

Table of Contents

Multi-Factor Authentication (MFA) for Students..... 2

 What is Multi-Factor Authentication (MFA)? 2

 What Types of Devices can be used with Multi-Factor Authentication (MFA)? 2

 Application Used to Setup Multi-Factor Authentication (MFA)..... 2

 Multi-Factor Authentication Options 3

 Push Notifications..... 3

 Technical Support..... 3

Pre-Enrollment Requirements..... 4

 STEP 1: Add/Update Student Information System (SIS) mobile phone number 4

 STEP 2: Enroll Mobile device through MYGCC..... 8

Push Authentication Setup (recommended) 12

 STEPS: Setup OPT-IN MFA PINGME – PUSH (RECOMMENDED through MYGCC) 12

 STEPS: Open text or email/Download RapidIdentity Application 13

Email Authentication..... 20

 STEP 1: Setup Alternative email..... 20

 STEP 2: Update Profile by selecting OPT-IN MFA EMAIL AUTHENTICATION 24

Multi-Factor Authentication (MFA) for Students

The purpose of this document is to assist students with setting-up Multi-Factor Authentication (MFA). There are several ways to setup MFA but only one needs to be selected. This document will assist with setting up one of the following MFA methods.

The methods are:

- Push Authentication Setup (Recommended)
- Email Authentication (default)

Let's get started by introducing Multi-Factor Authentication.

What is Multi-Factor Authentication (MFA)?

MFA is sometimes referred to as two-factor authentication or 2FA. This is a security enhancement that adds a layer of security to online accounts by requiring you to verify that you are who you say you are. This is a method of providing an additional layer of security to the college and our students.

Now, let's discuss what types of devices that can be used to set-up MFA.

What Types of Devices can be used with Multi-Factor Authentication (MFA)?

Multi-factor Authentication can be setup with the following:

- Smartphone
- Tablet

Please note that your individual experience may vary depending on the type of device you are using to enroll. The images in this document may have slightly different design or format than your device provides, but the steps are still consistent across devices.

Application Used to Setup Multi-Factor Authentication (MFA)

RapidIdentity, Identity Automation is the application that is recommended for use with Push Multi-Factor Authentication.

- RapidIdentity, Identity Automation

Multi-Factor Authentication Options

1. RapidIdentity – Push Authentication (recommended)
2. Email Authentication (default)

*This does not require an application to be downloaded onto a mobile device

Other options may be made available by the VCCS, but the above options are the only ones receiving support from Germanna resources at this time.

Push Notifications

Push Notifications are messages that pop up on a mobile device. There are many different types of examples of Push notifications such as showing a sports score, get a user to take action, notification of a flash sale or a coupon alert.

The push notification method has been selected to add a layer of security. A message will pop up through RapidIdentity that will allow you to Deny or Approve authentication into [MYGCC](#).

Technical Support

Technical support is available for both the enrollment process and for any authentication issues.

Student Technical Helpdesk

Hours of Support: <https://www.germannna.edu/admissions/help-desk/>

Call: 540-891-3077

Submit ticket: <https://support.vccs.edu/studentssupport>

Pre-Enrollment Requirements

A mobile device must be entered into Student Information System (SIS) as a mobile number before Multi-factor Authentication can be setup. The following procedures will guide you through adding or updating a mobile device in SIS.

