Multi-Factor Authentication (MFA) for Parents

A guide for parents accessing the CDDIS Parent Portal

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myVermont – log into Parent Portal

To access the CDDIS Parent Portal, first navigate to info.my.vermont.gov

On the myVermont home screen, click the 'Family Login' button in the Child Development Division – Parent Portal tile.

CDDIS Parent Portal Log In

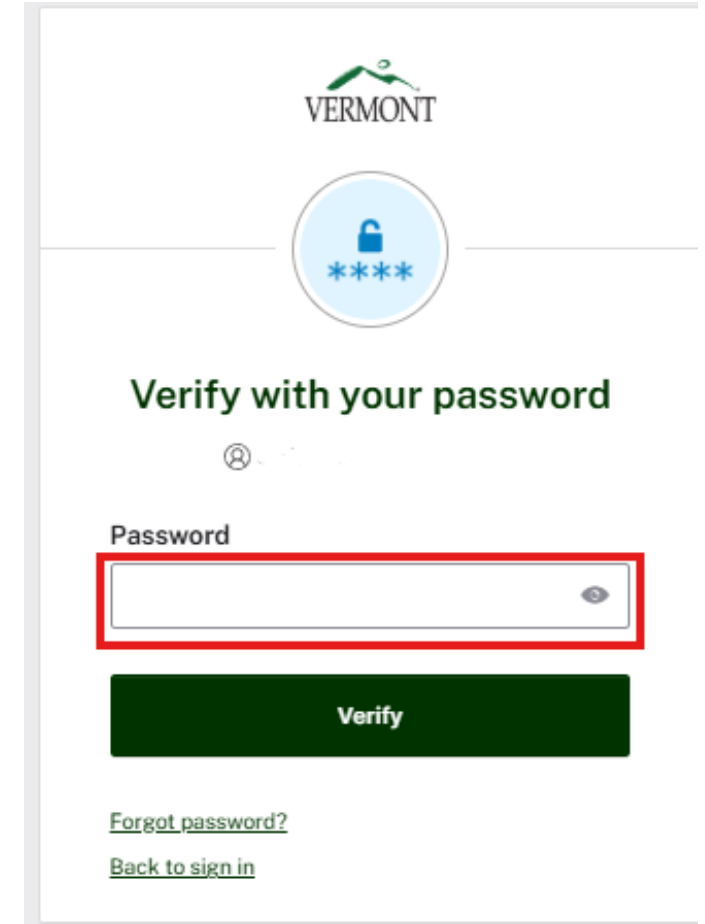Log in as normal and enter your email address. Click 'Next', then enter your password.

Once you click 'Verify', you will be prompted to set up security methods.
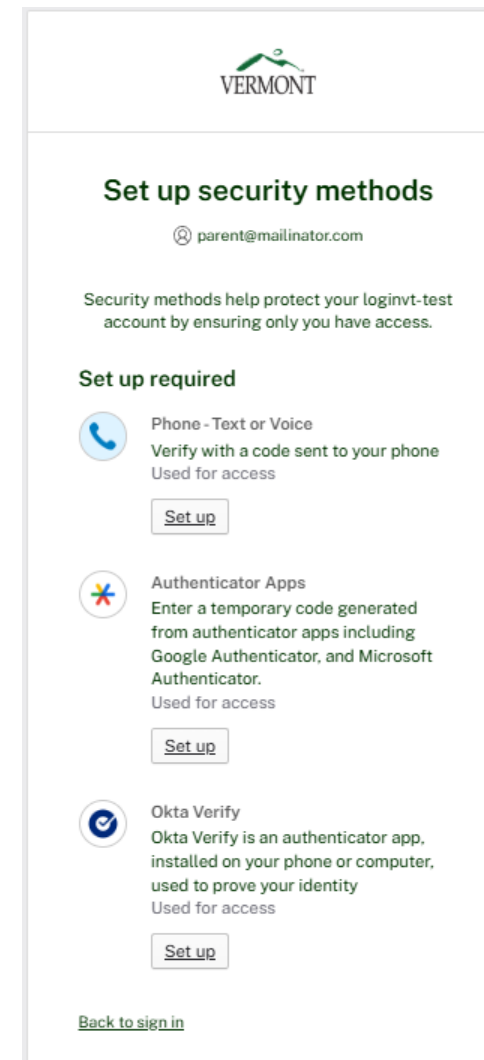
Set Up Security Methods

After you sign in, you will be prompted to set up security methods.

There are **three** options:
- Phone – text or voice
- Authenticator apps (Google Authenticator, Microsoft Authenticator, etc.)
- Okta Verify (another mobile application)

Each type of security method will be reviewed in the following slides.

Phone Authentication – SMS (Text) Option

You can set up phone authentication to either receive a code via SMS or a voice call.

'SMS' stands for short message service, which is simply a text message.

For the text option, you must enter your phone number, then click the 'Receive a code via SMS' option.

You will be prompted to re-enter your password. Enter your password and click verify.
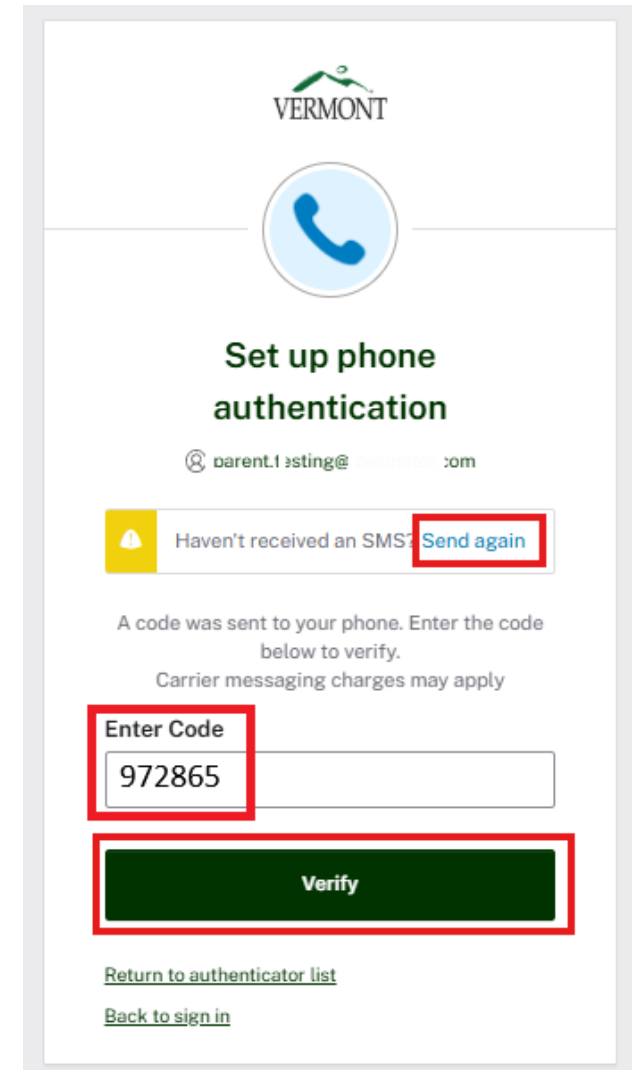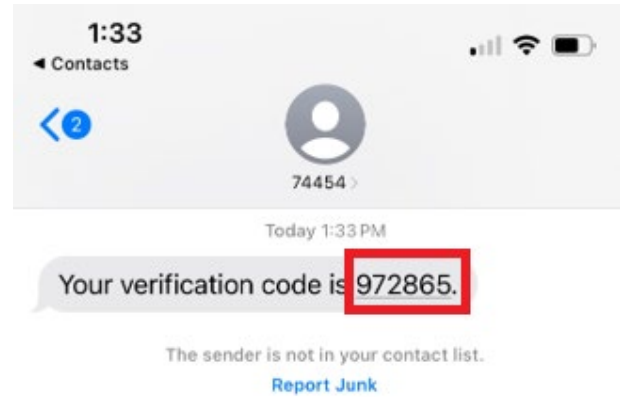
Phone Authentication - SMS (continued)

On your mobile device, you will receive a six-digit verification code.

Enter that same verification code on your browser window, then click 'Verify.'

If you do not receive a text, you can click 'Send again' to re-send the code.
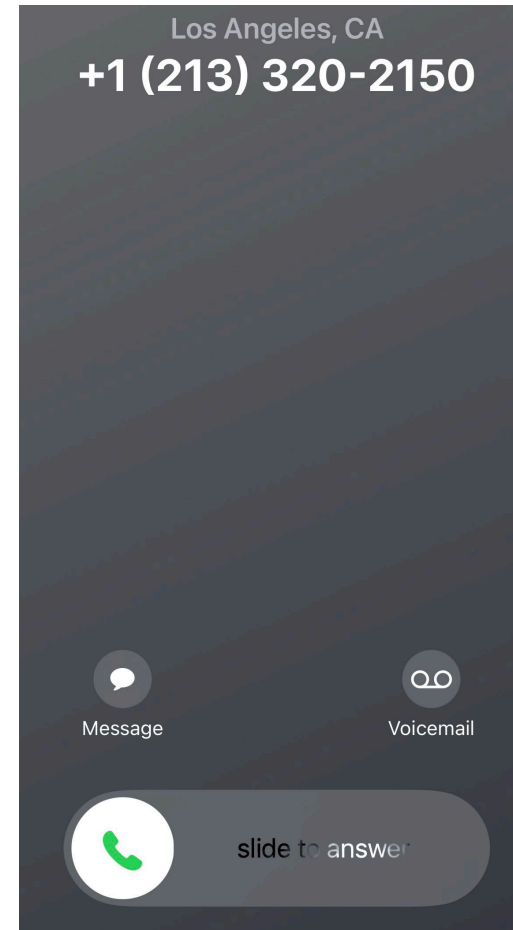
Phone Authentication – Voice Call Option

To set up the voice call option, select 'Voice call' and enter your phone number. Click 'Receive a code via voice call.'

A Los Angeles phone number will call, say a code, repeat it, then hang up automatically. Enter this code on your browser, then click 'Verify.'

Set Up Optional Backup Authenticators

After adding your phone authentication method, you will be given the option to add 'Optional Backup Authenticators.'

Backup authenticators are recommended to prevent login trouble if you have issues with a method one day.

