

Multi-Factor Authentication (MFA) for Providers

A guide for Providers accessing the CDDIS Provider Portal

myVermont – log into Provider Portal

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

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

The screenshot displays the myVermont website interface. At the top, there is a dark green header with the text "VERMONT OFFICIAL STATE WEBSITE" on the left and the Vermont state logo with the word "VERMONT" on the right. Below the header, a "Login" link is visible in the top right corner. The main content area features the myVermont logo and a tagline: "Single sign-on for access to critical Vermont applications and services." To the right of the logo is a grid of service category buttons: "Show All", "Unemployment", "Benefits", "Childcare", "Labor", "Liquor / Lottery", "Medicaid", "Providers", "SNAP", "Vehicle Registration", "DCF", "DLL", "DMV", "DVHA", "VDH", and "VDOL". Below this grid is a green button that says "Update your myVermont account (log in required)." with a person icon. A search bar is located below the grid, containing the text "Find a myVermont app.." and a "13 apps" indicator. Under the search bar, the "Dept. for Children and Families" section is shown. It contains two tiles. The left tile is titled "MyBenefits" and describes "3SquaresVT, Reach Up, Fuel Assistance & Essential Person benefits." with a "Login" button and a "Login Help @ DCF" link. The right tile is titled "Child Development Division - Provider Portal" and describes "Attendance and invoicing provider tools for child care financial assistance." with a "Provider Login" button and a "Login Help @ DCF" link. The "Provider Login" button and the entire right tile are highlighted with a red border.

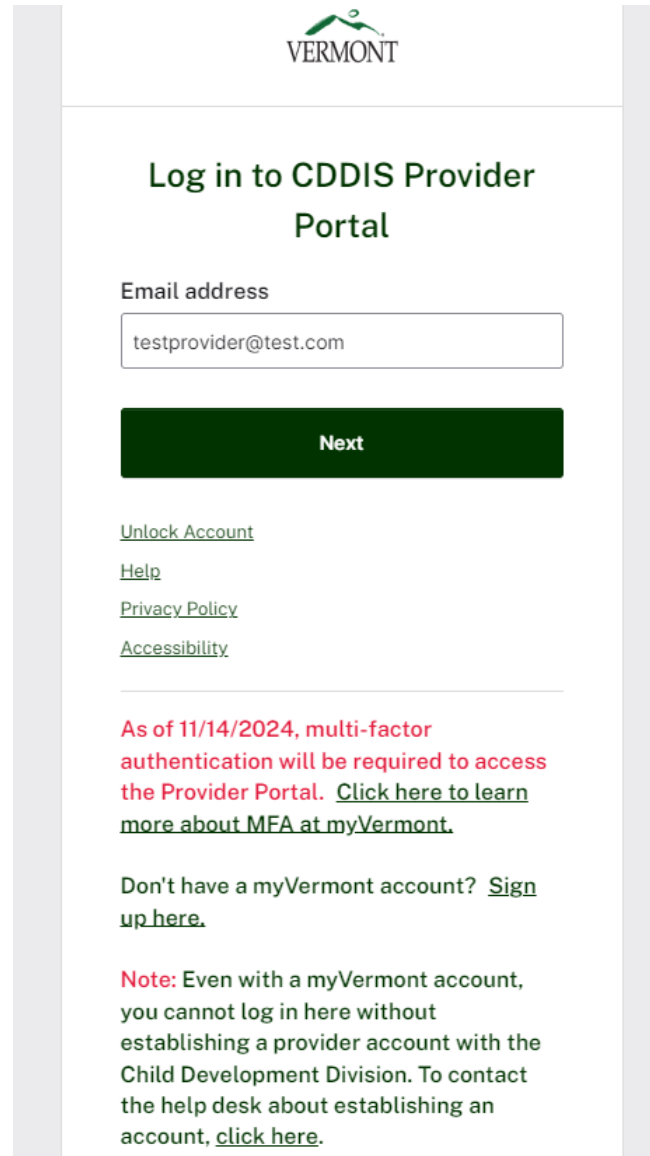
CDDIS Provider Portal Log In

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.

Important: Each provider user accessing the Portal will need **their own log in credentials**, as security methods are tied to a single mobile device.

November 1, 2024 | 3



VERMONT

Log in to CDDIS Provider Portal

Email address

Next

[Unlock Account](#)

[Help](#)

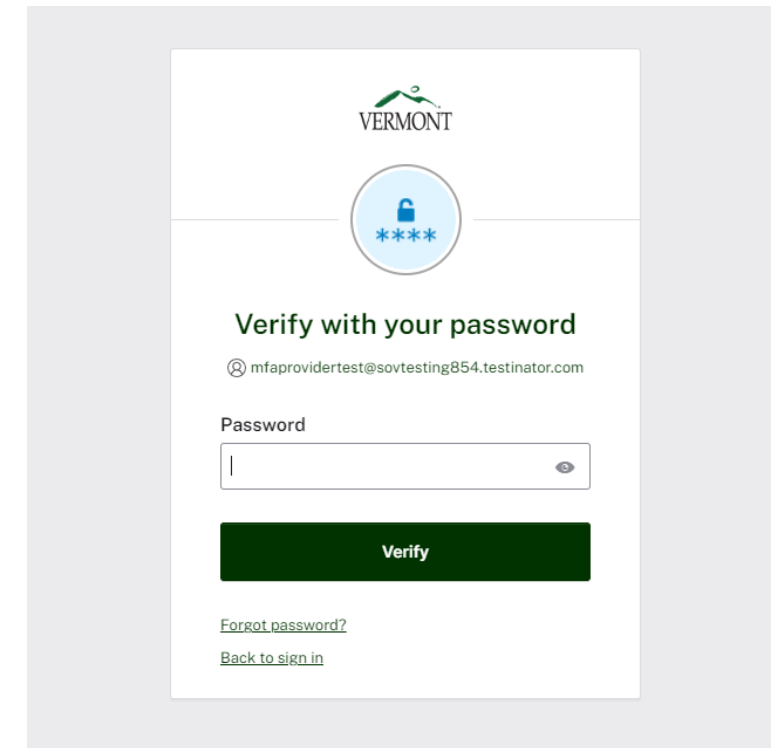
[Privacy Policy](#)

[Accessibility](#)

As of 11/14/2024, multi-factor authentication will be required to access the Provider Portal. [Click here to learn more about MFA at myVermont.](#)

Don't have a myVermont account? [Sign up here.](#)

Note: Even with a myVermont account, you cannot log in here without establishing a provider account with the Child Development Division. To contact the help desk about establishing an account, [click here.](#)



VERMONT

Verify with your password

mfaprovidertest@sovtesting854.testinator.com

Password

Verify

[Forgot password?](#)

[Back to sign in](#)

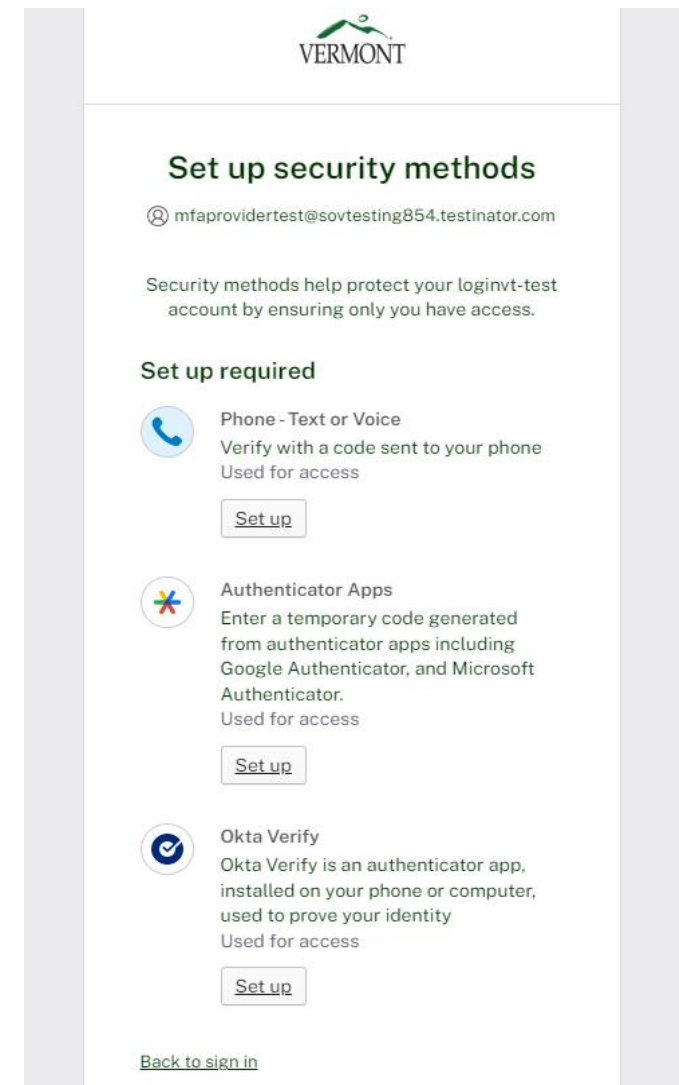
Set Up Security Methods

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.

