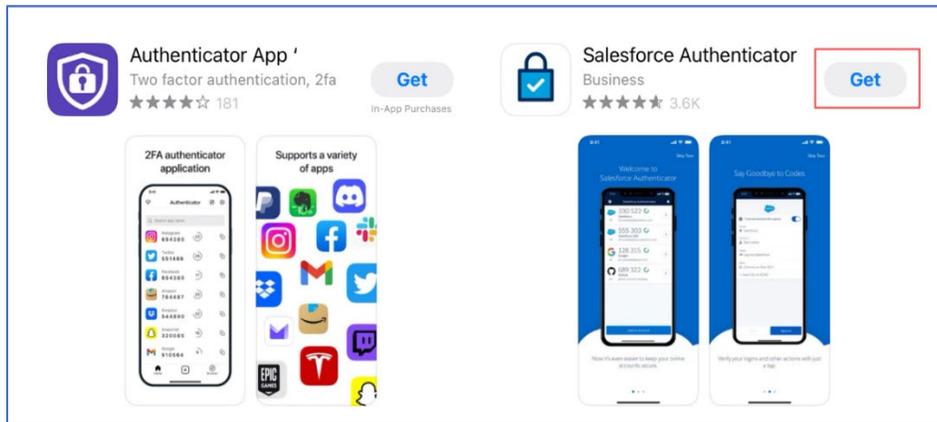


Setting Up Multi-Factor Authentication (MFA)

To utilize the portals of the new BAXTER system, the State Office of Information Technology (OIT) requires all external users to utilize the MFA (Multi-Factor Authorization). This process ensures data encryption and safeguards all user information as well as contributes to child safety. In simpler terms, this protects your personal information so no one can steal it. We understand that some users may be reluctant to add more “apps” to their personal devices, however in this case, there is nothing more we can do to ensure your safety and the child’s safety.

Setting Up MFA (Salesforce Authenticator)

1. Access your **App Store** or **Google Play** from your device.
2. Search for **Salesforce Authenticator**.
3. Select **Get** to download the Salesforce Authenticator to your mobile device.



4. After entering your Username and Password in the Portal, you will see the following screen.

Connect Salesforce Authenticator

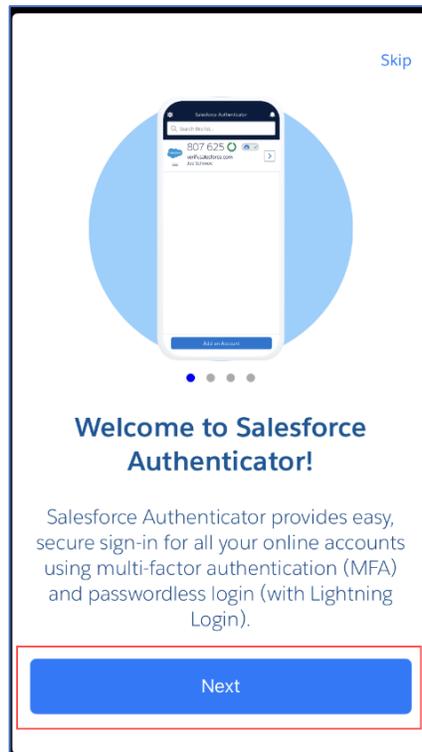
For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Install Salesforce Authenticator on your mobile device from the [App Store](#) or [Google Play](#).
2. Open Salesforce Authenticator and add your account.
3. The app shows a two-word phrase. Enter the phrase here.

