

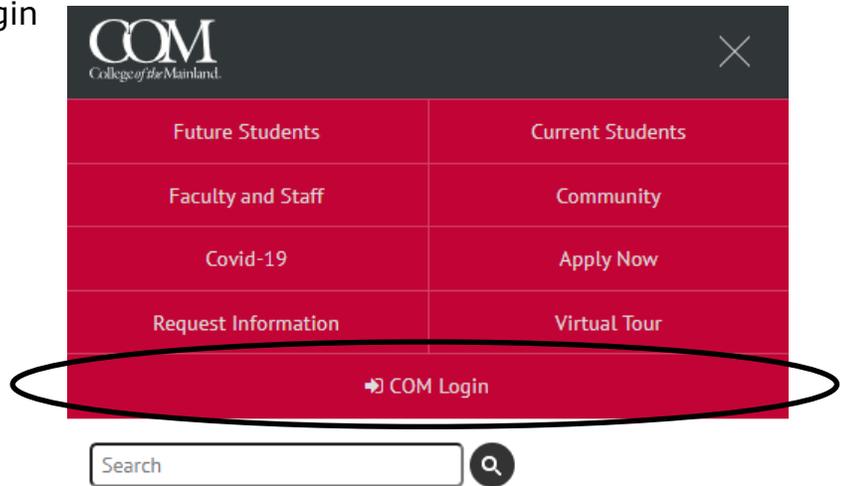
Multi-Factor Authentication (MFA) for Portal Guard

Multi-Factor Authentication (MFA) adds an extra layer of security when accessing HHS data and applications. You must register for MFA to access VPN and Office 365 applications such as Teams, SharePoint, and Outlook Web Access.

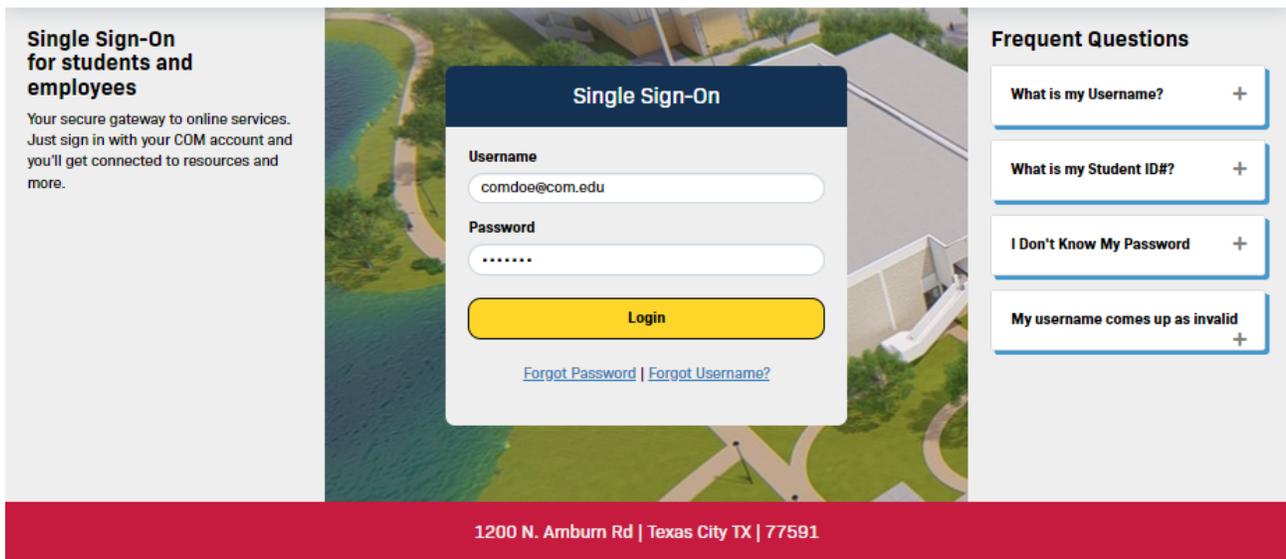
How to register your account for Multi-Factor Authentication

Sign into your COM Account via our SSO portal:

1. Go to COM home page www.com.edu and click the COM Login
 - If you are on a computer COM Login is located at the top right of the page.
 - If you are on a mobile device click on the three line menu to drop down the main menu then click on COM Login

