

Multi-Factor Authentication (MFA) – Forgotten MFA Device

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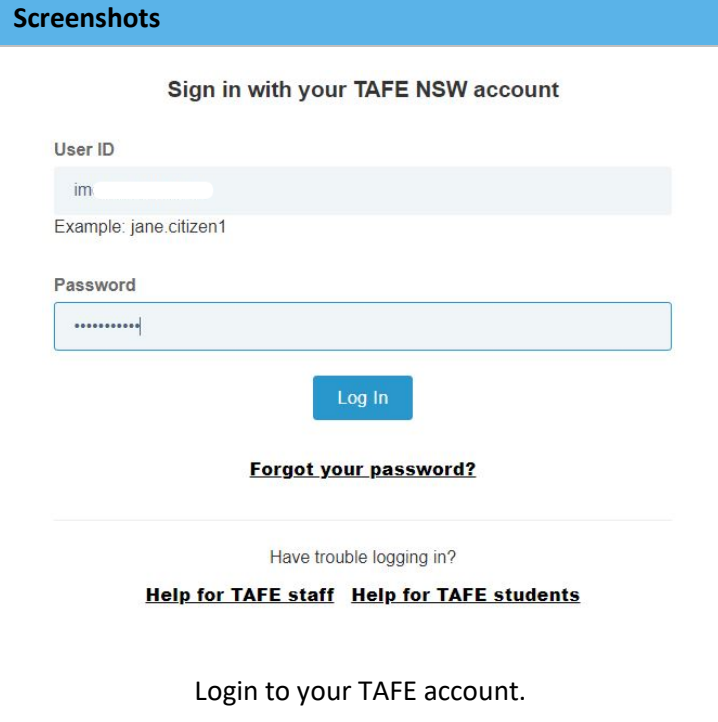
WHAT DO I NEED TO KNOW?

TAFE NSW has introduced MFA for Students to help ensure the safety of our students' information. PingID is the MFA software used by TAFE NSW. This guide will show you how to log in with a One-Time Passcode (OTP) if you have previously set up MFA and have forgotten your MFA device or don't have it with you at the time of login.

If you have difficulty or are unable to follow the steps in this guide, you can contact the Student Technology Service Desk on 131 601 for help.

Steps

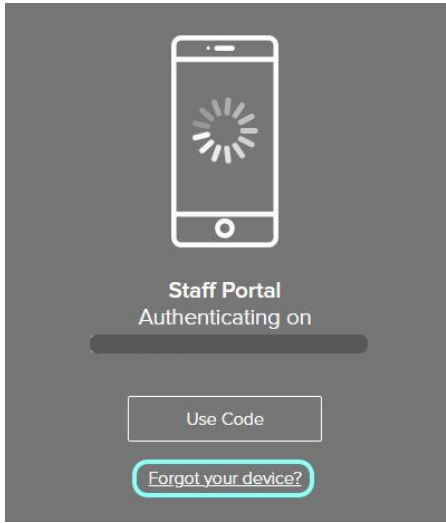
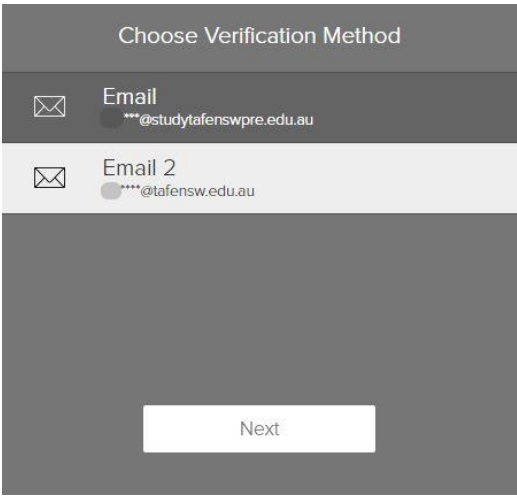
Step 1 – Login to your TAFE account

Detailed steps	Screenshots
Log in to your TAFE Student account with your username and password.	