Two-Word Phrase

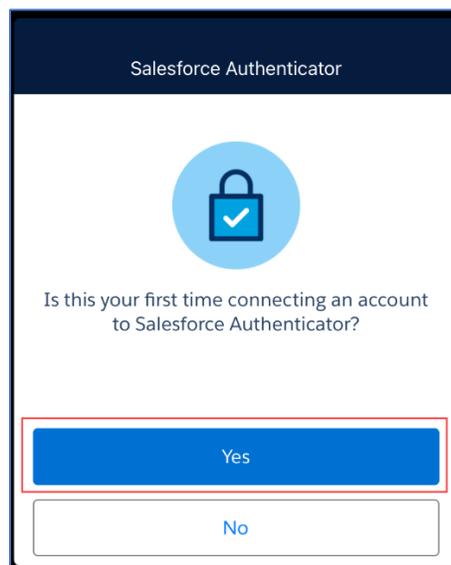
[Choose Another Verification Method](#)

5. Access your **mobile device**.
6. Open the **Salesforce Authenticator app**.
7. Select **Next** at the welcome screen.

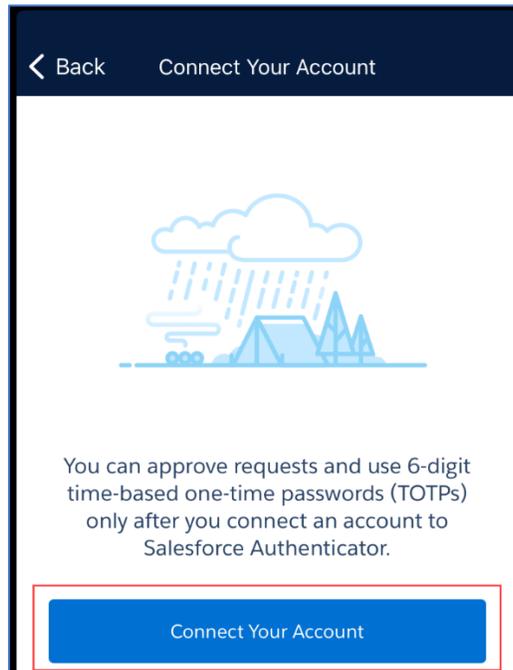


User Tip: You may see a few more additional welcome screens, if so, select Next for each one.

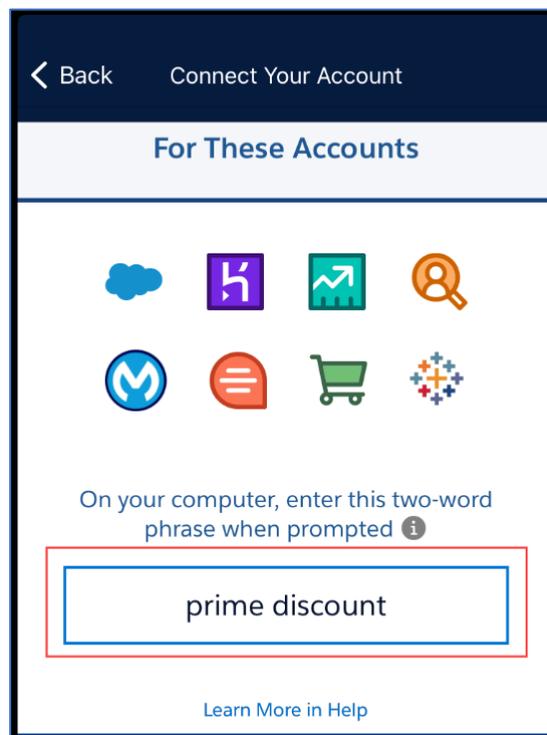
8. Select a **response**.



9. **Select Connect Your Account.**



10. **View the Two Word Phrase on Your Mobile Device.**



11. Enter the **Two-Word Phrase** within the portal.
12. Select **Connect**.

Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

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Two-Word Phrase

[Choose Another Verification Method](#)