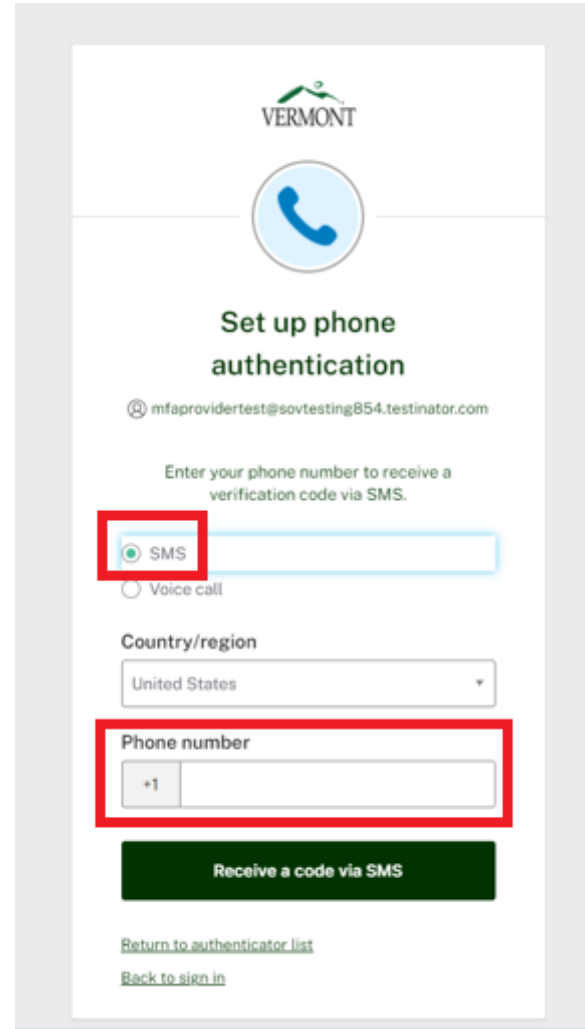


Phone Authentication – SMS (Text) Option

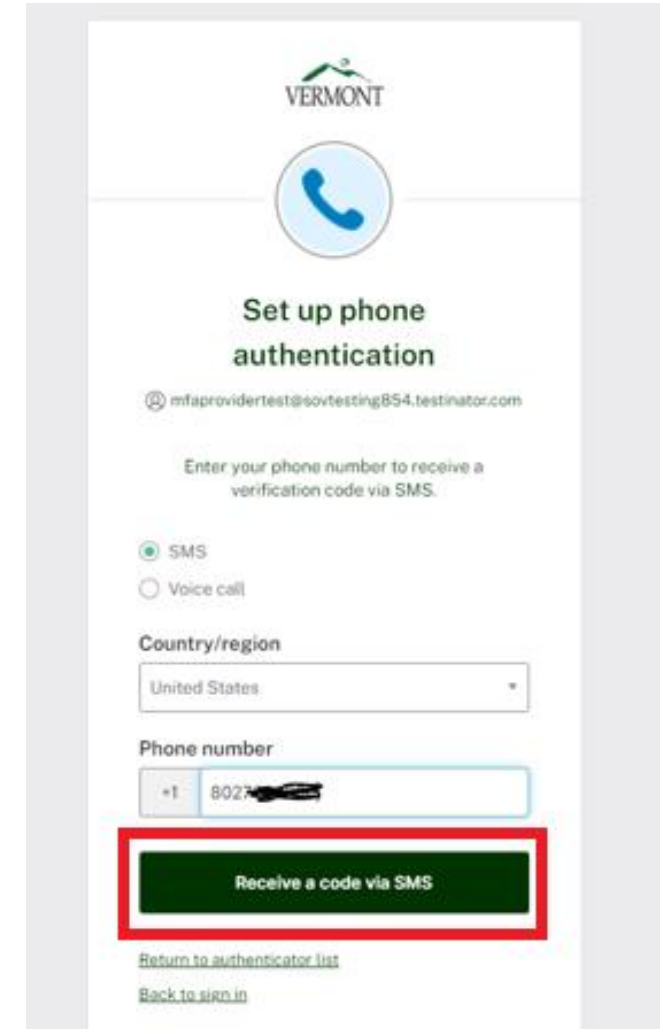
You can set up phone authentication to either receive a code via SMS or a voice call.

‘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.



The screenshot shows the Vermont phone authentication setup screen. At the top is the Vermont logo and a phone icon. Below it, the text reads "Set up phone authentication" and "mfaprovidertest@sovtesting854.testinator.com". The instruction says "Enter your phone number to receive a verification code via SMS." There are two radio button options: "SMS" (selected) and "Voice call". Below these is a "Country/region" dropdown menu set to "United States". A "Phone number" input field contains "+1" followed by a red box. At the bottom is a green button labeled "Receive a code via SMS".



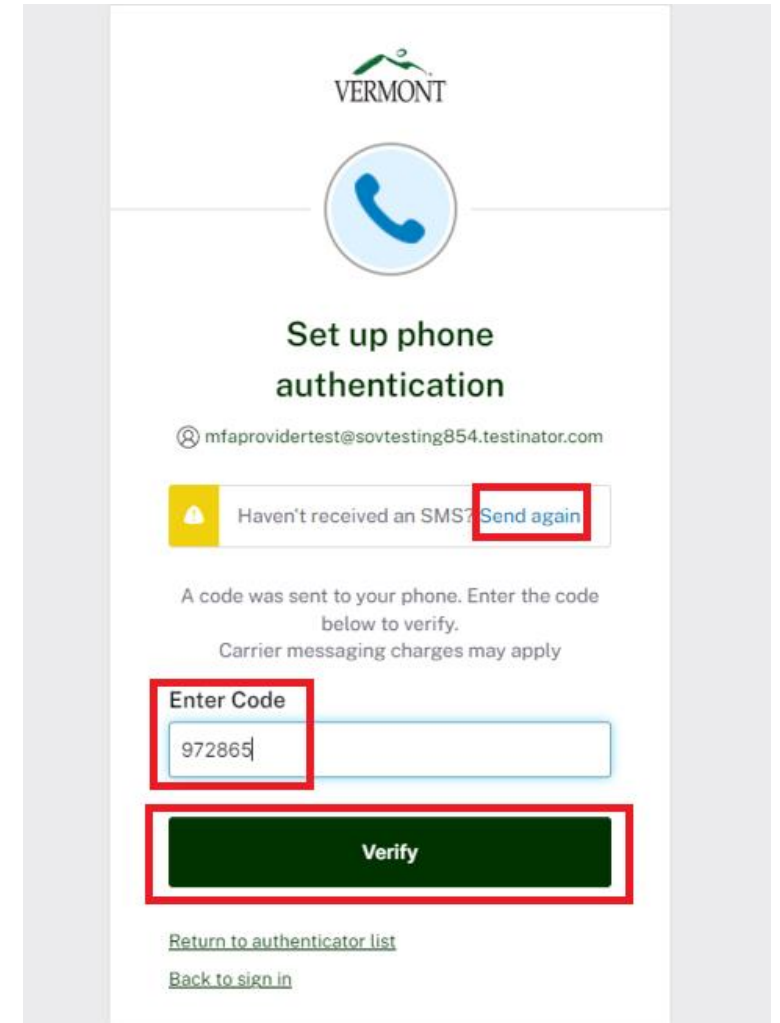
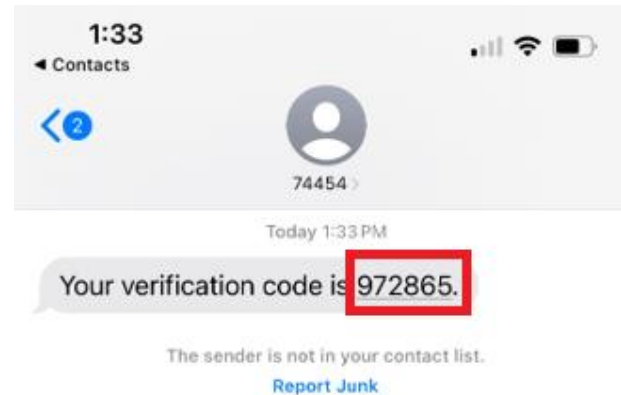
The screenshot shows the Vermont phone authentication setup screen. At the top is the Vermont logo and a phone icon. Below it, the text reads "Set up phone authentication" and "mfaprovidertest@sovtesting854.testinator.com". The instruction says "Enter your phone number to receive a verification code via SMS." There are two radio button options: "SMS" (selected) and "Voice call". Below these is a "Country/region" dropdown menu set to "United States". A "Phone number" input field contains "+1 802" followed by a redacted area and a red box. At the bottom is a green button labeled "Receive a code via SMS".

Phone Authentication - SMS (continued)

On your mobile device, you will receive a 6-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 phone authentication

 mfaprovidertest@sovtesting854.testinator.com

Enter your phone number to receive a verification code via voice call.

SMS

Voice call

Country/region

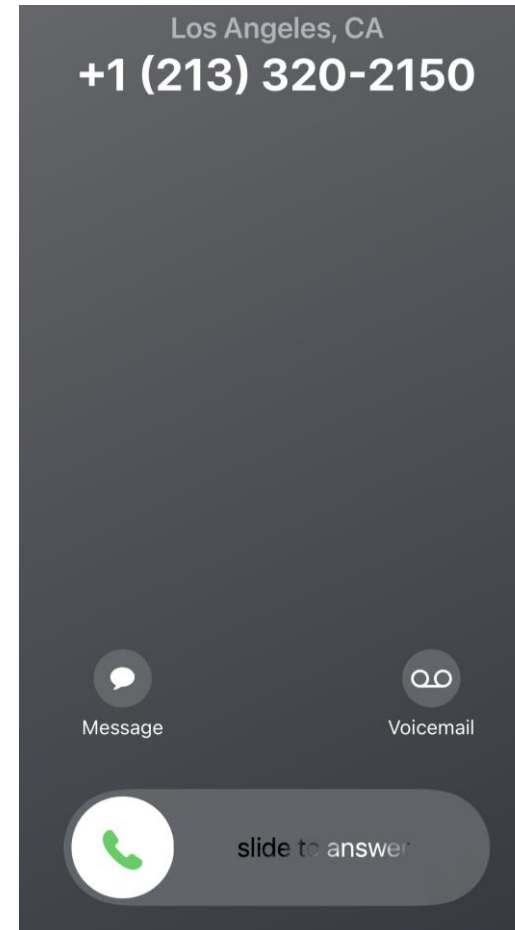
United States


Phone number

+1 802 [REDACTED]


Extension


[Receive a code via voice call](#)





Set up phone authentication

 mfaprovidertest@sovtesting854.testinator.com

 Haven't received a call? [Call again](#)

Calling your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

69819

[Verify](#)

[Return to authenticator list](#)

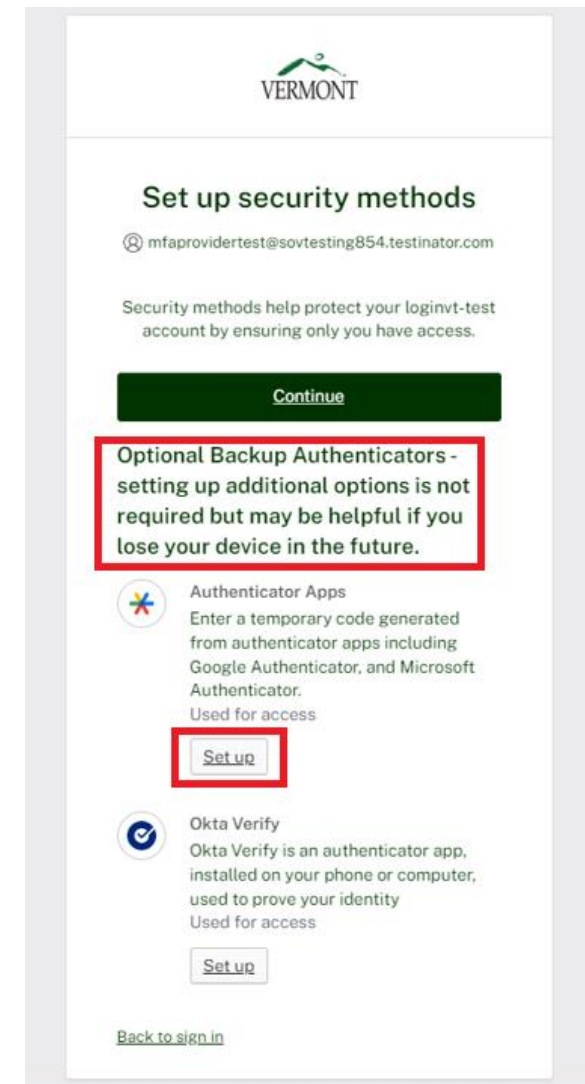
[Back to sign in](#)

Set Up Optional Backup Authenticators

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

It is **recommended** to have backup authenticators 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.

