

Multi-Factor Authentication (MFA) ^[1]

Employees must authenticate their identity to access personal information in the employee portal.

The University of Colorado uses multifactor authentication to protect personal information in the portal. It takes two items—your password and your phone—to access sensitive information. This decreases the likelihood that others can access your data, even if they have your password.


You will be asked to authenticate your identity when accessing the following items in the CU Resources area of the portal:

- Direct Deposit
- W-2
- W-4
- Phone number
- Additional Information tab in My Info/Personal Details
- Benefits Summary
- Open Enrollment

How to authenticate your identity


Step 1: Log into your [employee portal](#) ^[2].


Step 2: When you try to access a protected page in the portal's **CU Resources** area, a page like the one below will appear. You will be asked to authenticate your identity.




Device:

Choose an authentication method

 Call Me

 Passcode


[What is this?](#) 

[Need help?](#)

Step 3: You will have authentication two options: Receive a phone call or receive a text message with a passcode.


Option 1: Receive a phone call


From the **Device** drop-down menu, select the phone number where you wish to be contacted.




Device:

Choose an authentication method


 Call Me

 Passcode

[What is this?](#) 

[Need help?](#)

Click the **Call Me** button.



[What is this?](#) [Need help?](#)


Device: CELL (XXX-XXX-9383)

Choose an authentication method

<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	<button>Send Me a Push</button>
<input type="checkbox"/> Call Me	<button>Call Me</button>
<input type="checkbox"/> Passcode	<button>Enter a Passcode</button>

Answer the call, then **press any key** on your phone to log in.

The protected page will open.



[What is this?](#) [Need help?](#)

Device: CELL (XXX-XXX-9383)

Choose an authentication method

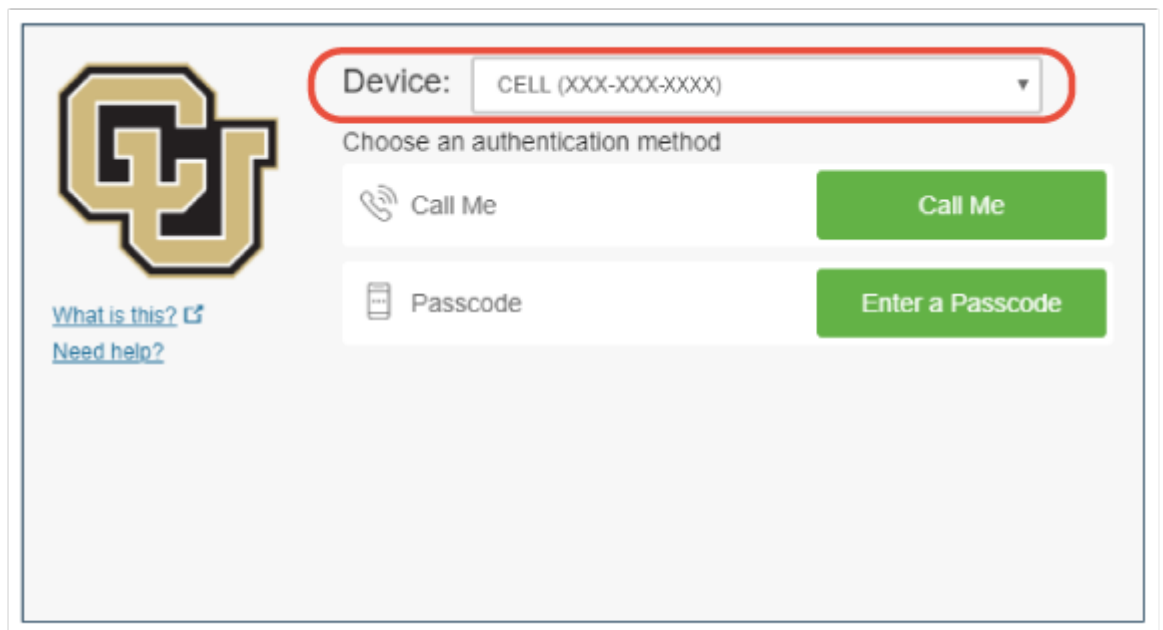
<input checked="" type="checkbox"/> Duo Push <small>RECOMMENDED</small>	<button>Send Me a Push</button>
<input type="checkbox"/> Call Me	<button>Call Me</button>
<input type="checkbox"/> Passcode	<button>Enter a Passcode</button>

Dialing XXX-XXX-9383...

