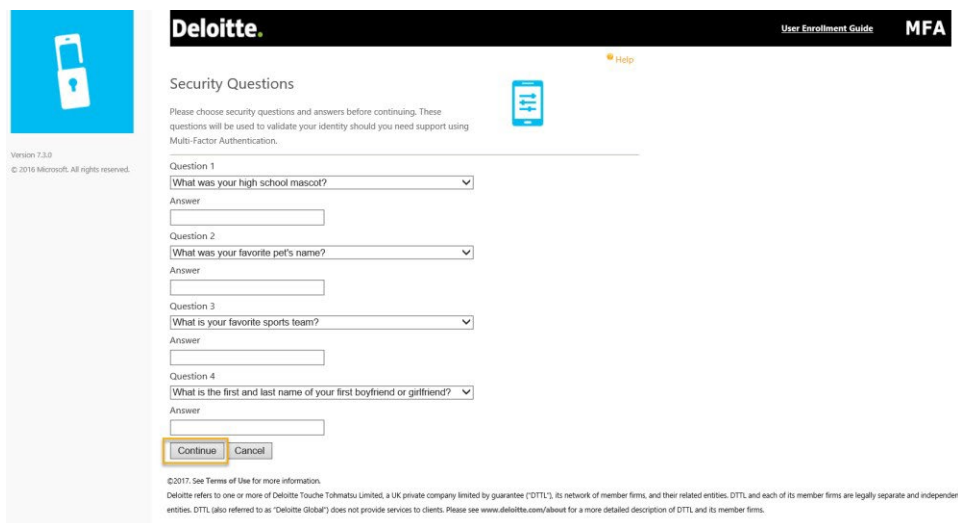
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NOTE: It is highly recommended you include a Backup number. In the event you cannot respond to your Primary number (e.g., lost mobile device), the MFA system will attempt to call you at your Backup number to authenticate. If you do not have a Backup number, you will need to answer your security questions to authenticate. See the [Authentication failure resolution](#) section for more information.

Security questions

After selecting your preferred method of authentication, you will update your security questions on the **Security Questions** page. The security questions are used in the event you are unable to authenticate via your preferred authentication method (e.g., your mobile device is unavailable).

1. Enter the answer to all five security questions. You can select the down arrow for each question to choose a different question.
2. Once complete answering all five questions, click **Continue**



3. You will be directed to the Welcome page on the MFA website.

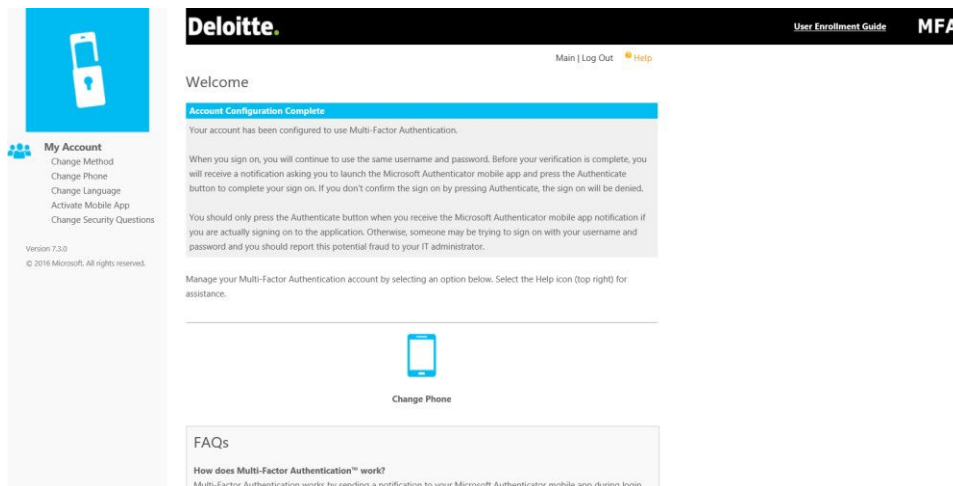
MFA registration is now complete!

Welcome page

After completing MFA enrollment, you will be directed to the **Welcome** page where you can update your preferences and review the MFA FAQs.

You can now access the applications via the URL you normally use and log in.

When you log in, you will be required to authenticate via the MFA method you selected.



Updating your MFA preferences

To update your MFA preferences, navigate to the [MFA enrollment portal](#). After authenticating, you will be directed to the Welcome page and will be able to change your authentication method, update your phone number, change the language used in the MFA portal, activate the mobile app (as shown in the [Mobile App option](#) section), or change your security questions.

Change authentication method

My Account: Change Method

Select Phone Call method to receive a phone call to authenticate. Select Mobile App method to authenticate using push notifications to the Microsoft Authenticator mobile app.

Method: **Phone Call** Save

Back

Version 7.0.0
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Change phone number

My Account: Change Phone

Specify a new phone number to call for Multi-Factor Authentication.