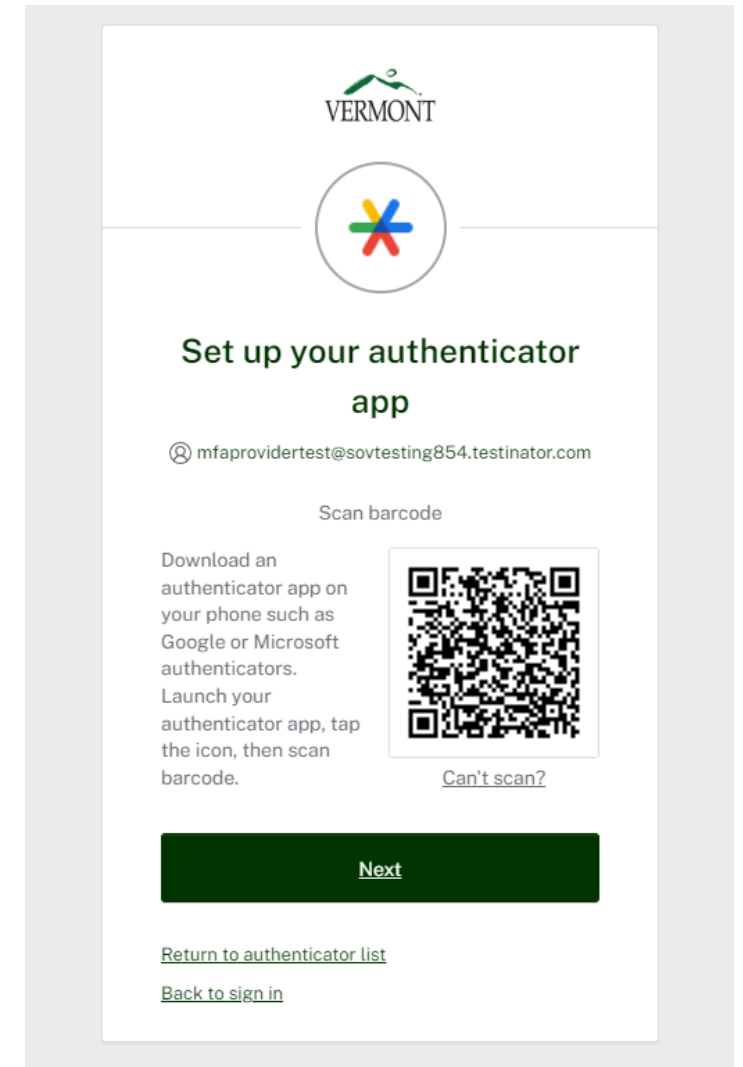
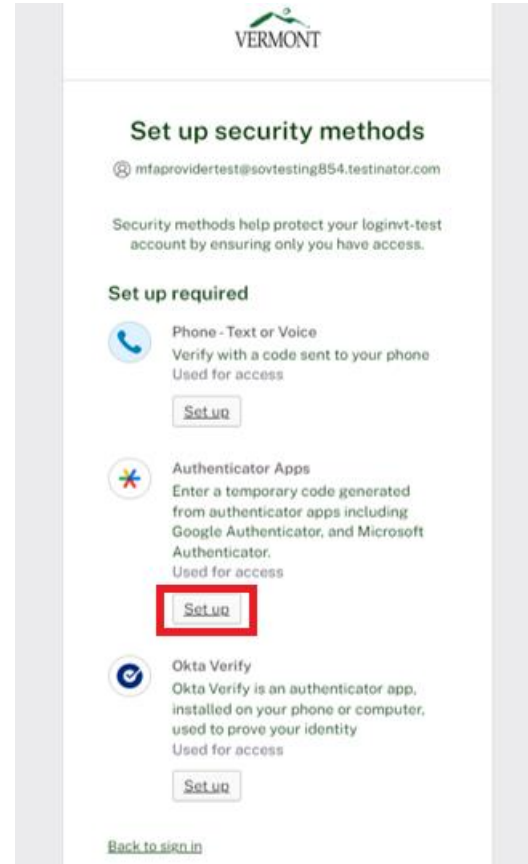


Authenticator App Option

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.

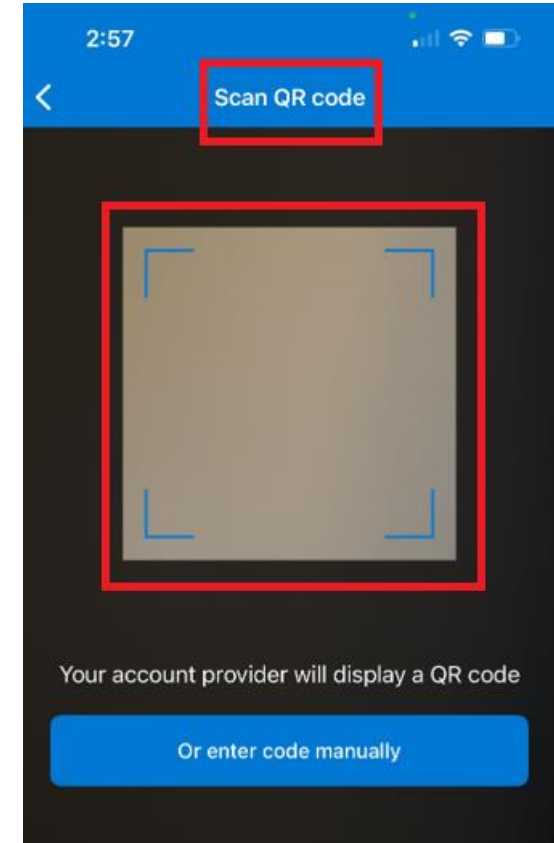
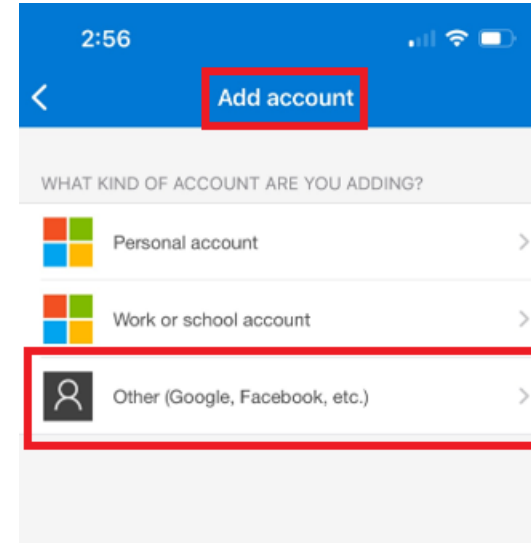
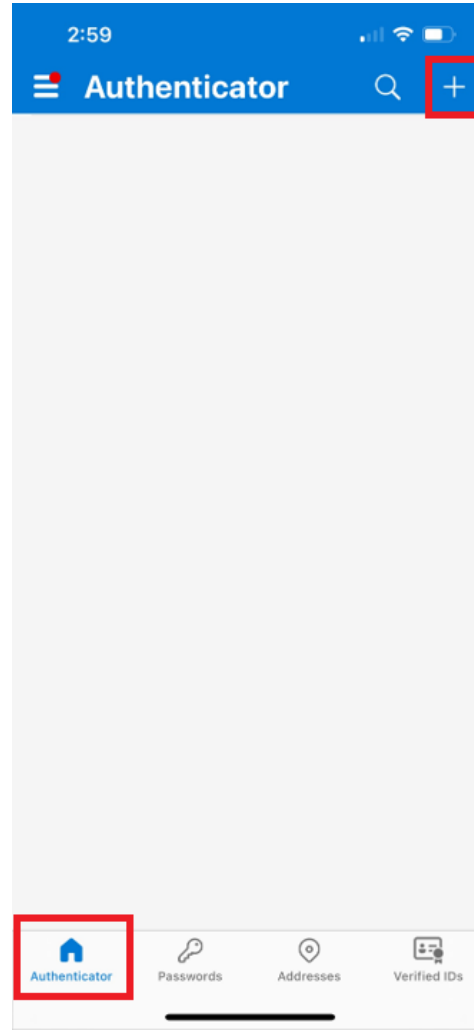


Microsoft Authenticator App

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

Select 'Other' when adding an account.

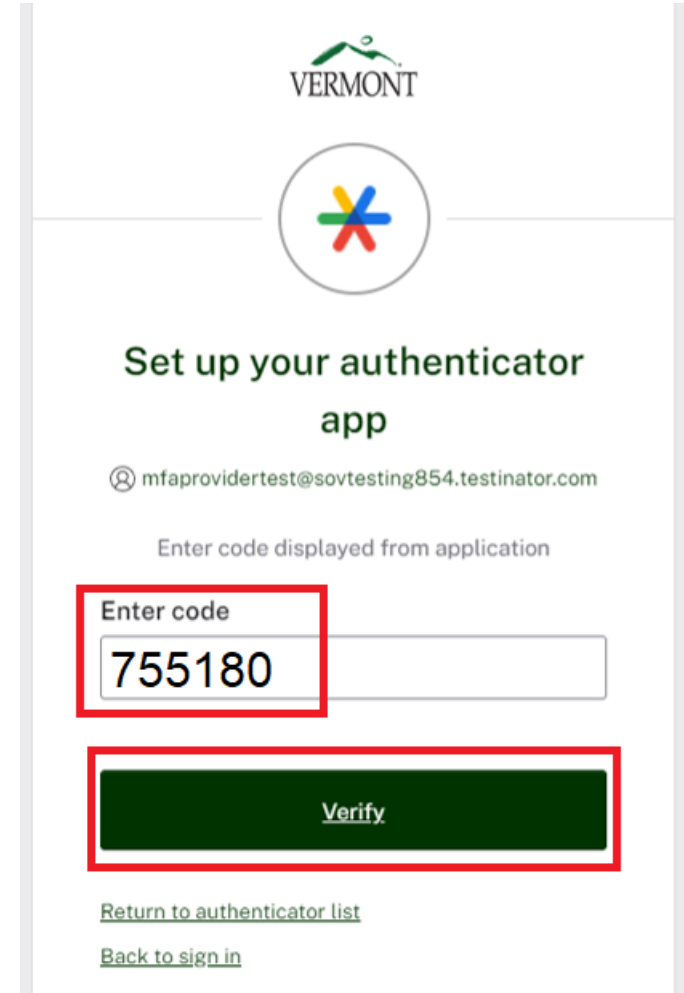
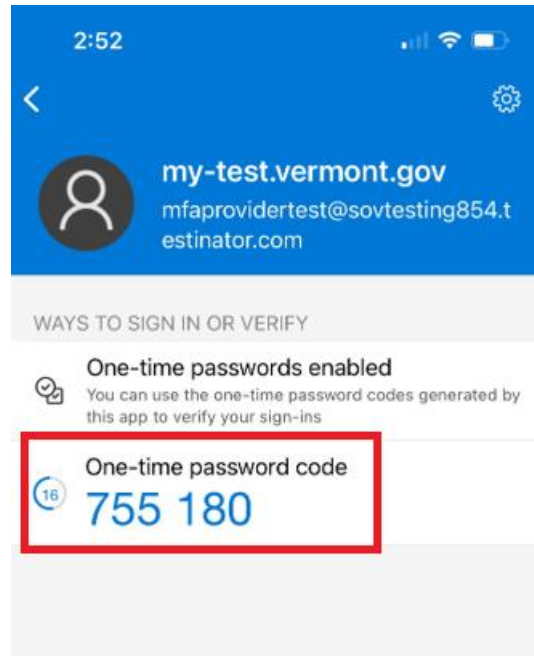
You can scan the QR code on your browser with your phone (pictured on the previous slide) or click to enter a code manually (shown on slide 12)



Microsoft Authenticator (Continued)

