

# Marketing Cloud Multi-factor Authentication (MFA) <sup>[1]</sup>

October 20, 2023 by [Melanie Jones](#) <sup>[2]</sup>

Marketing Cloud requires multi-factor authentication (MFA) upon login as an additional security precaution. This wiki will walk you through the process of enabling MFA when you log in to Marketing Cloud.

## **What is MFA?**

According to [Wikipedia](#) <sup>[3]</sup>, MFA is "an electronic authentication method in which a user is granted access to a website or application only after successfully presenting two or more pieces of evidence to an authentication mechanism: knowledge, possession, and inherence."

While this sounds complex, you're likely already familiar with using MFA in other aspects of your daily life such as connecting to CU's VPN, verifying your identity on social media sites, or receiving a text message from your bank when you're logging in so you can prove that you are who you say you are.

## **How will I authenticate in Marketing Cloud?**

Marketing Cloud will automatically prompt you to enable MFA when you log in. Complete these steps to enable MFA in your Marketing Cloud account.

1. When you log into Marketing Cloud, you'll receive an invitation to enable multi-factor authentication on your account (see screen shot below). Click **Get Started** to begin.

# Multi-Factor Authentication

Start using the new multi-factor authentication (MFA) feature to make sure it's really you who's logging in with your user credentials. [Tell Me More](#)

Need more time to get ready? You can skip this step. But using MFA will be mandatory in the future.

[Get Started](#)

[Skip](#)

2. Marketing Cloud will send a verification code to your email. **Copy and paste the verification code** that you received into the Verification Code text box. Click **Verify** to proceed.

- **TIP! Check your Junk or SPAM folder for the email and code.**

# Verify Your Identity


To keep your account secure, we verify your identity.

Enter the verification code sent to je\*\*\*\*\*@cu.edu.

Action

 Login

Account

 jennifer.hane-mc03@cu.edu

Verification Code

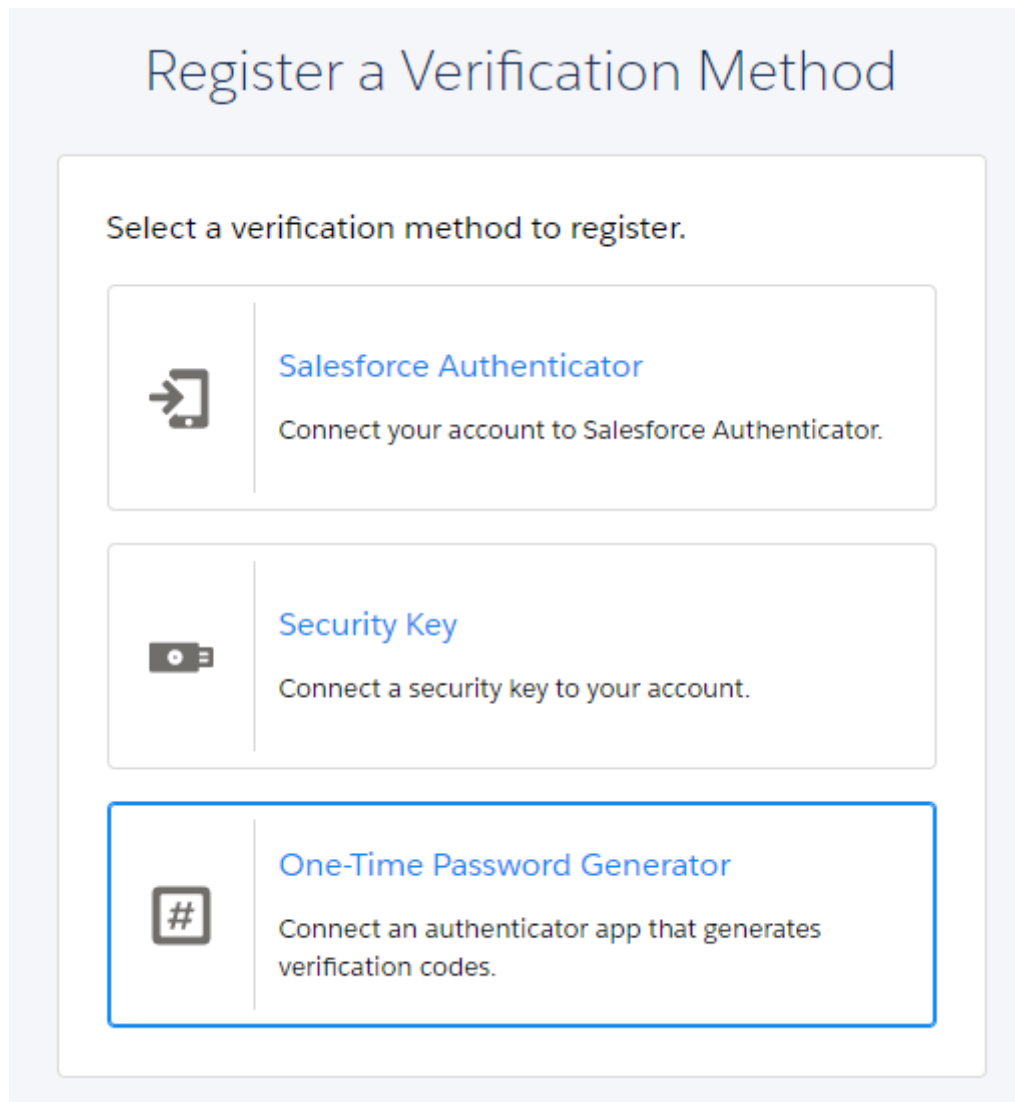
Cancel

Verify

[Send a New Code](#)

3. Next, Marketing Cloud will ask you to **register a verification method** (additional instructions are in the tabs below). One option works on desktop while the other two require you to download an app onto your mobile device to enable the authentication process. If none of these options meets your specific needs, please contact the Executive Director of Electronic Communication [4].

