

Multi-Factor Authentication (MFA) for Parents

A guide for parents accessing the CDDIS Parent Portal

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.

The screenshot shows the myVermont website interface. At the top, there is a navigation bar with the text "VERMONT OFFICIAL STATE WEBSITE" and the Vermont state logo with the word "VERMONT". A "Login" link is visible in the top right corner. Below the navigation bar, the myVermont logo is displayed, followed by the text "Single sign-on for access to critical Vermont applications and services." and a "myVermont Help" link. A grid of service categories is shown, including "Unemployment", "Benefits", "Childcare", "Labor", "Liquor / Lottery", "Medicaid", "Providers", "SNAP", "Vehicle Registration", "DCF", "DLL", "DMV", "DVHA", "VDH", and "VDOL". A green button prompts users to "Update your myVermont account (log in required)".

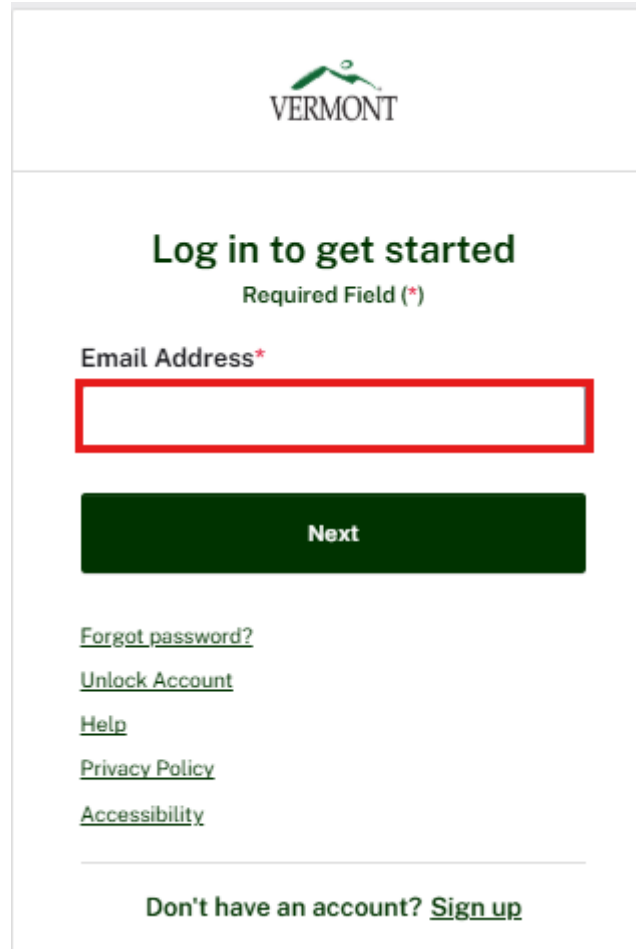
The main content area features a search bar with "Childcare" entered and a "3 apps" notification. Below the search bar, the "Dept. for Children and Families" section is highlighted. It contains two tiles:

- Child Development Division - Parent Portal**: Includes a person icon, the text "Child care financial assistance account information.", and a green "Family Login" button. A "Login Help @ DCF" link is at the bottom.
- Child Development Division - Provider Portal**: Includes a house icon with people, the text "Attendance and invoicing provider tools for child care financial assistance.", and a green "Provider Login" button. A "Login Help @ DCF" link is at the bottom.

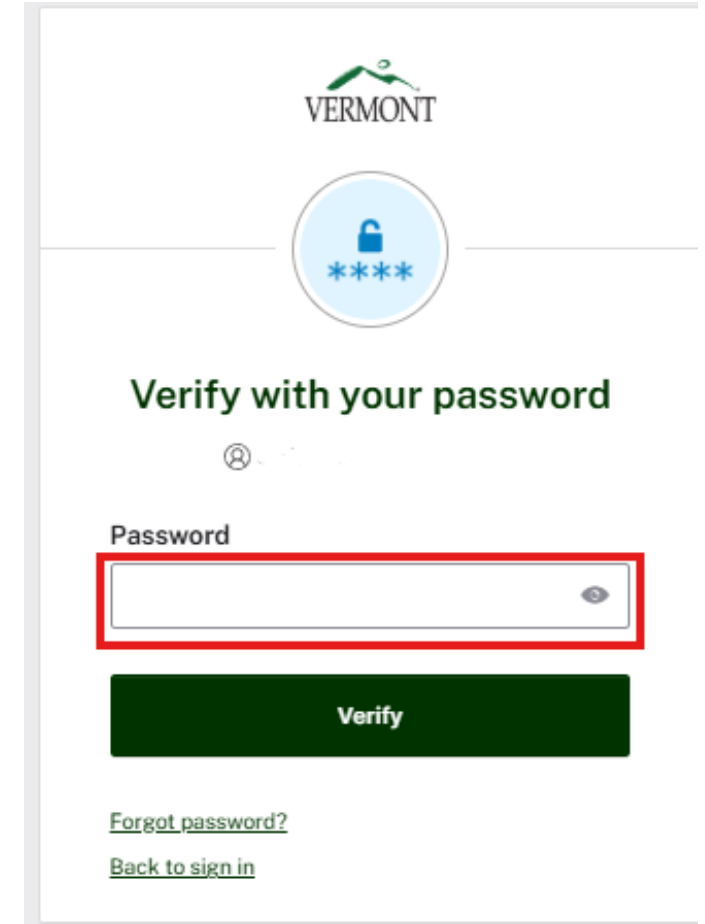
CDDIS Parent Portal Log In

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.



The screenshot shows the first step of the login process. At the top is the Vermont logo. Below it, the text reads "Log in to get started" followed by "Required Field (*)". There is a text input field labeled "Email Address*" which is highlighted with a red border. Below the field is a dark green button labeled "Next". At the bottom, there are several links: "Forgot password?", "Unlock Account", "Help", "Privacy Policy", and "Accessibility". At the very bottom, it says "Don't have an account? [Sign up](#)".



The screenshot shows the second step of the login process. At the top is the Vermont logo. Below it is a circular icon with a blue padlock and four asterisks. The text reads "Verify with your password". There is a text input field labeled "Password" which is highlighted with a red border and includes a toggle icon for visibility. Below the field is a dark green button labeled "Verify". At the bottom, there are links for "Forgot password?" and "Back to sign in".

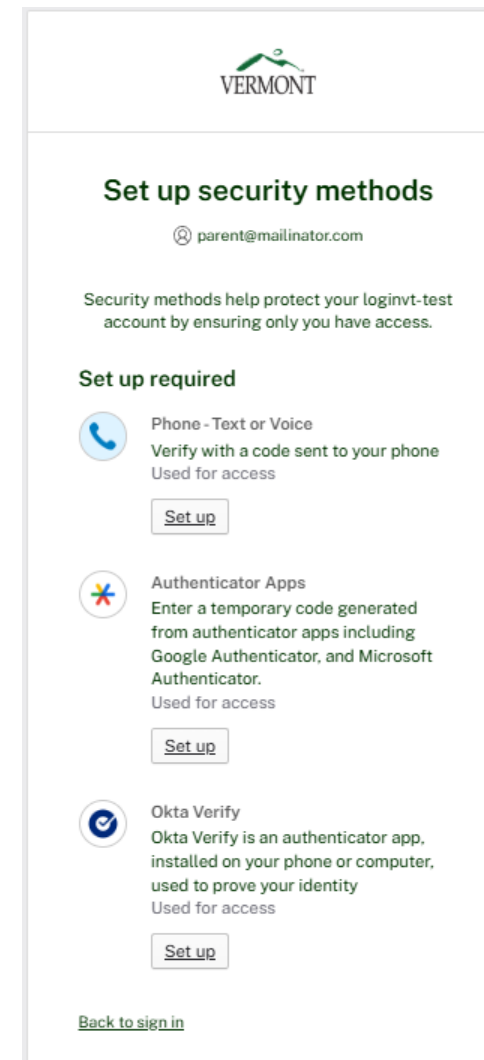
Set Up Security Methods

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.

VERMONT

Set up phone authentication

parent@.....com

Enter your phone number to receive a verification code via SMS.

SMS

Voice call

Country/region

United States

Phone number

+1

Receive a code via SMS

[Return to authenticator list](#)

[Back to sign in](#)

VERMONT

Verify with your password

parent@.....com

Password

Verify

[Forgot password?](#)

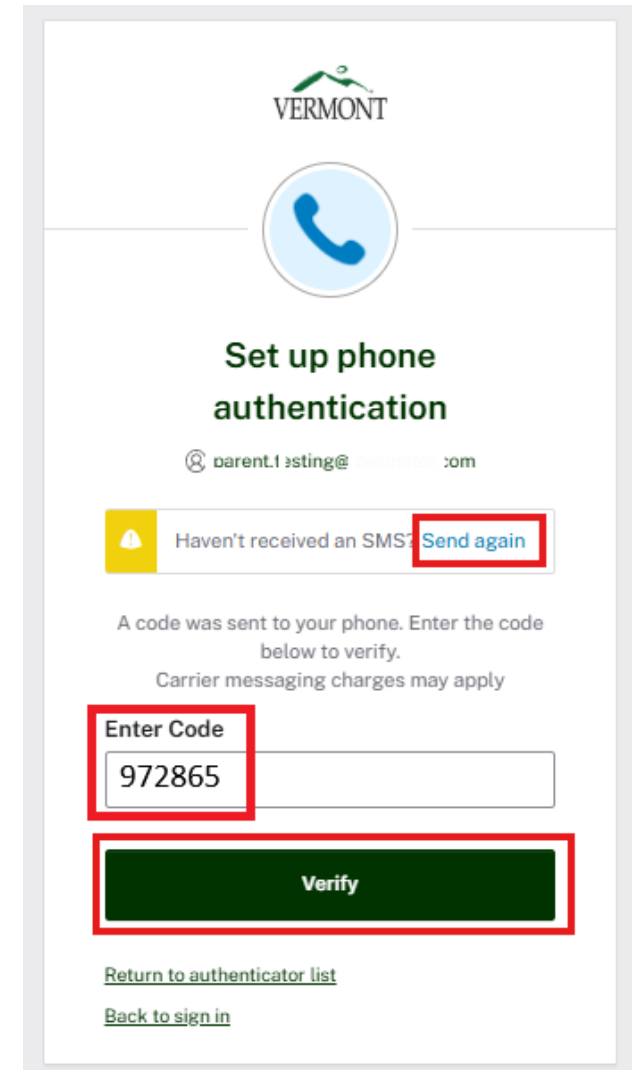
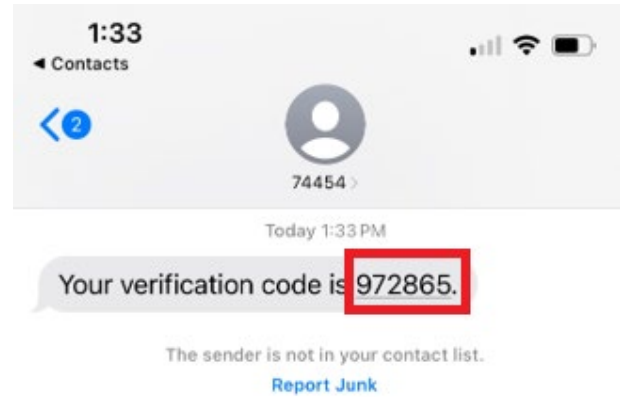
[Back to sign in](#)

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.