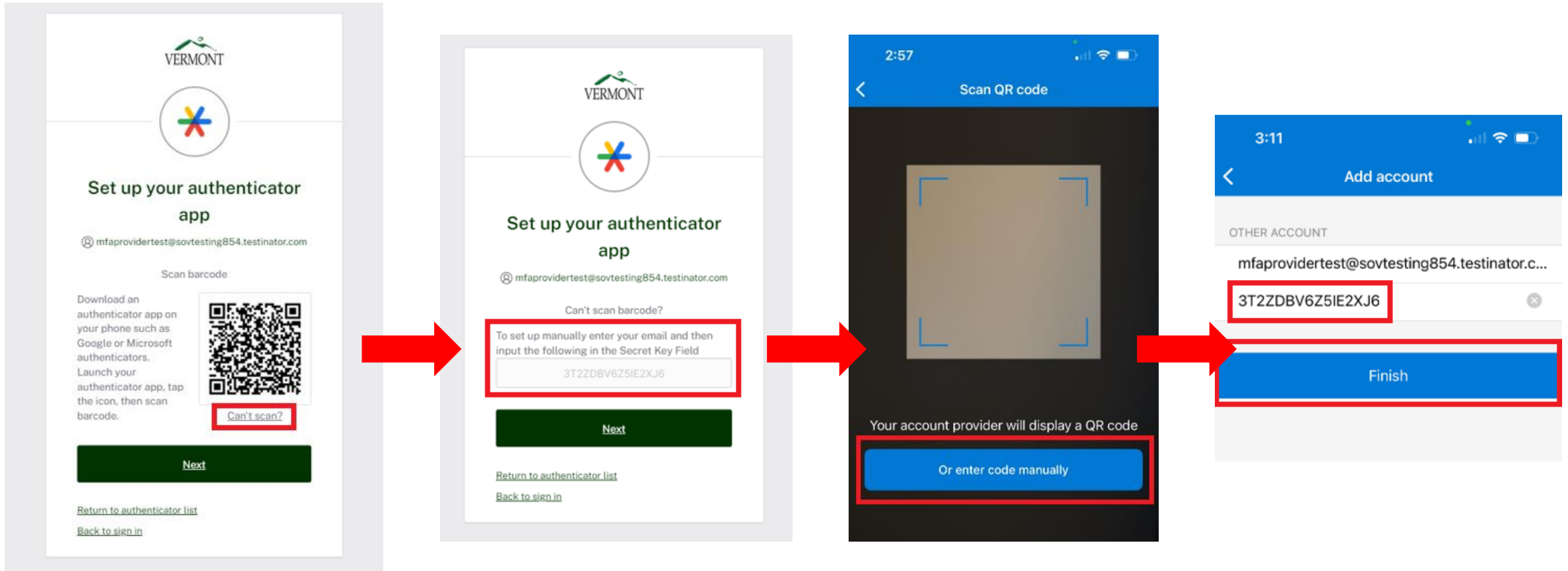
The app will display a one-time password code (note - this 6-digit number changes every 30 seconds).

Enter the code into the browser, then click 'Verify'.



Microsoft Authenticator (Continued)

If you cannot use your camera to scan the QR code, below are pictures to show how to enter a code manually. After clicking 'Finish', you will be shown a 6-digit code to enter on your web browser (shown on previous slide).

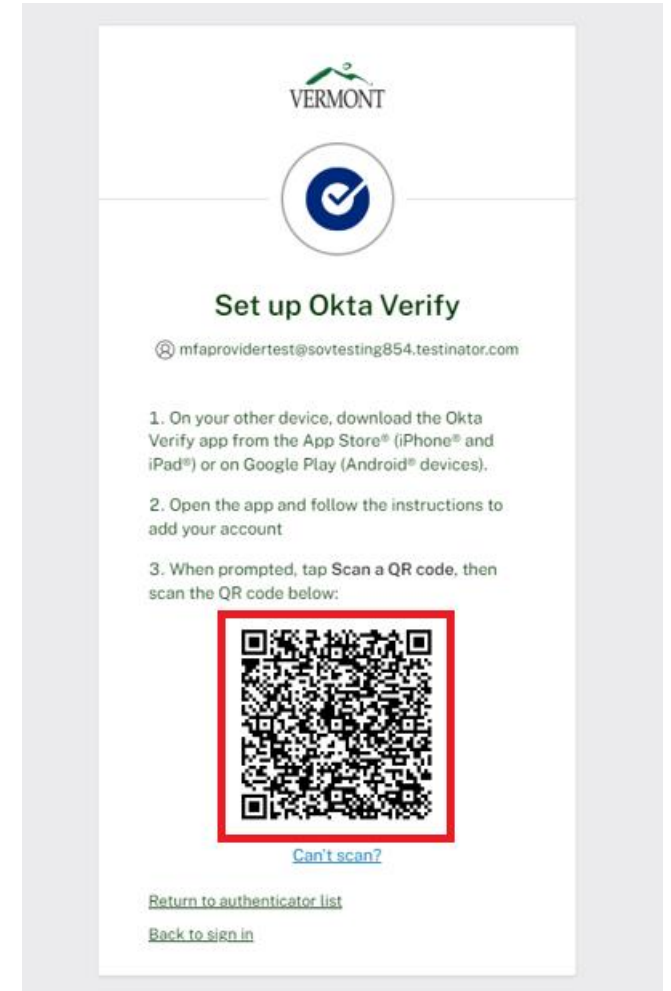
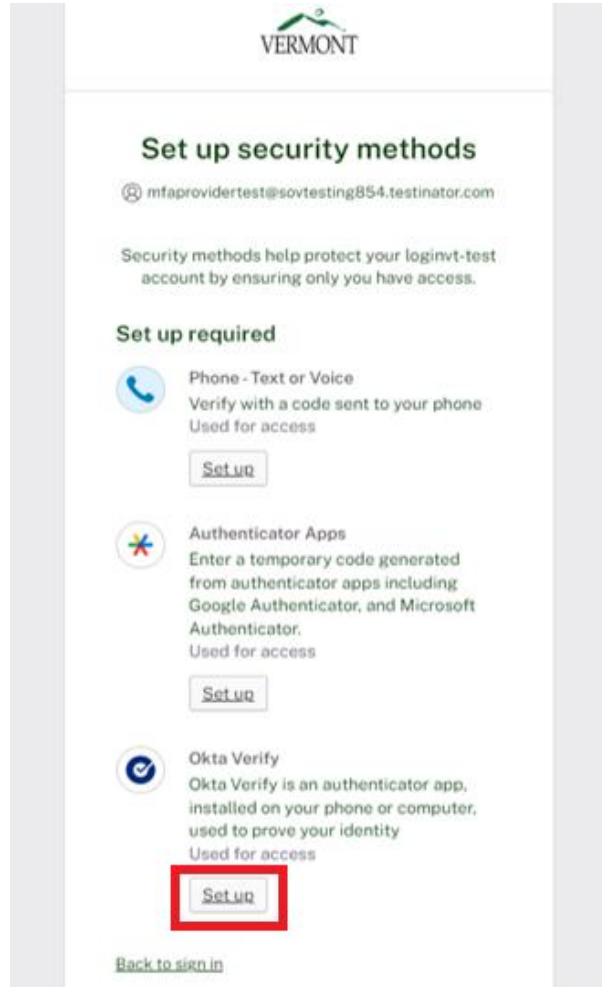


Okta Verify Option

Click 'Set up' under the Okta Verify option.

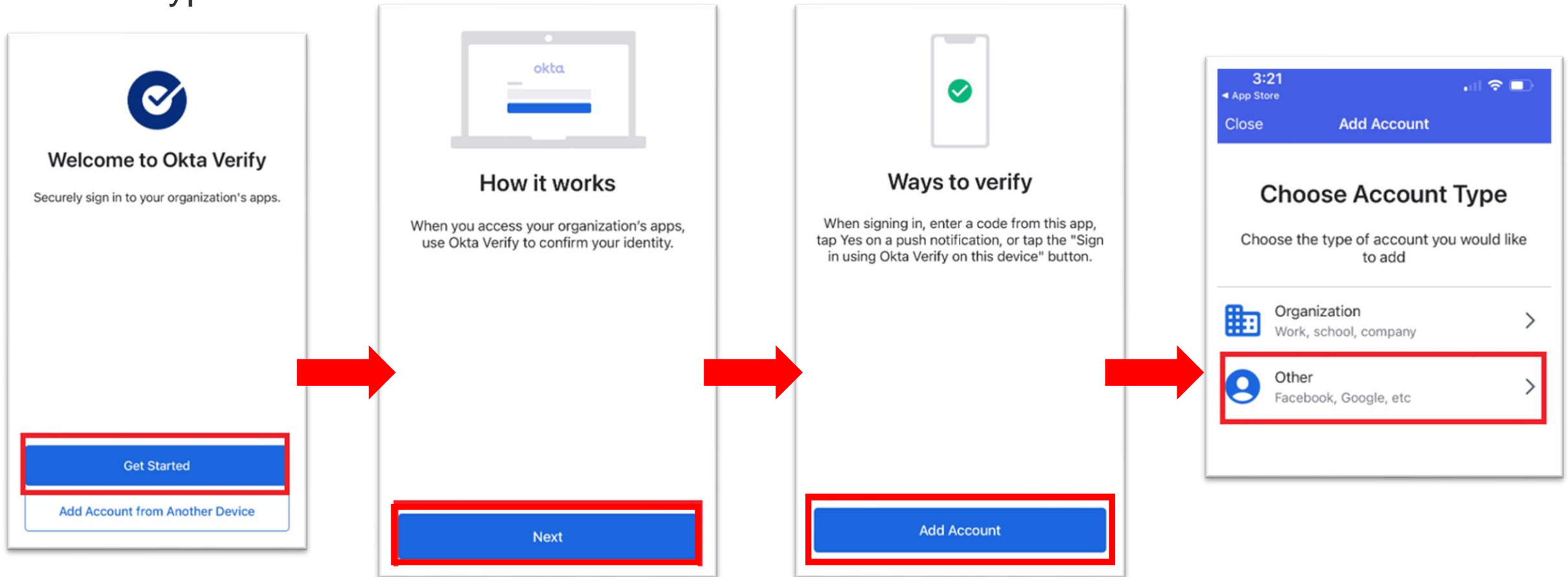
The Okta Verify app must be downloaded through your mobile device's app store.