- Desktop: Generic App
- Mobile: Salesforce App
- Mobile: Generic App



1. To download the desktop extension, go to <https://authenticator.cc/> [5] and select your browser. We'll be using Chrome.

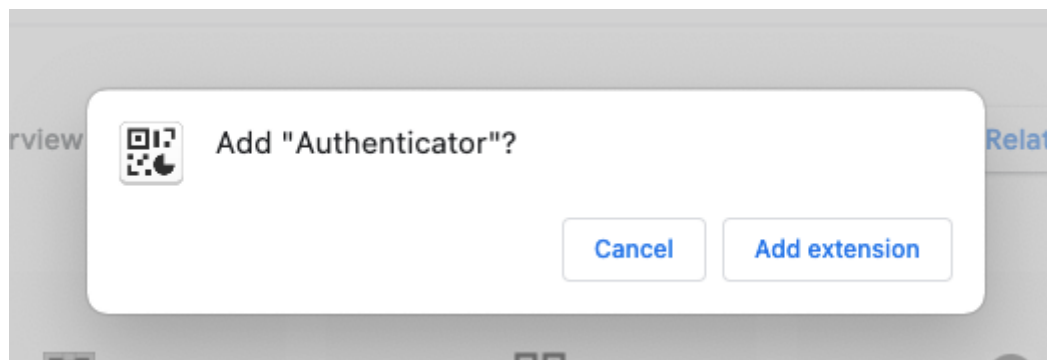
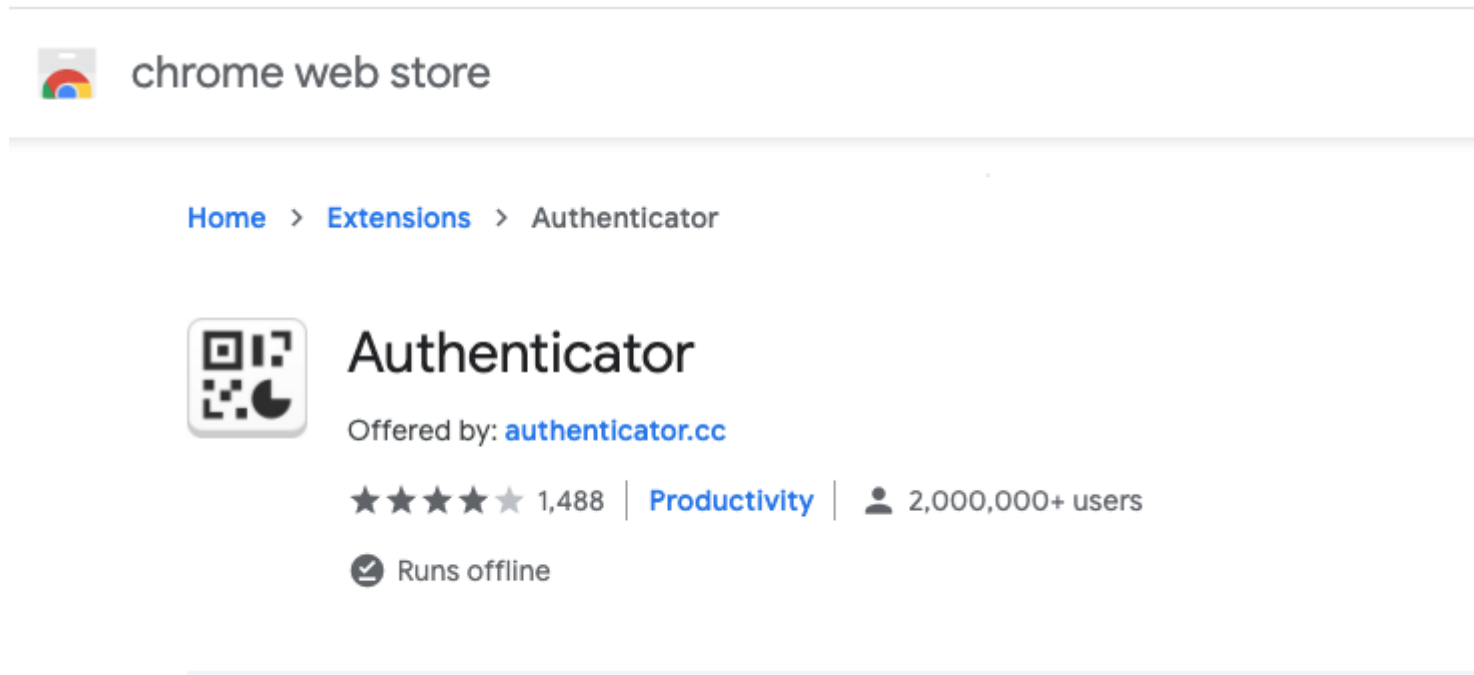


authenticator.cc



A  
T  
b

2. Once in the App Store, select **Add to Chrome** and then **Add extension** on the pop up.



Note that after installation, a tab will open with tips for resolving Chrome Issues with the extension. You can **close this tab**.