Next, we will review adding authenticator apps, then go over Okta Verify. You can also proceed without choosing a backup authenticator by selecting the green 'Continue' button.

Authenticator App Option

Click 'Set up' under the authenticator apps option.

You will need to download an authenticator app. Common options are Google or Microsoft authenticators. Microsoft Authenticator will be reviewed in this guide.

You will be presented with a QR code to scan or, if you cannot scan, you can click the 'Can't scan?' option below. Both methods will be detailed in the following slides.
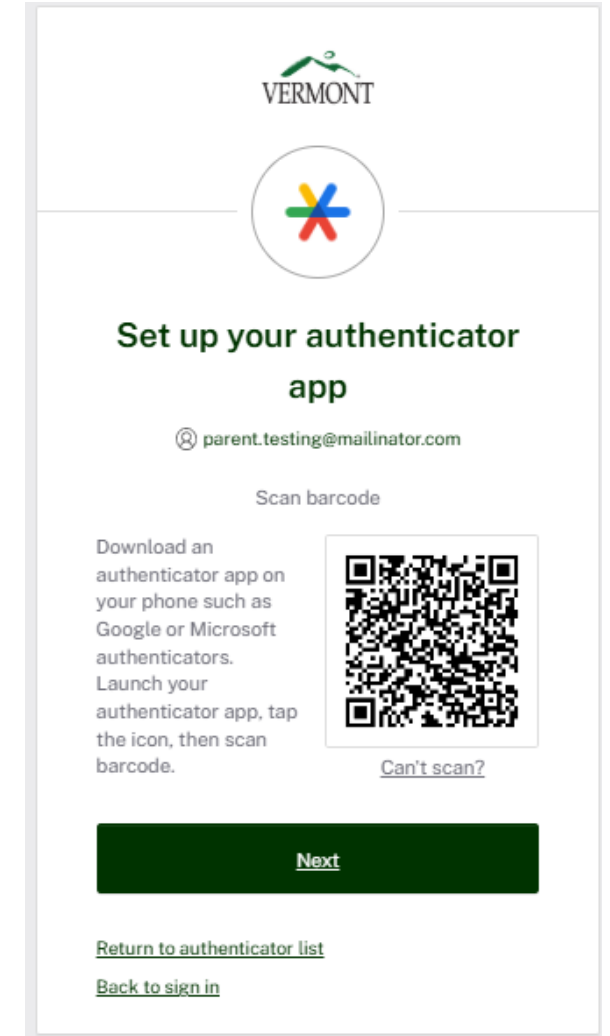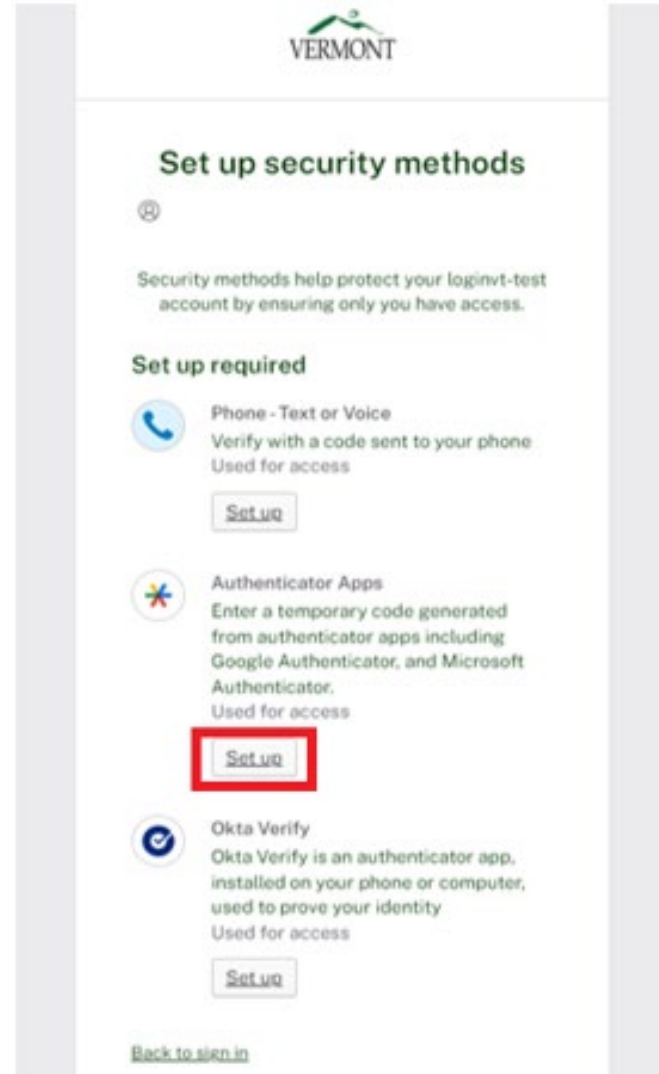
Microsoft Authenticator App

On the home screen in the Microsoft Authenticator mobile app, click the '+' sign in the top right corner.

Select 'Other' when adding an account.

You can scan the QR code on your browser with your phone (pictured on the previous slide) or click to enter a code manually (shown on slide 12).
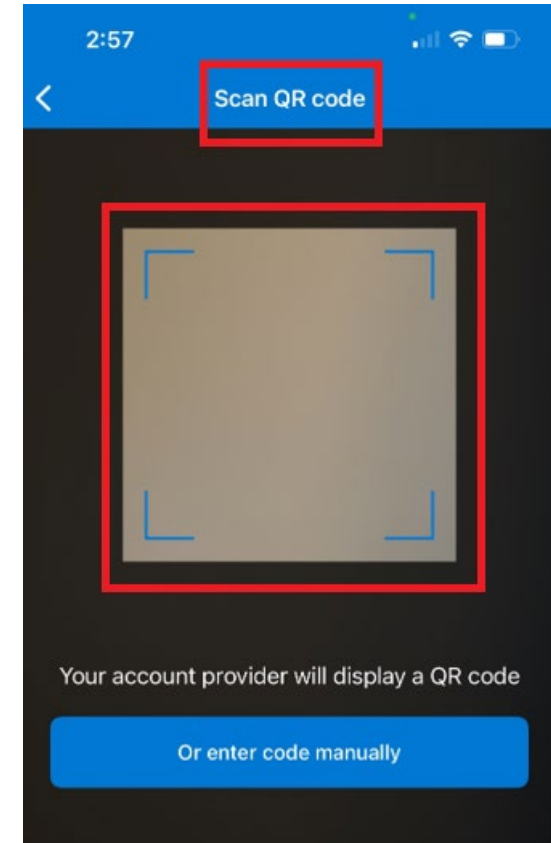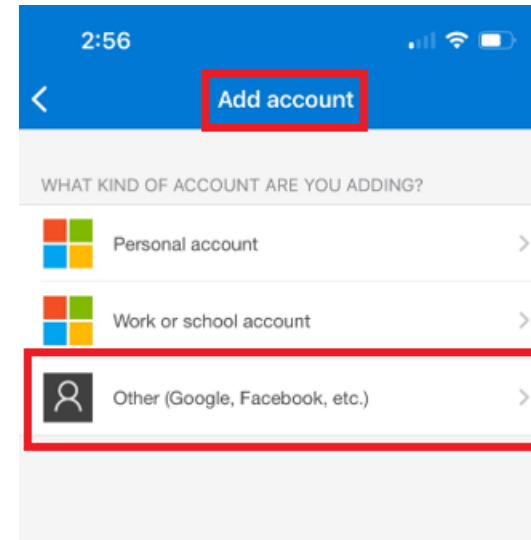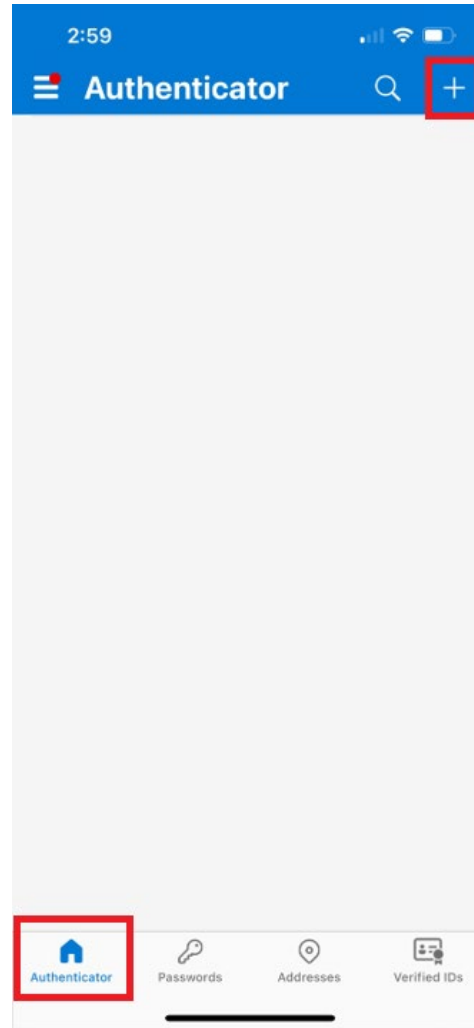
Microsoft Authenticator (Continued)

The app will display a one-time password code (note - this 6-digit number changes every 30 seconds).