My Account

Change Method
Change Phone
Change Language
Activate Mobile App
Change Security Questions

Version 7.0.0
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PRIMARY

New Phone Number: **United States & Canada +1**

New Extension:

BACKUP

New Phone Number: **United States & Canada +1**

New Extension:

Save

Back

Change language

My Account: Change Language

Specify your language preference.

Phone Call Language: **en: English**

Mobile App Language: **en: English**

Save

Back

Version 7.0.0
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Change security questions

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
Change Language
Activate Mobile App
Change Security Questions

Version 7.0.0
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Question 1: **What was your high school mascot?**

Answer:

Question 2: **What was your favorite pet's name?**

Answer:

Question 3: **What is your favorite movie?**

Answer:

Question 4: **What was your favorite teacher's name?**

Answer:

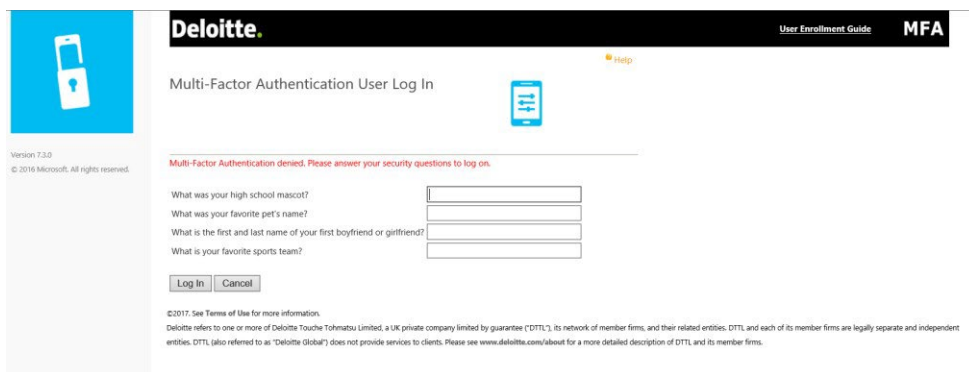
Save

Back

Authentication failure resolution

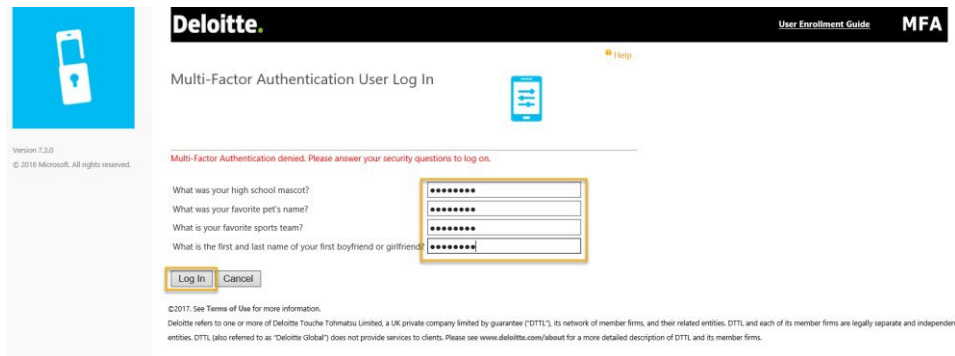
If you are unable to authenticate to your application via MFA (e.g., you don't have access to your mobile device and cannot be reached at your backup number if you use the phone call option), perform the following steps to update your authentication method:

1. Access the [MFA enrollment portal](#) and log in with your credentials.
2. Upon authentication failure (this could take up to a minute or two), you will be prompted to answer your security questions to log-in and change your settings.



The screenshot shows the Deloitte MFA User Log In page. On the left is a blue sidebar with a white smartphone icon and text: "Version 7.3.0 © 2016 Microsoft. All rights reserved." The main content area has a black header with "Deloitte.", "User Enrollment Guide", and "MFA". Below the header is a "Multi-Factor Authentication User Log In" section. A red error message states: "Multi-Factor Authentication denied. Please answer your security questions to log on." Below this are four security questions with input fields: "What was your high school mascot?", "What was your favorite pet's name?", "What is the first and last name of your first boyfriend or girlfriend?", and "What is your favorite sports team?". At the bottom are "Log In" and "Cancel" buttons. A small copyright notice at the bottom reads: "©2017. See Terms of Use for more information. Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ('DTTL'), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as 'Deloitte Global') does not provide services to clients. Please see www.deloitte.com/about for a more detailed description of DTTL and its member firms."

3. Answer all security questions and click **Log In**



This screenshot is identical to the previous one, but the security question input fields are now filled with asterisks, indicating that the user has entered their answers. The "Log In" button is highlighted with a yellow border.

4. If you do not remember your security question answers and/or unable to log in, please contact [Delivery Excellence Support](#) for assistance.



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