Overview

[What is Authenticator Extension?](#)

Quickstarts

[Add Your First Account](#)

Browser Pages

**Chrome**

[Firefox](#)

[Edge](#)

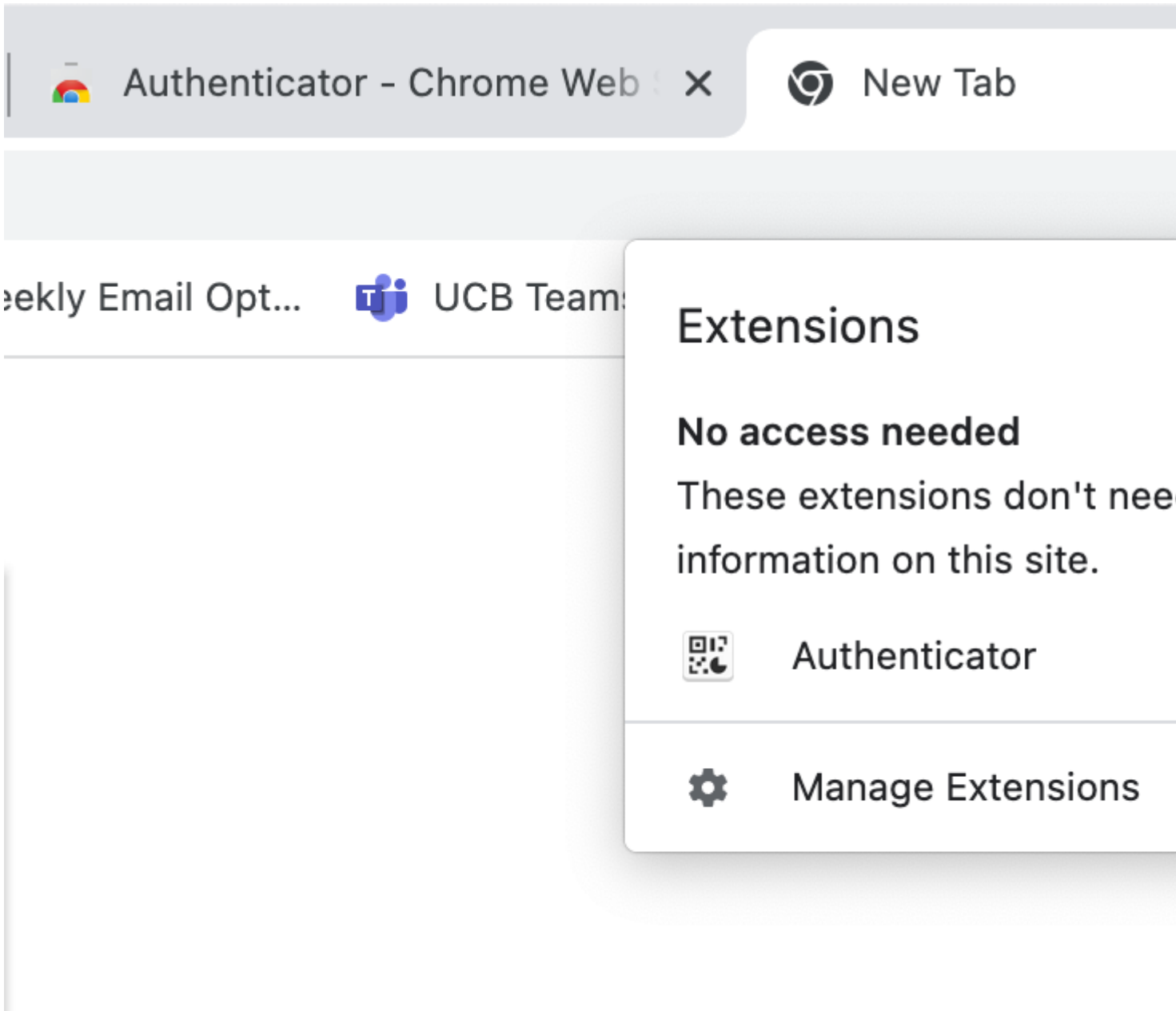
# Chrome Issues

**REINSTALLING AUTHENTICATOR  
YOUR DATA. NEVER REINSTALL  
TO FIX ANY ISSUES**

- Can't remember your password or lost y  
See [Lost Codes](#)
- Want to help translate or have an issue v  
[page](#)
- Have a bug or feature request? [File an is](#)

 English ▾

3. Once the extension is added to Chrome, we recommend **pinning it** for easy access.



4. You'll need to add an account to the extension by scanning the QR code presented on the Marketing Cloud screen. To do so, **click on the extension on the top right corner** of your browser window, **and select the icon for "Scan QR Code"**. Select the QR code as if you were taking a screenshot. A pop-up will confirm that the QR code was successfully scanned.





## Connect an Authenticator App

Connect an authenticator app that generates verification codes. You can use the codes when we need to verify your identity.

1. Download and install an authenticator app on your mobile device.
2. Use the app to scan this QR code.
3. Enter the code generated by the app.



Verification Code

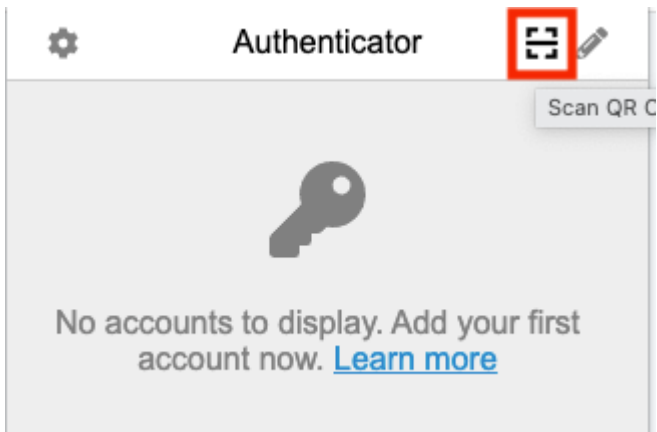
Verifier Name

Authenticator App #2

Cancel

Connect

[I Can't Scan the QR Code](#)



5. When prompted for the verification code upon login, **open the extension** to see a one-time code. It can be copied just by **clicking** on it.



Show all entries

Salesforce

225751


daniella.torres-mc03@cu.edu

## Verify Your Account


To keep your account secure, we verify your account.

Enter the code generated by your authenticator app.

Action

 Login

Account

 daniella.torres-mc03@cu.edu

Verification Code

Cancel

Verify

# Register a Verification Method

Select a verification method to register.



