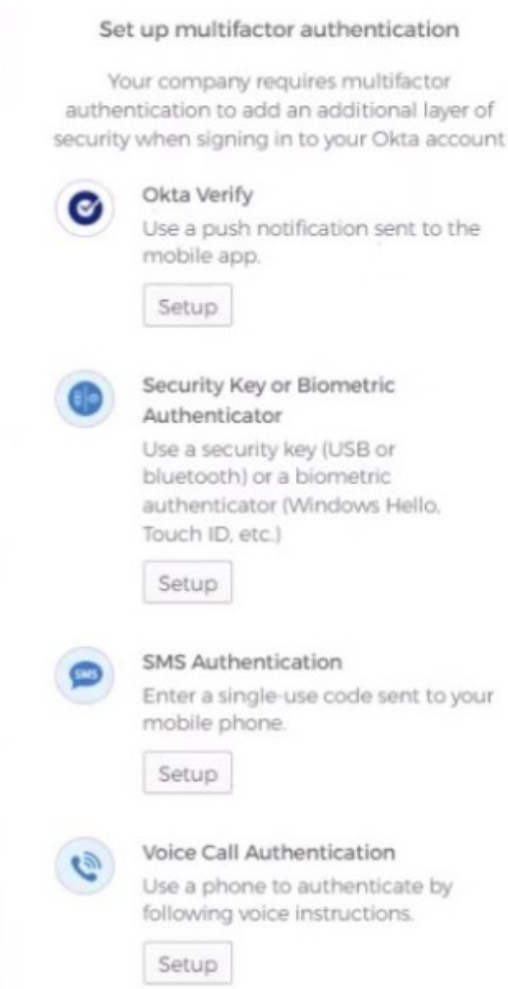


Navigating Multifactor Authentication as an NHTI Student



Multifactor authentication, or MFA, is an electronic authentication method in which you are granted access to a website or application – in this case, NHTI and CCSNH’s tools to help manage your student life, courses, etc. from your computer or mobile device – only after successfully presenting two or more pieces of evidence that electronically prove you have been granted permission to view such resources.

Save/screenshot this document to your desktop for easy reference!



Setting Yourself Up for Success

When you first go to log in to one of our resource pages – like your Student Information System (SIS) homepage, Canvas, etc. – you will be prompted with various options to set up your MFA. Your options are as follows:

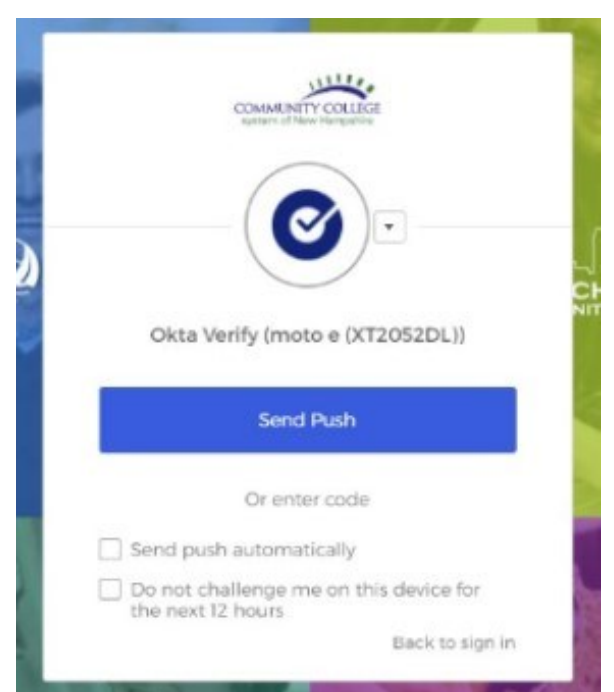
- **Okta Verify:** We’ll send a push notification to a mobile app on your phone.
- **Security Key or Biometrics:** Use this if you already have a USB or other physical security key on your device.
- **SMS Authentication:** We’ll send you a text message with a code for verification.
- **Voice Call Authentication:** We’ll call you and give you a code for authentication.

It’s important that you take a few minutes and set up these individual options with your preferences, like what number to call/text. This sets you up for success so the process will go smoothly in the future!

Logging In CCSNH Every Day

Now that you’re all set up, logging in is a piece of cake – if cake had an extra step to travel from the fork to your belly. Go to your normal log-in screen and input your username and password. You’ll be prompted to choose a verification method (listed above), which you’ll then complete to be allowed access.

For example, if you chose “SMS Authentication,” you’ll click “Send Push,” and a unique string of numbers will be sent to your phone via text. Enter the code, hit Submit, and if everything checks out, you’ll be directed to your main CCSNH Student Portal page for you to browse as usual.



IMPORTANT: You have the option to have the authentication you just provided be effective for up to 12 hours. On your own devices, this is a great option because you won’t have to re-verify yourself if you accidentally log off. However, if you’re accessing the Student Portal from a public device – a library computer or the like – **DO NOT** check this box. It gives anyone who signs on after you access to your personal data, like financial aid documentation. Not cool.



Changing It Up

Get a new number? Change your email address? Be sure to update your MFA! Log into your Student Portal and click your image in the top right corner. Choose “Setting” and use the “Extra Verification” section to update your new information.

Need More Help?

NHTI’s IT Desk is always available to help if you need it! You can check out the “Setting Up Multifactor Authentication” article – with lots of pictures and arrows – on the NHTI Knowledge Base site located at kb.nhti.edu.

You can also email them at NHTIITSupport@ccsnh.edu or, in a pinch, call them at 603-230-4063 M-F from 8 a.m. to 4:30 p.m.

