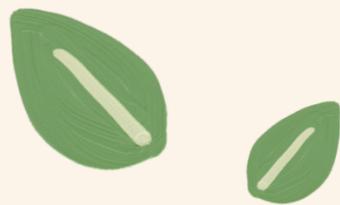Rev. Dec. 2024

Waipahu HS Early College

Multi-Factor Authentication

WHAT IS MFA?

MFA

"Multi-Factor Authentication (MFA) is an extra layer of protection on top of your UH Username and password. When MFA is enabled, UH Login requires two factors for a successful login. The first factor is what we commonly do today, sign-in with the UH Username and password. The second factor requires authentication through a device (e.g. smartphone or landline) to login. Using these multiple factors provides increased security to your UH account information."
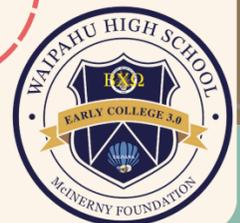
MFA GUIDE

First Time Set-Up

Slide #4

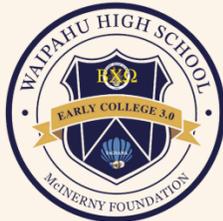**Forgot Phone at Home**

Slide #5–6

New Phone, Same #

Slide #7

New Phone, New #

Slide #8–10

FIRST TIME SET-UP

First Time Set-Up

01 MFA Device Registration

Log into the "UH Login MFA Device Registration" using your UH username and password [Click Here]

02 Get Started

Click on the "Get Started" button

03 Add a Device

Duo Mobile is an app that will send a notification to verify your login attempts

04 Enter YOUR Phone

You can download the Duo Mobile app or choose to receive text messages / a phone call

FORGOT PHONE AT HOME

Forgot Phone

01 **Call UH ITS Help Desk**

Call 808-956-8883
Make sure you know your information!
See next slide for the info you need

02 **Request a "Bypass Code for the Day"**

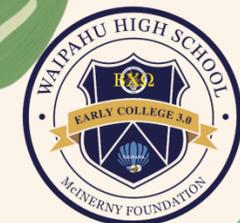ITS will give you a code that is valid for 8 hours

03 **Log into UH**

Log into your UH Platforms (Laulima/Star/Email) using your UH username and password
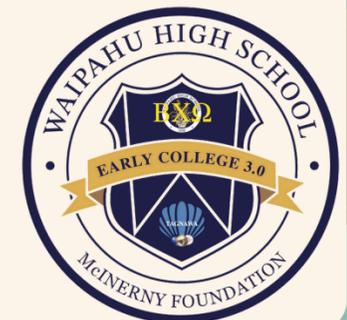
04 **Enter the "Bypass Code"**

Click on the "Other Options" button.
Click on the "Bypass Code" button.
Enter the code given by ITS.

Info UH ITS Will Ask For

- Your Full Name
- Your UH ID# (8 digits)
- Your UH Username
- Your 2 Security Answers (spelling matters!)
  - You can check your answers beforehand by going to "Check Status of UH Username"

NEW PHONE, SAME

01 Add a New Device

Go to "Duo Device Management Portal"
[Click Here]

02 Verify Identity

Click on the "Text Message Passcode" button. You will receive a code through text message.

New Phone

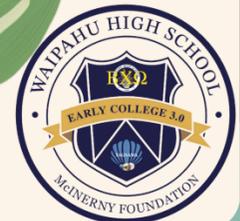## 03 "I have a new phone"

Click on the "I have a new phone" button.

04 Duo Mobile

Follow the steps for Duo Mobile.

NEW PHONE, NEW

01 Call UH ITS Help Desk

Call 808–956–8883
Make sure you know your information!
See next slide for the info you need

02 Request a "Bypass Code for the Day"

ITS will give you a code that is valid for 8 hours

03 Device Management
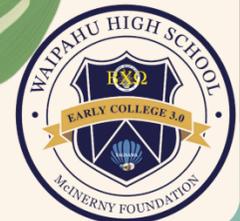
Go to "Duo Device Management Portal"
[Click Here]

04 Verify Identity

Click on the "Other Options" button.
Click on the "Bypass Code" button.
Enter the code given by ITS.

New #

Info UH ITS Will Ask For

- Your Full Name
- Your UH ID# (8 digits)
- Your UH Username
- Your 2 Security Answers (spelling matters!)
  - You can check your answers beforehand by going to "Check Status of UH Username"

New #

NEW PHONE, NEW

05 Add a Device
Click on the "Add a device" button

06 Set up a new device
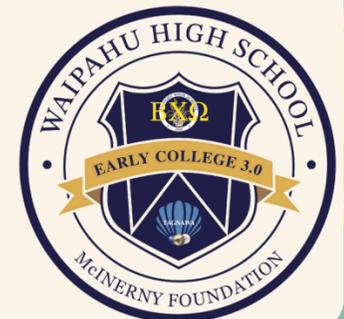You can download the Duo Mobile app or choose to receive text messages / a phone call.

07 Enter YOUR Phone
Add your NEW phone #

New #

All Set!

WAIPAHU HIGH SCHOOL
EARLY COLLEGE 3.0
McINERNY FOUNDATION

Thank You

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