Enter the code into the browser, then click 'Verify.'
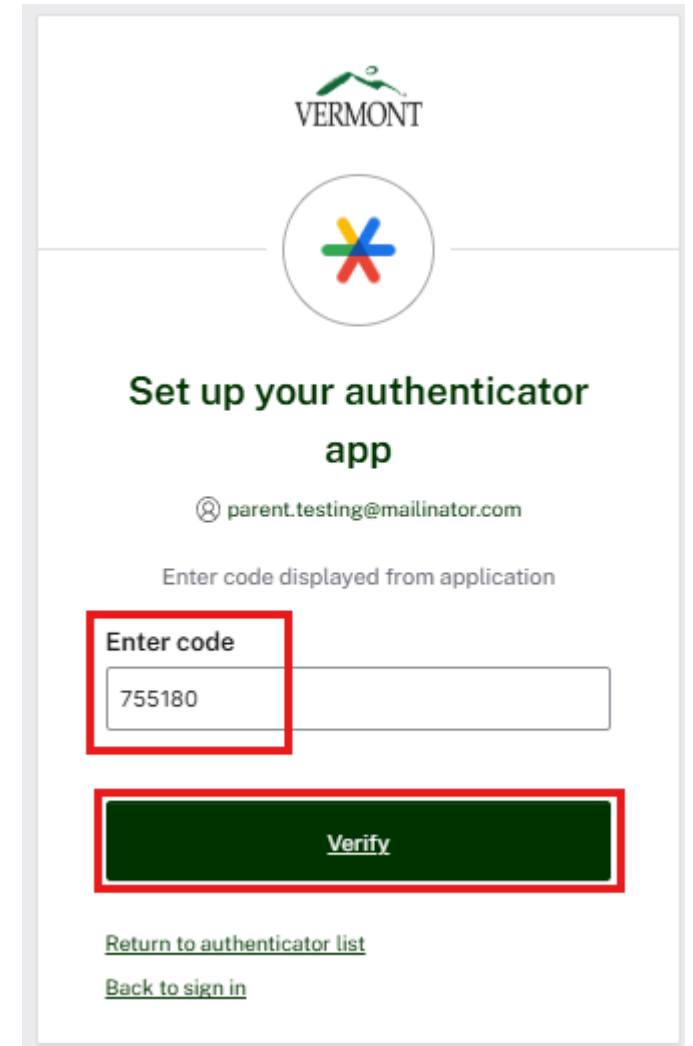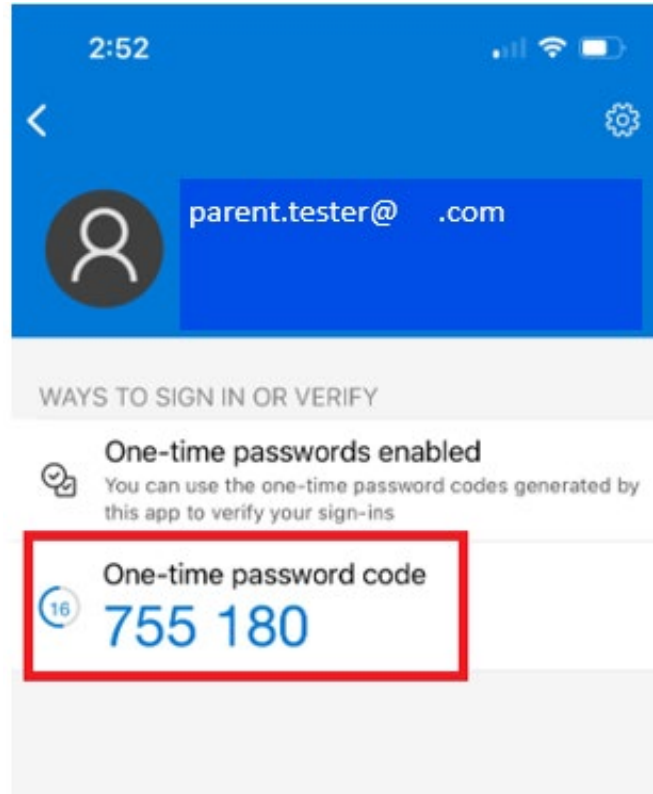
Microsoft Authenticator (Continued)

If you cannot use your camera to scan the QR code, enter a code manually as shown below. After clicking 'Finish,' you will be shown a six-digit code to enter on your web browser (shown on previous slide).
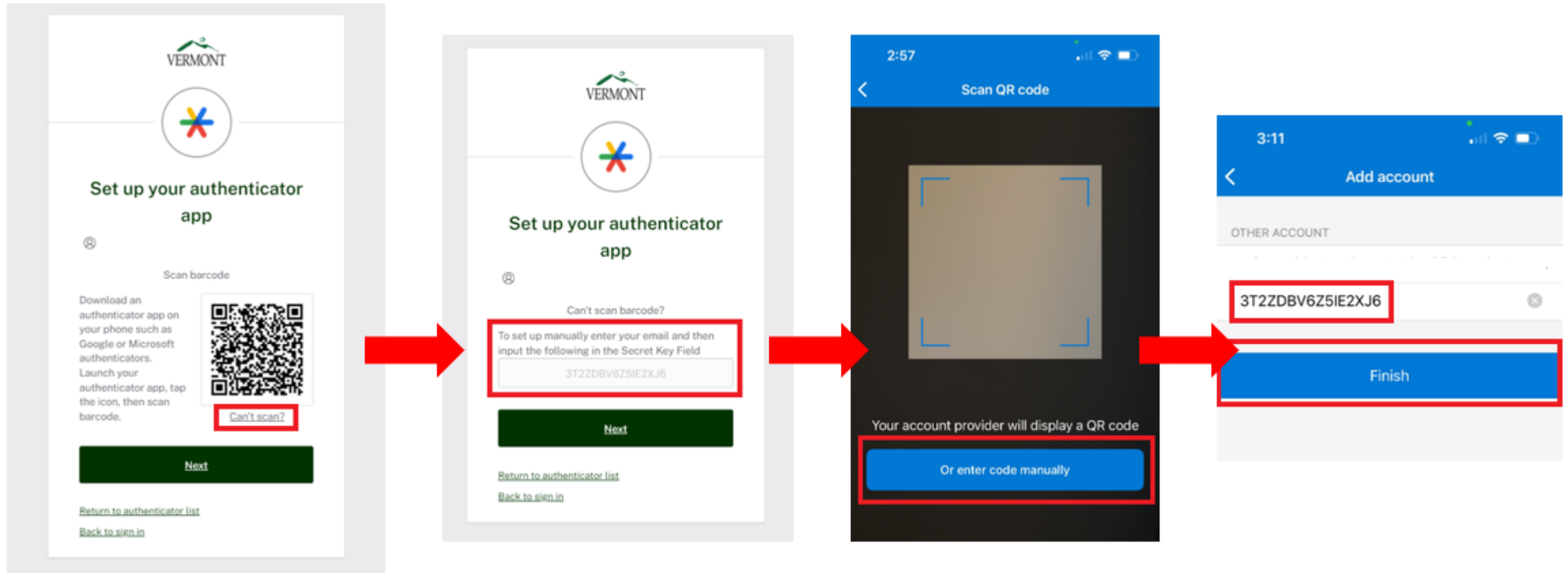
Okta Verify Option

Click 'Set up' under the Okta Verify option.

The Okta Verify app must be downloaded through your mobile device's app store.

You will be presented with a QR code to scan or, if you cannot scan, you can click the 'Can't scan?' option below. Both methods will be detailed in the following slides.
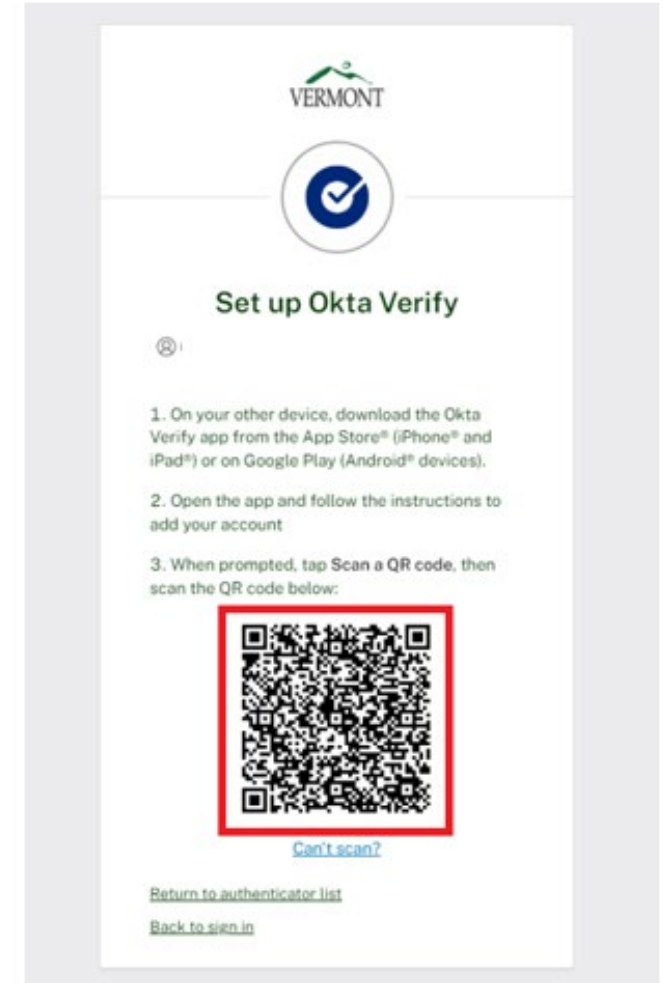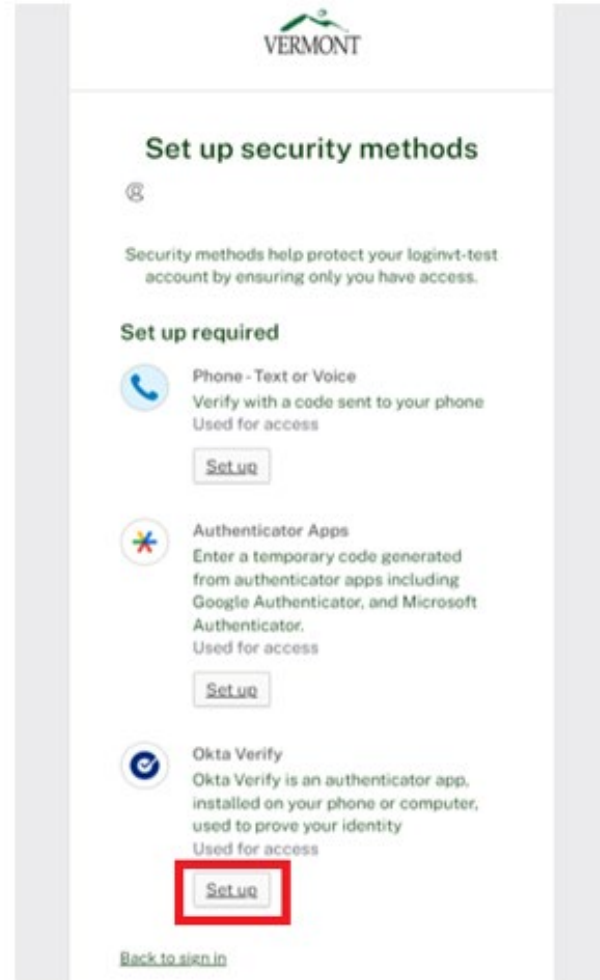
Setting Up Okta Verify (First Time)