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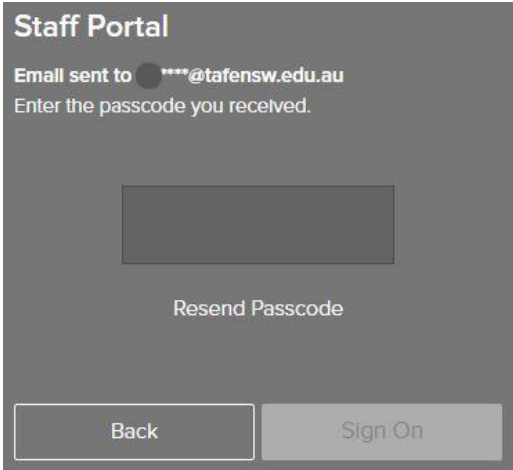
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Step 2 – The MFA Authentication Screen

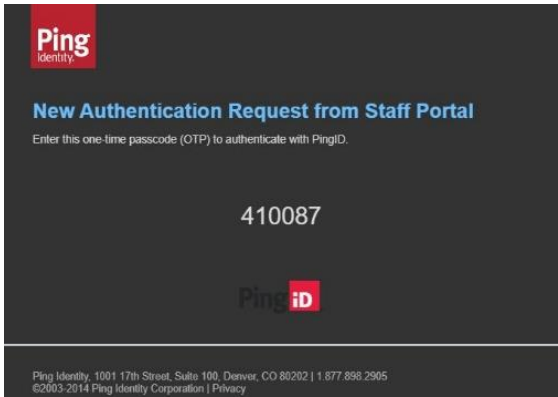
Detailed steps	Screenshots
<p>When you see the MFA Authentication screen, you can click on “Forgot your device?” if you do not have your MFA mobile device with you, e.g.: your phone.</p>	 <p>Click on “Forgot your device?” if you do not have your MFA mobile device with you.</p>
<p>After you click on “Forgot your device?”, you will see the “Choose Verification Method” screen.</p> <p>You can select your personal email address here and then click on “Next”.</p>	 <p>Select your personal email address and click on “Next”.</p>

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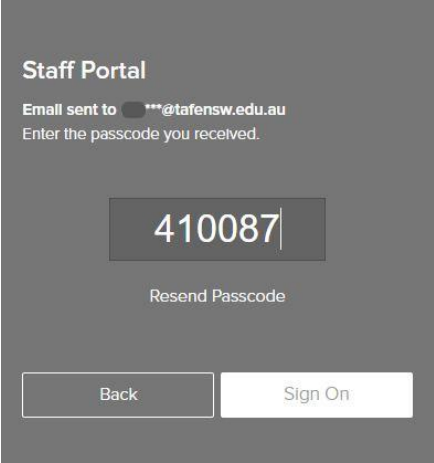
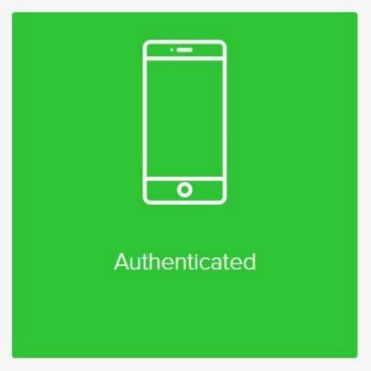
Detailed steps	Screenshots
<p>You will then see the “email sent” screen.</p> <p>You will now need to check your personal email and obtain the Passcode from the email that has been sent to your personal email address by PingID (pingidentity.com)</p>	 <p>The screenshot shows a 'Staff Portal' interface. At the top, it says 'Email sent to [redacted]@tafensw.edu.au'. Below that, it prompts the user to 'Enter the passcode you received.' There is a large rectangular input field for the passcode. Below the input field is a 'Resend Passcode' button. At the bottom of the screen are two buttons: 'Back' and 'Sign On'.</p> <p>Check your personal email for the Passcode.</p>

Step 3 – Check Your Personal Email and Retrieve the Passcode

Detailed steps	Screenshots
<p>Locate the email from PingID in your personal email and note the passcode in that email.</p>	 <p>The screenshot shows an email from Ping Identity. The header includes the Ping Identity logo. The main body of the email says 'New Authentication Request from Staff Portal' and 'Enter this one-time passcode (OTP) to authenticate with PingID.' The passcode '410087' is displayed in large white digits. Below the passcode is the Ping ID logo. At the bottom, there is a footer with contact information: 'Ping Identity, 1001 17th Street, Suite 100, Denver, CO 80202 1 877 898 2905' and '©2003-2014 Ping Identity Corporation Privacy'.</p> <p>The email from PingID will contain the Passcode.</p>

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Detailed steps	Screenshots
<p>Enter the passcode from the PingID email into the MFA Authentication screen on your computer and then click on “Sign On”.</p>	 <p>Enter the Passcode and click on “Sign On”.</p>
<p>You should then see the green “Authenticated” screen and be logged in successfully.</p>	 <p>You will now be logged in.</p>