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:

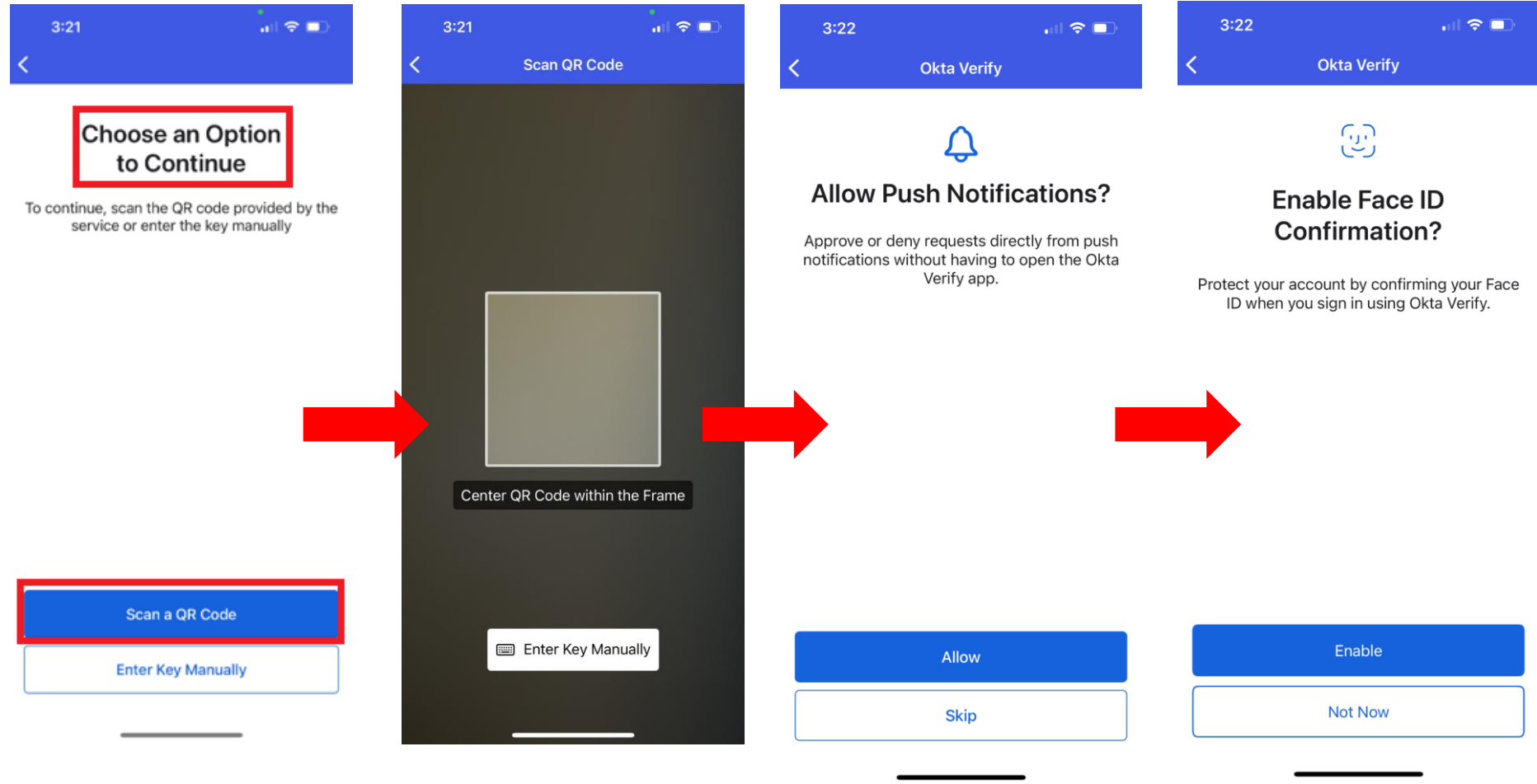


Okta Verify

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

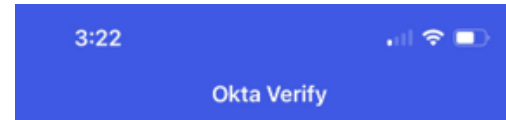
Scan the QR code on your browser (example on slide 13).

Next, you are 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.



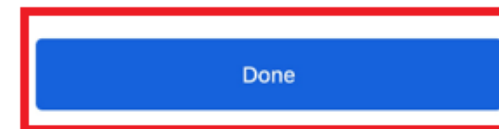
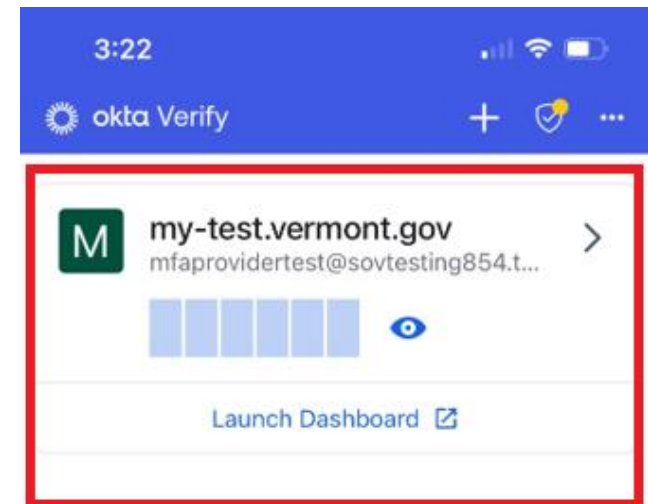
Account Added

mfaprovidertest@sovtesting854.testinator.com

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

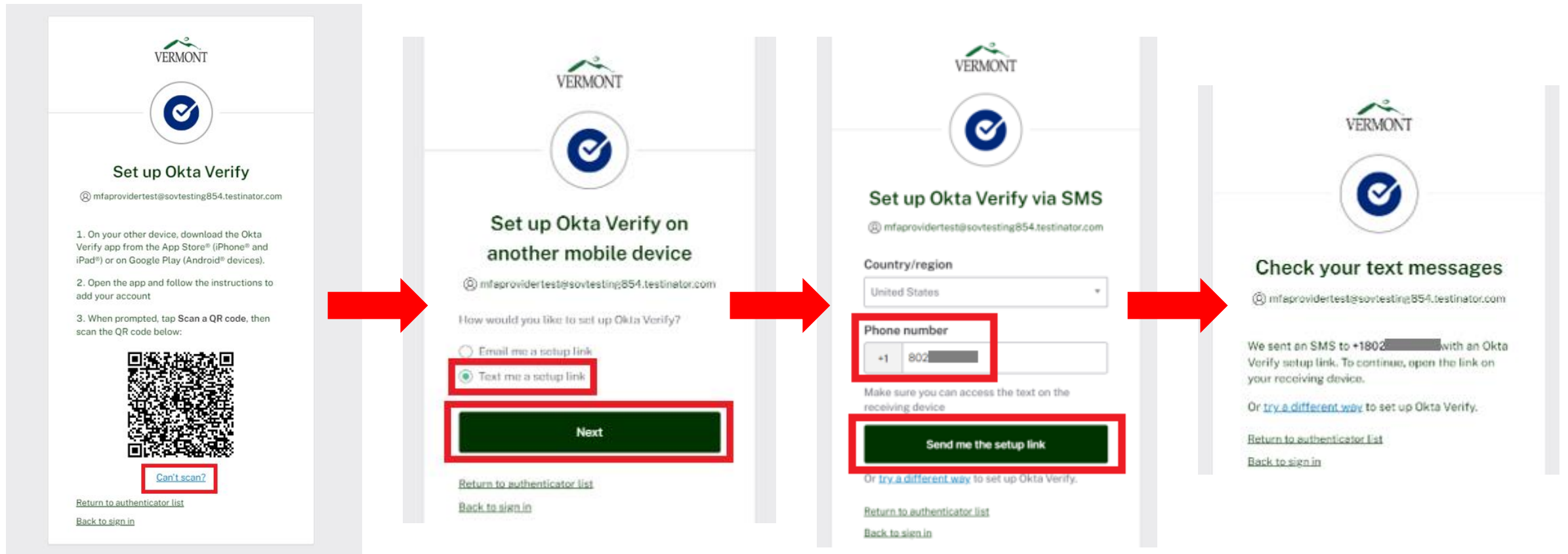
Return to your organization's instructions to continue.