13. Select **Connect** on your mobile device.



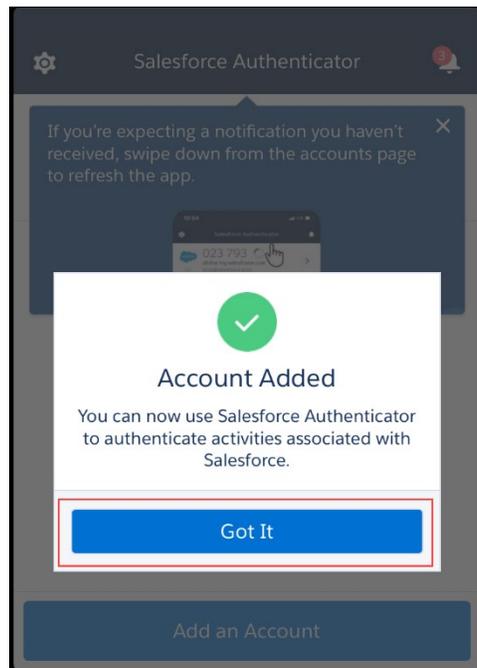
Connect Account

We tell you when someone's trying to access your account data. If it's you and everything's OK, you can verify the activity. But if something's not right, you can block it.

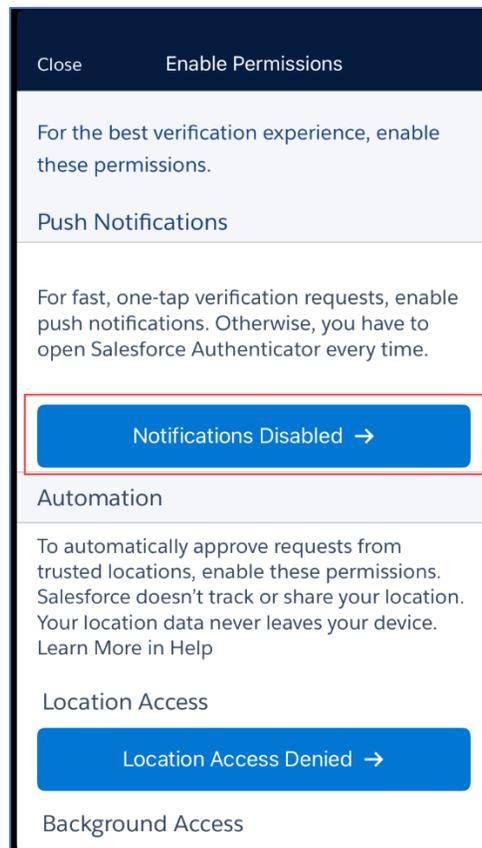
Username
stuartnewton@yopmail.com

Service
Salesforce

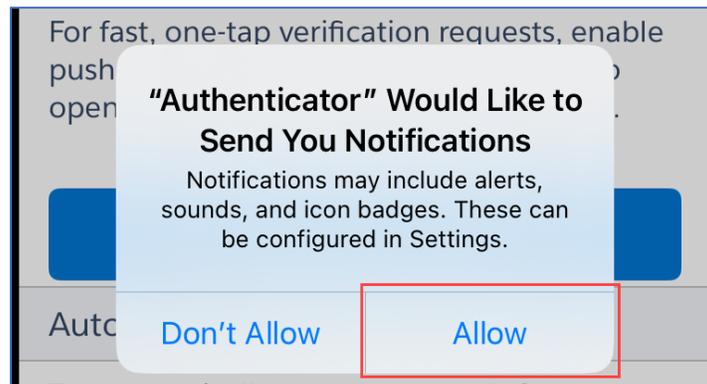
14. Select **Got It**.