Cancel

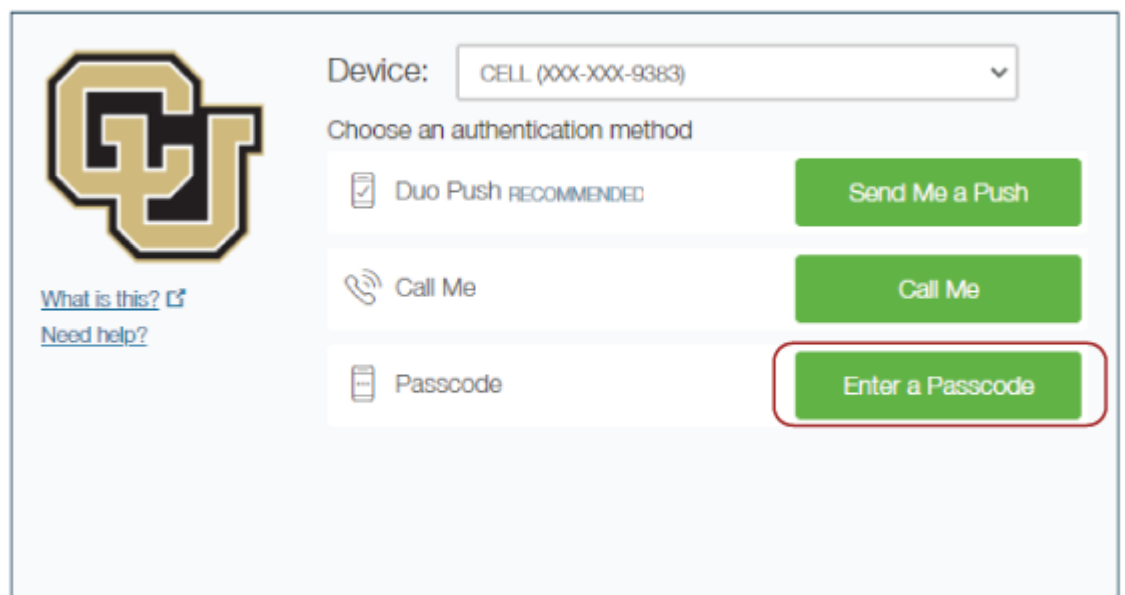
Option 2: Receive a text message with a passcode

From the **Device** drop-down menu, select the phone number where you wish to be contacted.



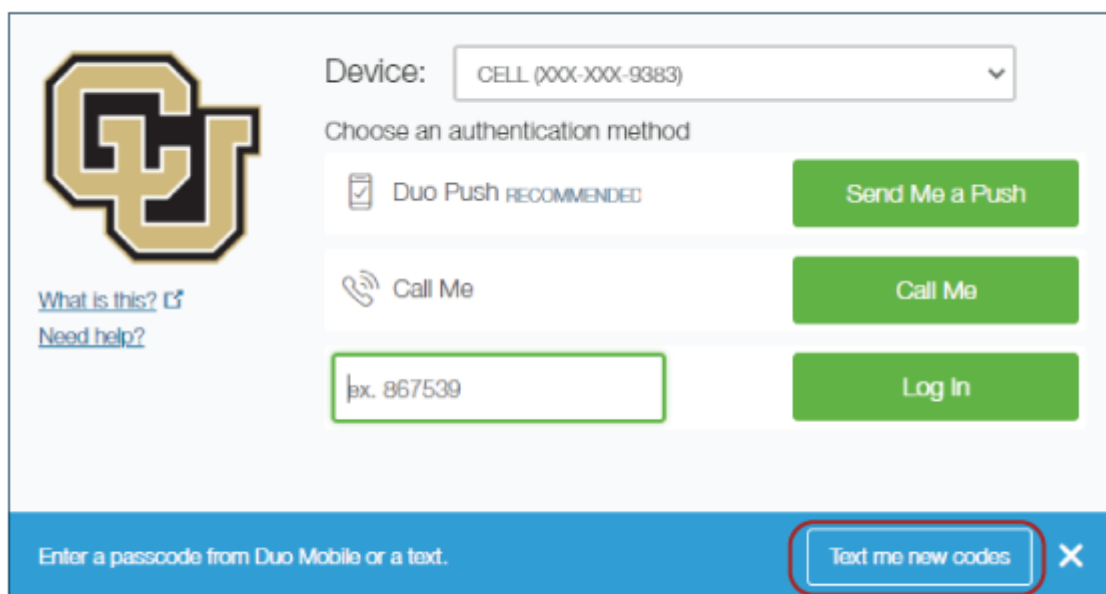
The screenshot shows the authentication interface with the CU logo on the left. Below the logo are links for [What is this?](#) and [Need help?](#). On the right, there is a 'Device:' dropdown menu with 'CELL (XXX-XXX-XXXX)' selected, which is highlighted by a red rounded rectangle. Below this is the text 'Choose an authentication method'. There are two options: 'Call Me' with a phone icon and a green 'Call Me' button, and 'Passcode' with a smartphone icon and a green 'Enter a Passcode' button.

Click the **Enter a Passcode** button.



