Multi-Factor Authentication (MFA): Enrollment Instructions

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Multi-Factor Authentication (MFA) Enrollment Instructions

This guide will walk you through enrolling your device for Multi-Factor Authentication (MFA). This is a <u>mandated directive</u> by NYC Cyber Command. MFA adds an extra layer of protection by requiring a password in addition to your username and password when accessing DYCD Connect. We encourage all users to enroll in MFA in advance by following one of the methods provided in this guide.

Please note:
MFA will not be required to access DYCD Connect until after September 16, 2025. Effectively after September 15th, all users will automatically be prompted to complete MFA setup when logging in.

ENROLLMENT – From Your Computer

Step 1: Go to MFA Setup Website

1. On a computer (Windows or MacOS v10.11 or later), open Microsoft Edge or Chrome and go to:

    ☞ https://aka.ms/mfasetup

2. Enter your email address associated with your DYCDConnect user account:

    ✉ username@dycd.nyc.gov

3. When redirected, confirm your email and enter your password.

4. Click **Next** on the following screen.
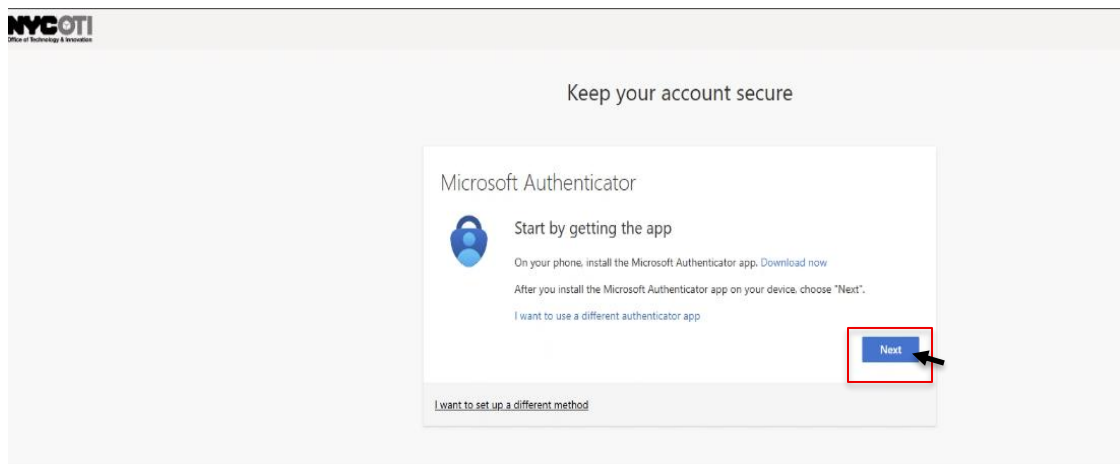
5. Choose from **one** of the following methods to Authenticate: Microsoft Authenticator or via Phone.
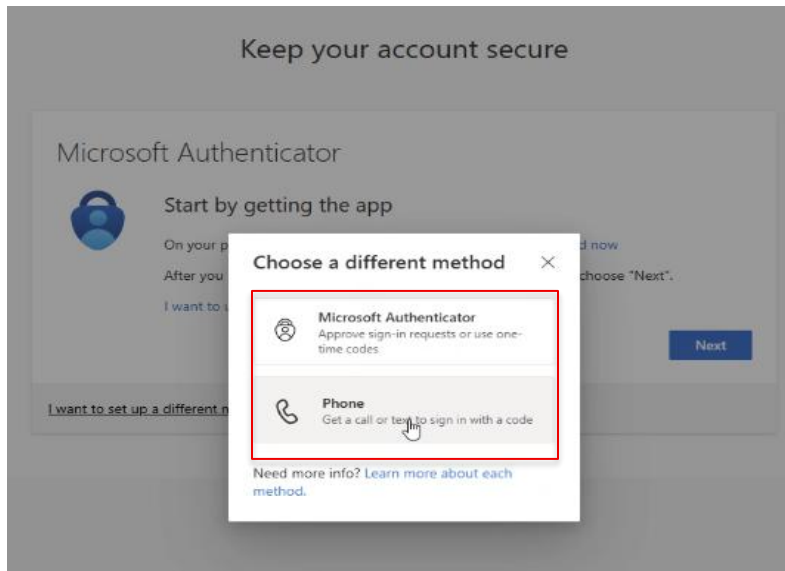
6. If you selected **Microsoft Authenticator**, click **Next** and follow the prompts.
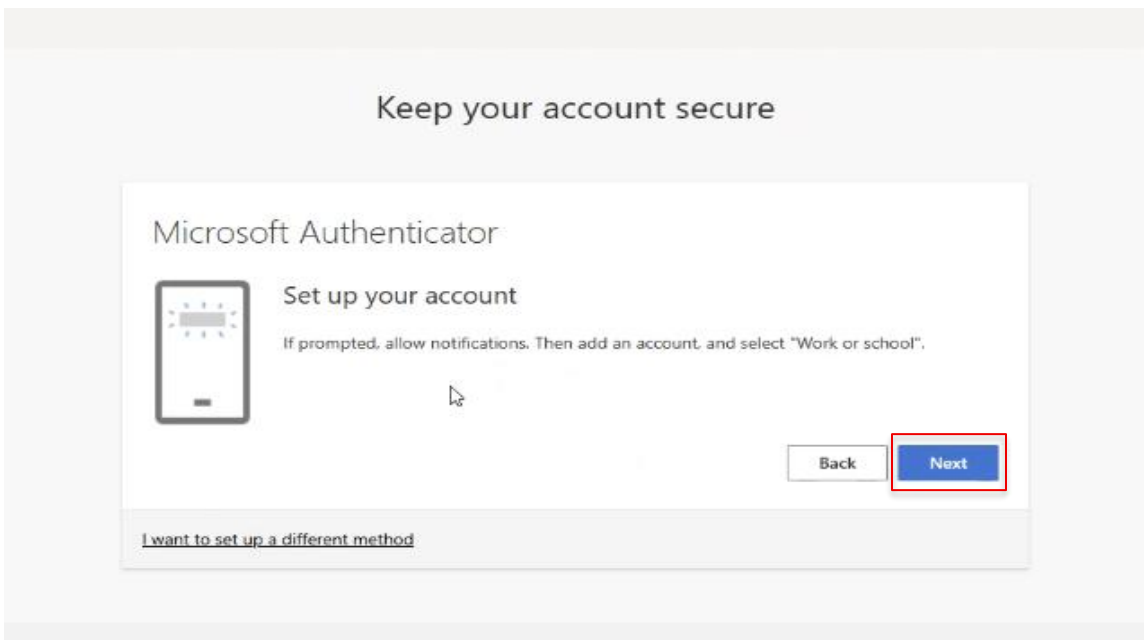
7. If you selected **Phone**, enter your phone number and select **Next**.