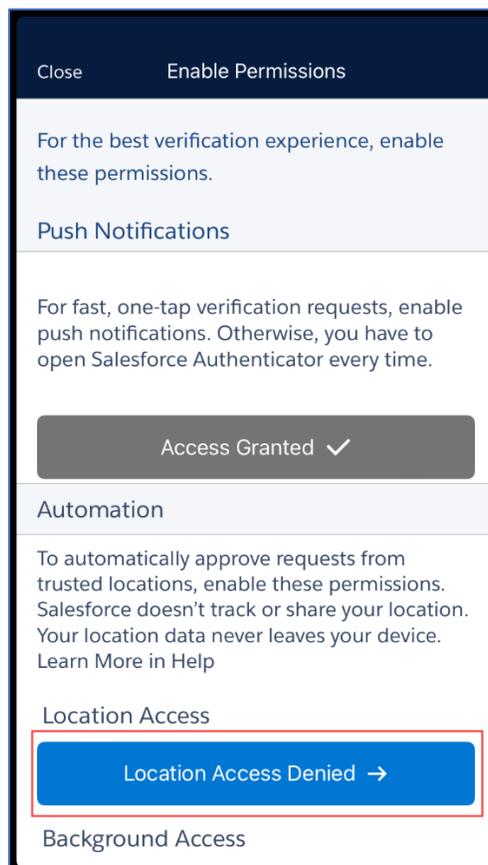
15. Select **Notifications Disabled**.



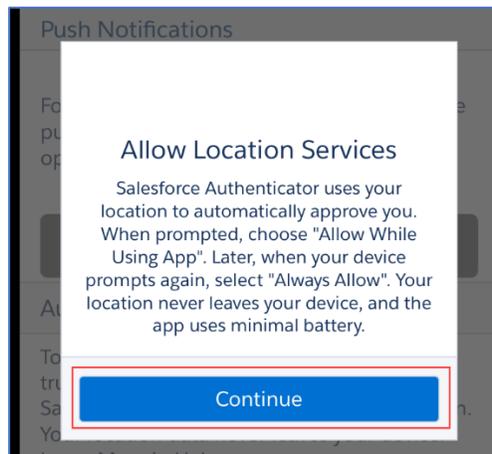
16. Select **Allow**.



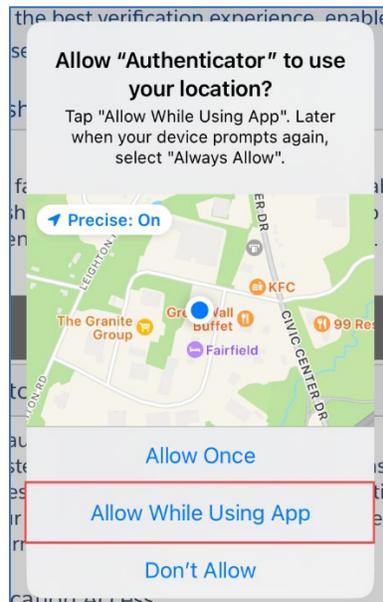
17. Select **Location Access Denied**.