STEP 1: Add/Update Student Information System (SIS) mobile phone number

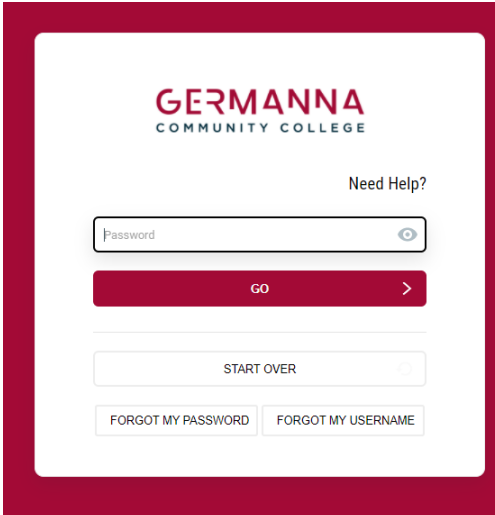
- Click on [MYGCC](#) portal



The screenshot shows the MYGCC login page. At the top, there is a dark red header with a lock icon and the text "MYGCC". Below this is the GERMANNNA COMMUNITY COLLEGE logo. A "Need Help?" link is positioned to the right of the logo. The main content area contains a "Username" input field, a red "GO" button with a right-pointing arrow, and two links: "FORGOT MY PASSWORD" and "FORGOT MY USERNAME".

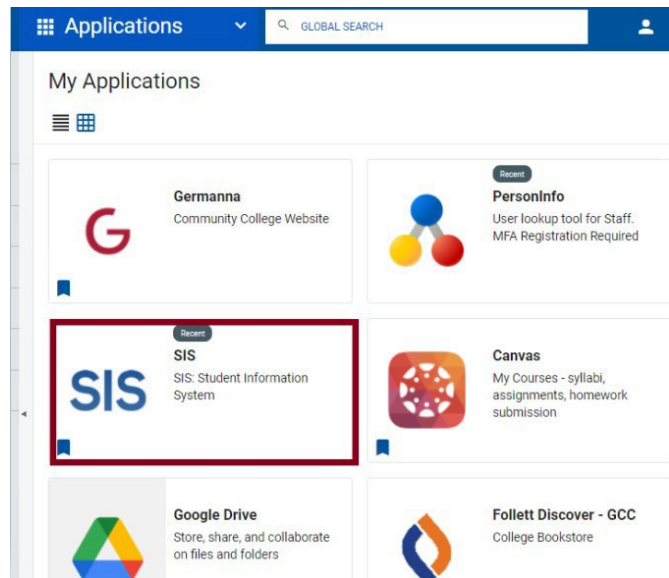
- Enter VCCS Username
- Click GO

- Enter VCCS Password
- Click GO



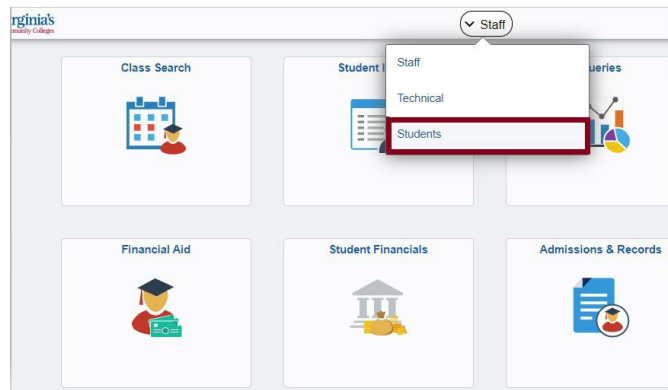
The screenshot shows the MYGCC login page with the password field. It features the same header and logo as the previous screenshot. The "Need Help?" link is present. The main content area contains a "Password" input field with a toggle icon on the right, a red "GO" button with a right-pointing arrow, a "START OVER" button with a circular arrow icon, and two links: "FORGOT MY PASSWORD" and "FORGOT MY USERNAME".

- Click on **SIS**

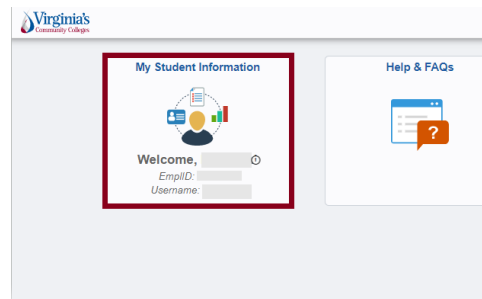


- If you do not see **My Student Information**, click on the dropdown arrow.