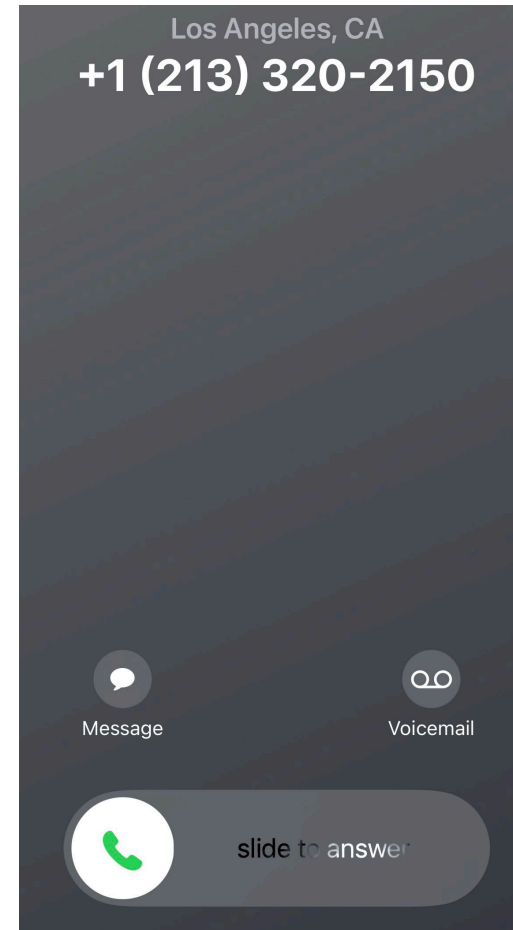


Phone Authentication – Voice Call Option

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.'

The screenshot shows the Vermont phone authentication setup interface. At the top is the Vermont logo. Below it is a blue telephone icon. The heading is "Set up phone authentication" with the email "parent.testing@...r.com" below it. A note says "Enter your phone number to receive a verification code via voice call." There are two radio buttons: "SMS" (unselected) and "Voice call" (selected and highlighted with a red box). Below is a "Country/region" dropdown menu set to "United States". The "Phone number" field contains "+1 802" and is highlighted with a red box. There is an empty "Extension" field. At the bottom is a green button labeled "Receive a code via voice call" highlighted with a red box. Links for "Return to authenticator list" and "Back to sign in" are at the very bottom.



The screenshot shows the Vermont phone authentication verification page. At the top is the Vermont logo and a blue telephone icon. The heading is "Set up phone authentication" with the email "parent.testing@...com" below it. A yellow alert box says "Haven't received a call? Call again". Below is the text "Calling your phone. Enter the code below to verify. Carrier messaging charges may apply". The "Enter Code" field contains "46392" and is highlighted with a red box. Below it is a green button labeled "Verify" highlighted with a red box. Links for "Return to authenticator list" and "Back to sign in" are at the bottom.

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.

VERMONT

Set up security methods

parent.testing@ com

Security methods help protect your loginvt-test account by ensuring only you have access.

[Continue](#)

Optional Backup Authenticators - setting up additional options is not required but may be helpful if you lose your device in the future.

Authenticator Apps
Enter a temporary code generated from authenticator apps including Google Authenticator, and Microsoft Authenticator.
Used for access
[Set up](#)

Okta Verify
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity
Used for access
[Set up](#)

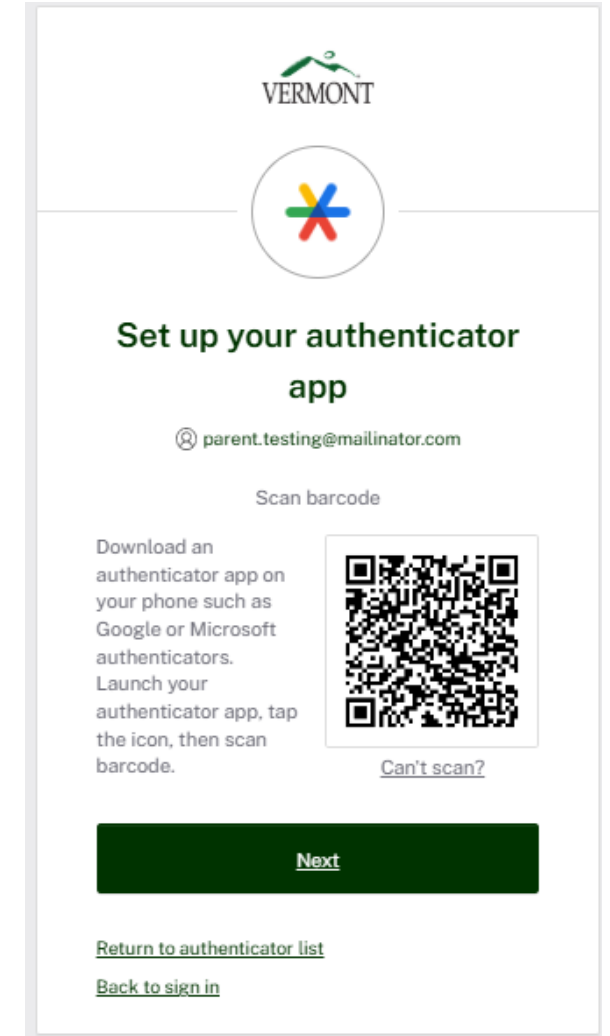
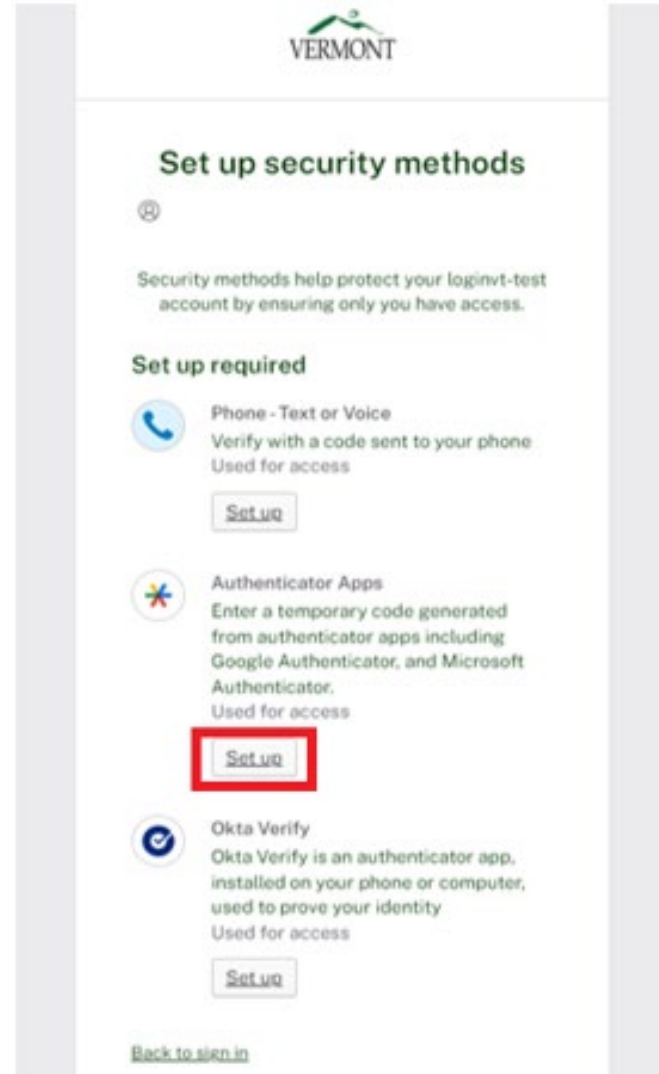
[Back to sign in](#)

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.