The screenshot shows the same authentication interface. The 'Device:' dropdown menu now shows 'CELL (XXX-XXX-9383)'. The 'Choose an authentication method' section has three options: 'Duo Push' with a checkmark icon and the word 'RECOMMENDED' (with a green 'Send Me a Push' button), 'Call Me' with a phone icon (with a green 'Call Me' button), and 'Passcode' with a smartphone icon (with a green 'Enter a Passcode' button highlighted by a red rounded rectangle).

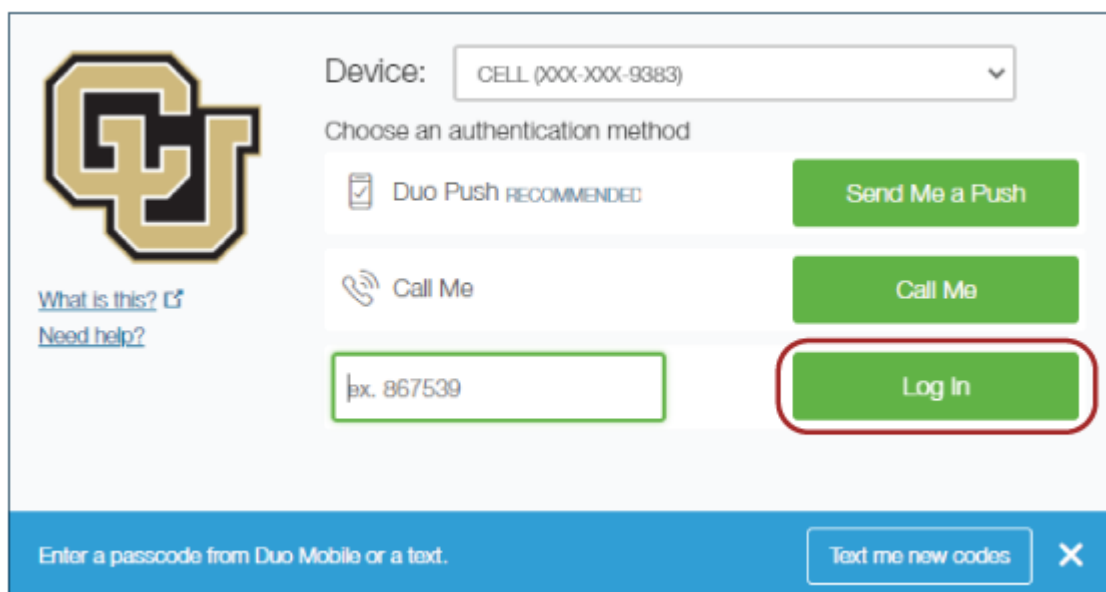
A blue bar will appear on the screen. Press the **Text me new codes** button.



The screenshot shows the CU authentication interface. At the top left is the CU logo. Below it are links for "What is this?" and "Need help?". To the right, there's a "Device:" dropdown menu set to "CELL (XXX-XXX-9383)". Below that is the heading "Choose an authentication method" with three options: "Duo Push RECOMMENDED" (with a checkmark icon), "Call Me" (with a phone icon), and a text input field containing "px. 867539". To the right of these options are three green buttons: "Send Me a Push", "Call Me", and "Log In". At the bottom, there's a blue bar with the text "Enter a passcode from Duo Mobile or a text." and a button labeled "Text me new codes" which is highlighted with a red circle. A close button (X) is also present in the blue bar.

You'll receive a text message from CU with a passcode.

Enter the passcode and press the **Log In** button.



This screenshot is identical to the one above, showing the CU authentication interface. However, in this version, the "Log In" button is highlighted with a red circle, indicating the next step in the process. The "Text me new codes" button is no longer highlighted.

The protected page will open.

Need assistance?

Active employees:

- If you are having difficulty using the authentication system due to an out-of-date phone

number, please contact your department's payroll liaison for assistance. In CU's human resources management tool, HCM, your payroll liaison can add a phone number to your employee record's cellular, campus 1 or campus 2 contact fields.

- For other issues, please email Employee Services at hcm_community@cu.edu [3]. Please include your name, employee ID number, contact information and a description of the problem.

Retirees and non-employees

- If you are having difficulty using the authentication system due to an out-of-date or absent phone number, contact Employee Services at hcm_community@cu.edu [3] or 303-860-4200, option 2.
- Please include your name, contact information and a description of the problem.

CU System employees must multi-factor authenticate to access the CU System VPN. Learn how to authenticate through Duo [4].

Groups audience:

University Information Services

Right Sidebar:

UIS - Campus VPN Resources

Source URL:<https://www.cu.edu/uis/access-it-security/identity-and-password-management/multi-factor-authentication-mfa>

Links

[1] <https://www.cu.edu/uis/access-it-security/identity-and-password-management/multi-factor-authentication-mfa> [2] <https://my.cu.edu> [3] mailto:hcm_community@cu.edu [4] <https://www.cu.edu/docs/duo-vpn>