8. If prompted with **"Stay signed in?"**, select **Yes**.
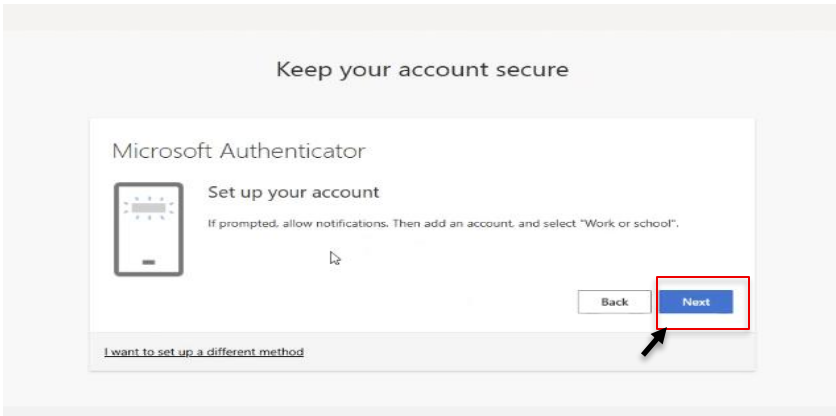
Step 2: Set Up Microsoft Authenticator
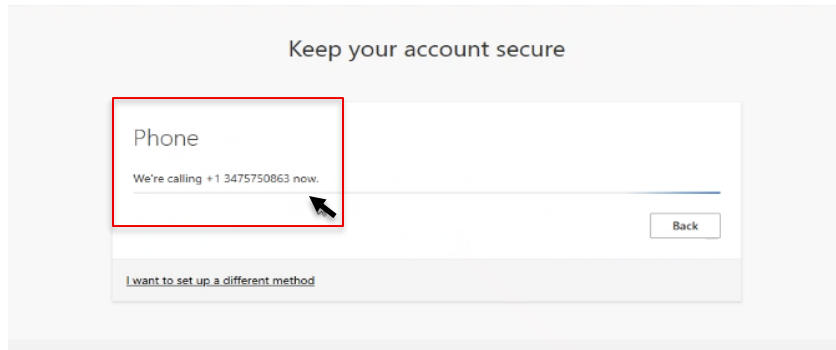
6. On the **"Additional security verification"** screen:

   o Under **"Step 1. How should we contact you?"**, select **Mobile App**

   o Choose **"Receive notifications for verification"**

   o Click **Set up**
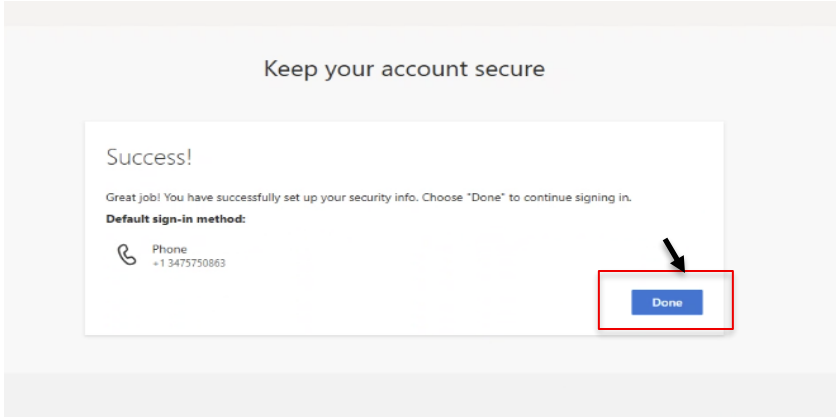
1.

2,

3.

ENROLLMENT – From Your Mobile Phone 📱

Step 1: Install the App

1. A QR Code will appear on your computer screen. On your phone, download and install the **Microsoft Authenticator app**:

   - Android: <u>Download here</u>

   - iOS: <u>Download here</u>

   - Windows Phone: <u>Download here</u>

2. Open the app and tap **Add Account**
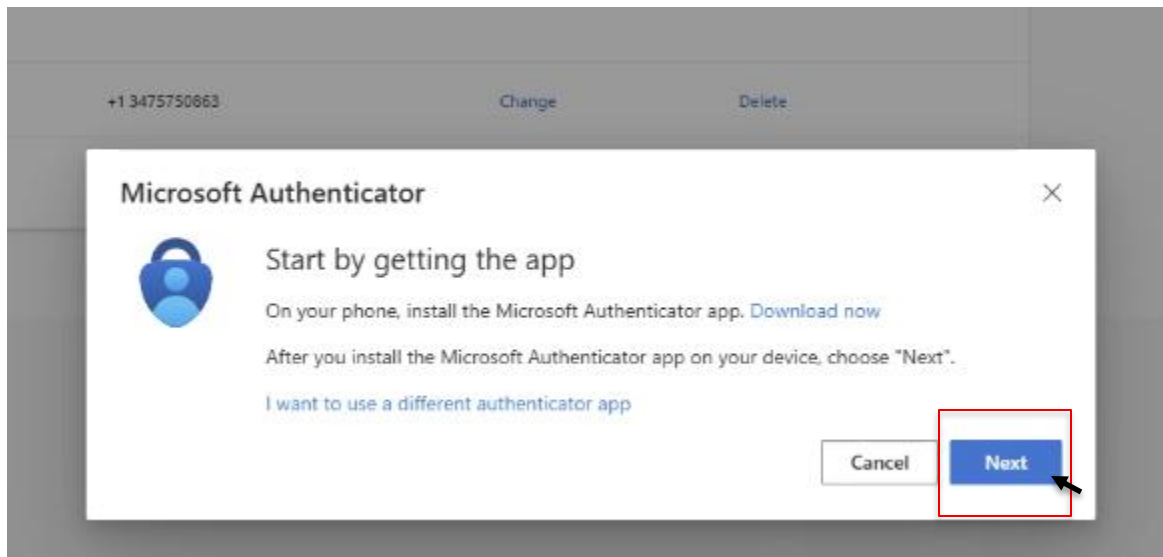
3. Choose **Work or School Account**
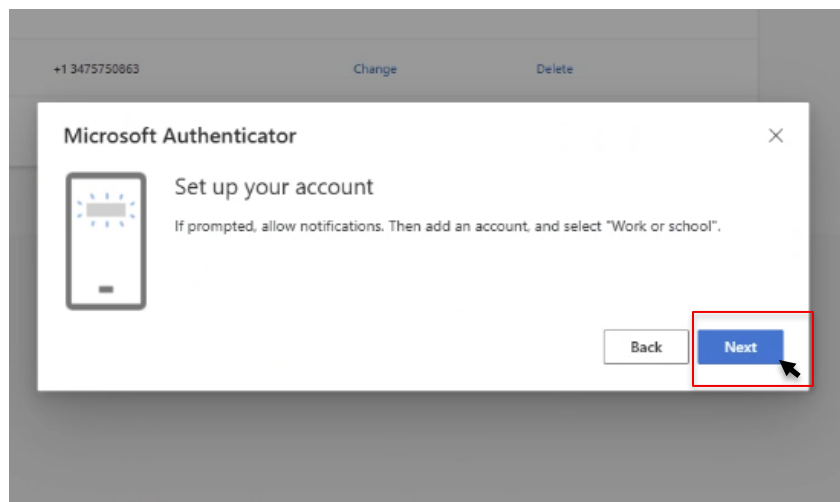
4. Grant camera access and **scan the QR code** on your computer
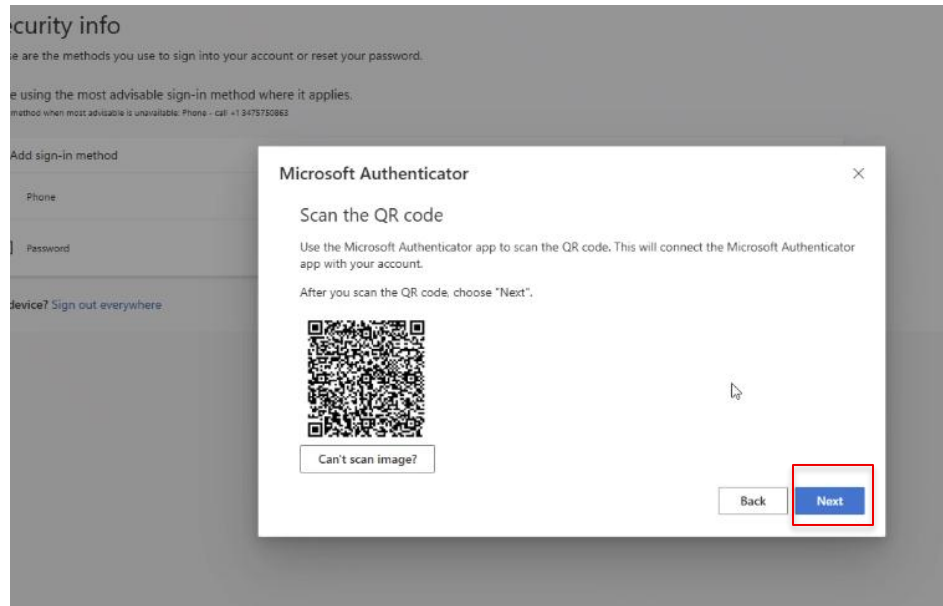
Once scanned, you'll see a 6-digit code and a prompt to **Approve sign-in** — tap **Approve**.

Got a "QR code already used" message?

- Close all open browser windows completely
- Revisit the setup website and try again