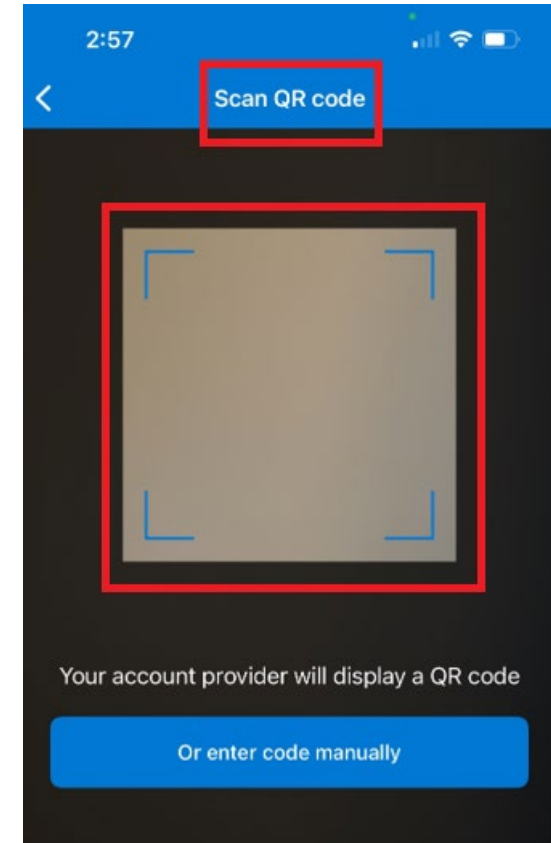
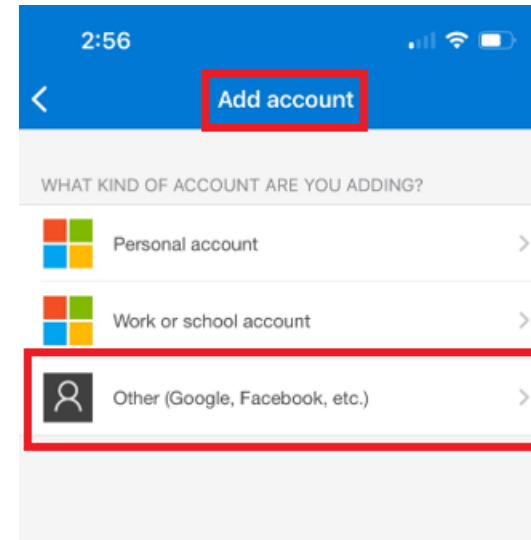
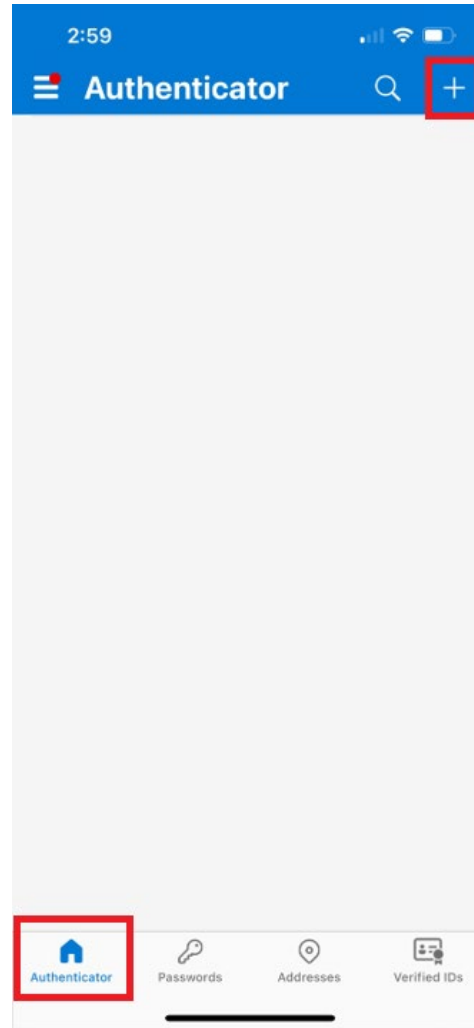


Microsoft Authenticator App

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

Select 'Other' when adding an account.

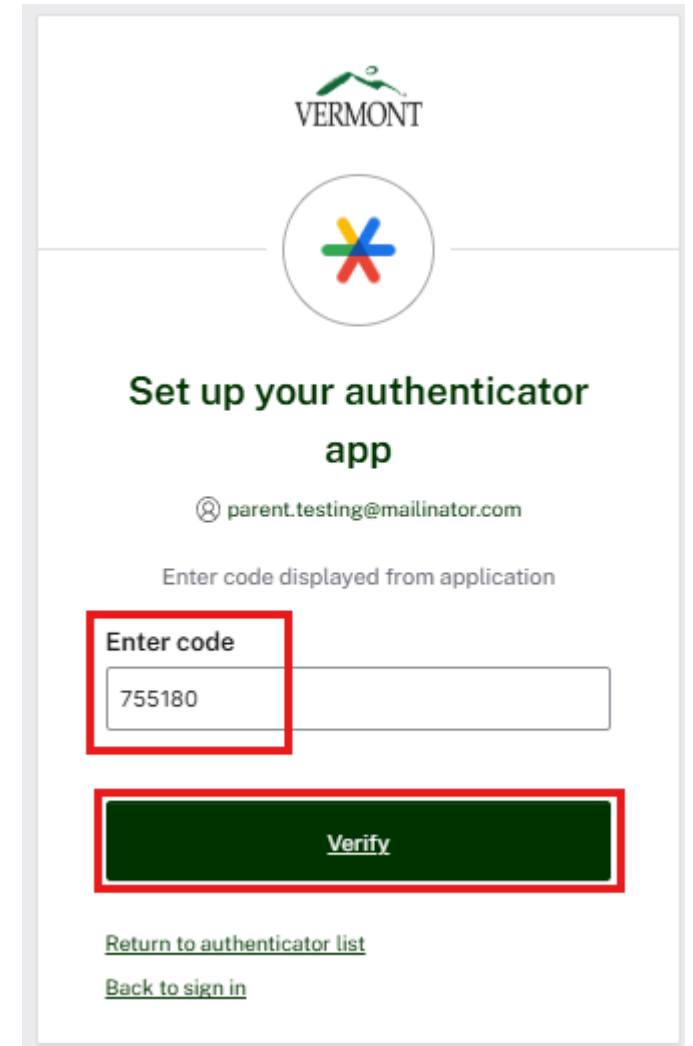
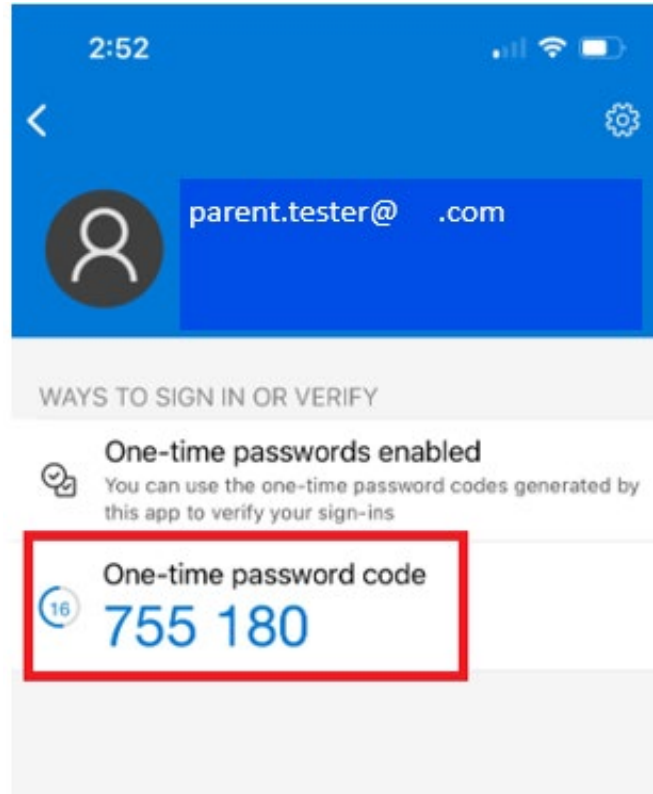
You can scan the QR code on your browser with your phone (pictured on the previous slide) or click to enter a code manually (shown on slide 12).



Microsoft Authenticator (Continued)

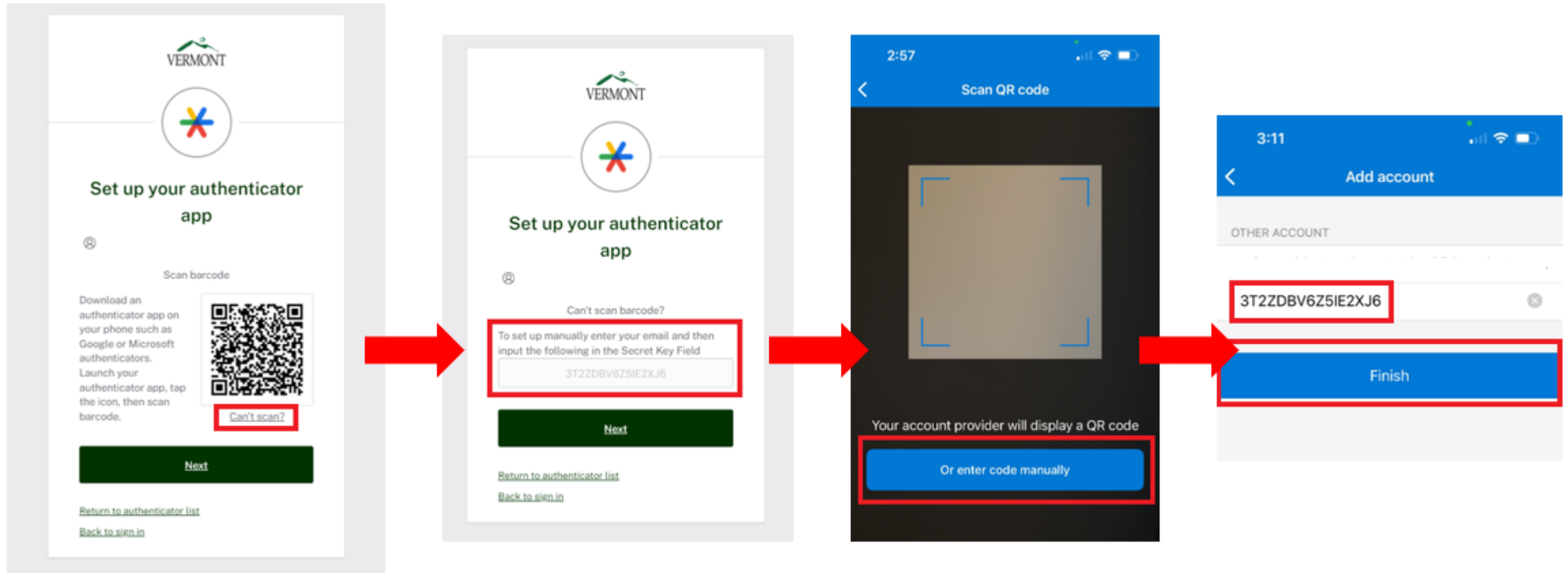
The app will display a one-time password code (note - this 6-digit number changes every 30 seconds).

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).