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



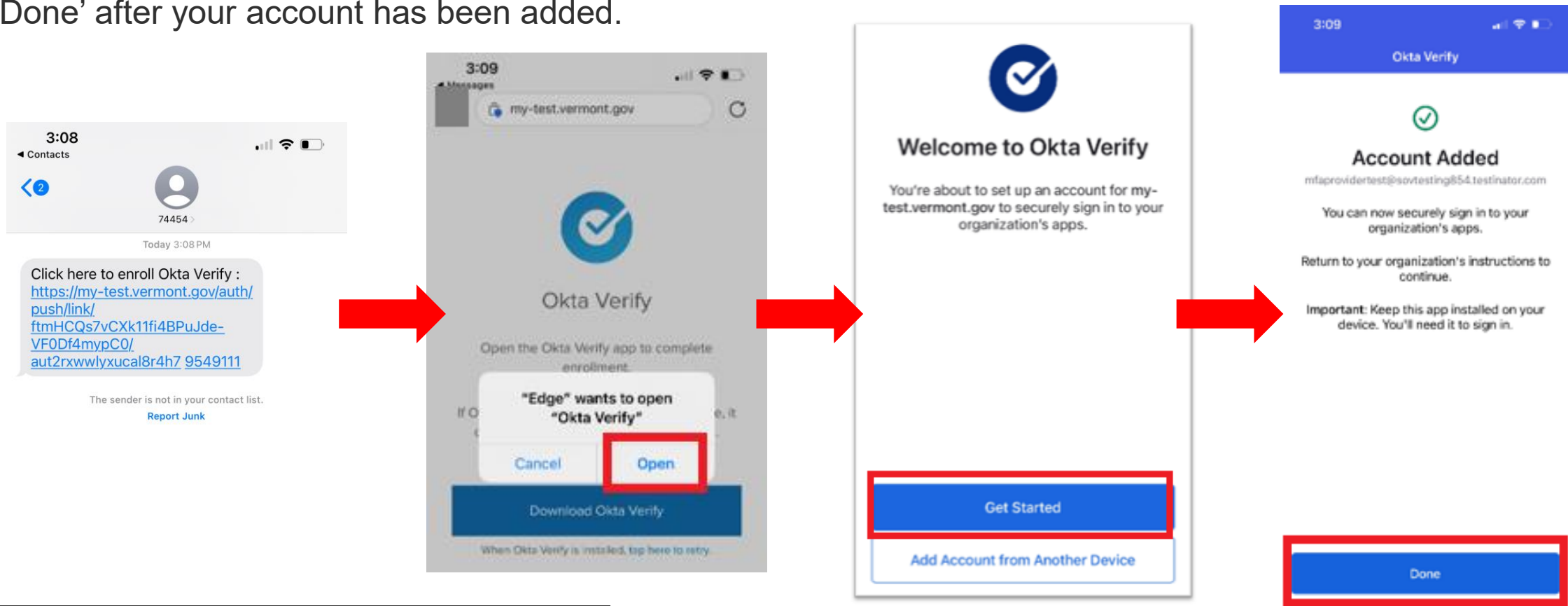
Okta Verify – Enter Key Manually

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

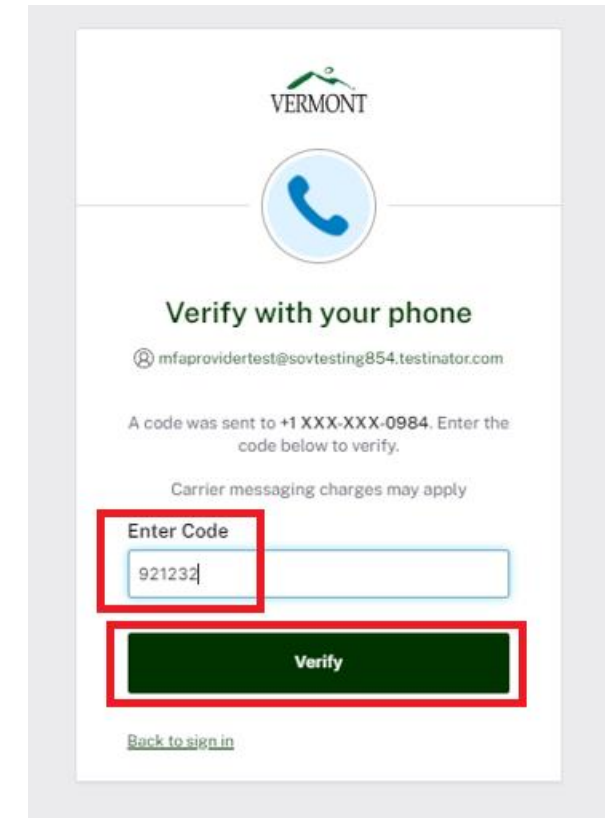
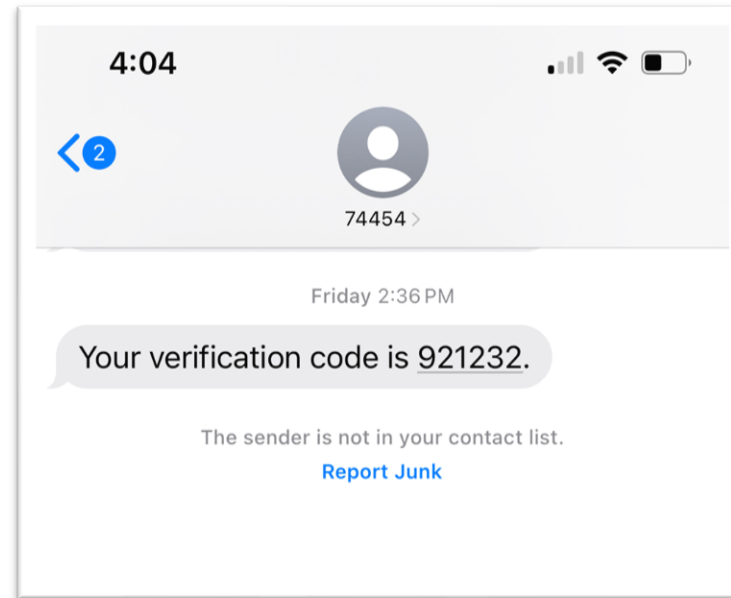
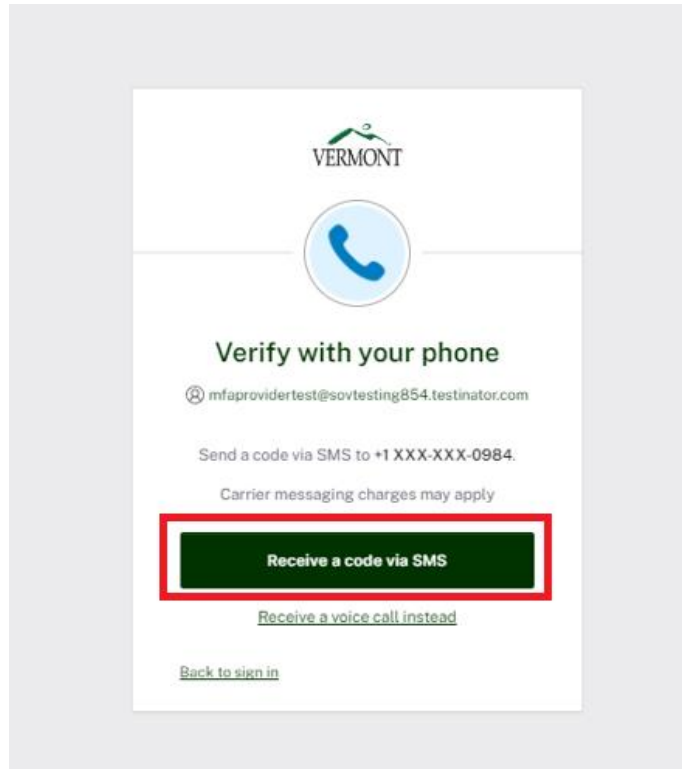
Note: You will use your chosen security method **each** time you log in.

The next section will cover:

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

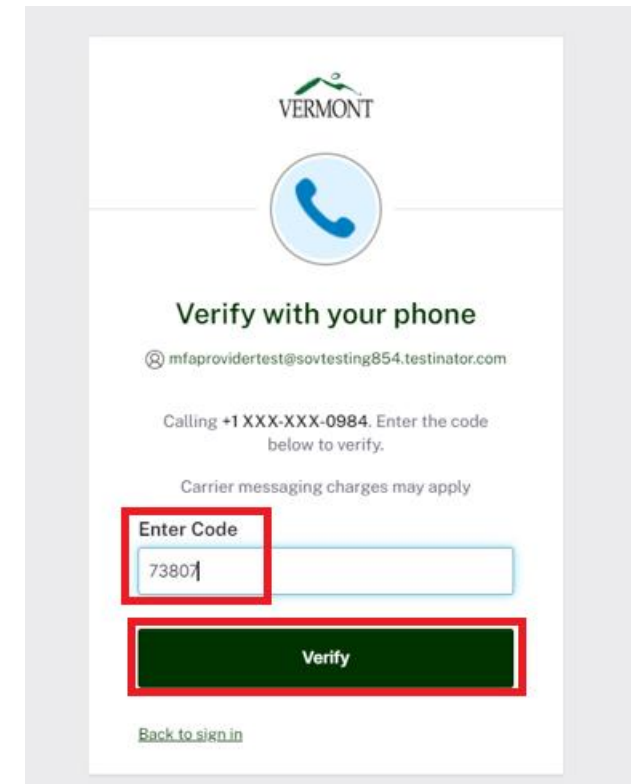
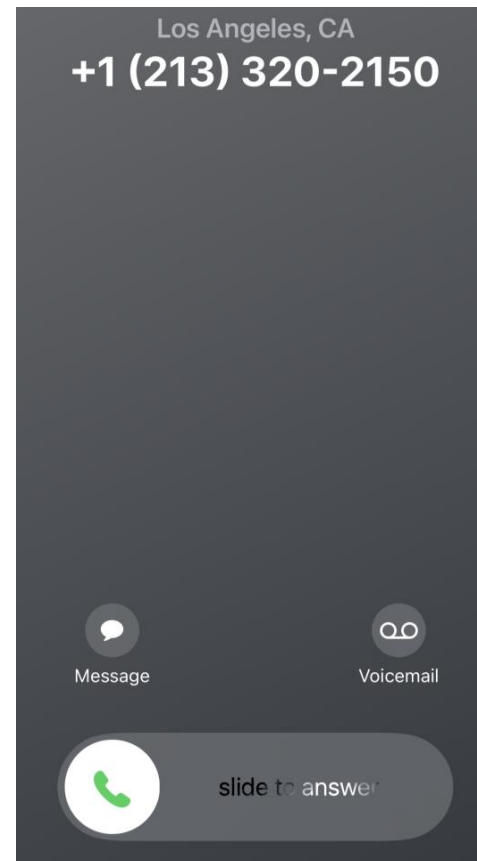
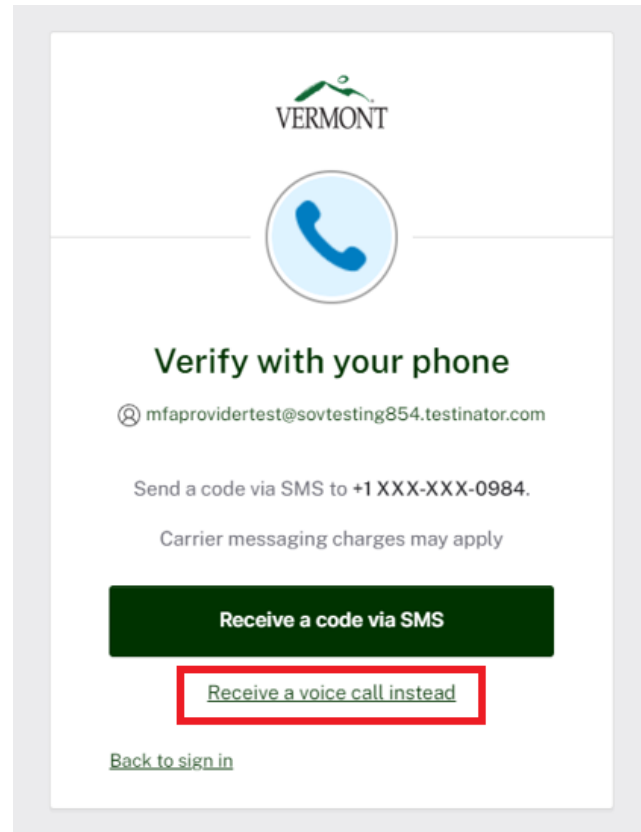
Verify with Phone – SMS (Text)

Click 'Receive a code via SMS'. You will get a text message with a 6-digit code. Enter that 6-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'.

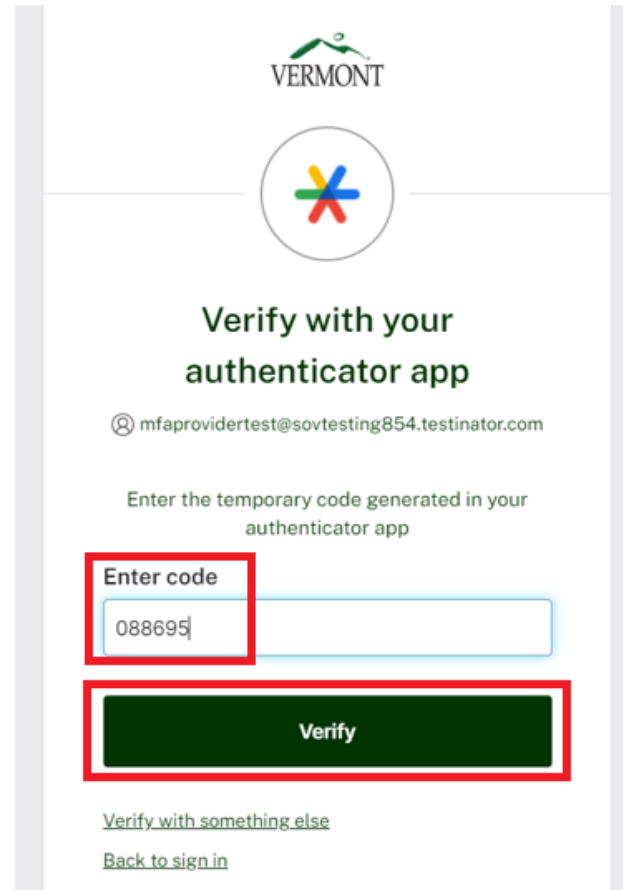


Verify with Microsoft Authenticator

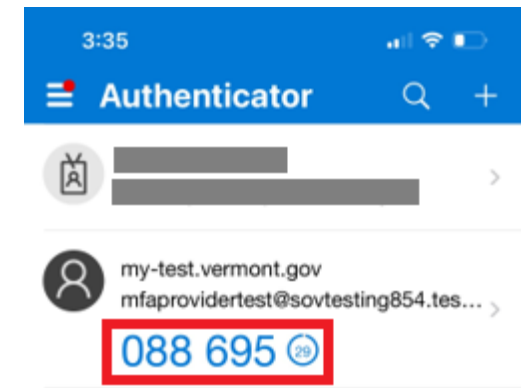
You will be prompted to 'Verify with your authenticator app'.

Open Microsoft Authenticator on your mobile device and enter the 6-digit code from the app into the text box on the web browser screen. **Note:** This code changes every 30 seconds.

Click 'Verify'.