Back on Your Computer

5. After approval, click **Next**
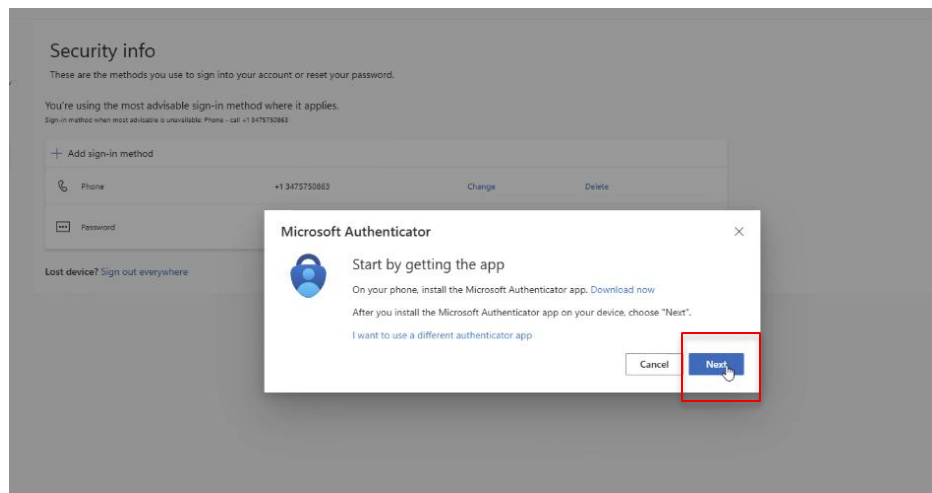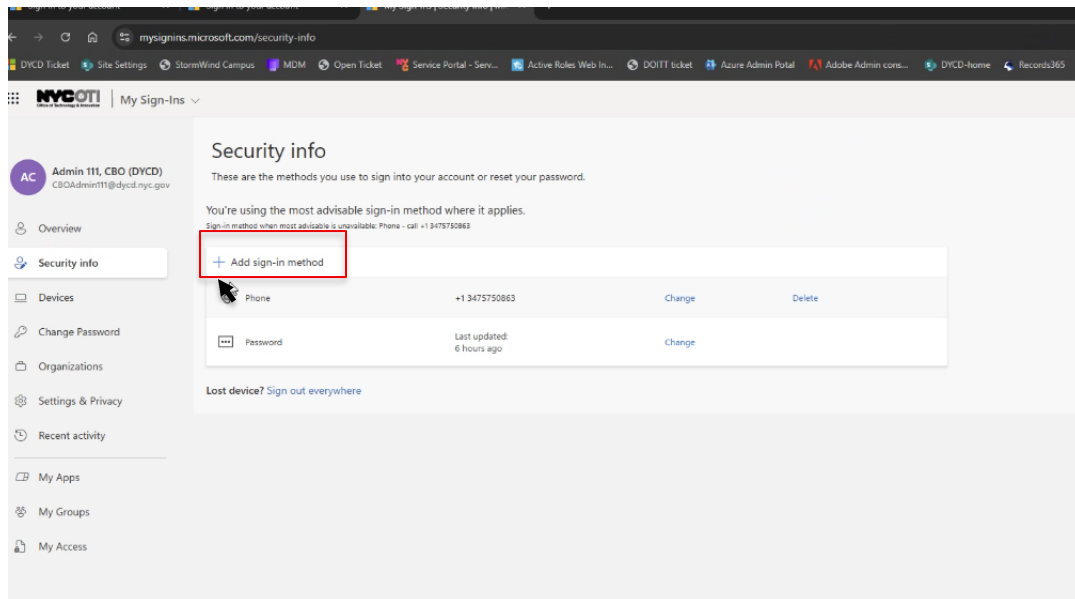
6. **Set up backup methods** (highly recommended):

   1. Add another phone number (e.g., personal phone) under **Alternate authentication phone**
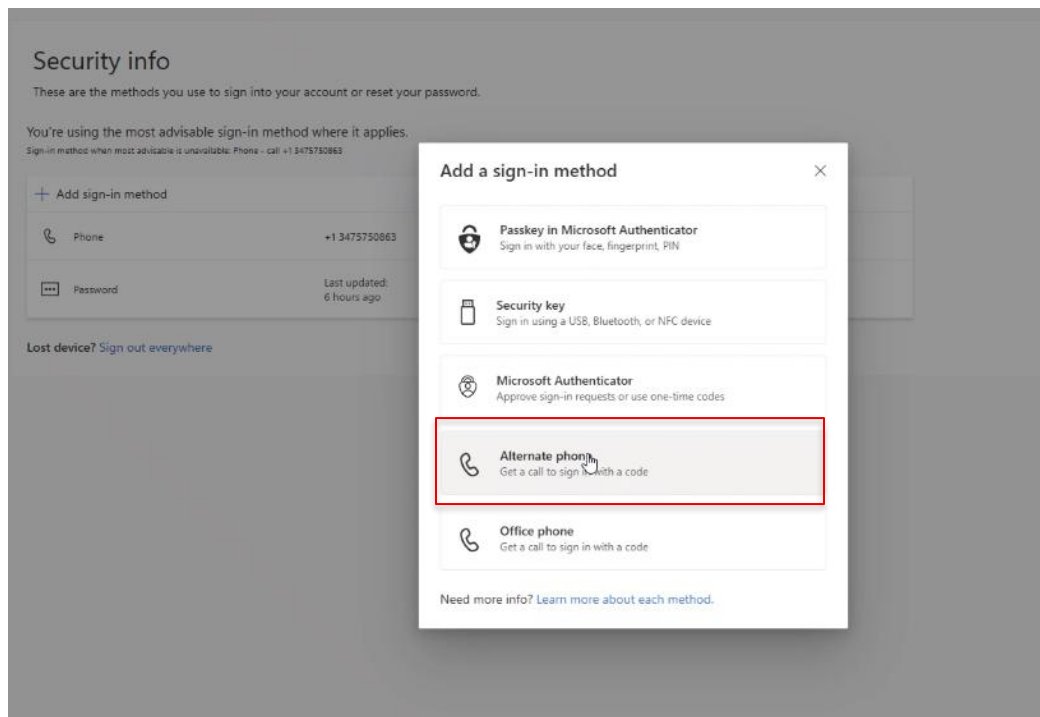
7. Click **Save** —Setup is complete!