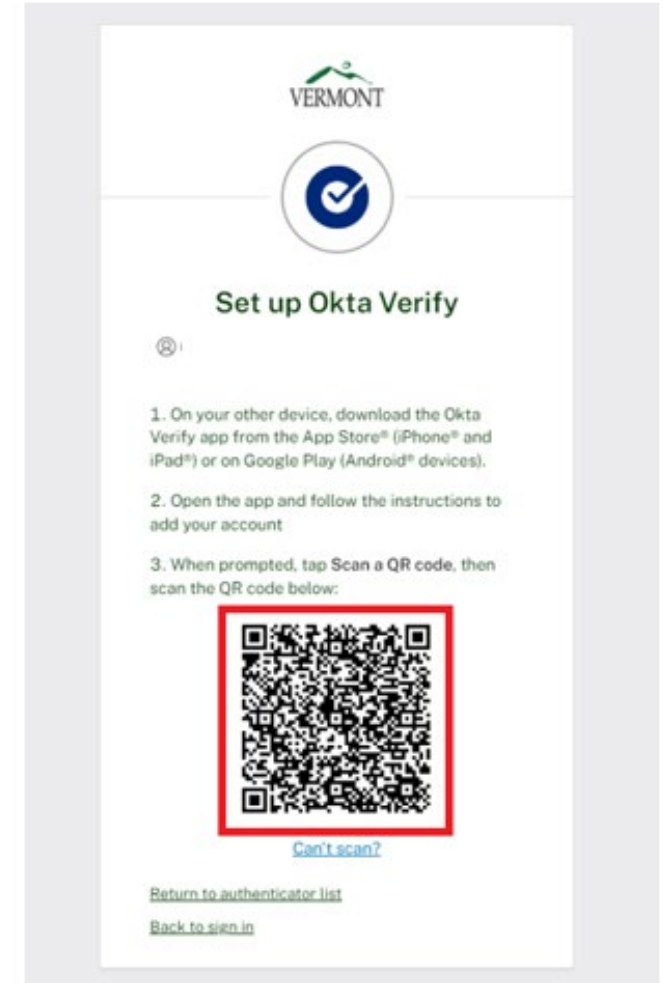
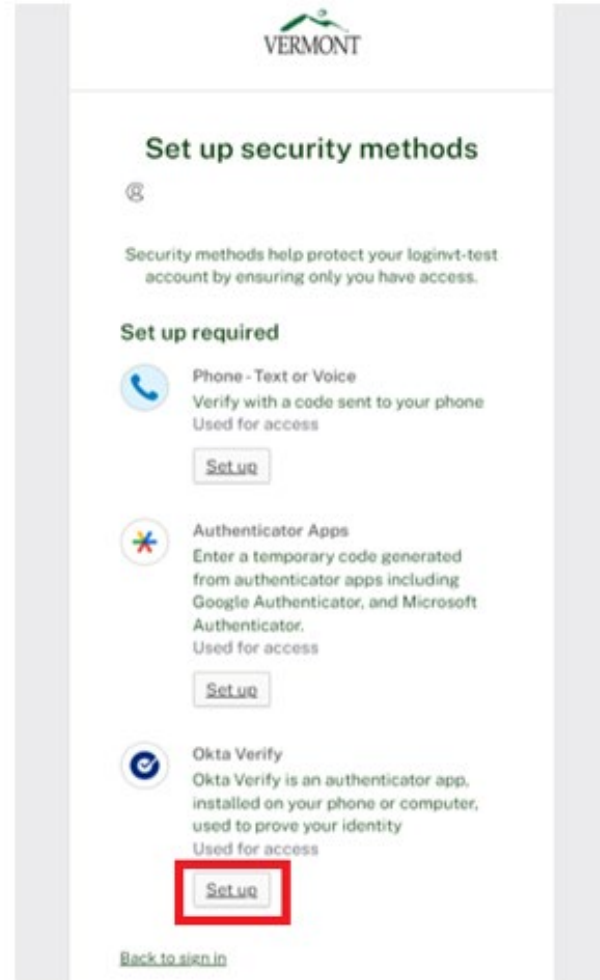


Okta Verify Option

Click 'Set up' under the Okta Verify option.

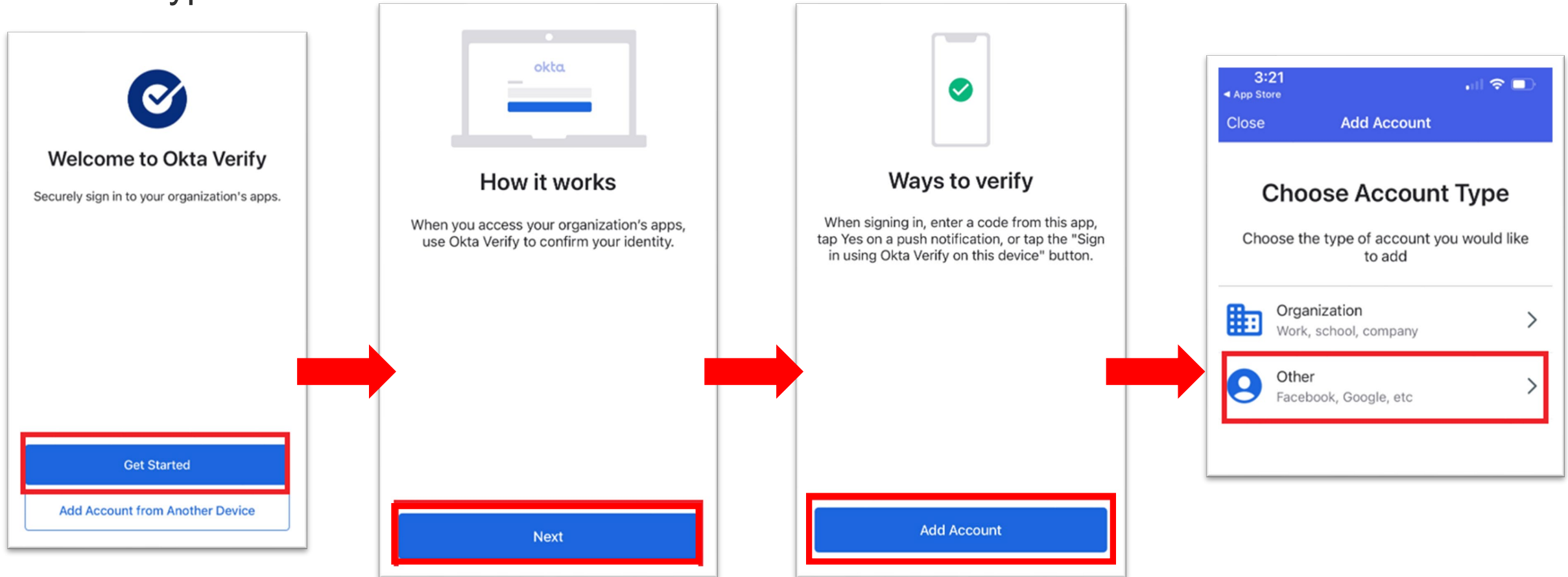
The Okta Verify app must be downloaded through your mobile device's app store.

You will be presented with a QR code to scan or, if you cannot scan, you can click the 'Can't scan?' option below.



Setting Up Okta Verify (First Time)

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

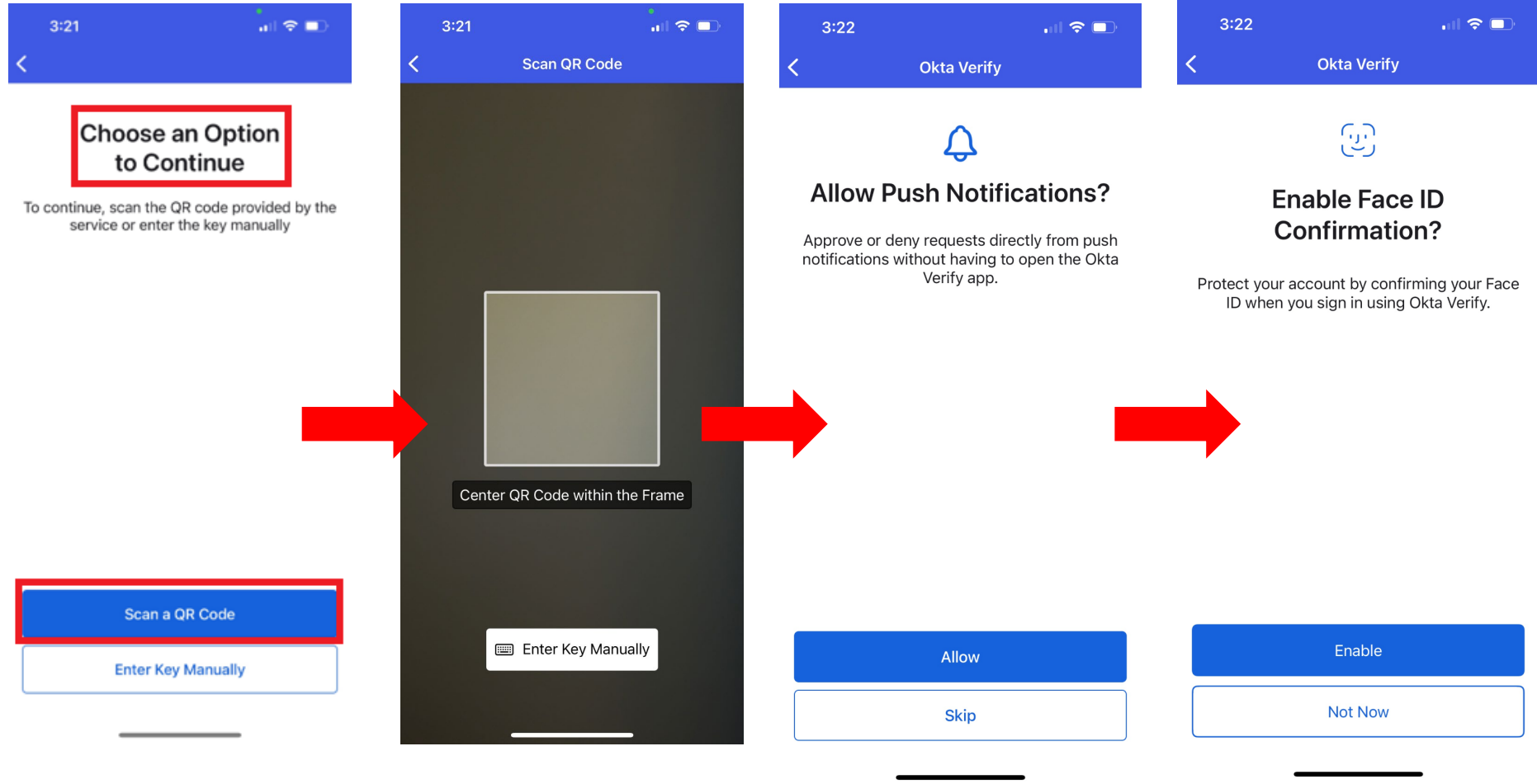


Okta Verify

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**).



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.