## Salesforce Authenticator

Connect your account to Salesforce Auth



## Security Key

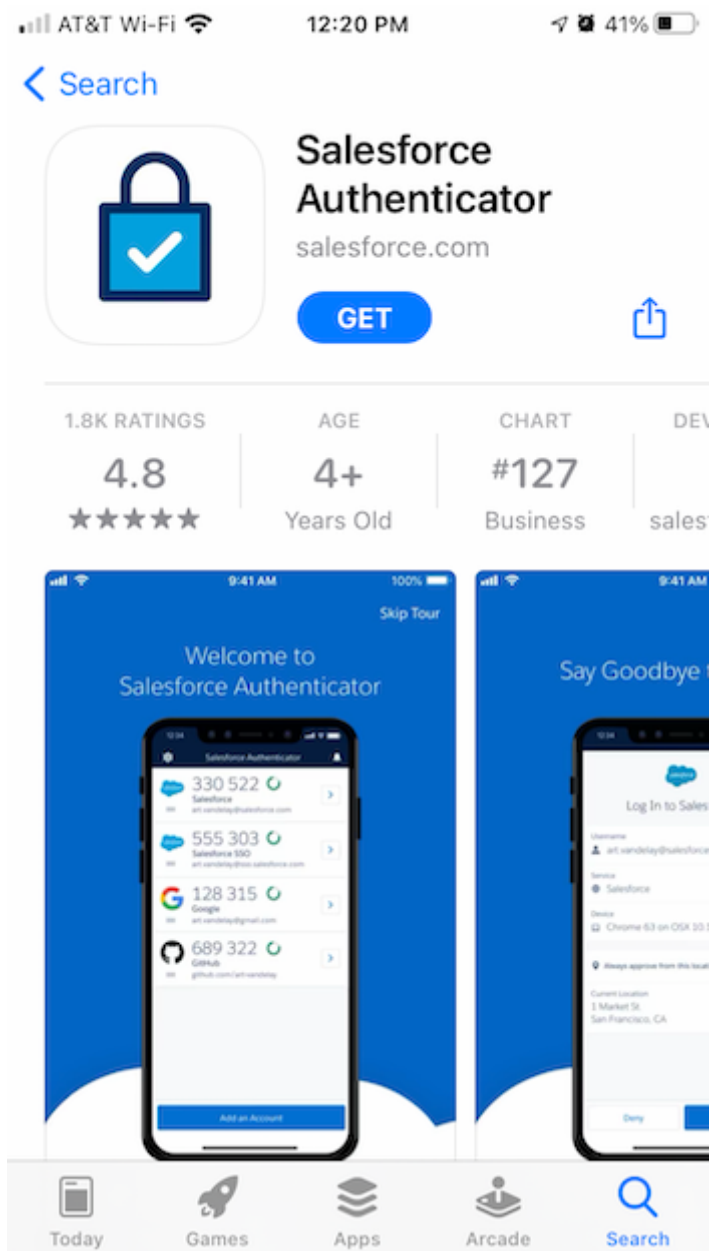
Connect a security key to your account.



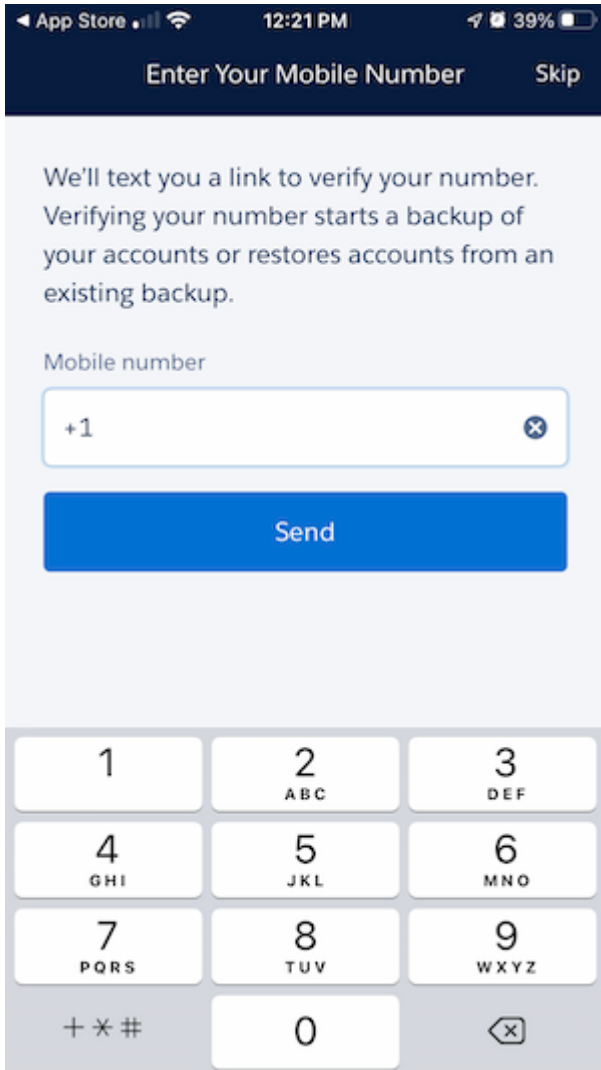
## One-Time Password Generator

Connect an authenticator app that gener  
verification codes.