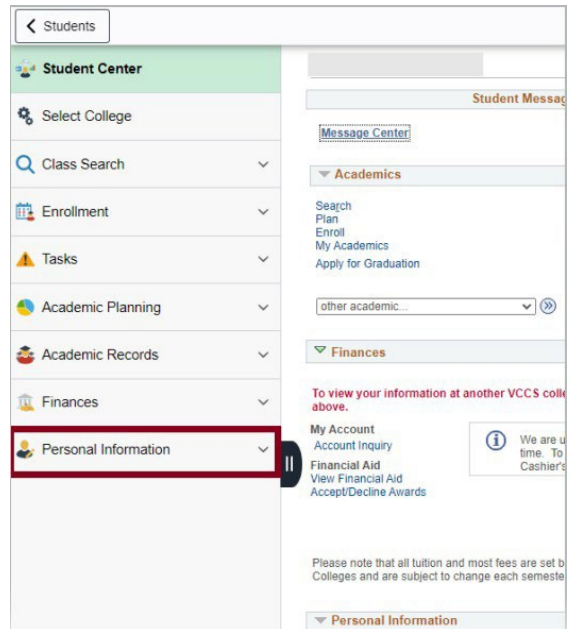
- Click **Students**



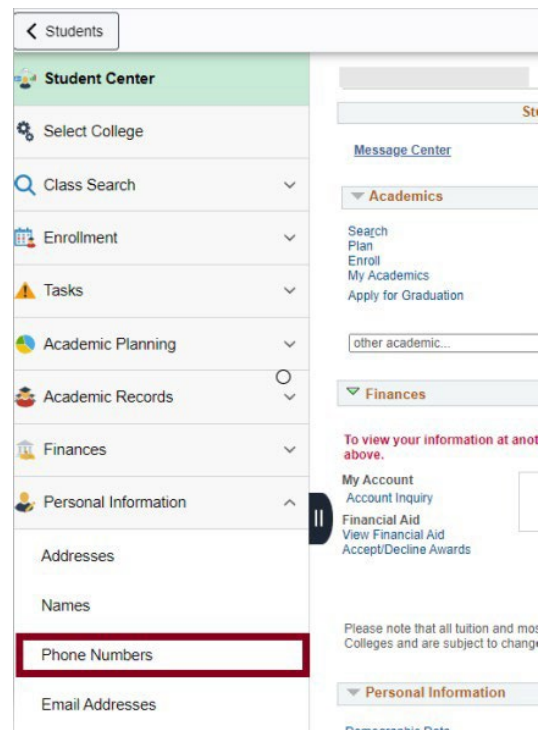
- Click on **My Student Information**



➤ Click **Personal Information**



➤ Click on **Phone Numbers**



➤ Click **Add a Phone Number**

The screenshot shows the 'Phone Numbers' section of a student portal. The left sidebar contains navigation options: Student Center, Select College, Class Search, Enrollment, Tasks, Academic Planning, Academic Records, Finances, and Personal Information. The main content area has tabs for Personal Information, Security, and Credentials. Under 'Personal Information', there are links for Addresses, Names, Phone Numbers, and Email Addresses. The 'Phone Numbers' section is active, showing a form to enter phone numbers. A red box highlights the 'Add a Phone Number' button. Below the button is a 'Save' button. The form includes a 'Phone Type' dropdown menu with options: Business, Main, and a selected option (partially obscured).

➤ Click the dropdown arrow

➤ Select **Mobile**

This screenshot shows the 'Phone Numbers' section with the 'Phone Type' dropdown menu open. The 'Mobile' option is highlighted with a blue background. The dropdown menu lists the following options: Business, FAX, Home, ISIR Load Phone, Main, Mobile, Other, Pager 1, Pager 2, Permanent, Preferred - Do not use, Telex, Text, and Work. The 'Add a Phone Number' and 'Save' buttons are visible below the dropdown. The left sidebar and navigation tabs are also visible, consistent with the previous screenshot.