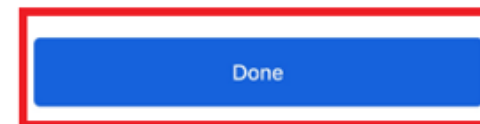
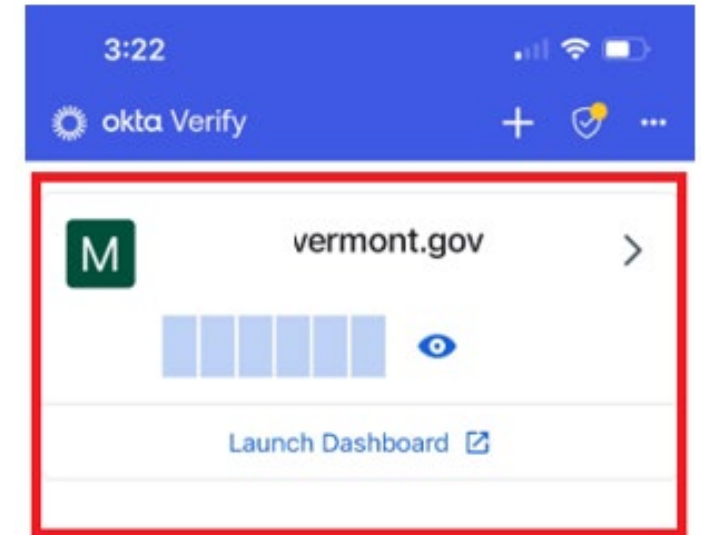


Account Added

You can now securely sign in to your organization's apps.

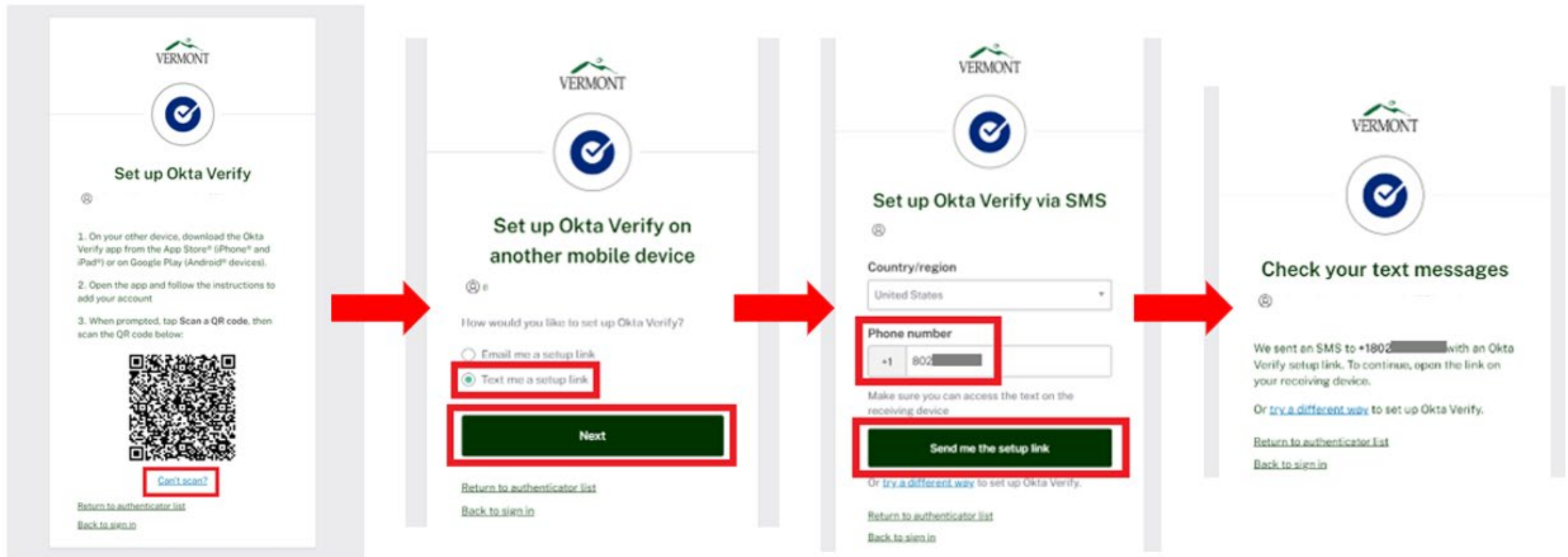
Return to your organization's instructions to continue.

Important: Keep this app installed on your device. You'll need it to sign in.



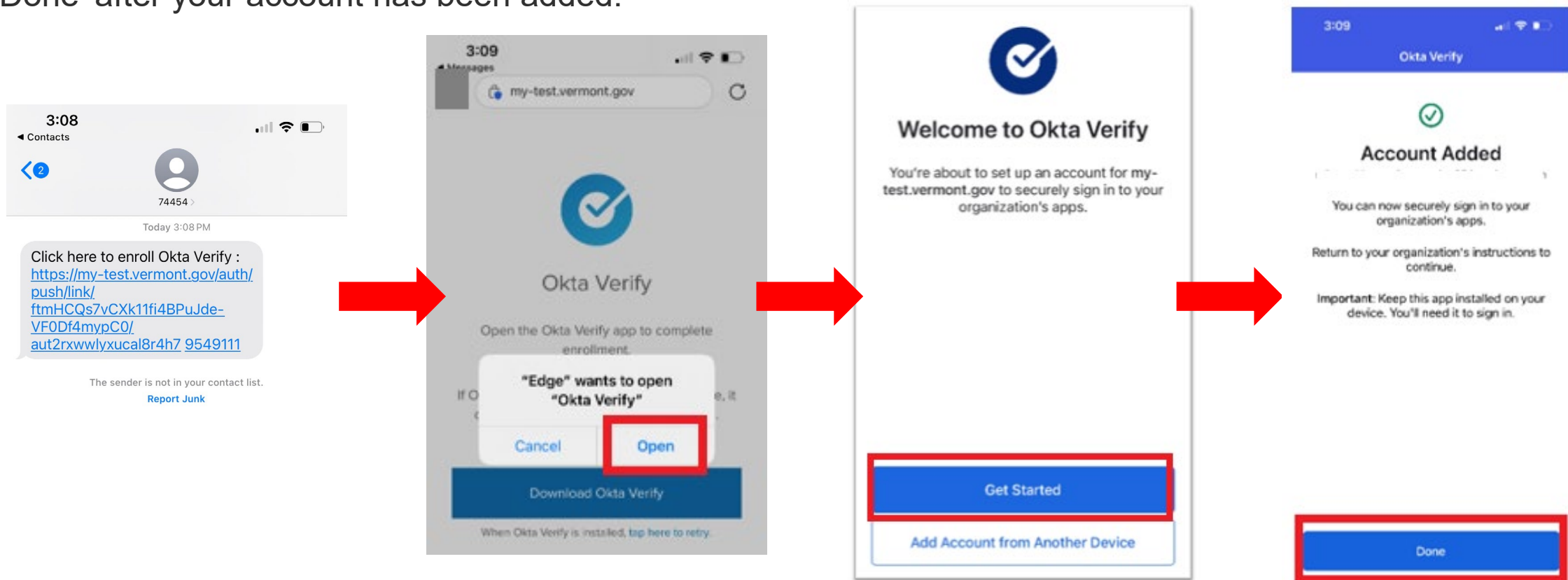
Okta Verify – Enter Key Manually

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

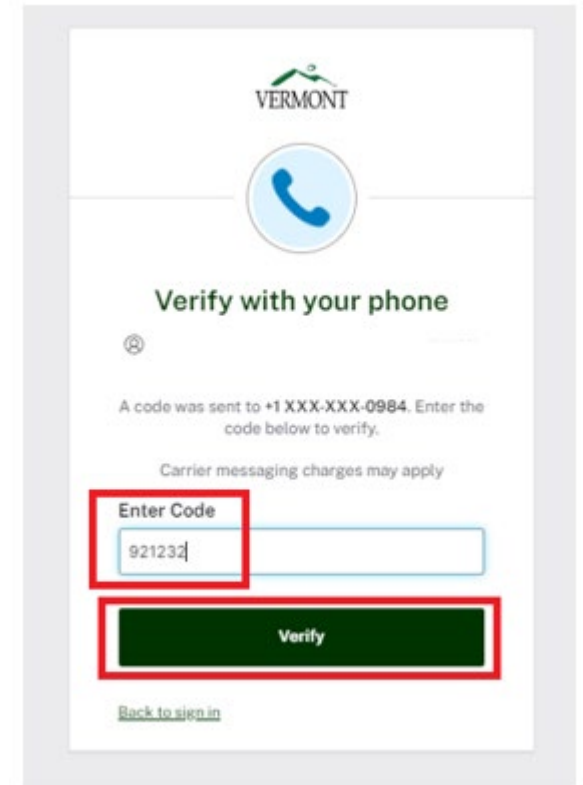
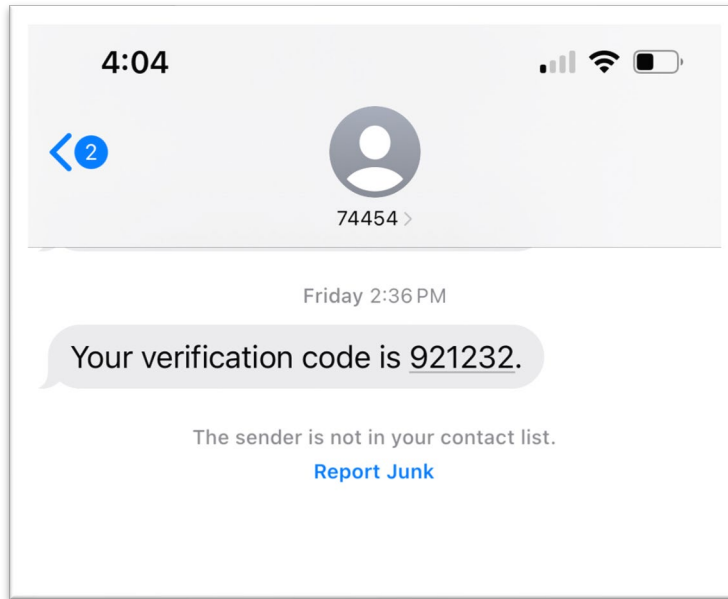
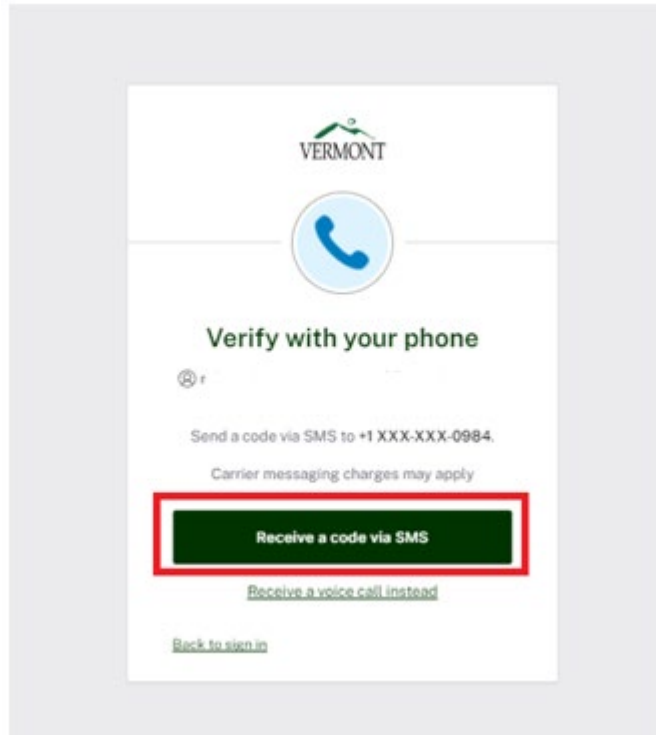
Note: You will use your chosen security method **each** time you log in.

