

Abbreviated Instructions for Setting up CUNY Login MFA

Before You Begin:

1. **Download and install** the **Microsoft Authenticator app** from the App Store or Play Store on your mobile device.
 - Google Authenticator or Oracle Mobile Authenticator are also supported, but not 3rd party apps.
 - If possible, configure MFA on multiple devices for backup access.
 2. **Open the Microsoft Authenticator App** and pause—steps will continue after the QR code setup.
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MFA Setup Steps (using a computer and mobile device):

1. On your computer, open a browser and go to:
<https://ssologin.cuny.edu/oa/rui>
 - If you encounter a login error, use a **private/incognito window** (see instructions at end).
 2. **Log in** with your CUNY Login credentials.
 3. Click **OK** and then **Allow** when prompted.
 4. Under **My Authentication Factors**, click **Manage**.
 5. Click **Add Authentication Factor** and choose **Mobile Authenticator – TOTP**.
 6. Enter a **Friendly Name**, such as CUNY_Login_MFA.
 7. A **QR Code** will appear. Click **Verify Now**.
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In the Microsoft Authenticator App (mobile device):


8. Tap + and choose **Work or school account**.
9. Tap **Scan QR Code** and grant camera access if prompted.
10. **Scan the QR Code** displayed on your computer screen.

11. A new entry will appear with a 6-digit code.

Enter the code in the **Verification Code** field on your computer, then click **Verify and Save**.

Final Steps:

12. You'll return to the **My Authentication Factors** page and see your new entry marked as **Enabled**.

 **Setup Complete** — You can now use CUNY Login MFA to access CUNYfirst, CUNYbuy, Brightspace, Navigate, Zoom, Campus VPN, Lehman 360, and Electronic Forms.

Important:

- **Do not confuse CUNY Login MFA with Microsoft 365 MFA**, which is used only for Microsoft apps like Outlook and Teams.
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How to Open a Private/Incognito Window:

- **Chrome:** Ctrl+Shift+N → *New Incognito Window*
- **Firefox:** Ctrl+Shift+P → *New Private Window*
- **Edge:** Ctrl+Shift+N → *New InPrivate Window*

Abbreviated Instructions for Responding to MFA Requests for CUNY Login

When accessing a CUNY application or service that uses CUNY Login MFA:

1. Log In:

- Go to the CUNY Login screen.
- Enter your CUNY Login username and password.
- Click **Log In**.

2. Select MFA Method:

- A window will prompt you to choose your MFA login method from a list of registered mobile authenticator devices.
- If prompted to share your location with ssologin.cuny.edu, click **Allow**.

Note: If no MFA window appears, your MFA setup may be incomplete. Clear your browser cache, close the window, and complete the setup.

3. Enter OTP:

- Click the **“Enter OTP from device”** link next to the device name you registered.

4. Verify Code:

- Open the Microsoft Authenticator app on your mobile device.
- Locate the account you set up for CUNY Login MFA.
- Enter the displayed one-time password (OTP) into the field and click **Verify**.