ATTENTION:

- The mobile number that is used for Multi-factor Authentication must be added as a "Mobile".

- Enter your Mobile Number
- Click **Save**

Congratulations! The mobile device is now enrolled.

Now, that the mobile device is added/updated, it is time to Enroll the mobile device through MYGCC.

Enroll Mobile Device

A mobile device must be enrolled to setup Push MFA. The following two things will occur when a mobile device is enrolled:

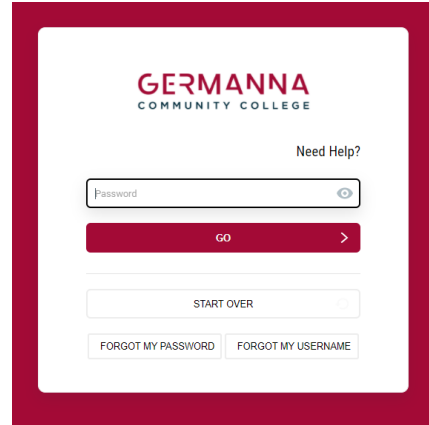
- 1) A text message will be sent to the mobile number with instructions on how to download RapidIdentity.
- 2) An email will be sent to the email on file with instructions on how to download RapidIdentity.

It is recommended that the links be followed on your mobile device to download the RapidIdentity Application.

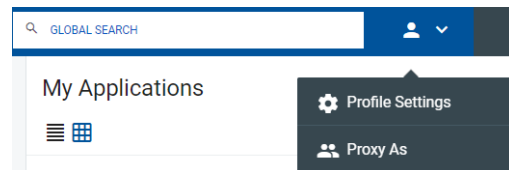
STEP 2: Enroll Mobile device through MYGCC

- Click on [MYGCC](#) portal
- Enter VCCS Username
- Click **GO**

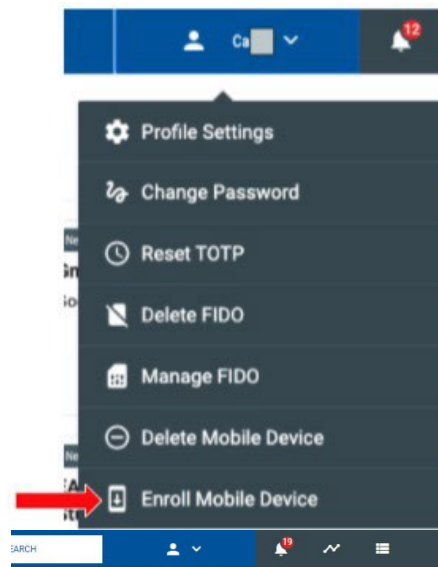
- Enter VCCS Password
- Click **GO**



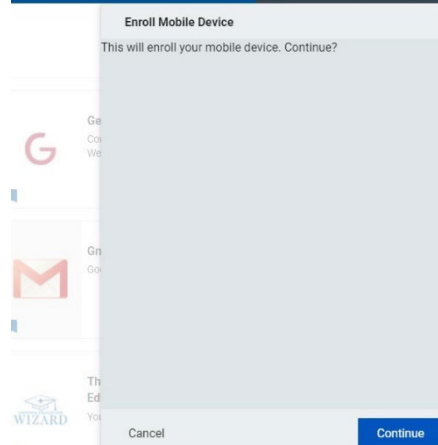
- Click on the dropdown arrow next to person icon with your name



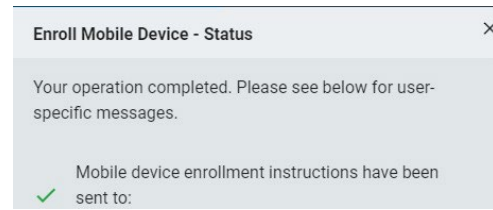
- Click on **Enroll Mobile Device**



- Click **Continue**



- A conformation message with your name will appear after you select Enroll Mobile Device






Mobile Device Enrollment - Sample email and Text message

The system will send an email directly to you with a subject line titled “Register VCCS Push Authentication”. If you did not receive an email or text with instructions, check your junk mail.