The next section will cover:

- Using phone verification
- Using authenticator apps (Microsoft Authenticator and Okta Verify)
- Setting up multiple security methods
- Removing security methods

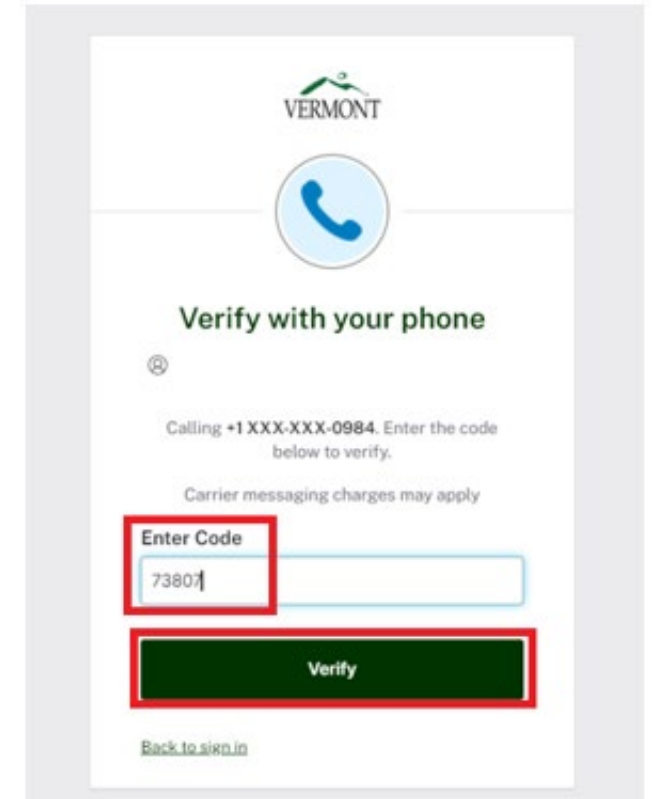
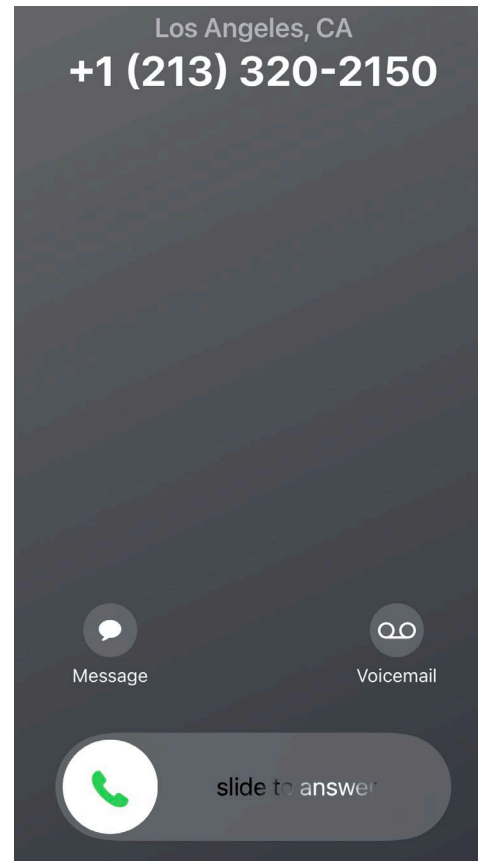
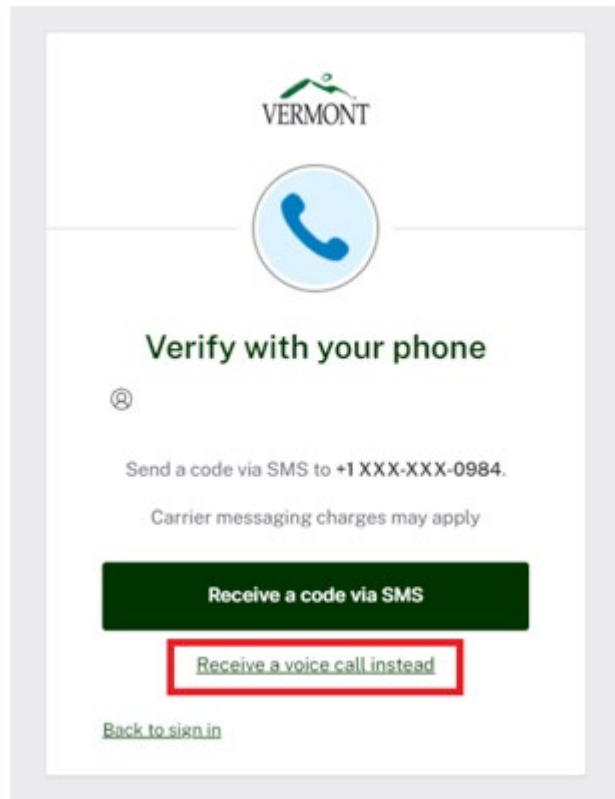
Verify with Phone – SMS (Text)

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.'

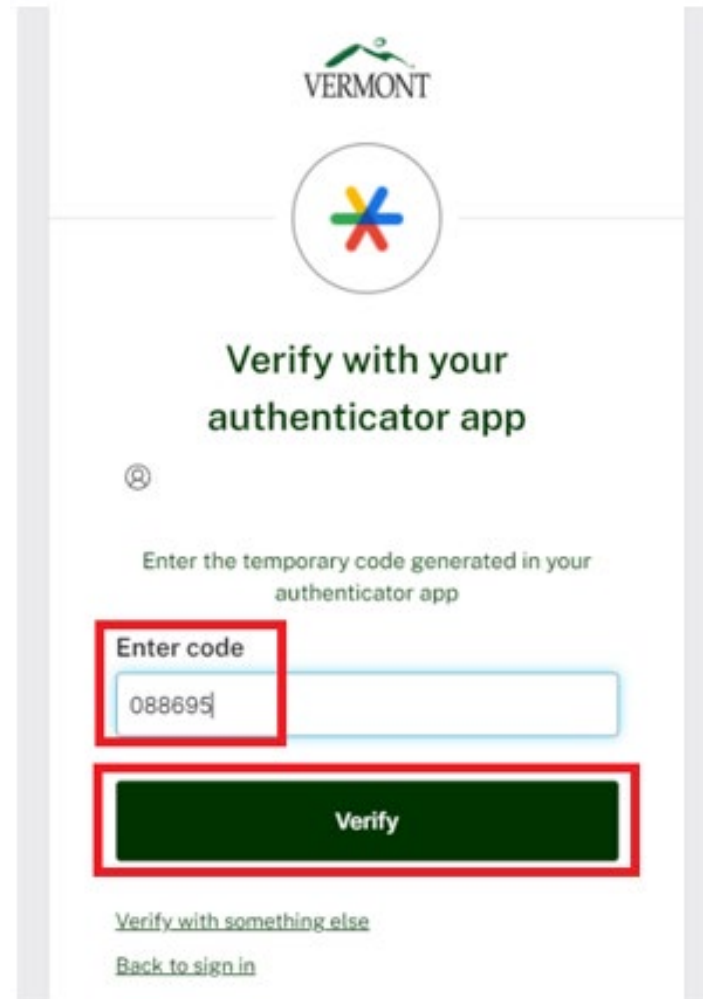


Verify with Microsoft Authenticator

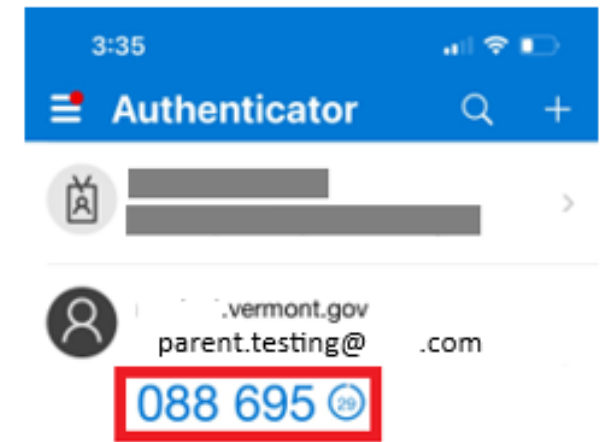
You will be prompted to 'Verify with your authenticator app.'

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.'