TESTING MFA Post-Launch – From Your Computer

1. Visit: https://www.dycdconnect.nyc/Home/Login

   Enter your CBO email and password.

2. Depending on your selected MFA method:

a. Notify me through app

- A sign-in prompt will appear on your **Microsoft Authenticator app**

- Tap **Approve**

b. Use verification code

- Open the app

- Enter the 6-digit code under **NYC 0365 HOSTED**

c. Call my phone

- You'll receive a call — answer and **press #**

d. Didn't respond in time?

- Click **Send another request**

- Or click **Enter a security code**

- Or choose **Get a code a different way**

16. Once verified, you'll see the **DYCD Connect homepage**

Experiencing Technical Issues?

MFA Call Not Coming Through?

Issue:
- You try to log into DYCD Connect and select MFA call option
- You see "We're calling your phone…"
- But you never receive the call

This could mean the number (**718) 354-2719** is **blocked** on your phone.

Fix – Unblock the Number

On Android:
1. Open **Contacts** (or **Apps > Contacts**)
2. Tap the **Menu icon** (top-right)
3. Tap **Settings > Call > Call Rejection / Block List**
4. **Remove**: (718) 354-2719

On iPhone:
1. Go to **Settings > Phone > Blocked Contacts**
2. **Remove**: (718) 354-2719

Need Help?

If you encounter any issues or errors during this process, please submit a ticket via the DYCD Connect Help Center (https://www.dycdconnect.nyc/Home/HelpCenter) or contact your Program Manager.

FREQUENTLY ASKED QUESTIONS

Q: Can I register multiple devices for MFA?

A: Yes, you can register more than one device (such as a personal phone, work phone, or tablet) to receive MFA prompts. Log into the MFA setup portal at https://aka.ms/mfasetup from a web browser. After signing in, click "Add method**"** to enroll another device.

Q: How do I transfer MFA to a new phone?

A: To move MFA to a new phone, download the Microsoft Authenticator app on your new phone. Go to https://aka.ms/mfasetup on your computer. Sign in using your DYCD email and password. Click "Add method", choose "Authenticator App", and follow the prompts to scan the new QR code with your new phone. (Optional) Remove the old phone from the list once the new one is set up.

Note: If you no longer have your old device and can't approve the sign-in, contact the DYCD Help Desk to reset your MFA settings.

Q: What should I do if I lose or reset my device?

A: If your phone is lost, stolen, or reset, contact the DYCD Help Desk immediately. They will verify your identity and assist with resetting your MFA so you can re-register a new device. Until it's reset, you won't be able to access the DYCD systems that require MFA.

Note: Do not attempt to reinstall MFA without a reset if you no longer have access to your original device.

Q: Can MFA be used on both desktop and mobile platforms?

A: Yes, MFA works across all platforms. You will typically access DYCD systems on a desktop or laptop, but MFA prompts (such as approval notifications or verification codes) are sent to your registered mobile device. You can also use MFA to sign in on mobile web browsers.

Q: Do I need to install an app?

A: No, it is not required. The Microsoft Authenticator app is recommended to use MFA. The app is free and available for download from the Google Play Store (Android) or Apple App Store (iOS). Once installed, the app will either send you a push notification to approve or provide you with a 6-digit verification code to enter.

Q: Can I use email instead of the app for MFA?

A: No, email is **not** supported for MFA authentication. MFA must use either the Microsoft Authenticator app, or a phone call. These methods are considered more secure and are required under NYC Cyber Command's security policies

Q: Can a single desk phone number be used by more than two users to set up MFA?

A: No, it is not recommended for more than one user to share the same desk phone number for MFA setup. MFA is intended to provide a unique layer of security for each user, and sharing a phone number can compromise that security. Each user should ideally use their own phone number or device to receive MFA verification codes.