This is a sample email message:

Register VCCS Push Authentication

 myvccs@email.vccs.edu
To   7:55 AM

Dear This is a notification that you can begin using RapidIdentity Mobile to approve MFA Requests. The following information can be used to set up the mobile application.

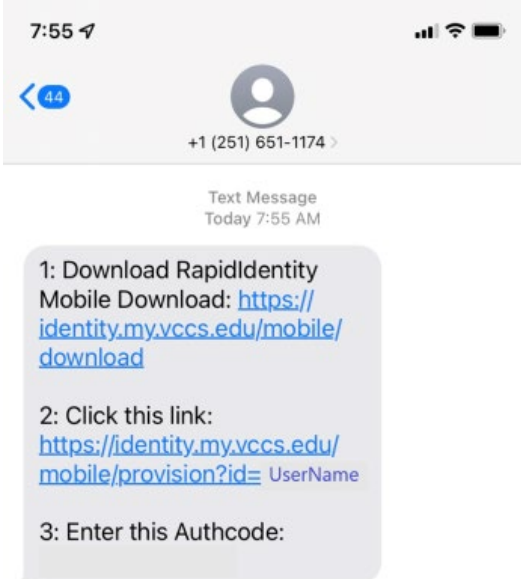
THESE LINKS MUST BE FOLLOWED ON YOUR MOBILE DEVICE. DO NOT ATTEMPT TO OPEN ON YOUR COMPUTER


1. Download RapidIdentity Mobile App:
<https://identity.my.vccs.edu/mobile/download>
2. Tap this Provisioning URL <https://identity.my.vccs.edu/mobile/provision?id=>
3. Then enter the following




Username:

Authcode:

This is a sample text message:



7:55 

Text Message
Today 7:55 AM

1: Download RapidIdentity Mobile Download: <https://identity.my.vccs.edu/mobile/download>

2: Click this link:
[https://identity.my.vccs.edu/mobile/provision?id=](https://identity.my.vccs.edu/mobile/provision?id=UserName) UserName

3: Enter this Authcode:

Push Authentication Setup (recommended)

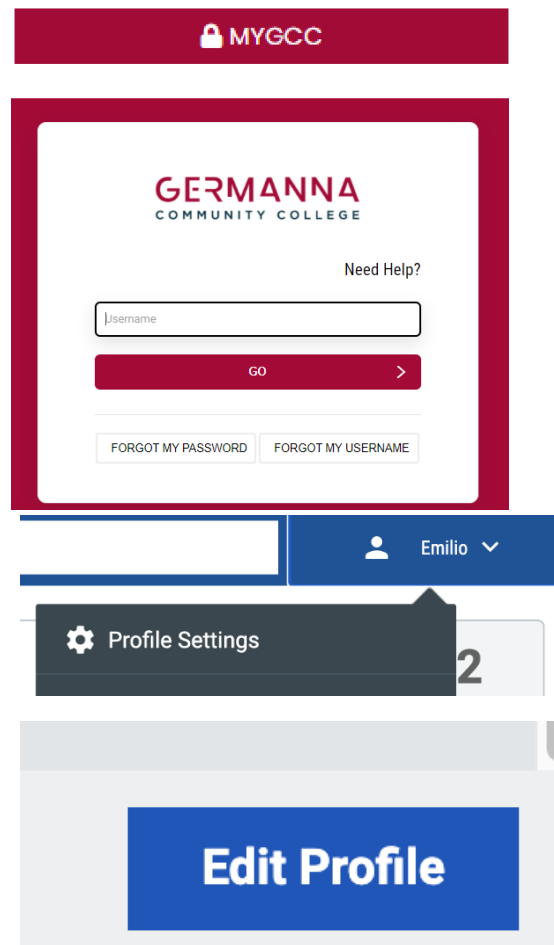
Push Authentication is the recommended method to use with MFA. This is setup by visiting MYGCC portal along with downloading the RapidIdentity, Identity Automation application on your mobile device.