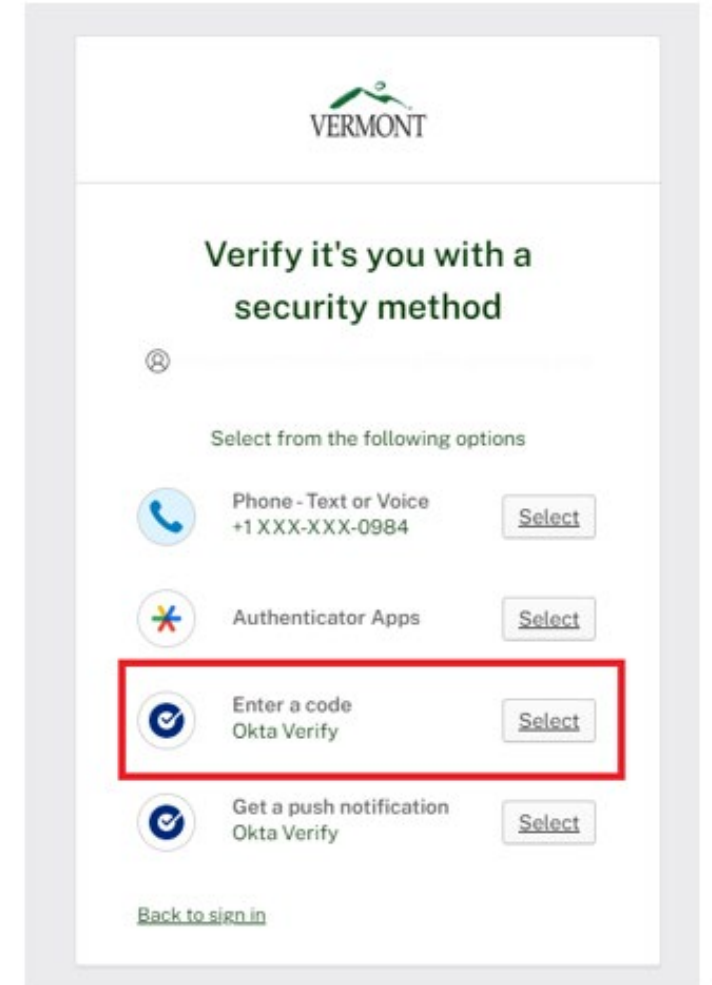
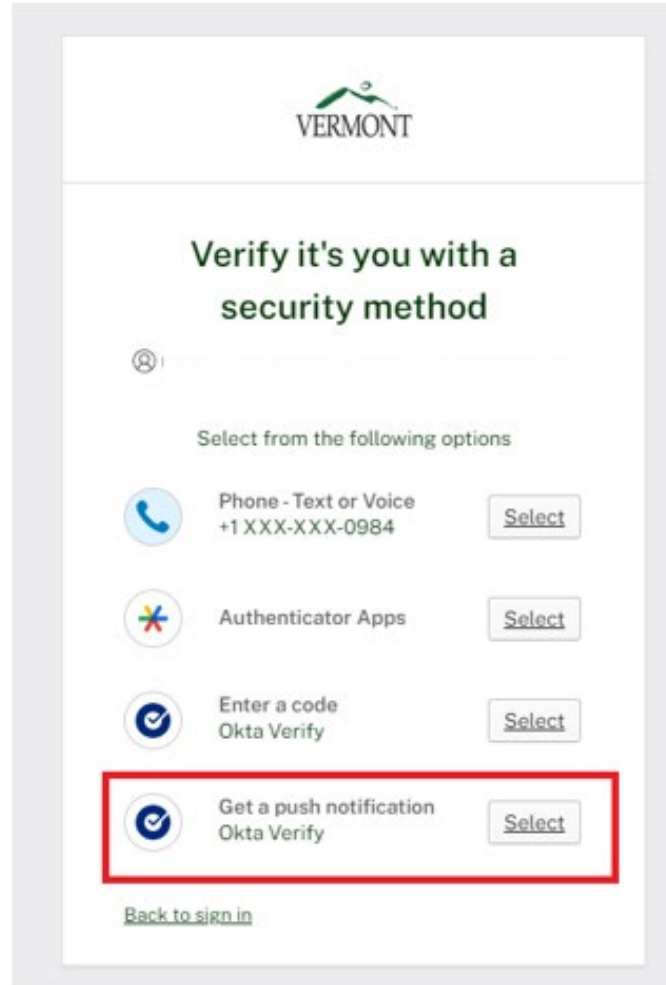
The screenshot shows a web browser page for Vermont. At the top is the Vermont logo. Below it is a circular icon with a colorful starburst. The text reads "Verify with your authenticator app". There is a text box labeled "Enter code" containing the number "088695". Below the text box is a large green button labeled "Verify". At the bottom, there are links for "Verify with something else" and "Back to sign in".



Verify with Okta Verify

You can verify with Okta Verify **two ways**:

- 1) Get a push notification
- 2) Enter a code

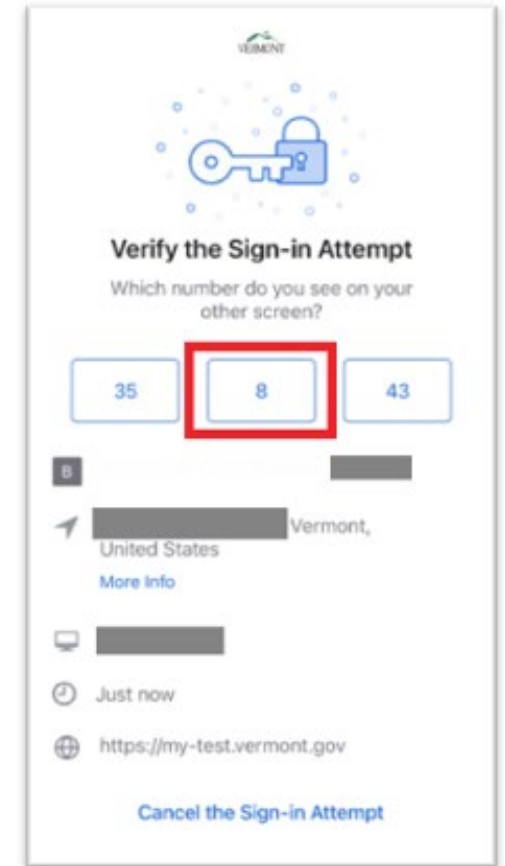
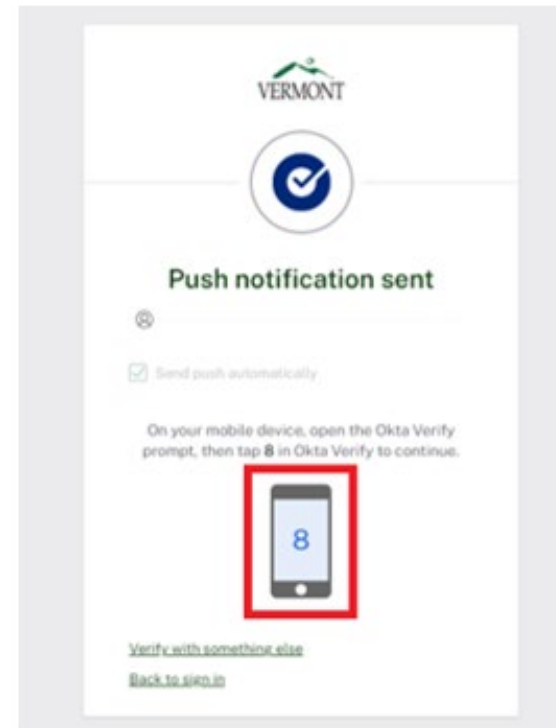
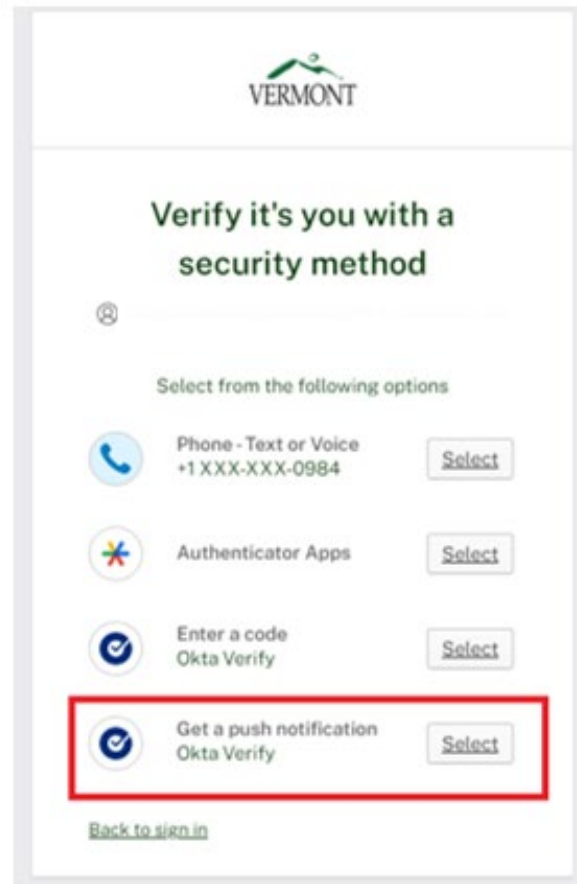


Okta Verify – Push Notification

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

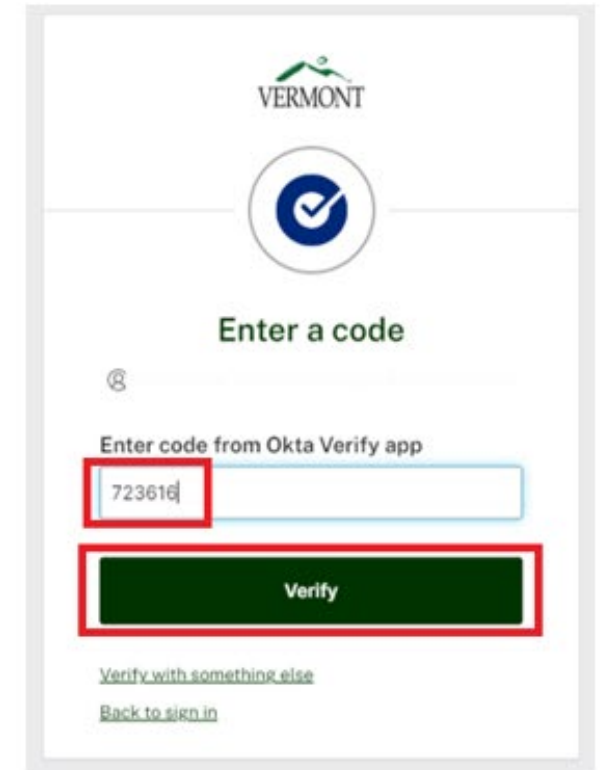
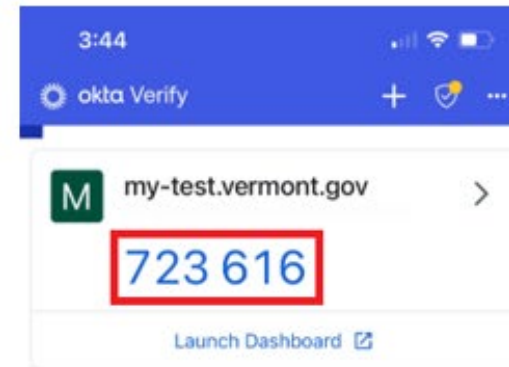
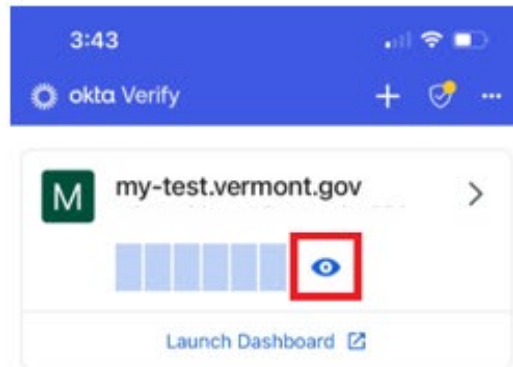
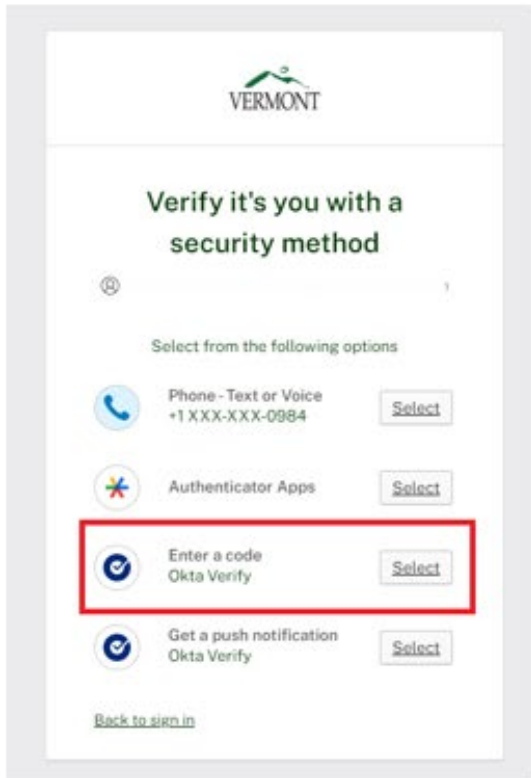
On your web browser, you will be shown a number (in this example, '8' is shown).