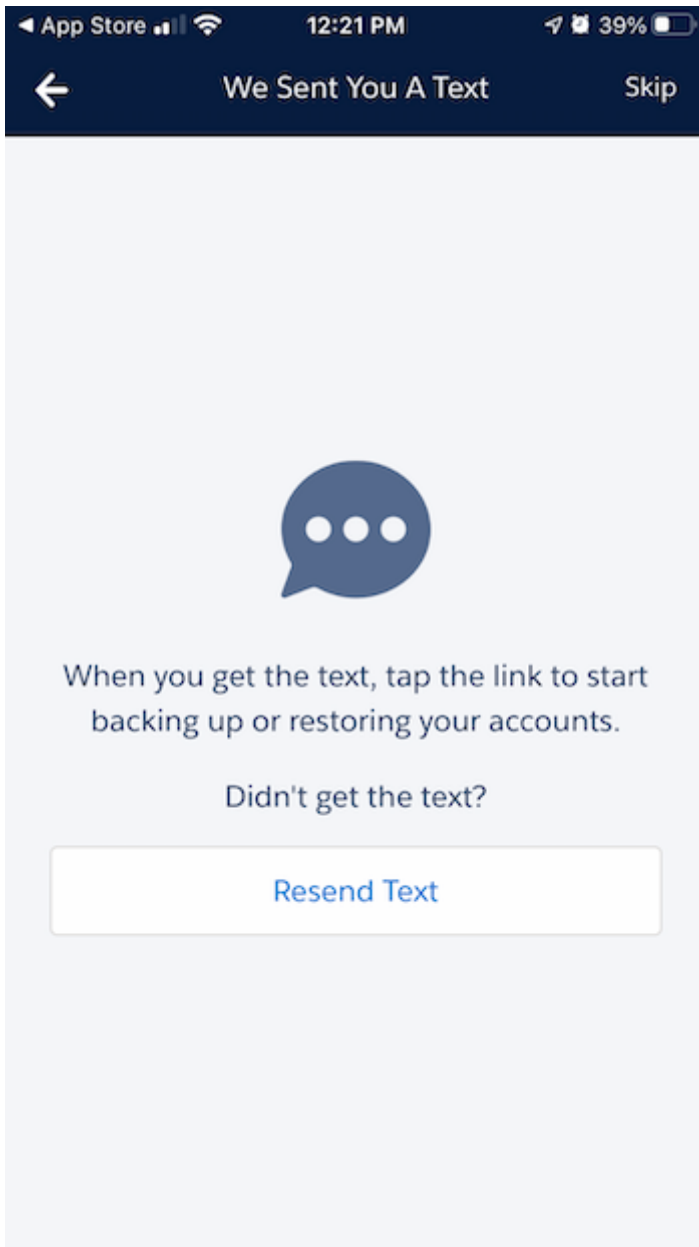
1. Go to the App Store and search for **Salesforce Authenticator**. Install the app on your mobile device.



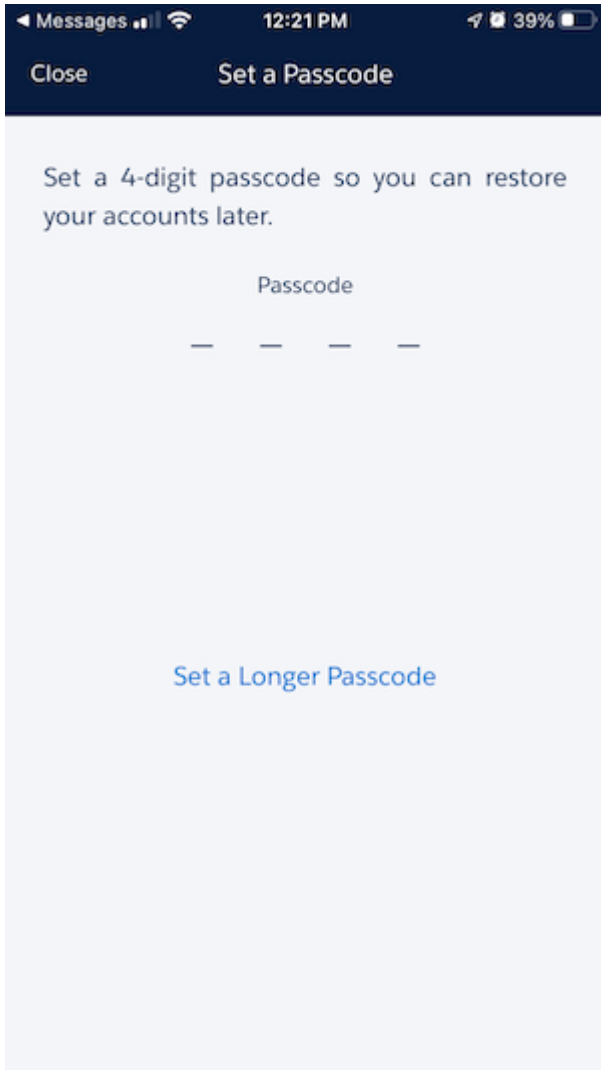
2. Once Salesforce Authenticator is installed on your mobile device, open it and follow the prompts it provides. First, the app will ask you to provide your mobile number. When entered, click **Send** to proceed.



3. Once you've provided your mobile number, the app will send you a text message to verify your identity. When you receive the text, click the link provided within it to start setting up your account.