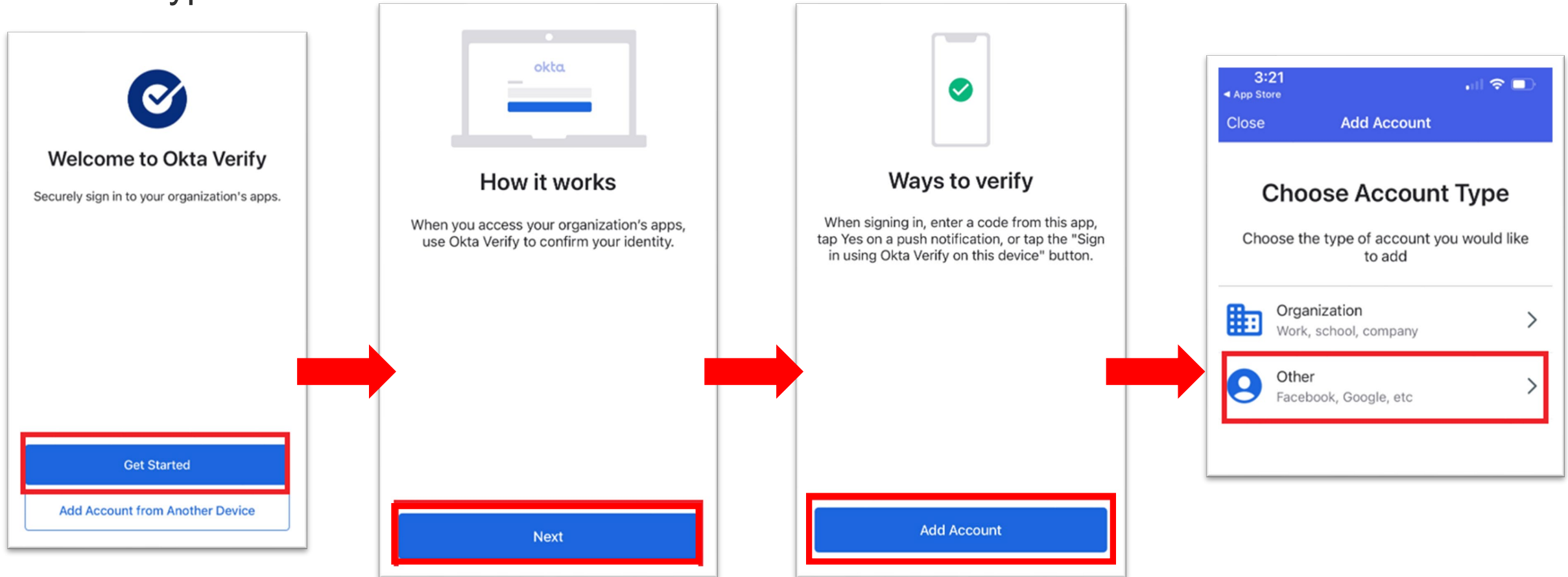Follow instructions in the Okta Verify app to get started, add an account, and select 'Other' account type.
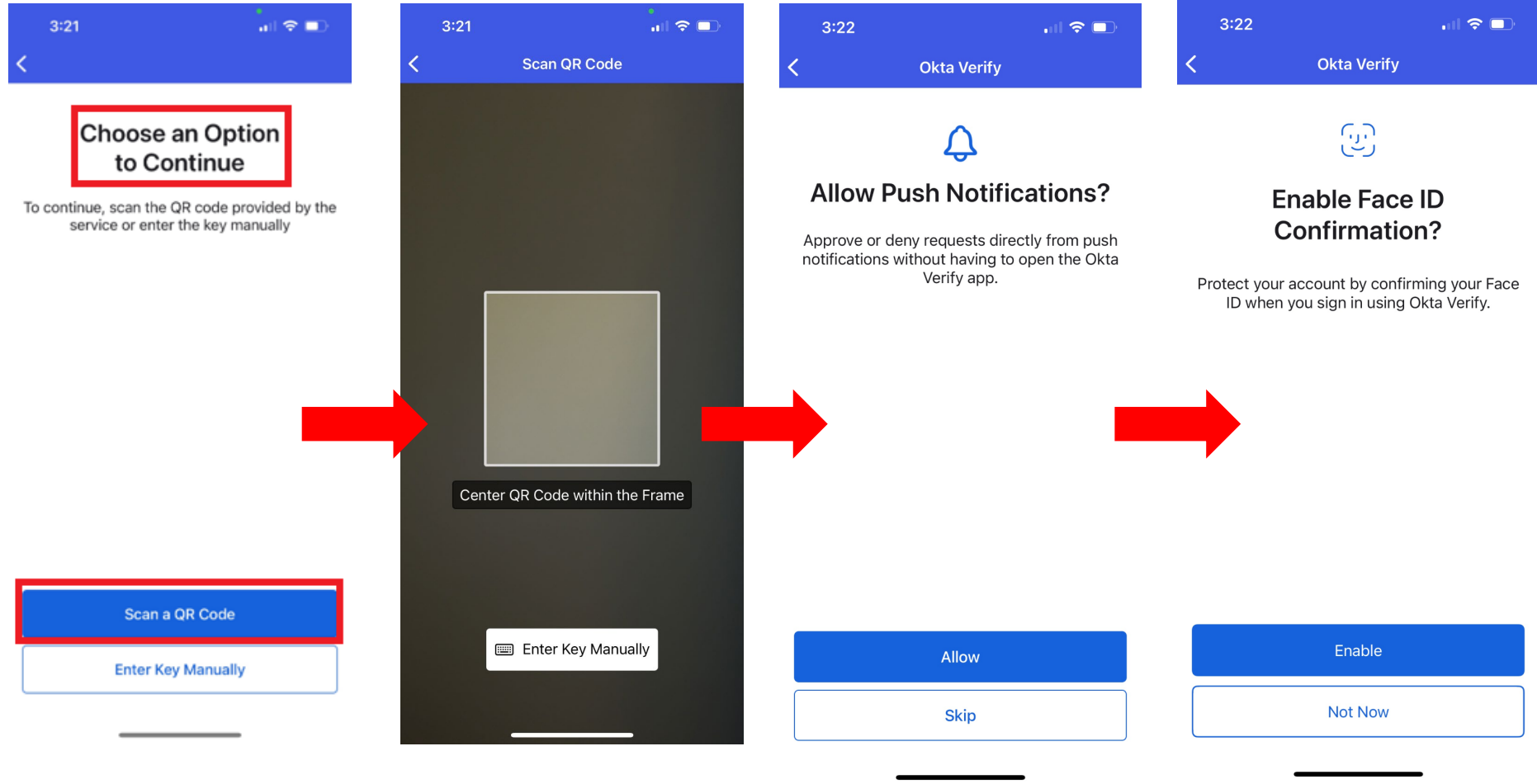
Okta Verify

Choose to either 'Scan a QR Code' or 'Enter Key Manually' (pictured on slide 17).

Scan the QR code on your browser (example on slide 13).

Next, you will be prompted to allow push notifications (**recommended**) and enable Face ID (**optional**).

3:21

Choose an Option to Continue

To continue, scan the QR code provided by the service or enter the key manually

Scan a QR Code

Enter Key Manually

3:21 Scan QR Code

Center QR Code within the Frame

⌨ Enter Key Manually

3:22 Okta Verify

🔔

Allow Push Notifications?

Approve or deny requests directly from push notifications without having to open the Okta Verify app.

Allow

Skip

3:22 Okta Verify

Enable Face ID Confirmation?

Protect your account by confirming your Face ID when you sign in using Okta Verify.

Enable

Not Now

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Okta Verify – Account Added

Finish adding your account by clicking 'Done.' You will be brought to the Okta Verify home screen, where you can see your added account.
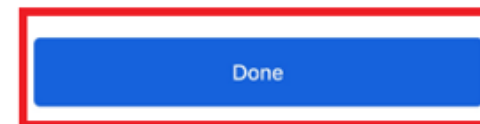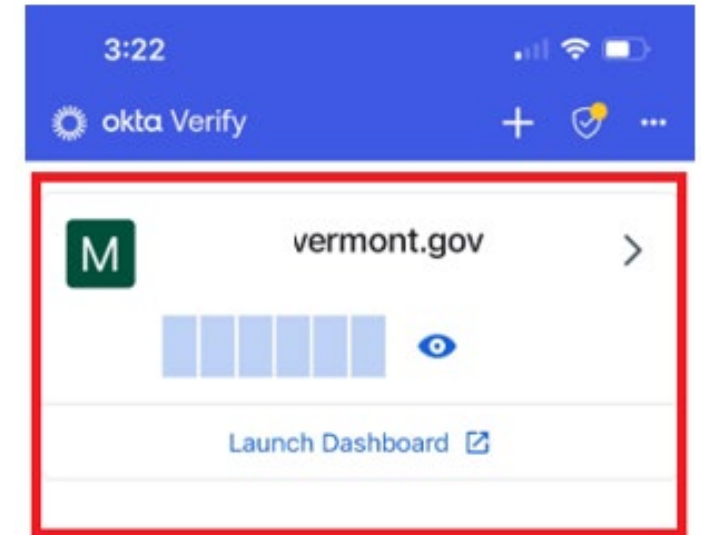
Okta Verify – Enter Key Manually