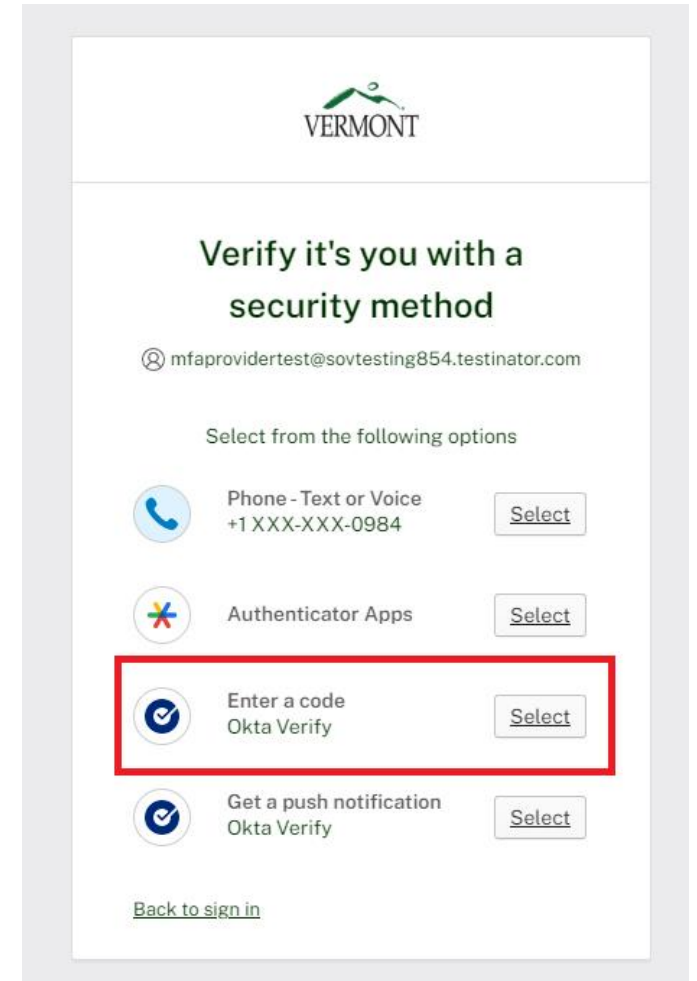
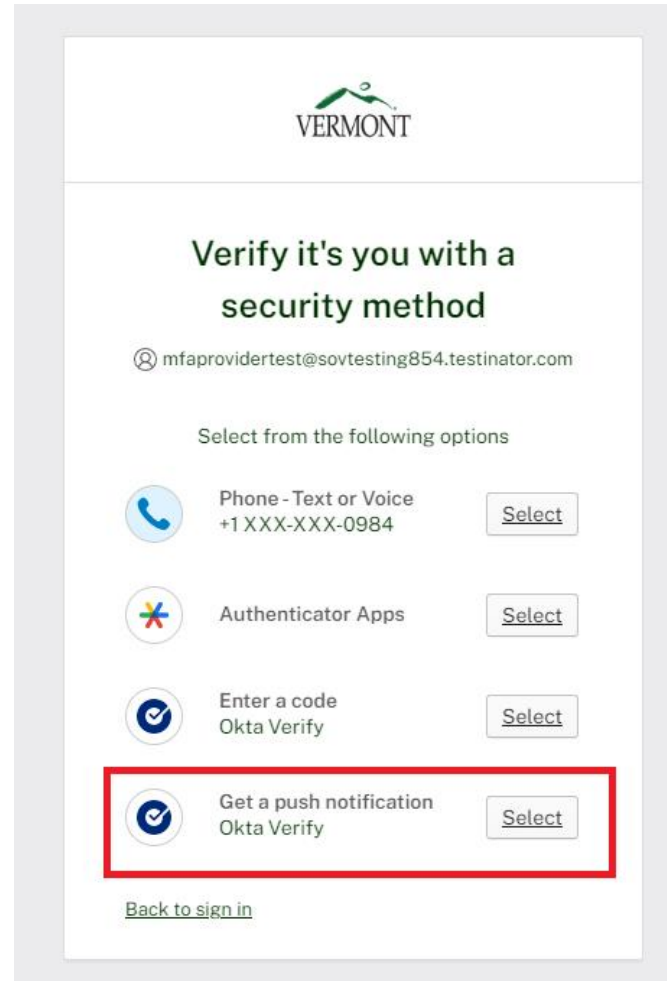
The screenshot shows a web browser page for the Vermont government. At the top is the Vermont logo and the text "VERMONT". Below that is a circular icon with a colorful starburst. The main heading is "Verify with your authenticator app". Underneath is the email address "mfaprovidertest@sovtesting854.testinator.com". A prompt says "Enter the temporary code generated in your authenticator app". There is a text input field labeled "Enter code" containing the number "088695". Below the input field is a large green button labeled "Verify". At the bottom, there are two links: "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

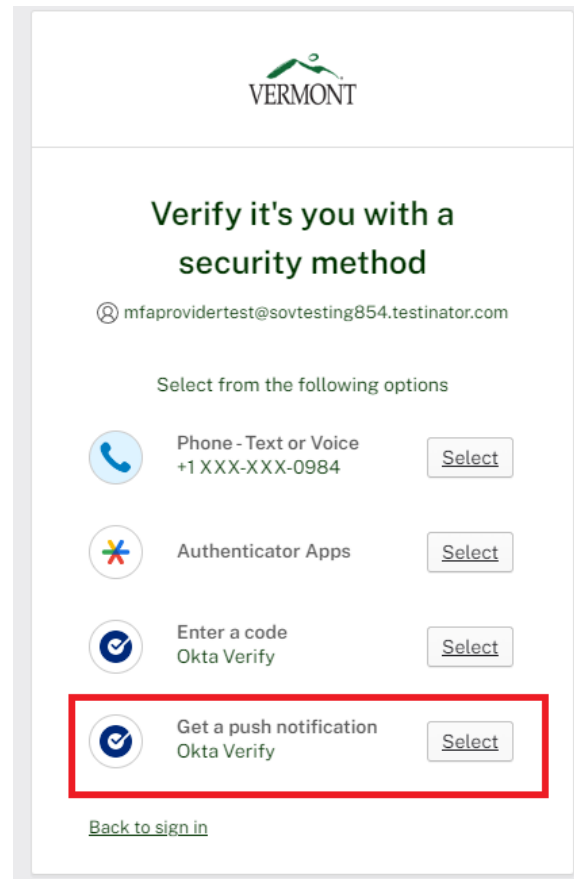


Okta Verify – Push Notification

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.



VERMONT

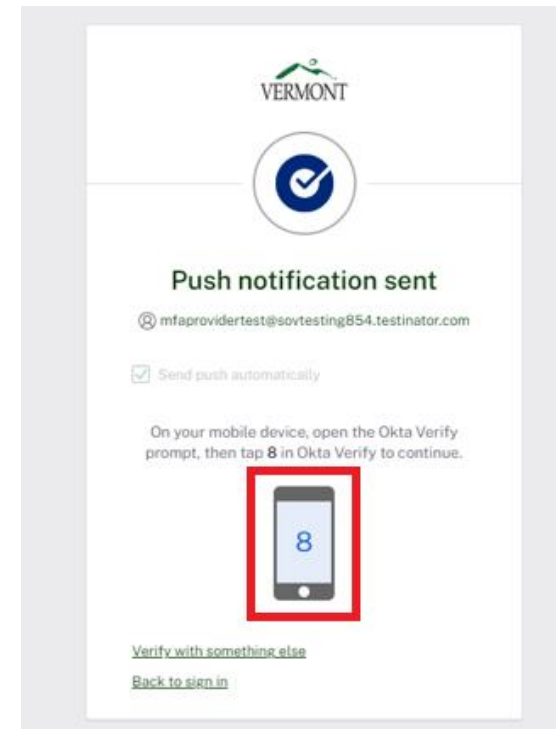
Verify it's you with a security method

mfaprovidertest@sovtesting854.testinator.com

Select from the following options

- Phone - Text or Voice +1 XXX-XXX-0984 [Select](#)
- Authenticator Apps [Select](#)
- Enter a code Okta Verify [Select](#)
- Get a push notification Okta Verify [Select](#)**

[Back to sign in](#)




VERMONT

Push notification sent

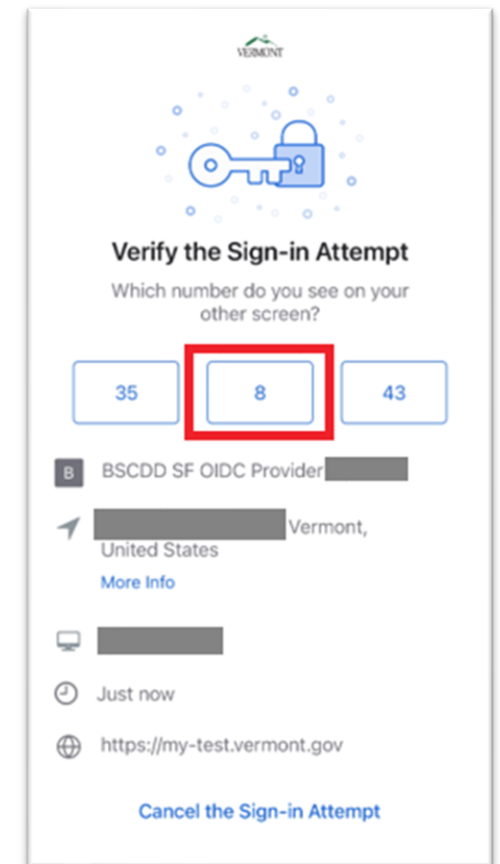
mfaprovidertest@sovtesting854.testinator.com

Send push automatically

On your mobile device, open the Okta Verify prompt, then tap 8 in Okta Verify to continue.



[Verify with something else](#)
[Back to sign in](#)



VERMONT

Verify the Sign-in Attempt

Which number do you see on your other screen?

35 **8** 43

8 BSCDD SF OIDC Provider [redacted]

[redacted] Vermont,
United States
[More Info](#)

[redacted]