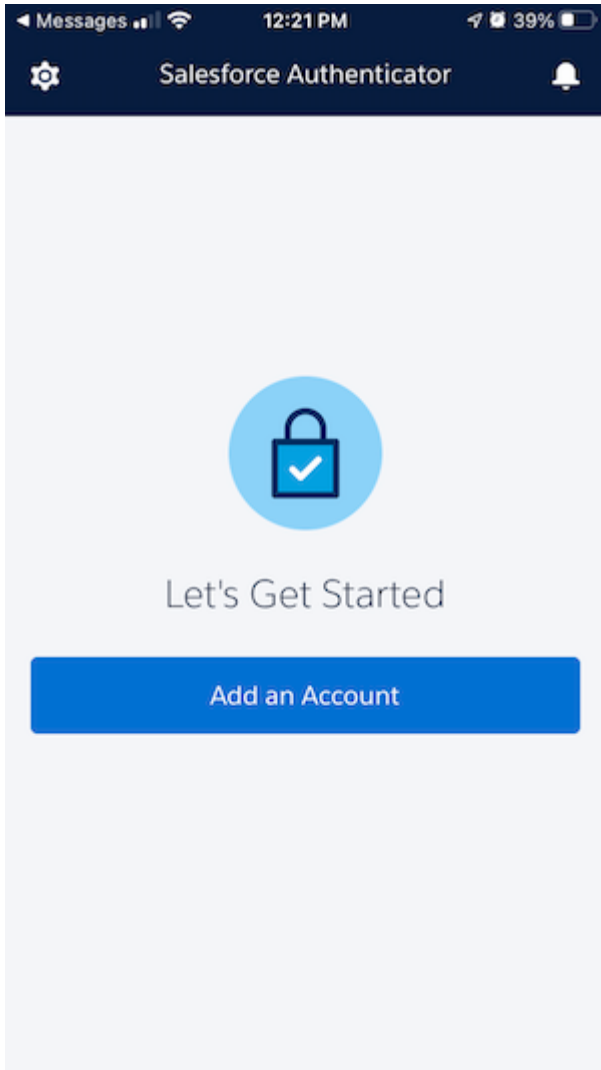


4. Next, the app will ask you to create a 4-digit passcode you can use to restore your account in the future (if needed). Enter a 4-digit code of your choice. The app will ask you to verify your entry, so you'll need to enter the same code twice.

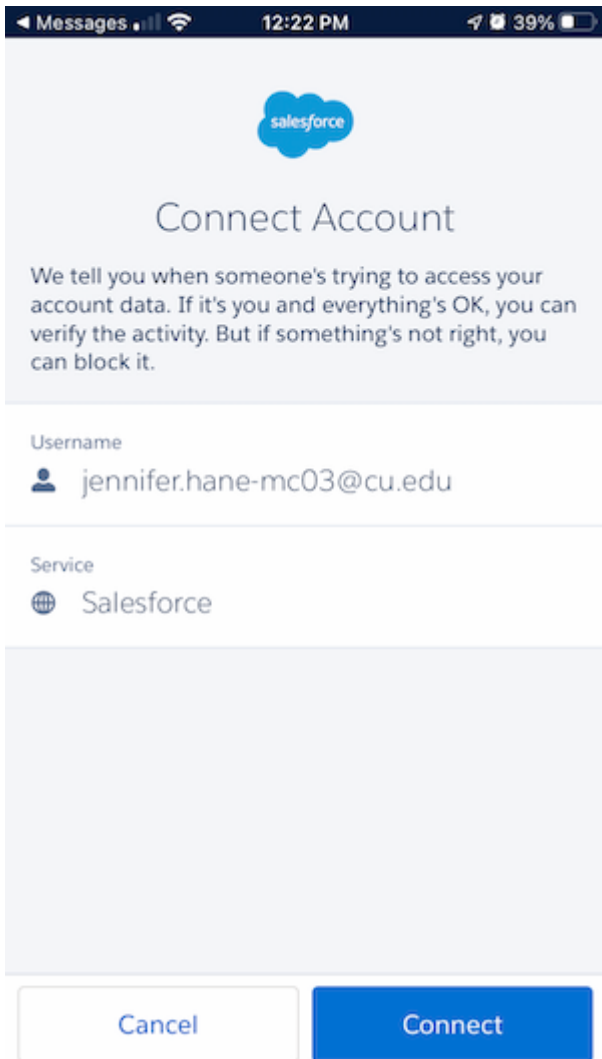


5. Once your passcode is set, the app will ask you to add your Marketing Cloud account. Click **Add an Account** to get started.

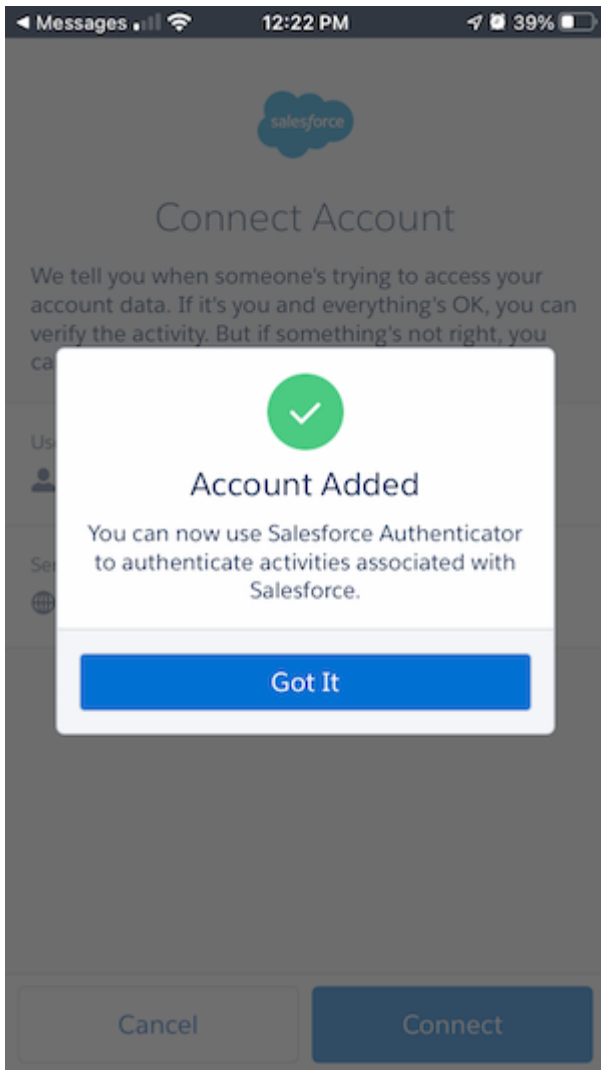




6. Marketing Cloud will automatically provide your account data for connection. Your username should match your Marketing Cloud user name with which you normally login, and the service listed should be Salesforce. When you've verified that the information listed is correct, click **Connect**.



7. Once you click **Connect**, you will receive a message that your account has been added, and you'll be logged into Marketing Cloud. When you click **Got It** in the app, you'll be presented with location services options that you can configure at your discretion.