If you can't scan the barcode, click the 'Can't scan?' link on the web browser. You can either email or text a setup link. This guide will review the 'Text' option. Enter your phone number and click 'Send me the setup link.' Check your phone's text messages.
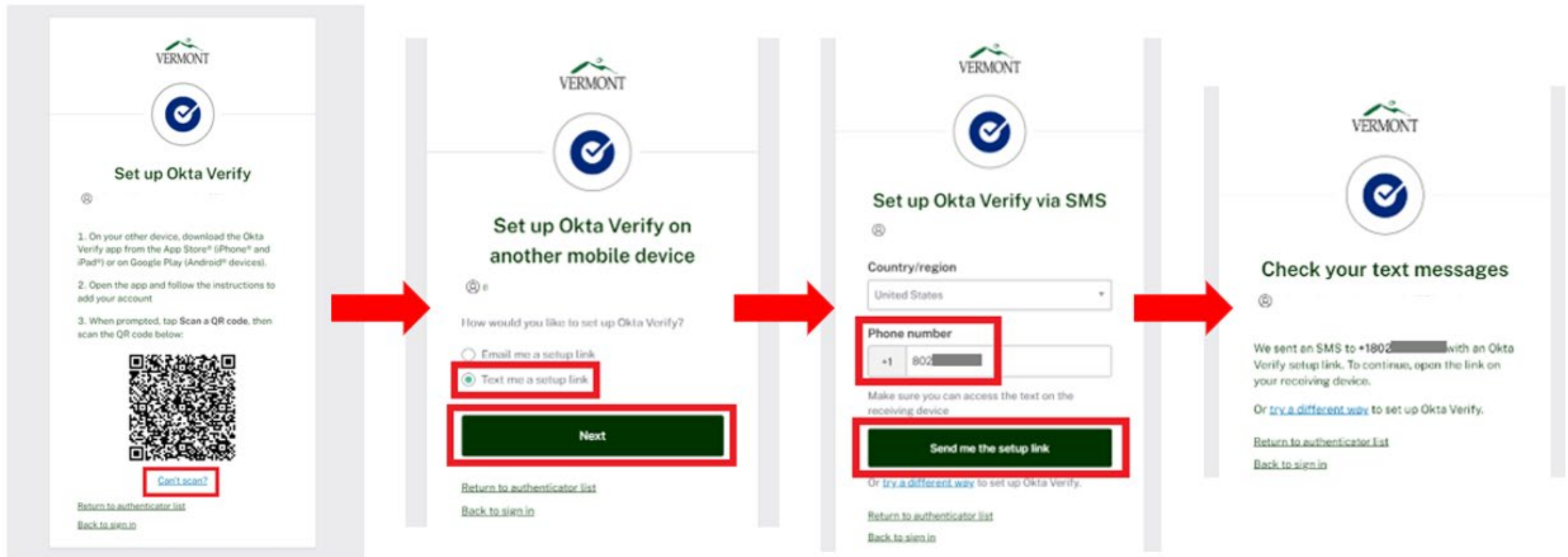
Okta Verify – Enter Key Manually (Continued)

Click the link in the text message – it may try to open in your phone's browser but click to open in the 'Okta Verify' app (should have this downloaded already). Click 'Get Started. Optionally set up Face ID, then click 'Done' after your account has been added.
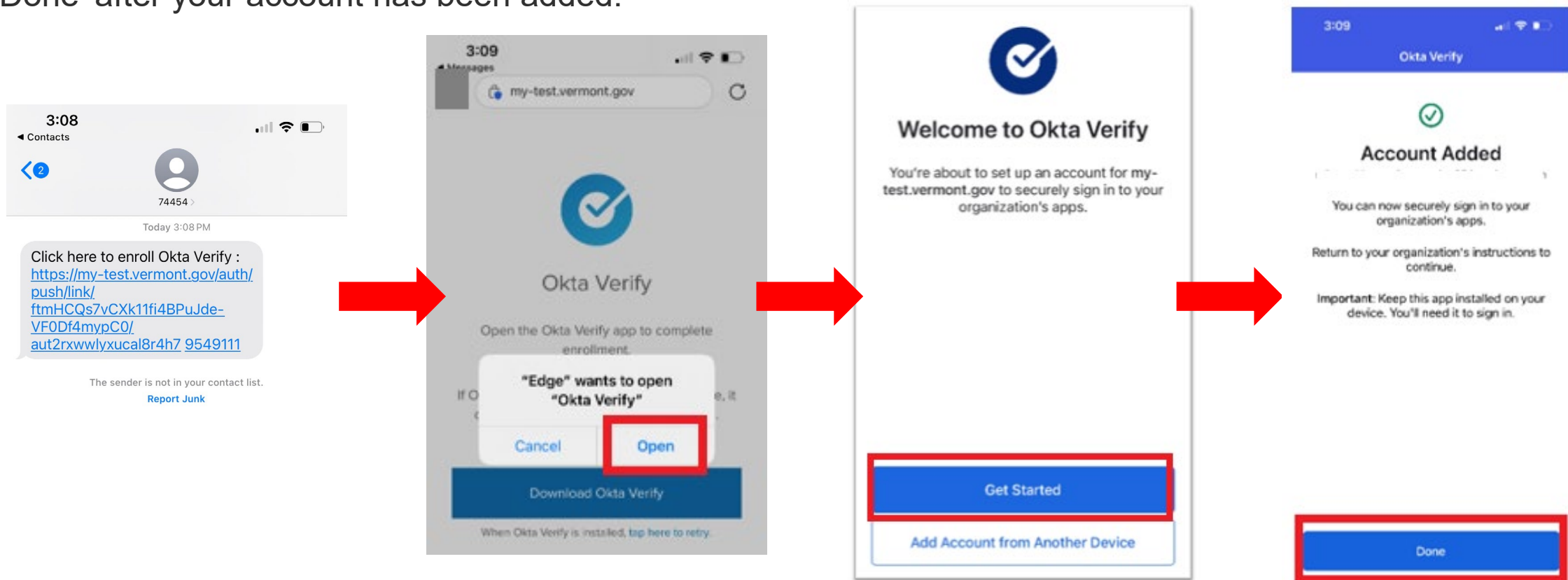
Using Your Security Method

Note: You will use your chosen security method **each** time you log in.

The next section will cover:
- Using phone verification
- Using authenticator apps (Microsoft Authenticator and Okta Verify)
- Setting up multiple security methods
- Removing security methods

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Verify with Phone – SMS (Text)

Click 'Receive a code via SMS.' You will get a text message with a 6-digit code. Enter that six-digit code on your web browser screen, then click 'Verify.'
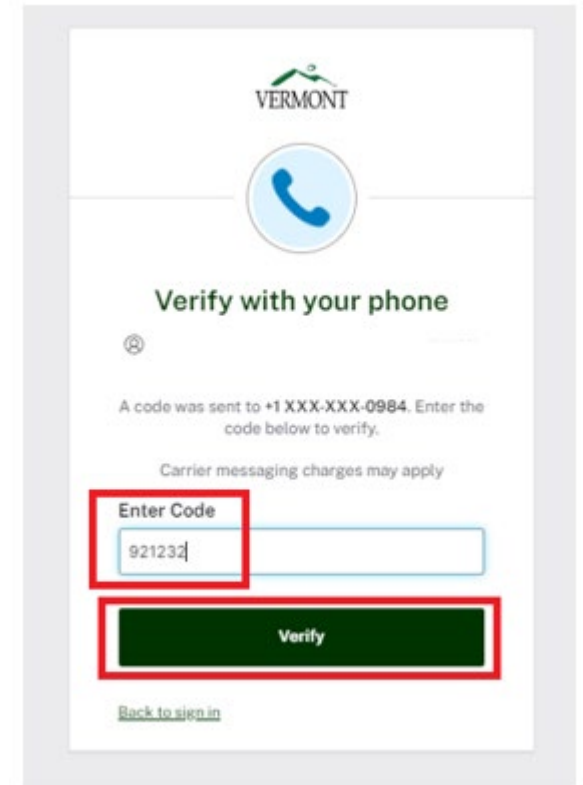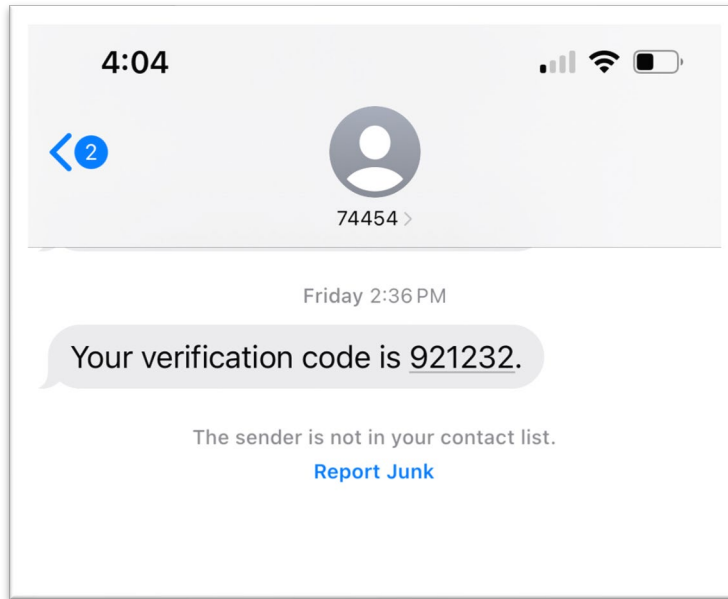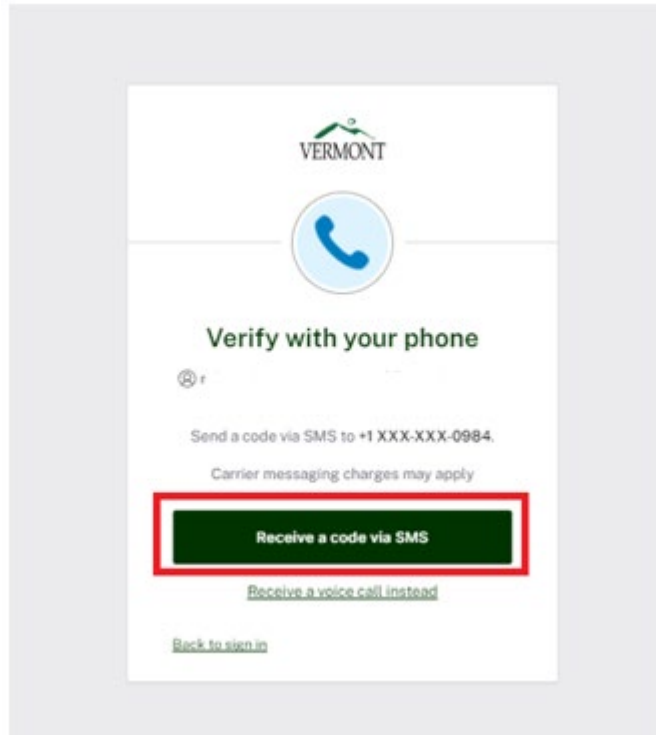
Verify with Phone – Voice Call

