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.

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2FA authenticator application	Supports a variety of apps	set de la set de la set Verkome te Cobefore à la terrenciane Say Gootby to Cobe	
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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.	
 Install Salesforce Authenticator on your mobile device from the App Store or Google Play. Open Salesforce Authenticator and add your account. The app shows a two-word phrase. Enter the phrase here. 	
Two-Word Phrase	
Cancel Connect	
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.

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Cancel Connect	
Choose Another Verification Method	

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

sales	force
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 L stuartnewton@yopmail.com	
Service Salesforce	
Cancel	Connect

14. Select Got It.



15. Select Notifications Disabled.



16. Select Allow.



17. Select Location Access Denied.

Close Enable Permissions
For the best verification experience, enable these permissions.
Push Notifications
For fast, one-tap verification requests, enable push notifications. Otherwise, you have to open Salesforce Authenticator every time.
Access Granted 🗸
Automation
To automatically approve requests from trusted locations, enable these permissions. Salesforce doesn't track or share your location. Your location data never leaves your device. Learn More in Help
Location Access
Location Access Denied \rightarrow
Background Access

18. Select Continue.



19. Select Allow While Using App.



20. At the Enable Permissions screen, select Next.



21. Select Backup Accounts.

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〈 Back	Back Up Accounts	
To avoid losin them up. If y you uninstall can transfer device	ng access to your ac rour device gets lost I Salesforce Authent backed-up accounts	counts, back or stolen, or if icator, you to a different
After you er that you co is automati	nable backups, any r nnect to Salesforce , cally backed up.	new account Authenticator
Backup Acc	counts	
Set Backup	Passcode	>
Verify Emai	I Address	>
		Next

- 22. Enter your email address.
- 23. Select Send Code.

< E	Back Enter Your Email Address
T	o restore your accounts, enter your email
E	mail 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.



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	
A	re you a new user? <u>Create Account</u>	

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.

salesforce
Service Salesforce
Username L stuartnewton@yopmail.com
Action Action Log In to Family Portal Client Chrome 136 on Windows 10
Current Location Salesforce doesn't track or share your location. Your location data never leaves your device. Learn More in Help Augusta, ME 04330
To use automations, approve requests from this location a few more times.
Deny Approve

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