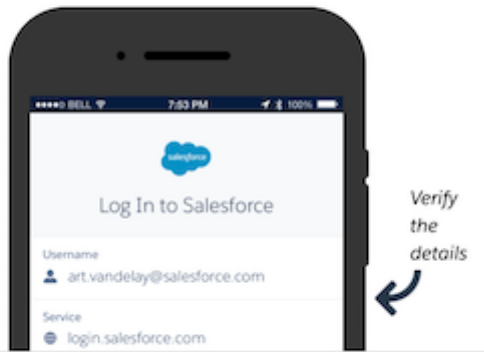


## What will happen when I login to Marketing Cloud after enabling MFA with the Salesforce Authenticator?

1. After entering your Marketing Cloud user name and password on the normal login screen and clicking **Log In**, you'll receive an on-screen notification that the Salesforce Authenticator will attempt to verify your identity.

## Verify Your Identity

Use Salesforce Authenticator to approve the request.



[Didn't receive a notification?](#)

2. You'll receive a notification from the Salesforce Authenticator on your mobile device. Click **Approve** to login to Marketing Cloud.



# Login

Username

 jennifer.hane-mc03@cu.edu

Service

 Salesforce

Device

 Chrome on Mac OS X

 Always approve from this location



Current Location



Deny

Approve

# Register a Verification Method

Select a verification method to register.



## Salesforce Authenticator

Connect your account to Salesforce Authenticator.



## Security Key

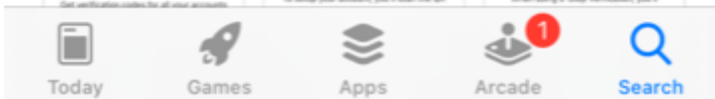
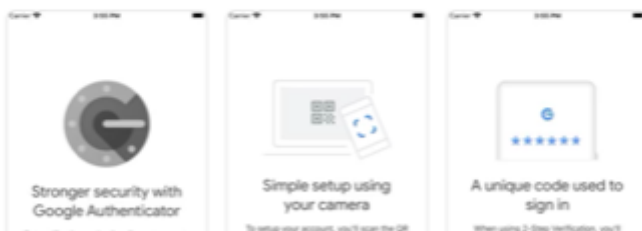
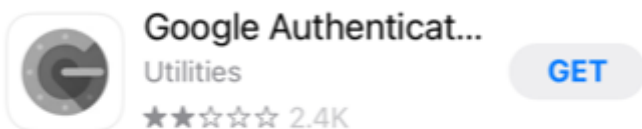
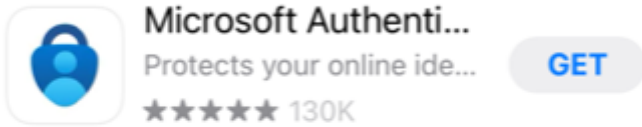
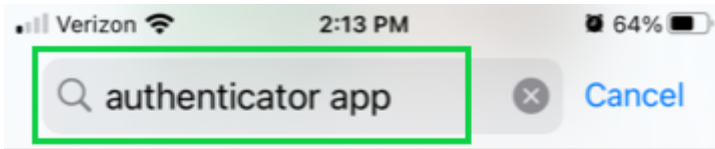
Connect a security key to your account.



## One-Time Password Generator

Connect an authenticator app that generates verification codes.

1. Go to your **App Store** and search for **Authenticator App**. Install any of these available apps on your mobile device, open it and follow the initial prompts provided.



<b>Duo Mobile</b>	Apple [6]	Google Play [7]
<b>Microsoft Authenticator</b>	Apple [8]	Google Play [9]
<b>Google Authenticator</b>	Apple [10]	Google Play [11]
<b>Twilio Authy</b>	Apple [12]	Google Play [13]

2. You'll need to **add an account to the app by scanning the QR code** presented on the Marketing Cloud screen. Your account details should pre-populate with your Marketing Cloud username and the service listed as Salesforce.

3. When you've verified that the information listed in the app is correct, **input the provided Verification Code** to Marketing Cloud and **click the blue Connect button**. You should be logged into Marketing Cloud now.

# Connect an Authenticator App

Connect an authenticator app that generates verification codes. You can use the codes when we need to verify your identity.

1. Download and install an authenticator app on your mobile device.
2. Use the app to scan this QR code.
3. Enter the code generated by the app.



Verification Code

Verifier Name

[I Can't Scan the QR Code](#)