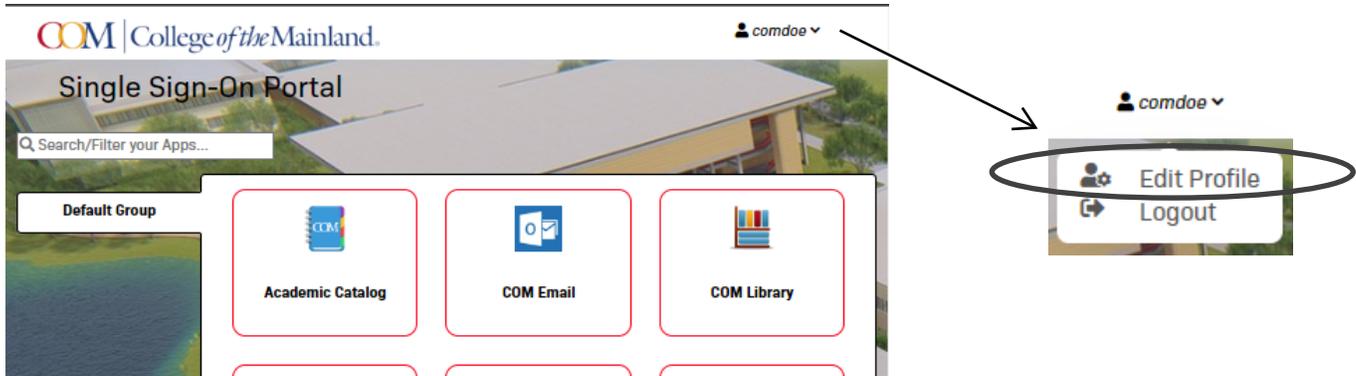


2. Enter your COM email address and password on the COM Single Sign On Portal login. Click **Login**



3. If you have not registered your account with a Mobile Authenticator App, and you did NOT get the prompt when you logged in, click on your account name to open a drop down menu. *(Skip to step 5 if you were prompted to enroll at login)*

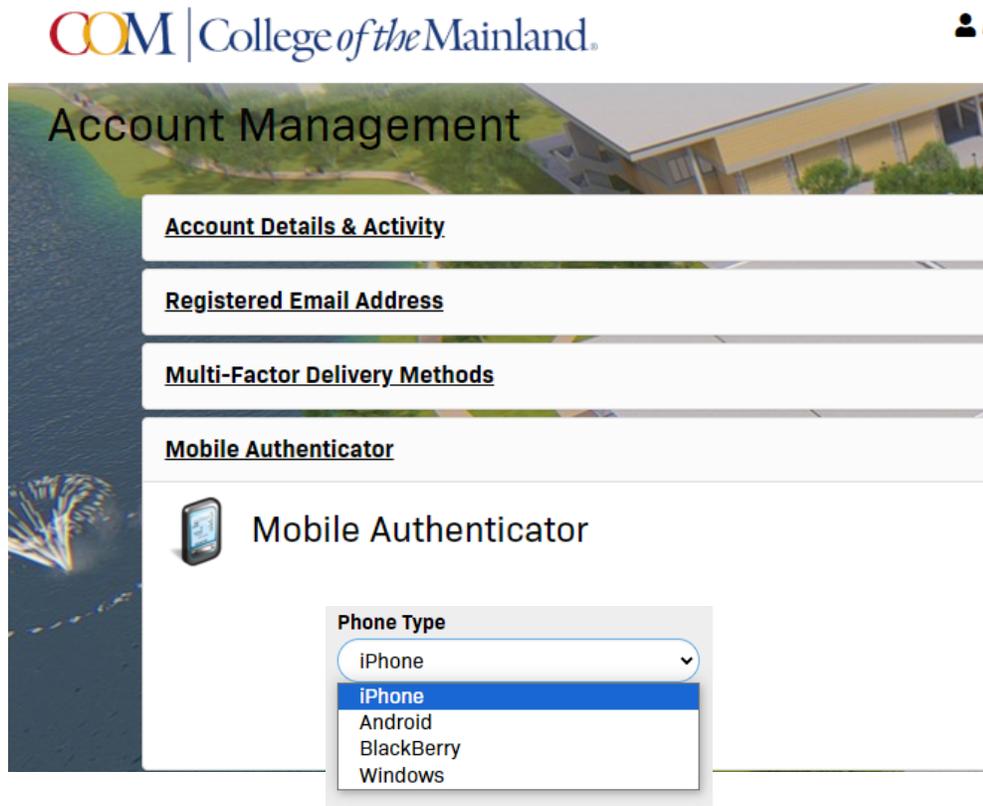
Then choose **Edit Profile** (Continue to step 4)



4. On the Account Management Screen expand the last option called **Mobile Authenticator**

Choose your phone type then click **Continue**.

Skip step 5 and continue the enrollment on step 6.



5. If you were prompted at login to enroll your account with a Mobile Authenticator, choose your phone type then click **Continue**.

MOBILE AUTHENTICATOR ENROLLMENT

Please first download and install the **Google Authenticator** or **PortalGuard Password Reset** app from the appropriate app store for your phone.

When ready, please choose your phone type and enter a description to continue.