Click 'Receive a voice call instead.' You will get a call, which will voice a code to enter. Enter that code on your web browser screen, then click 'Verify.'
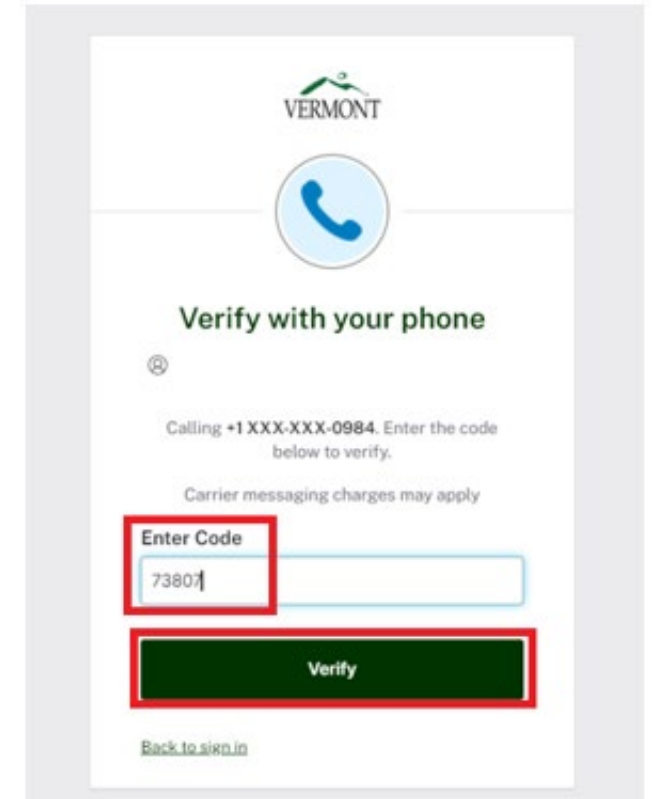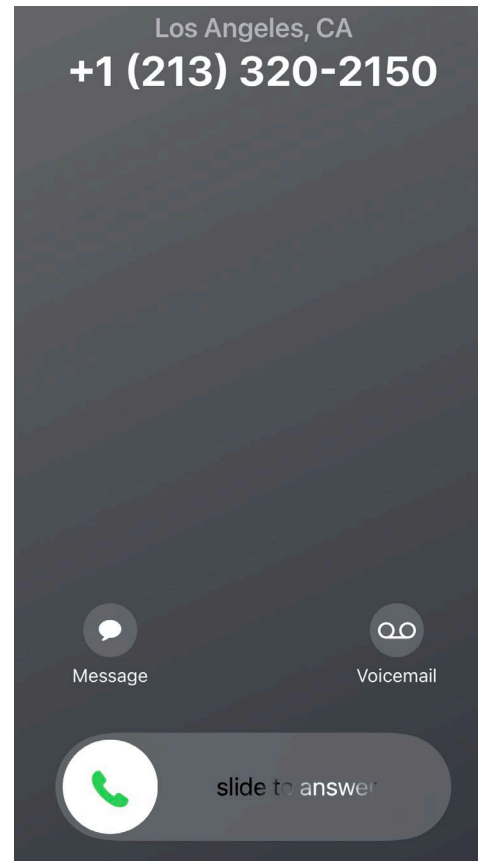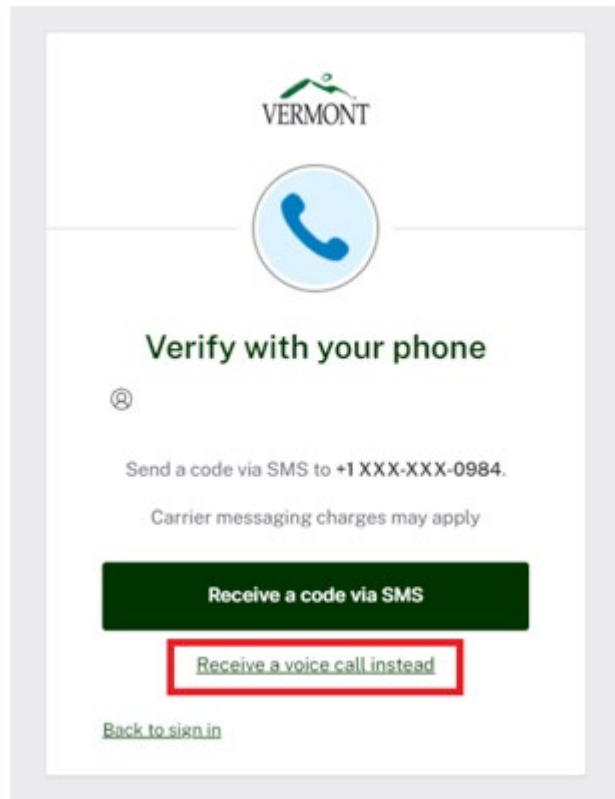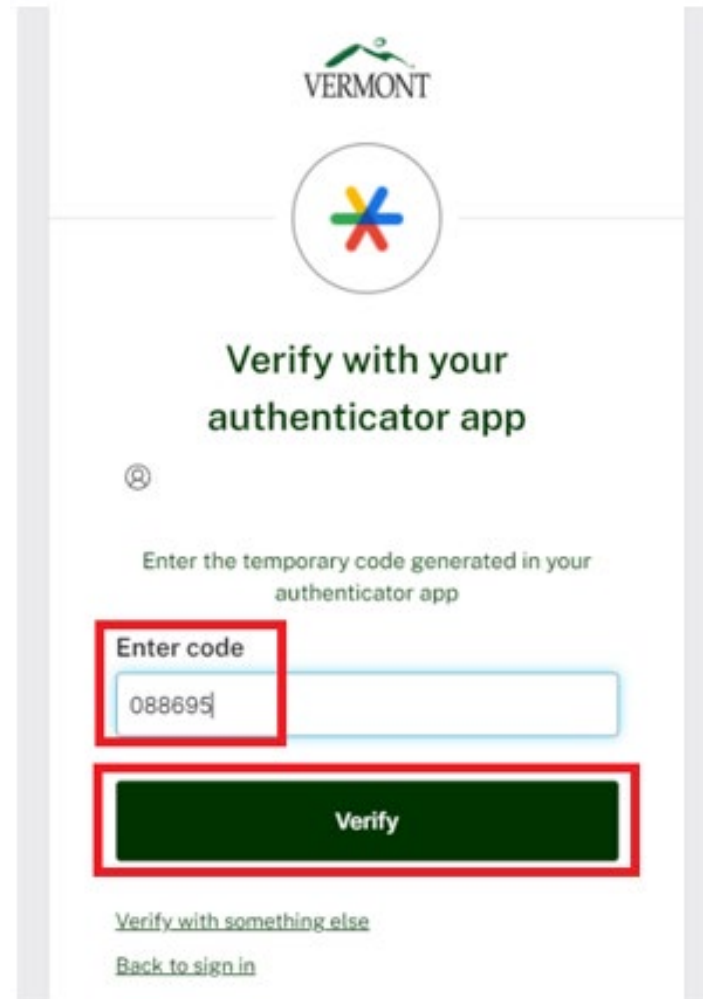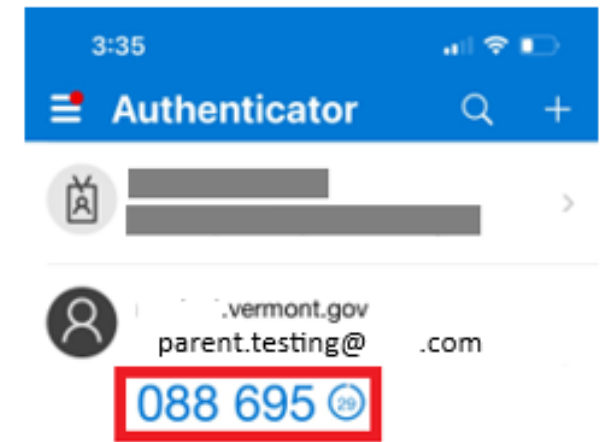
Verify with Microsoft Authenticator

You will be prompted to 'Verify with your authenticator app.'