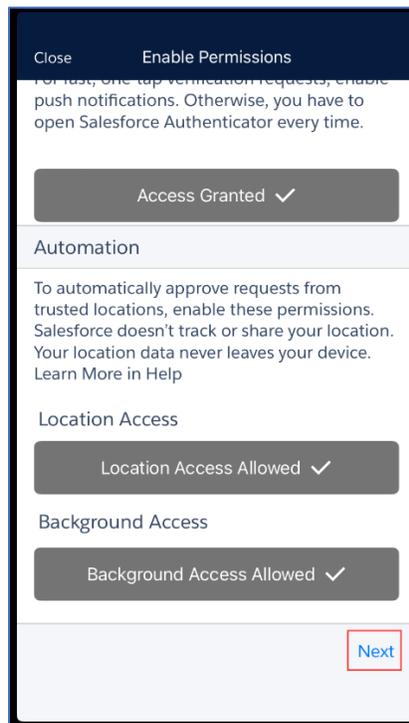
18. **Select Continue.**



19. **Select Allow While Using App.**

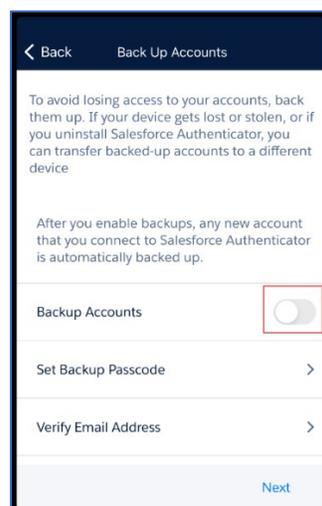


20. At the Enable Permissions screen, *select Next*.



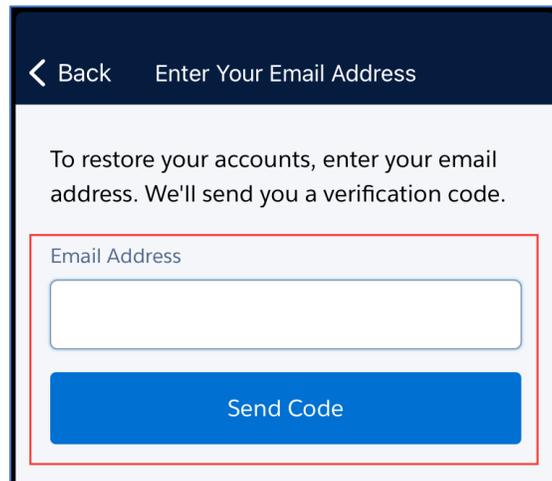
User Tip: The following steps are for backing up your accounts. It is recommended you complete these steps in event you receive a new device or must uninstall Salesforce Authenticator.

21. *Select Backup Accounts*.



22. Enter your **email address**.

23. Select **Send Code**.



< Back Enter Your Email Address

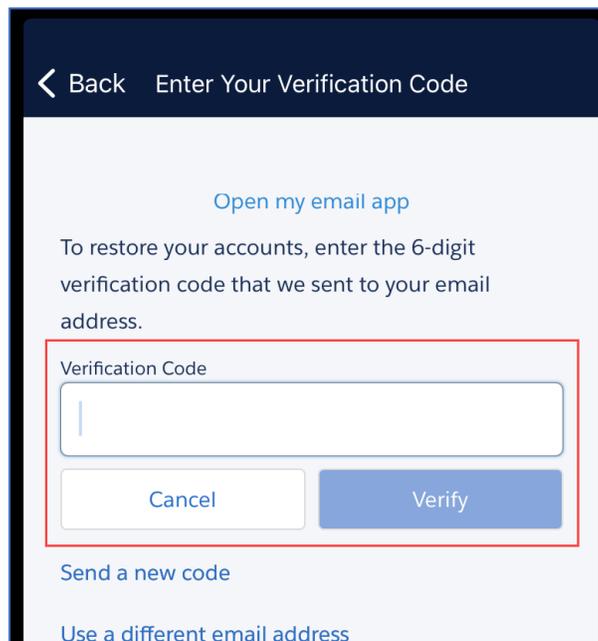
To restore your accounts, enter your email address. We'll send you a verification code.

Email Address

Send Code

24. Enter the **code** that was sent to your email address.

25. Select **Verify**.



< Back Enter Your Verification Code

[Open my email app](#)

To restore your accounts, enter the 6-digit verification code that we sent to your email address.

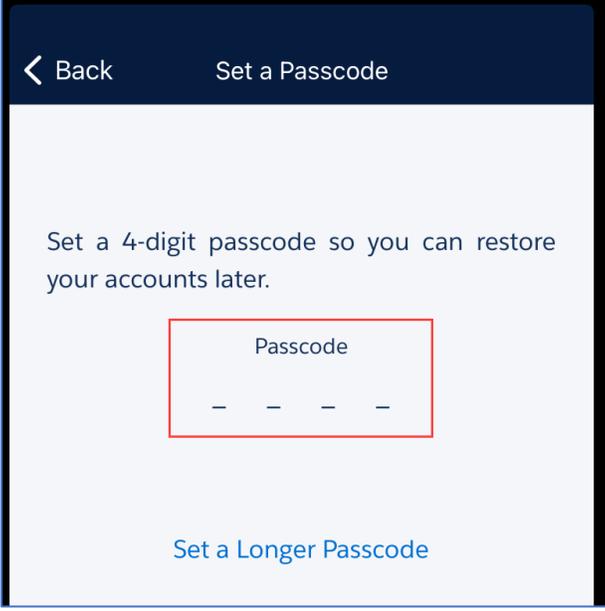
Verification Code

Cancel Verify

[Send a new code](#)

[Use a different email address](#)

26. Set a Passcode.



Set a 4-digit passcode so you can restore your accounts later.