Phone Type

iPhone

Entry Description

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Continue

Phone Type

iPhone

iPhone

Android

BlackBerry

Windows

6. Using your phone, download the Authenticator App you want to use. (Skip this step if you already have either Microsoft or Google Authenticator App.)



Google Authenticator



Microsoft Authenticator



Google Authenticator



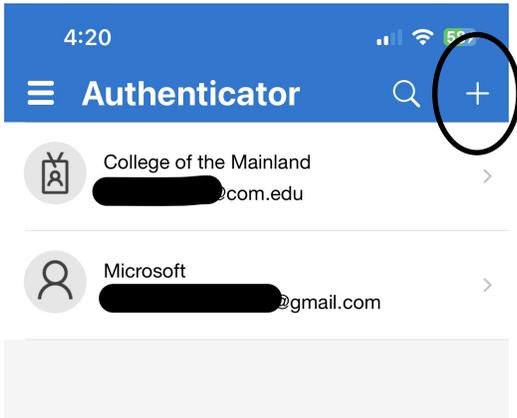
Microsoft Authenticator



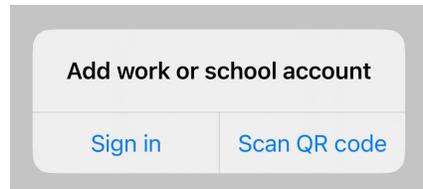
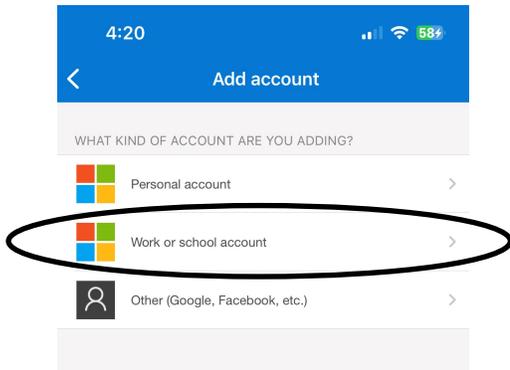
Using the **Microsoft Authenticator App.**



a. Open the Microsoft Authenticator app and click on the plus in the top right corner of the app.

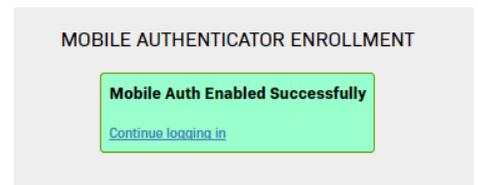
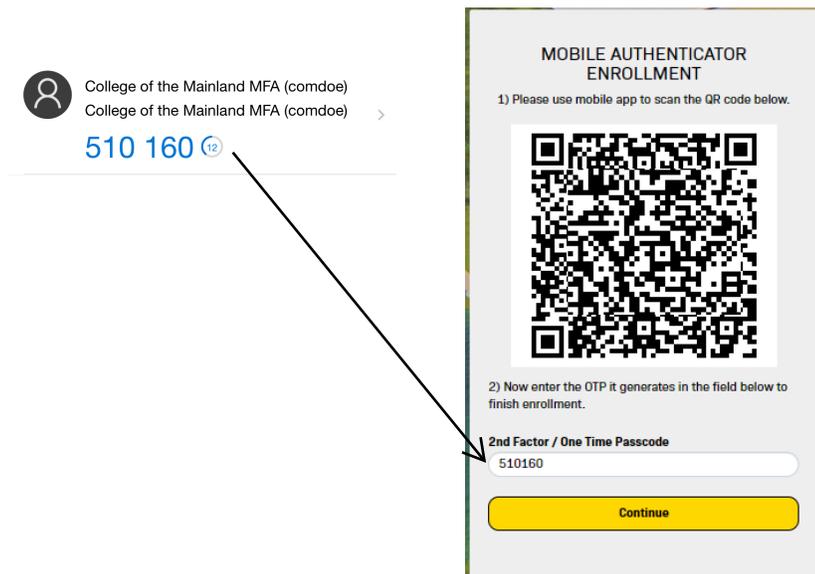


b. Select **Work or School account.** If the QR Code is on the computer then select **Scan QR Code.** If the QR code is on you mobile device then select **Sign In**



c. **Scan** the QR code on the computer and **Sign in** using your COM username and password.

Then enter the randomized Passcode in the **2nd Factor / One Time Passcode** field. Click **Continue** to complete the Authenticator app registration.