Open Microsoft Authenticator on your mobile device and enter the six-digit code from the app into the text box on the web browser screen. **Note:** This code changes every 30 seconds.
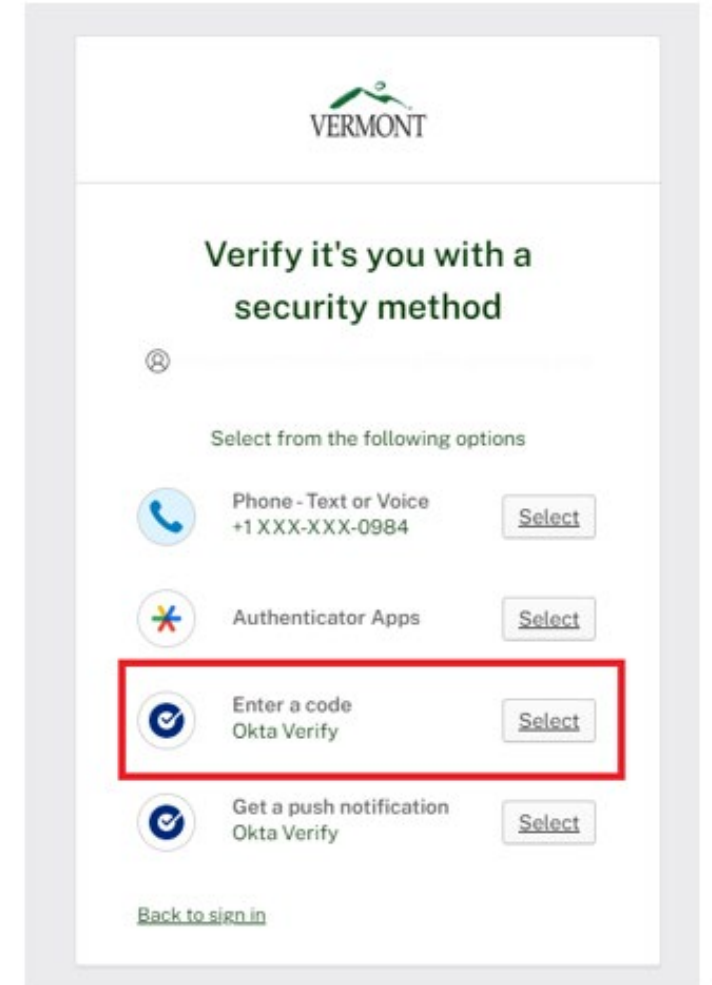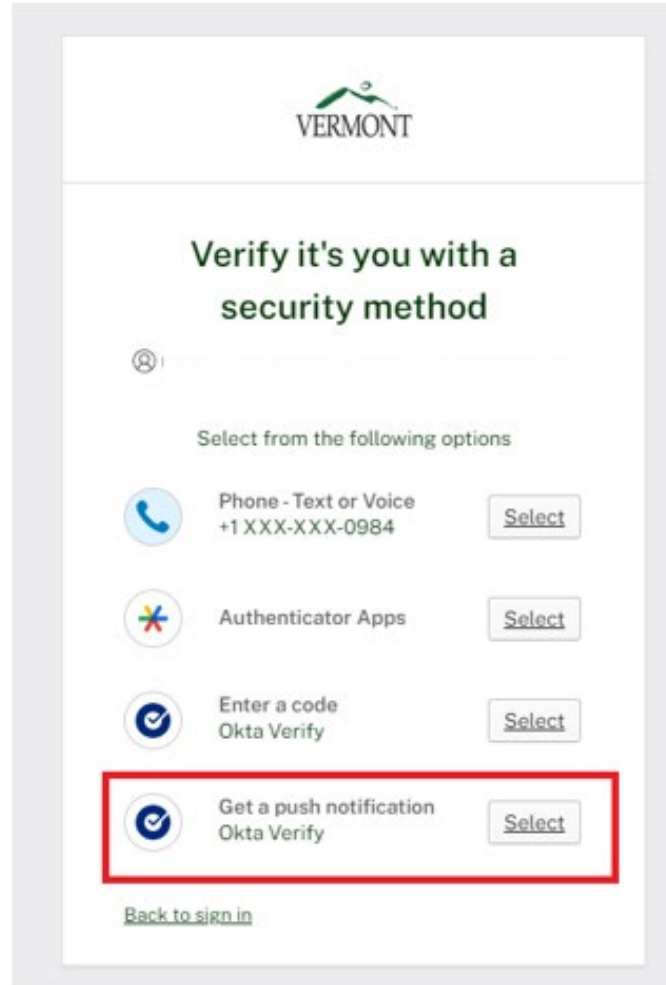
Click 'Verify.'

Verify with Okta Verify

You can verify with Okta Verify **two ways:**
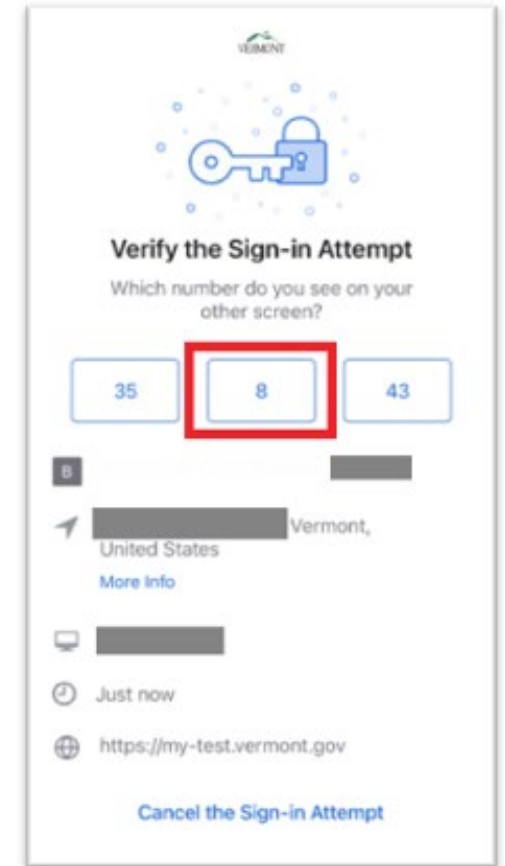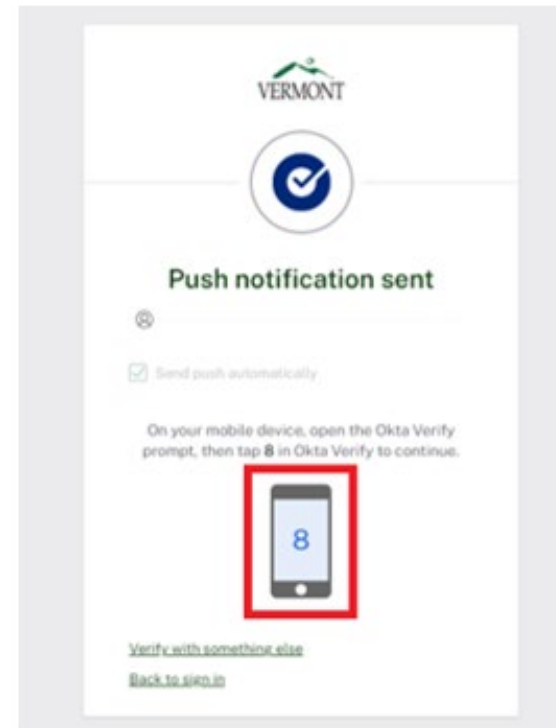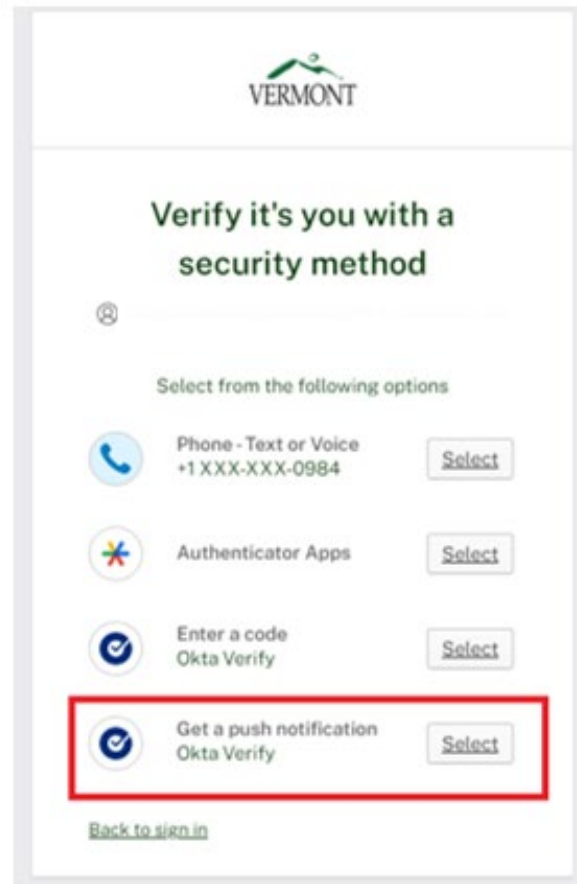1) Get a push notification
2) Enter a code

Okta Verify – Push Notification

Click 'Select' next to 'Get a push notification' with Okta Verify.

On your web browser, you will be shown a number (in this example, '8' is shown).

On your mobile device, you will receive a notification to open Okta Verify. You must select the matching number, and then you will be signed in.
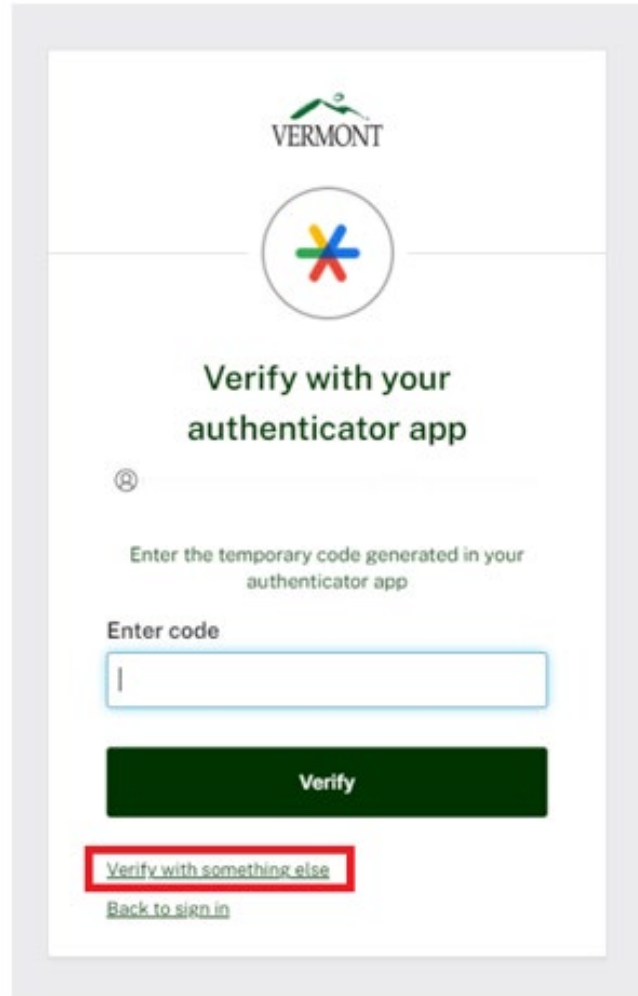
Okta Verify – Enter a Code