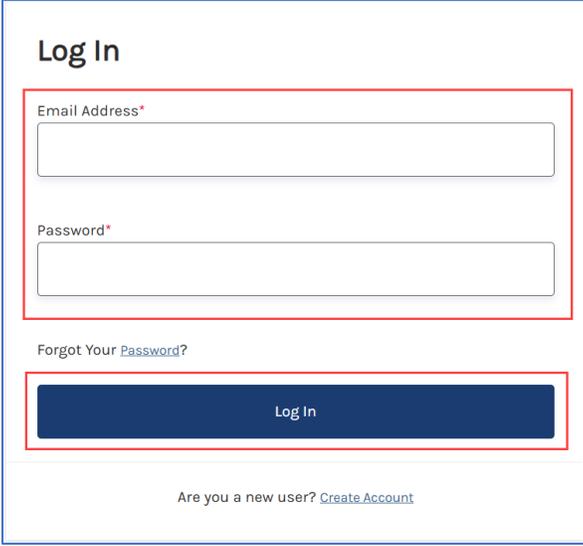
Passcode

— — — —

[Set a Longer Passcode](#)

Logging In with the MFA (Salesforce Authenticator)

1. Enter your **Email Address and Password**.
2. Select **Log In**.



Log In

Email Address*

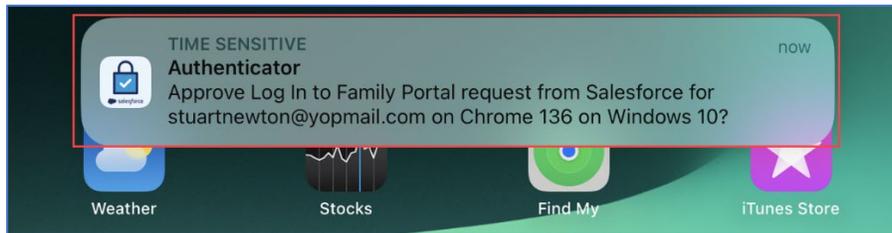
Password*

[Forgot Your Password?](#)

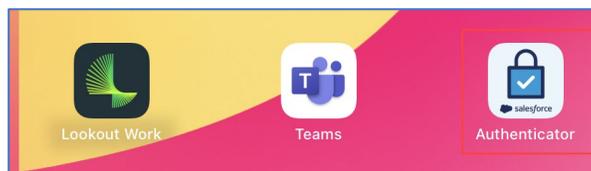
Log In

Are you a new user? [Create Account](#)

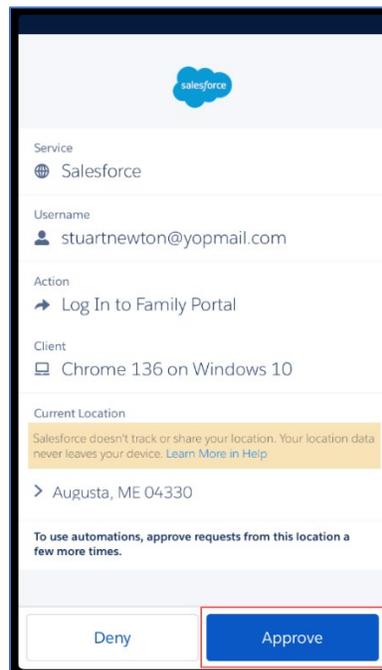
3. Select the **Notification** on your device.



 **User Tip:** If you did not receive the notification or if the notification disappears from your screen, select the Salesforce Authenticator app on your device.



4. Select **Approve**.



 **User Tip:** The Portal will now log you into the system. Please note, it might take a moment before it logs you in.