



Multifactor Authentication (MFA) Procedure

Overview

Multi-factor Authentication (MFA) is a multi-step account login process that requires users to enter more information than just a password. For example, along with the password, users might be asked to enter a code sent to their mobile phone or email, answer a secret question, or scan a fingerprint. Due to the quantity and sensitive nature of the information users can access, it is particularly important to ensure that MFA protects their accounts. Any user can open the wrong email that may, for example, install keylogger or other spyware on their machine, and potentially provide a “bad actor” with their login credentials.

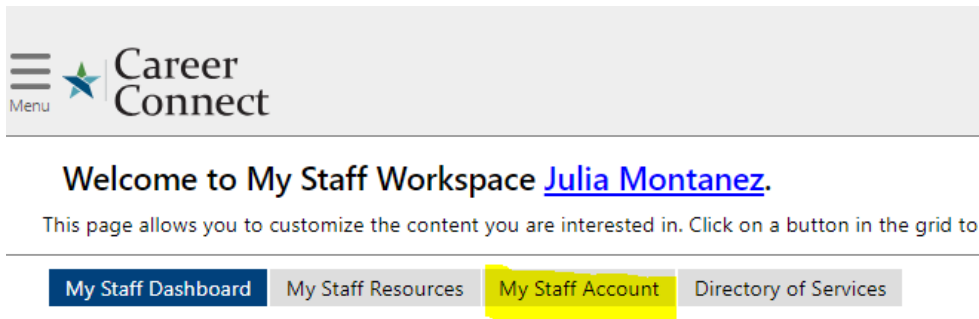
MFA prevents a hacker from being able to access login credentials and other sensitive data.

Geographic Solutions’ MFA function sends a 6-digit code via SMS text or email to a user that they must enter the system to verify their identity. The MFA challenge is initiated every time the user logs in with a new IP address.

It is imperative that Staff prepare for Multifactor Authentication before the function is turned on by confirming their contact information is accurate in their Career Connect account.

Update Contact Information:

After logging onto Career Connect website, find your Staff Account by selecting “My Staff Account” tab on your Career Connect Dashboard:



Once you are viewing your account page, head to your “Phone Numbers” section:

Phone Numbers

Primary Phone: - - Ext:

Alternate Phone: - - Ext:

Text Message Cell
Phone Number: - -

Only certain communications such as Virtual Recruiter Alerts can be sent via text message. Normal text messaging rates apply. Other important notices, including some regarding unemployment benefits, will NOT be sent via text message.

Fax: - -



And review or update your “Text message Cell Phone Number”: **(This number must be a mobile/cell phone number that receives text messages)**

Phone Numbers

Primary Phone: - - Ext:

Alternate Phone: - - Ext:

Text Message Cell
Phone Number: 800 - 000 - 0000

Only certain communications such as Virtual Recruiter Alerts can be sent via text message. Normal text messaging rates apply. Other important notices, including some regarding unemployment benefits, will NOT be sent via text message.

Fax: - -

Before you save your phone number, review your email and make sure it is correct or change it if it is not correct:

E-mail Address

Primary E-mail: jmontana@chicookworks.org

[Create E-mail Account](#)

Confirm Primary E-mail Address: jmontana@chicookworks.org

The e-mail address entered has been verified as being from a valid e-mail provider.

Scroll to the bottom of your Staff Account page and select “Update Account”:

Update Account

You are now prepared for Career Connect Multifactor Authentication!

To log in to the system using MFA:

Enter your login credentials on the login page. An Account Verification page displays, asking how you wish to receive the required 6-digit code (see figure below).



Account Verification

For your security and protection, this website requires a two step verification. You have the option to receive your 6 digit verification code either from your cell phone message, or from your email address. Once you have made your selection you will be taken to the account verification page where you will be able to request your code. The system can change your selection if it deems the selected method is undeliverable.

Please select from the following options of how you would like to receive your 6 digit verification code.

*** Where should we send your verification code?**

- ☒ Cell phone text message to (xxx)xxx-xxxx
- ☐ Email message to sv*****@*****.com

[Send Me a Verification Code](#)

Select to receive a text or email and click the **Send Me a Verification Code** button. The page changes to reflect a confirmation message.

Account Verification

For your security and protection we will send a one-time 6 digit verification code via text to your cell phone number at (xxx)xxx-xxxx. The text will come from the number 74036. By clicking the [Send Me a Verification Code](#) button you agree to receive the code at this mobile number. The code is only sent on your request. We are not liable for delayed or undelivered messages. Message and data rates may apply.

[Send Me a Verification Code](#)

Account Verification Page – Text Confirmation Example

Click the **Send Me a Verification Code** button to receive the verification code. The page refreshes and displays a field to enter the 6-digit verification code.



Account Verification

For your protection and security we have sent you a 6 digit verification code via Text from **74036**. Text and data charges may apply. When you receive this code please enter it below. You will be asked for this verification once per device per location. You may be asked to enter a verification code again upon login if your location or device changes. Your message ID is **1FCA6**.

Your verification message has been sent by text message. Please allow a few moments for delivery.

* Please enter the 6 digit numeric verification code:

908539

Validate Verification Code

[Didn't receive the code? Send a new verification code to \[phone or email\]](#)

[Need help? Click here](#)

If you can't provide the needed information, you will be redirected to the contact staff page.

[\[Contact Staff \]](#)

On this page you can perform the following tasks:

- To resend the code, click the [Didn't receive the code? Send a new verification code to \[phone or email\]](#) link. The form refreshes to accept a new 6-digit code.
- To display the Assistance Center/Help Desk tab, click the “Need help? Click here” link.
- To display the Contact Staff page to request assistance, click the “Contact Staff” link.

To sign in, Click the **Validate Verification Code** button. You are now logged in and your dashboard displays.