Click 'Select' next to 'Enter a code' for Okta Verify. On the Okta Verify app's home screen, click the eyeball emoticon. If you have Face ID enabled, verify with Face ID. A six-digit code will be displayed. Enter the code on your web browser, then click 'Verify.'
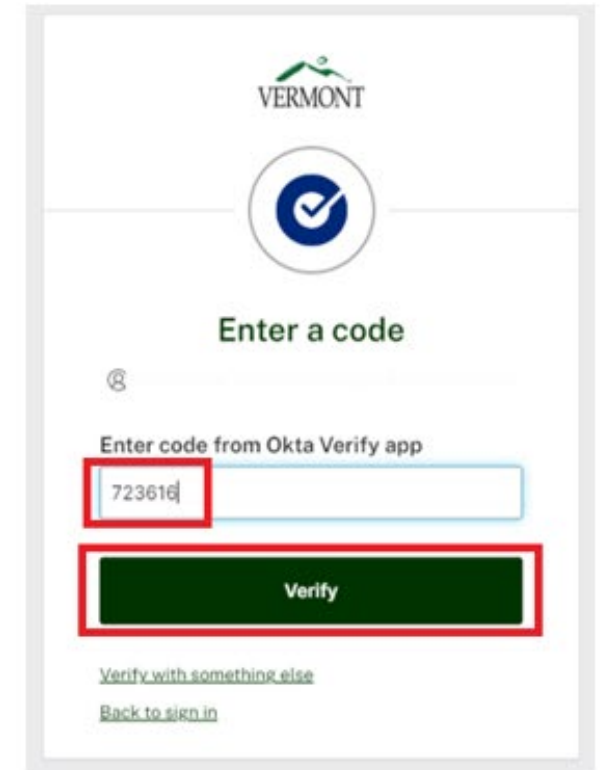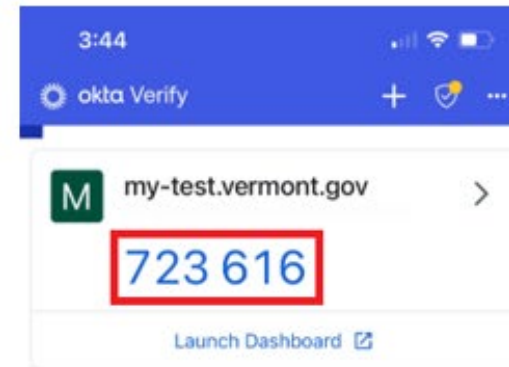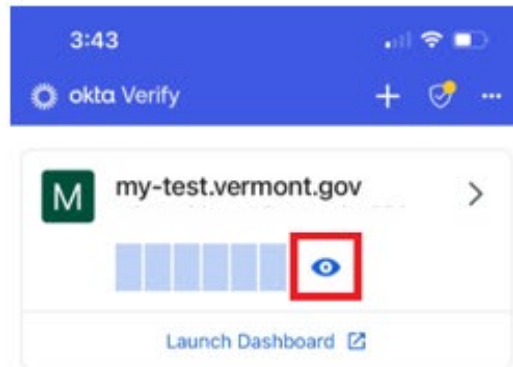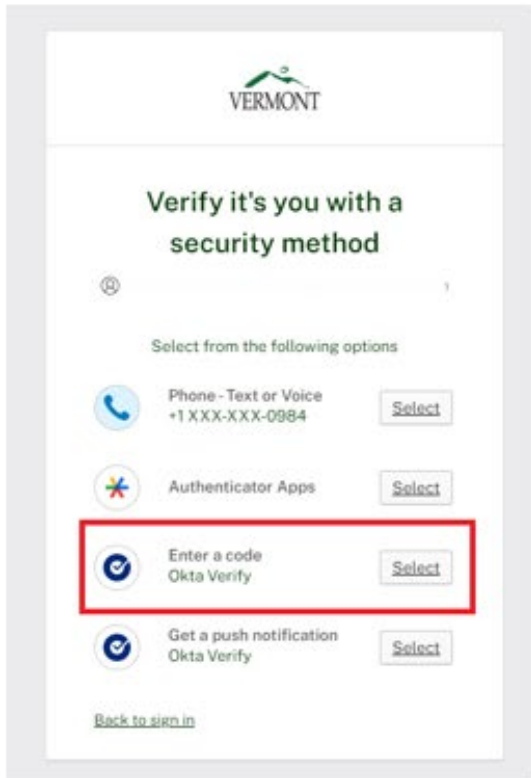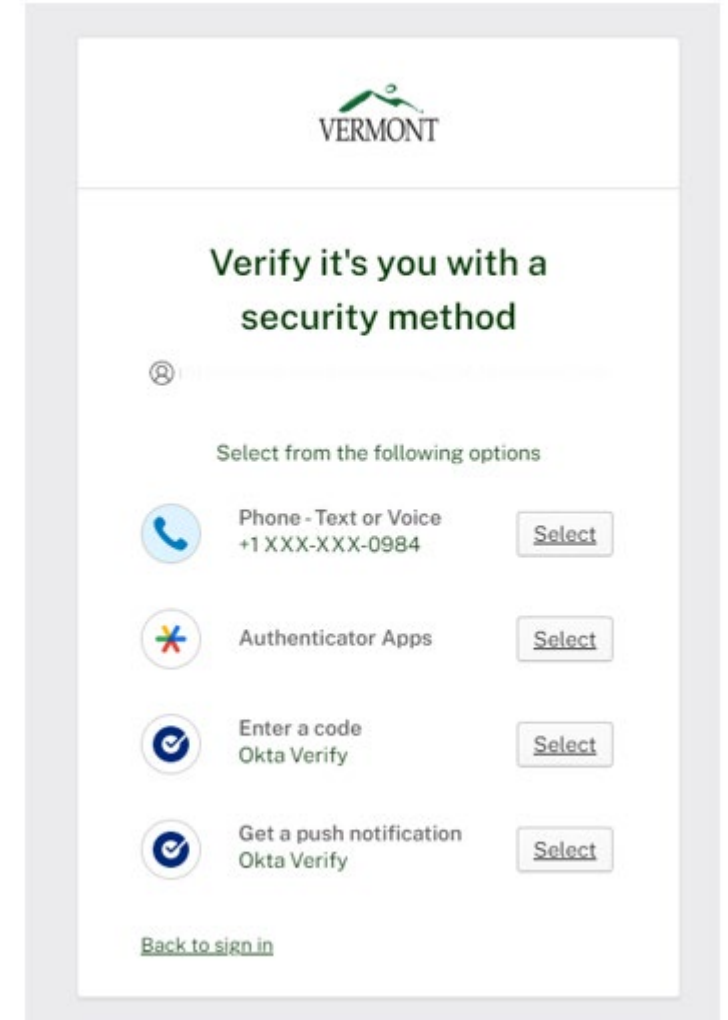
Multiple Security Methods

If you have multiple security methods set up, you can verify with a different method than the one you are first presented with by clicking 'Verify with something else.'

All the set-up security method options will be displayed in a list. Choose the one you would like to use by clicking 'Select.'

Remove Security Method(s)

To remove a security method, you must log into myVermont and go to settings (click on your hyperlinked in the top right corner).name

In 'Settings' there is a section 'Security Methods,' with your currently set-up security methods. Next to each method there is a 'Remove' button.

Note: If you remove **all** security methods, you will be prompted to set up a security method upon your next login to the CDDIS Parent Portal. It is required to have at least one security method enabled.
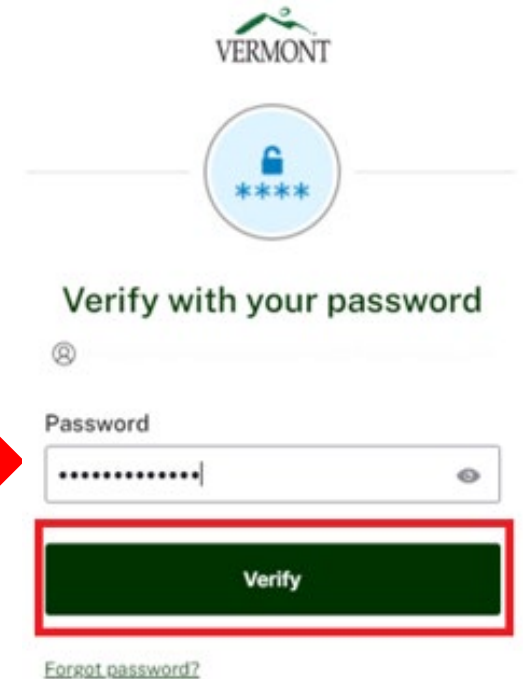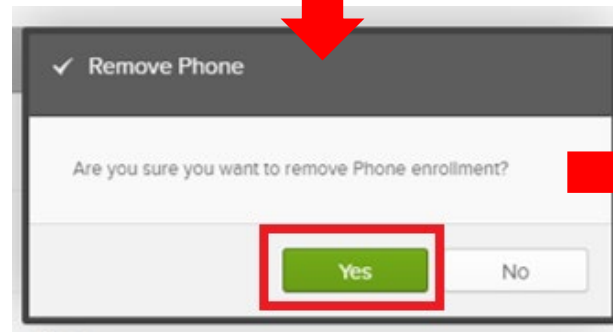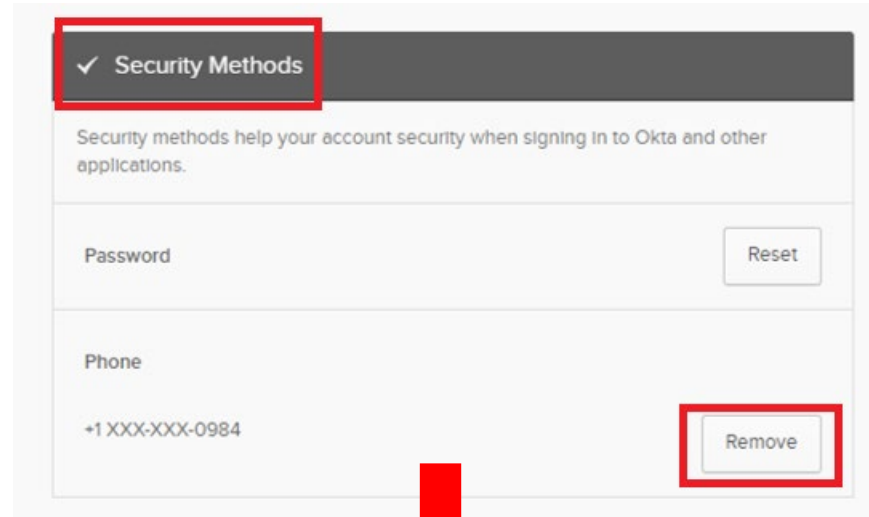
Thank you for viewing this guide!

If you have additional questions, please submit a help desk ticket with the [CDDIS Help Desk](#)

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