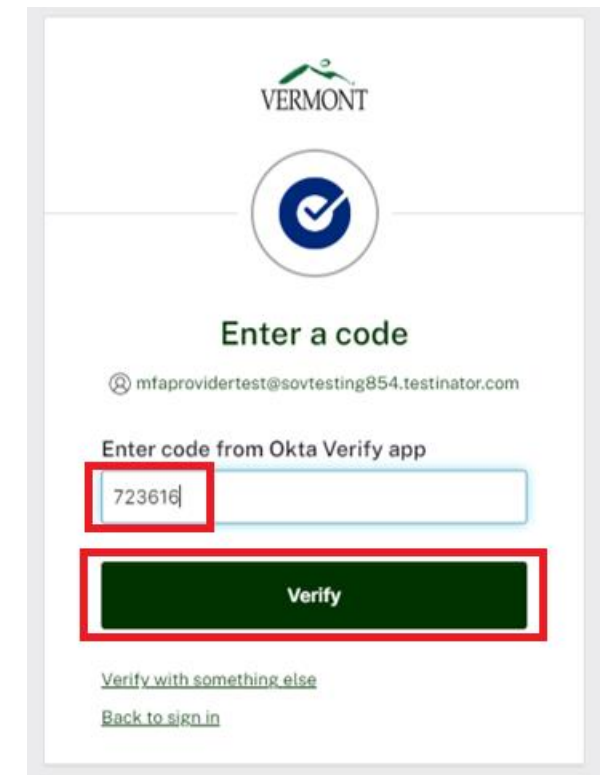
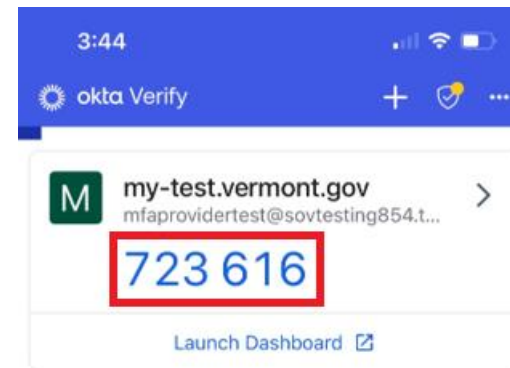
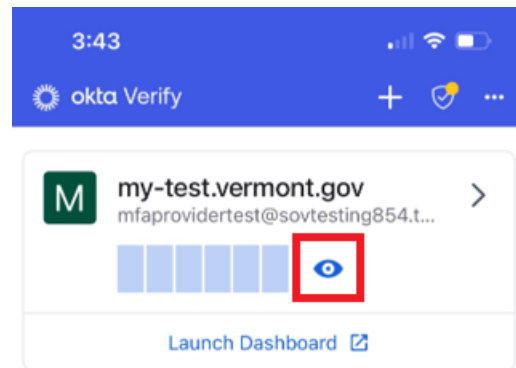
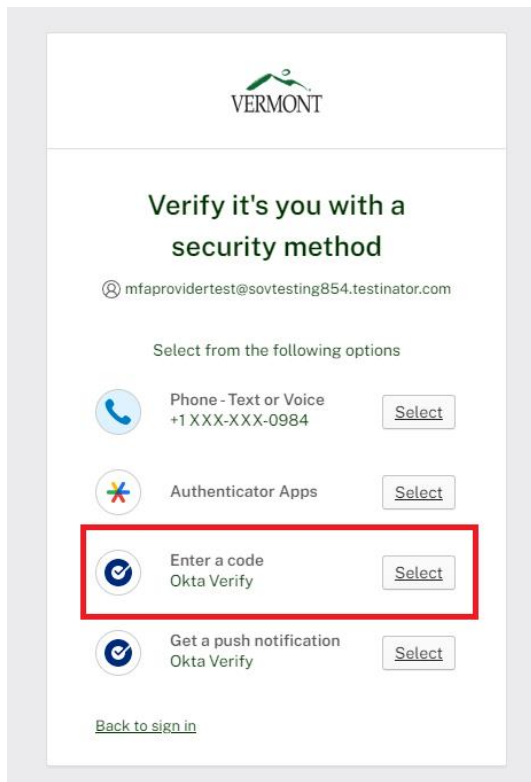
Just now

<https://my-test.vermont.gov>

[Cancel the Sign-in Attempt](#)

Okta Verify – Enter a Code

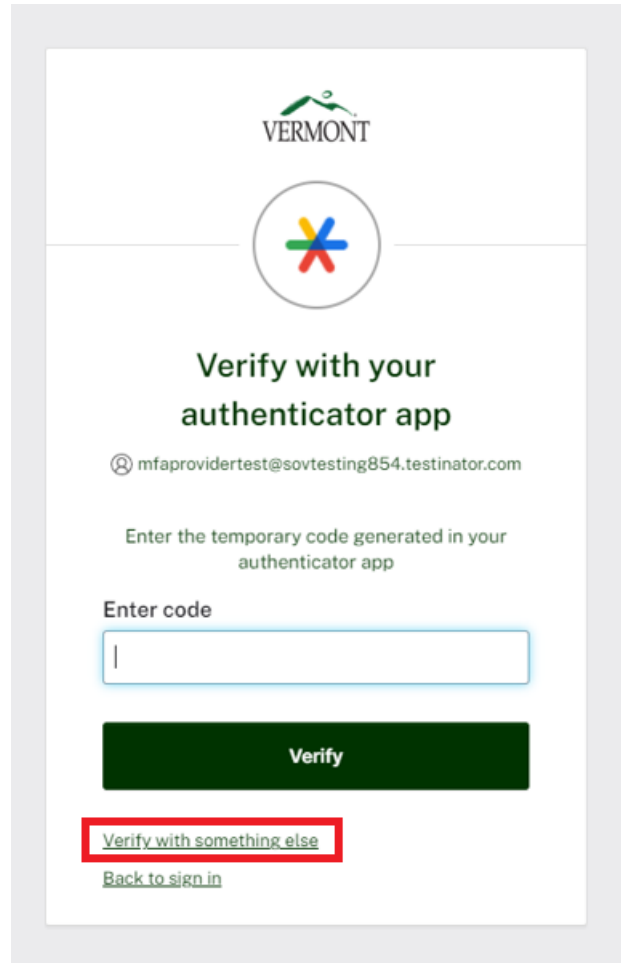
Click 'Select' next to 'Enter a code' for Okta Verify. On the Okta Verify app's home screen, click the eyeball emoticon. If you have Face ID enabled, verify with Face ID. A 6-digit code will be displayed. Enter the code on your web browser, then click 'Verify'.




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'.



VERMONT



Verify with your authenticator app

 mfaprovidertest@sovtesting854.testinator.com

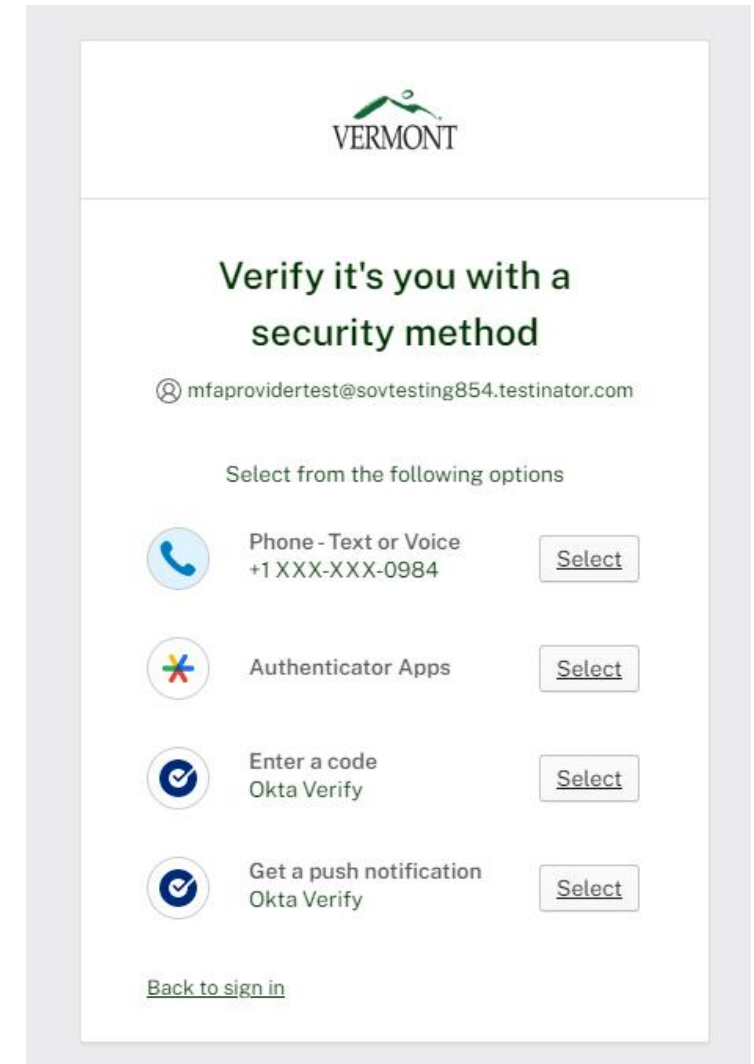
Enter the temporary code generated in your authenticator app

Enter code

Verify


[Verify with something else](#)

[Back to sign in](#)







VERMONT

Verify it's you with a security method

 mfaprovidertest@sovtesting854.testinator.com

Select from the following options

-  Phone - Text or Voice +1 XXX-XXX-0984 [Select](#)
-  Authenticator Apps [Select](#)
-  Enter a code Okta Verify [Select](#)
-  Get a push notification Okta Verify [Select](#)

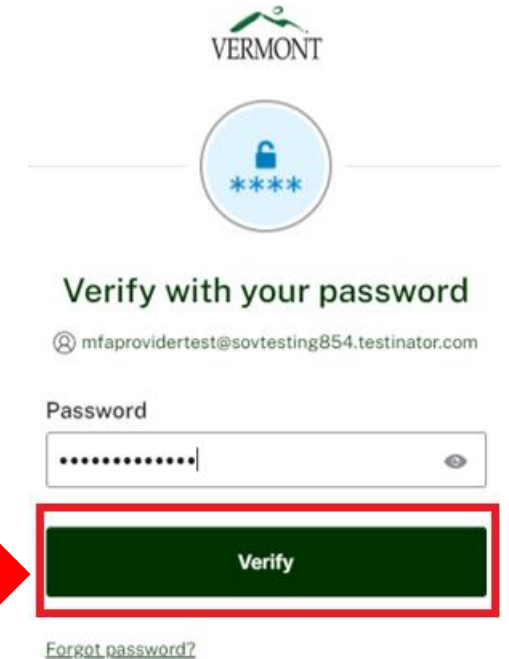
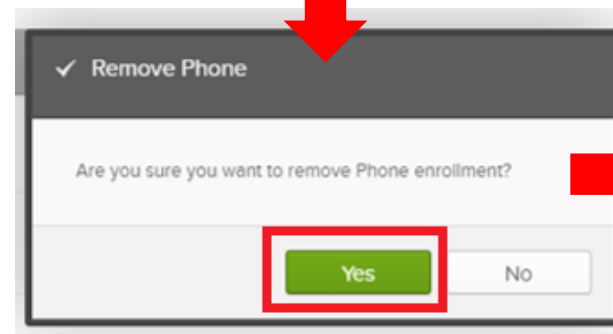
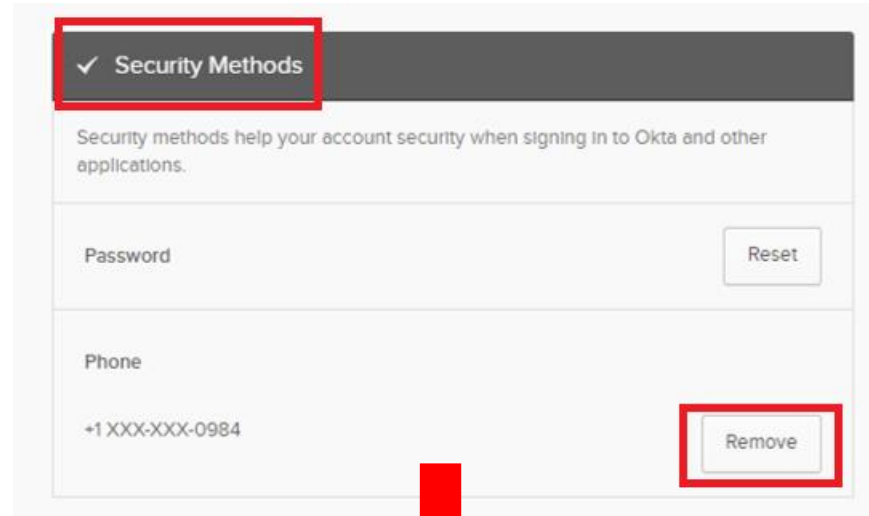
[Back to sign in](#)

Remove Security Method(s)

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

In 'Settings' there is a section listed '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 Provider 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](#)