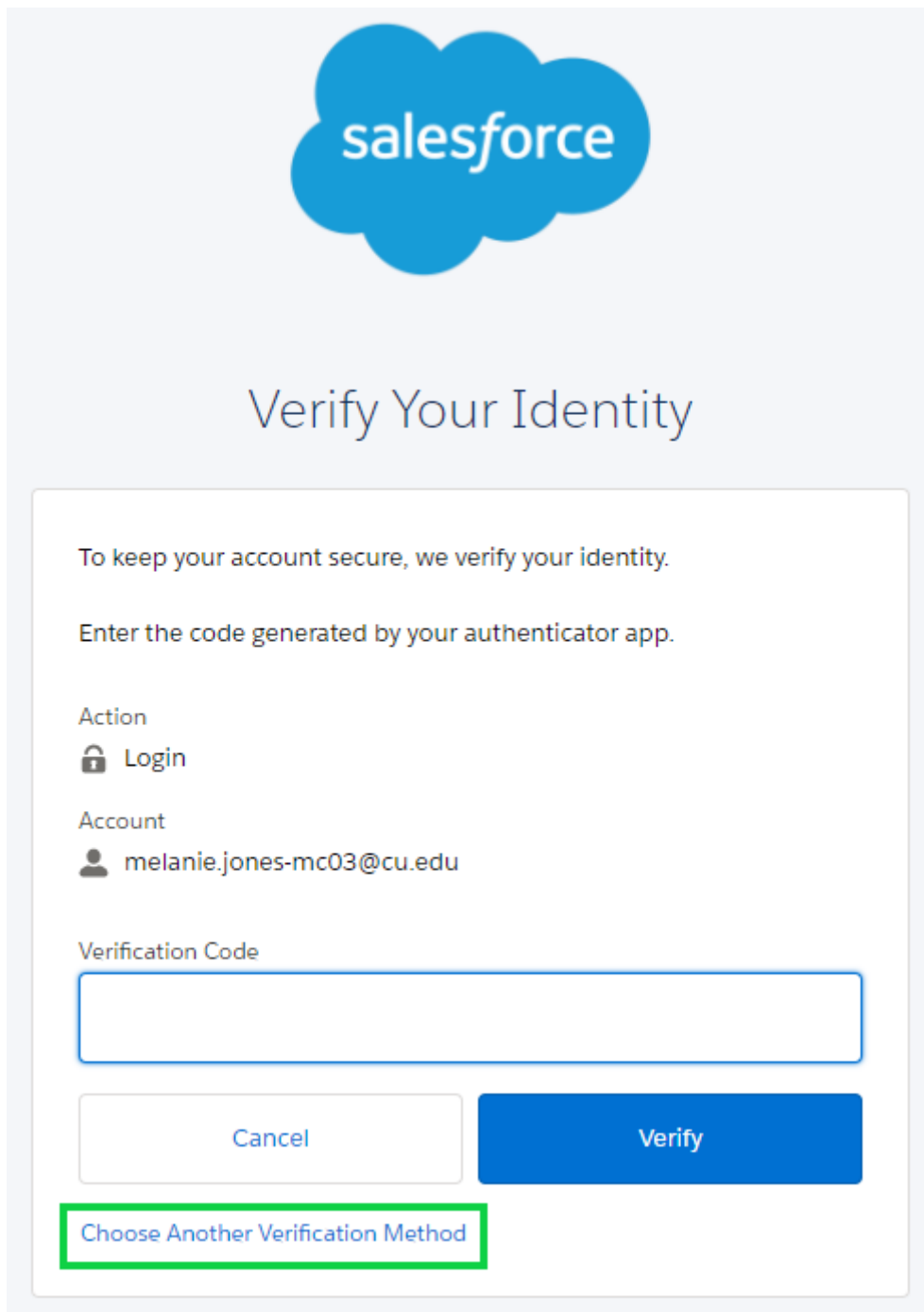
## Troubleshooting

## Temporary Code

If you find yourself without your multi-factor authentication (MFA) verification method, your eComm specialist can help generate a temporary verification code to access your Marketing Cloud account. This same code will be effective for 24 hours.



- **Let your eComm specialist know** you need a Temporary Code and they will provide you one.
  - You will get a email indicating a code was generated although it will not be included in the email.
- Start logging into Marketing Cloud as usual. Once on the *Verify Your Identity* page, select **Choose Another Verification Method** found under the Cancel button.



The image shows the Salesforce 'Verify Your Identity' page. At the top is the Salesforce logo. Below it is the title 'Verify Your Identity'. The main content area contains the following elements:

- A message: "To keep your account secure, we verify your identity."
- Instruction: "Enter the code generated by your authenticator app."
- Section: "Action" with a lock icon and the text "Login".
- Section: "Account" with a person icon and the email address "melanie.jones-mc03@cu.edu".
- A "Verification Code" input field.
- Two buttons: a white "Cancel" button and a blue "Verify" button.
- A link "Choose Another Verification Method" located below the "Cancel" button, which is highlighted with a green rectangular border.

- Select the second option: **Temporary Code**



## Verify Your Identity

Choose a verification method.



### One-Time Password Generator

Use a verification code from your one-time password generator.



### Temporary Code

Use a temporary code from your admin.

Cancel

- **Input the Temporary Code** provided by your eComm specialist and select the blue **Verify** button. You should now be logged into Marketing Cloud.




## Verify Your Identity


To keep your account secure, we verify your identity.

Enter the temporary code you got from your Salesforce admin.

Action

 Login

Account

 melanie.jones-mc03@cu.edu

Verification Code

HTLOTDS3OY

Cancel

Verify

[Choose Another Verification Method](#)

## Lost or Stolen Device?

If the method you use for authentication was lost or stolen, please let your eComm specialist know. They will revoke the authentication method to ensure your Marketing Cloud account remains secure.

### Display Title:

Marketing Cloud Multi-factor Authentication (MFA)

### Send email when Published:

No

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**Source URL:** <https://www.cu.edu/blog/integrated-online-services/marketing-cloud-multi-factor-authentication-mfa>

## Links

[1] <https://www.cu.edu/blog/integrated-online-services/marketing-cloud-multi-factor-authentication-mfa>

[2] <https://www.cu.edu/blog/integrated-online-services/author/39> [3] [https://en.wikipedia.org/wiki/Multi-factor\\_authentication](https://en.wikipedia.org/wiki/Multi-factor_authentication)

[4] <mailto:jennifer.mortensen@cu.edu> [5] <https://authenticator.cc/>

[6] <https://apps.apple.com/us/app/duo-mobile/id422663827>

[7] <https://play.google.com/store/apps/details?id=com.duosecurity.duomobile&hl=en>

[8] <https://apps.apple.com/us/app/microsoft-authenticator/id983156458>

[9] [http://ay.google.com/store/apps/details?id=com.azure.authenticator&hl=en\\_US&gl=US](http://ay.google.com/store/apps/details?id=com.azure.authenticator&hl=en_US&gl=US)

[10] <https://apps.apple.com/us/app/google-authenticator/id388497605>

[11]

[https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en\\_US&gl=US](https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en_US&gl=US)

[12] <https://apps.apple.com/us/app/twilio-authy/id494168017>

[13] [https://play.google.com/store/apps/details?id=com.authy.authy&hl=en\\_US&gl=US](https://play.google.com/store/apps/details?id=com.authy.authy&hl=en_US&gl=US)