Using the **Google Authenticator App.**



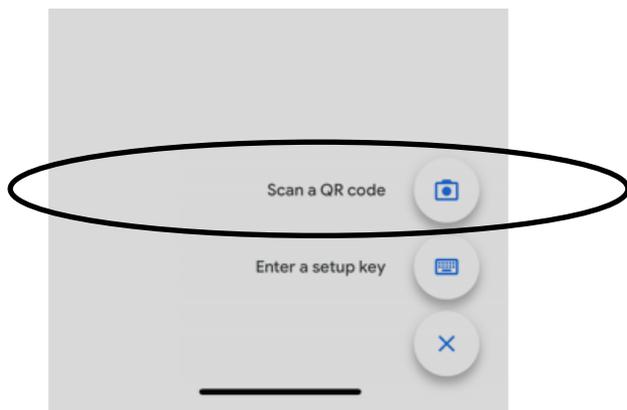
a. Open the Google Authenticator app on your

phone and click on the plus



in the bottom right corner of the app.

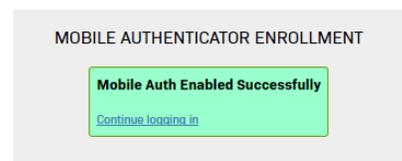
b. Click the Camera icon to scan the barcode on the computer monitor.



c. After your COM account has connected to your mobile authenticator app Enter the randomized Passcode in the **2nd Factor / One Time Passcode** field. You have 30 seconds to enter the code before a new passcode will be generate.

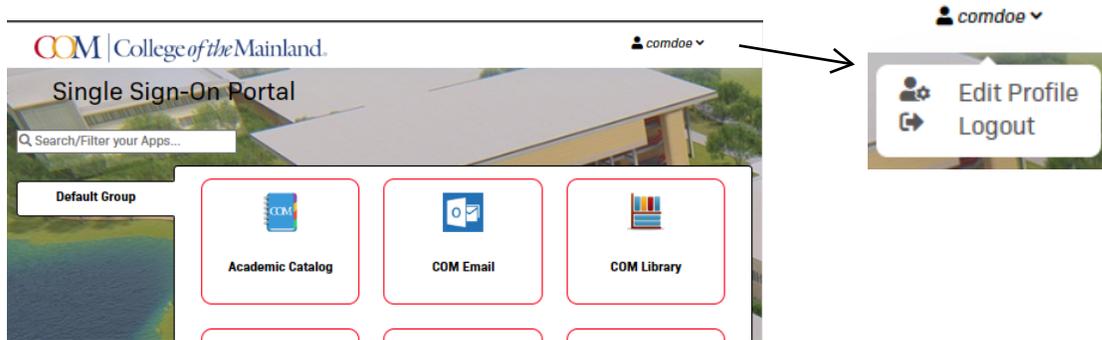
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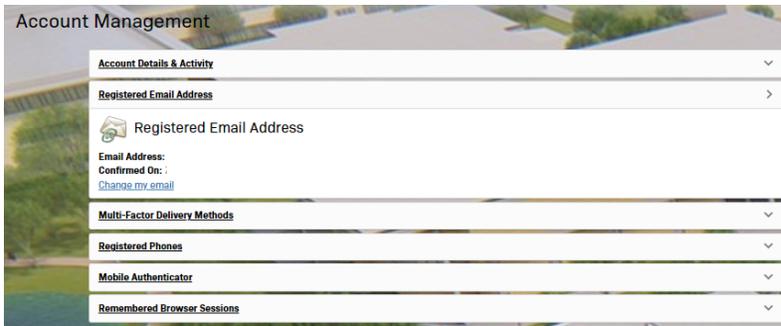


Add/Update **Email Authentication**

1. Log into the **COM Login** on the COM Website:
2. Click on your username at the top of the page and click **Edit Profile** from the dropdown menu.



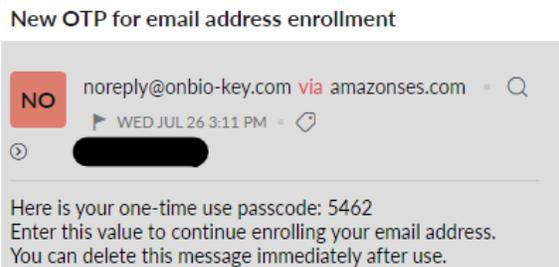
3. Click on **Registered Email Address**
4. Click on **Add New Email** or **Change my Email**



5. Enter your personal email address and click **Continue**. (Do not enter your COM email)

A screenshot of the 'Email Enrollment' form. The title is 'Email Enrollment' and the instruction is 'Please enter your email address below to enroll. A test OTP will be sent immediately for confirmation.' There is a text input field labeled 'Email Address'. Below the field are two yellow buttons: 'Continue' and 'Cancel'.

6. Access the email account you just entered and retrieve the Passcode from your verification email. Enter the passcode on the Account Management page.

A screenshot of the '2nd Factor / One Time Passcode' form. It displays the instruction: 'It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below to continue.' There is a text input field labeled '2nd Factor / One Time Passcode' with the value '5462' entered. Below the field are two yellow buttons: 'Continue' and 'Cancel'.