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

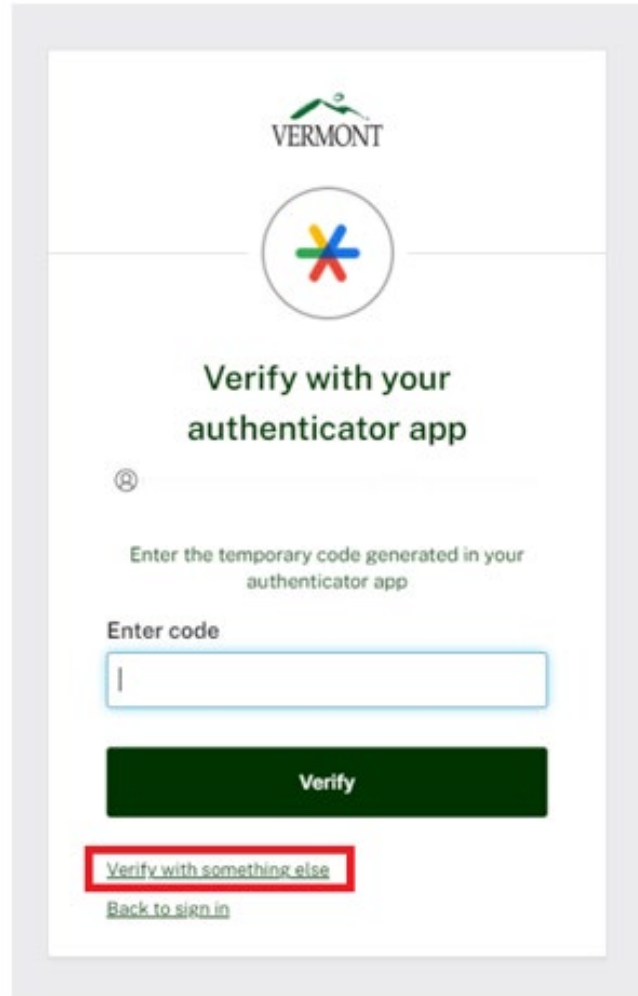
Click 'Select' next to 'Enter a code' for Okta Verify. On the Okta Verify app's home screen, click the eyeball emoticon. If you have Face ID enabled, verify with Face ID. A six-digit code will be displayed. Enter the code on your web browser, then click 'Verify.'



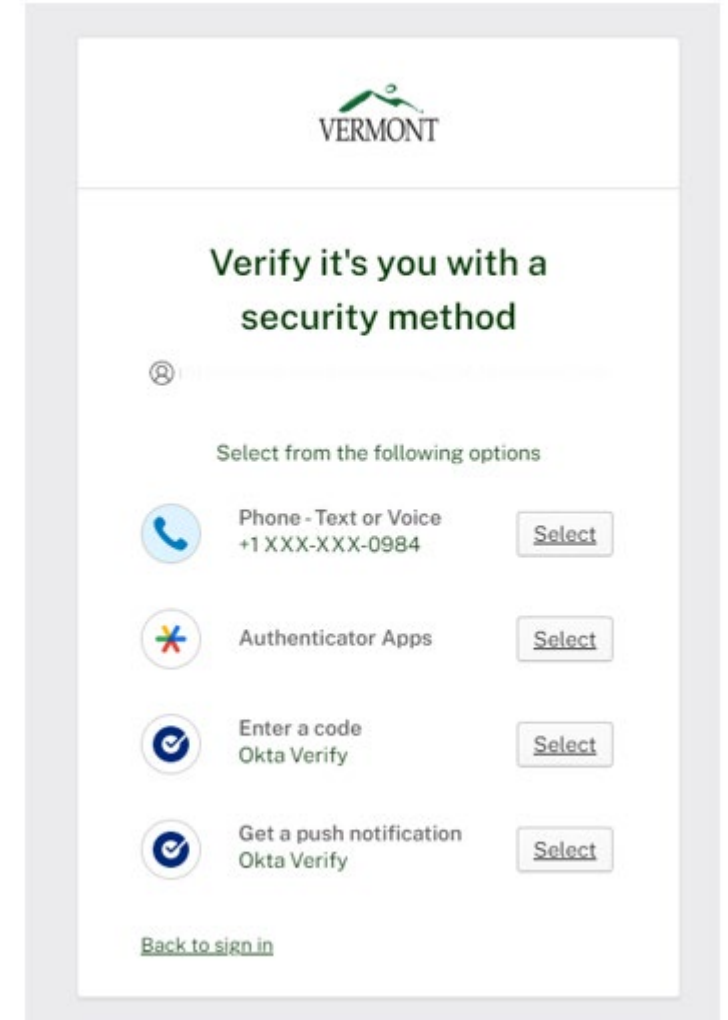
Multiple Security Methods

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.'



The screenshot shows the Vermont login verification interface. At the top is the Vermont logo. Below it is a circular icon with a colorful starburst. The text reads "Verify with your authenticator app". There is a text input field for "Enter the temporary code generated in your authenticator app" and a "Verify" button. At the bottom, there is a link "Verify with something else" highlighted with a red box, and a "Back to sign in" link.



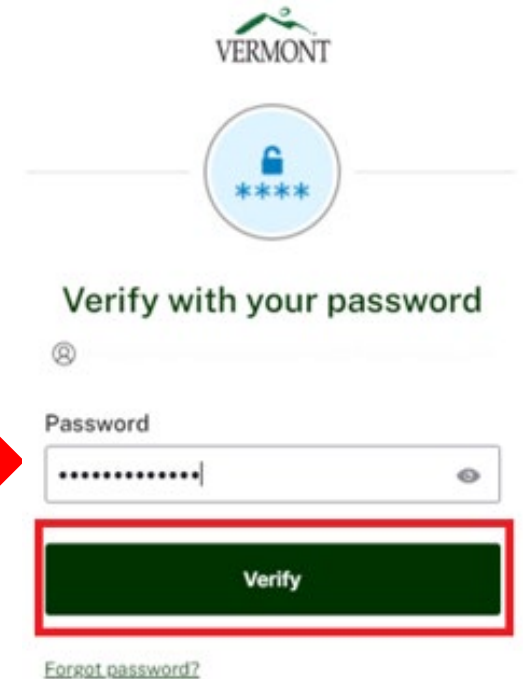
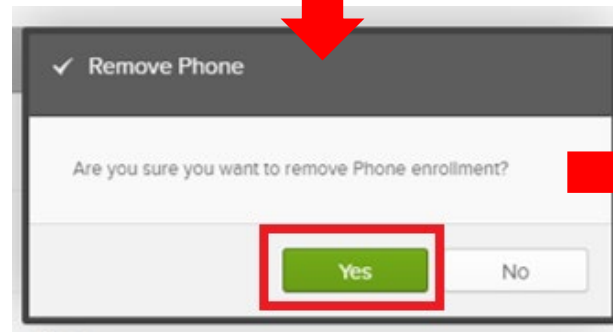
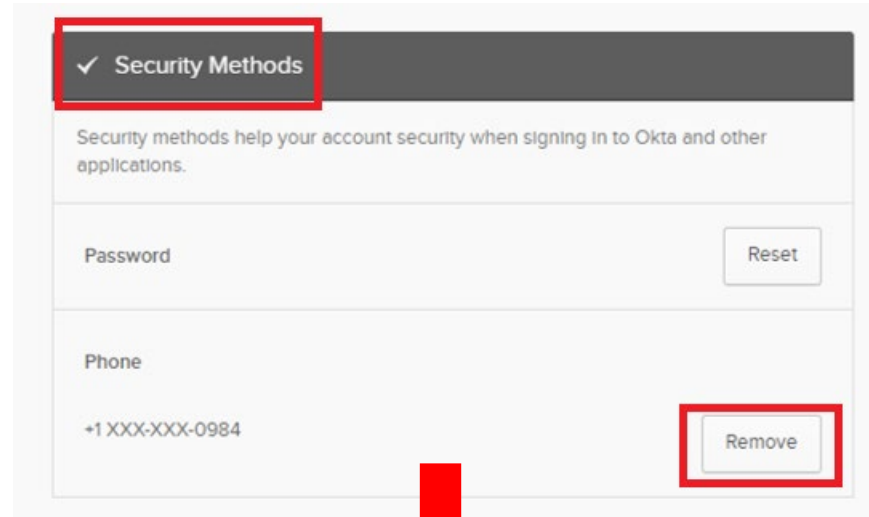
The screenshot shows the Vermont login verification interface. At the top is the Vermont logo. Below it is the text "Verify it's you with a security method". There is a text input field for a phone number. Below that is the text "Select from the following options". There are four options listed, each with a "Select" button: "Phone - Text or Voice +1 XXX-XXX-0984", "Authenticator Apps", "Enter a code Okta Verify", and "Get a push notification Okta Verify". At the bottom, there is a "Back to sign in" link.

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](#)