It is recommended that biometrics are enabled on your phone. Biometrics is a biological characteristic of an individual such as a fingerprint ID or facial ID. Enabling biometrics on your mobile device will enhance the user experience.

It is critical to verify that your mobile number within the Student Information System is correct and then enroll your mobile device before completing the MFA process. Detailed instructions for completing these steps can be found in the [Pre-Enrollment Requirements](#) section above.

STEPS: Setup OPT-IN MFA PINGME – PUSH (RECOMMENDED through MYGCC)

- Click on [MYGCC](#) portal
- Enter VCCS Username
- Click **GO**
- Click the dropdown arrow next to person with your name
- Click **Profile Settings**
- Click **Edit Profile**



- Select **OPT-IN MFA PINGME-PUSH (RECOMMENDED)**

Rebecca

OPT-IN MFA PINGME - PUSH (RECOMMENDED)

OPT-IN MFA TOTP

OPT-IN MFA FIDO (MOST SECURE - ONLY SELECT IF YOU HAVE A PHYSICAL KEY)

OPT-IN MFA SMS (LEAST SECURE)

EMPLID

- Click **Save**

OPT-IN MFA PINGME - PUSH (RECOMMENDED)

OPT-IN MFA TOTP

OPT-IN MFA FIDO (MOST SECURE - ONLY SELECT IF YOU HAVE A PHYSICAL KEY)

OPT-IN MFA SMS (LEAST SECURE)

EMPLID

PRIMARY INSTITUTION NAME
Germanna Community College

ENTITLEMENTS
EAD
GSuite
M365 A1 License

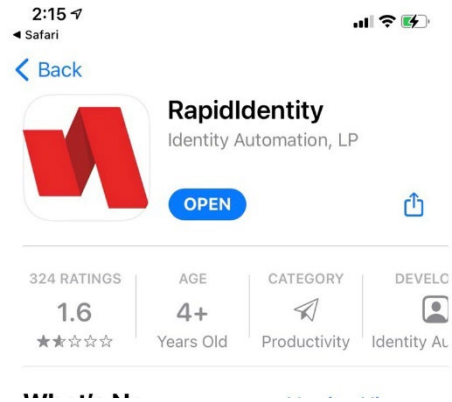
Cancel Save

STEPS: Open text or email/Download RapidIdentity Application

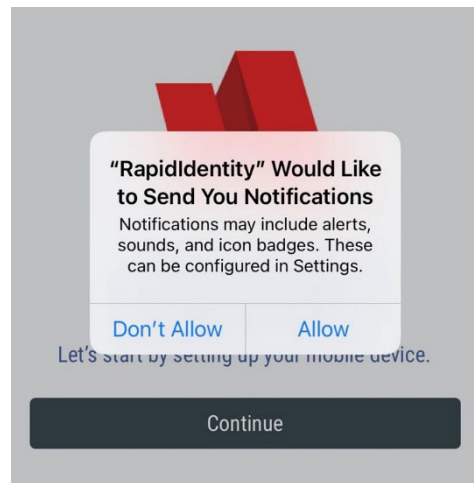
It is important to open the text or email message that was generated by VCCS and sent to your mobile device. The email will be titled "Register VCCS Push Authentication". The text or email message will allow you to click on the link to download the RapidIdentity Application.

- Open the Text or email sent to your Mobile Device
- Click on the RapidIdentity Mobile Download link located in the text message.
 - <https://identity.my.vccs.edu/mobile/download>
- Click on **download**

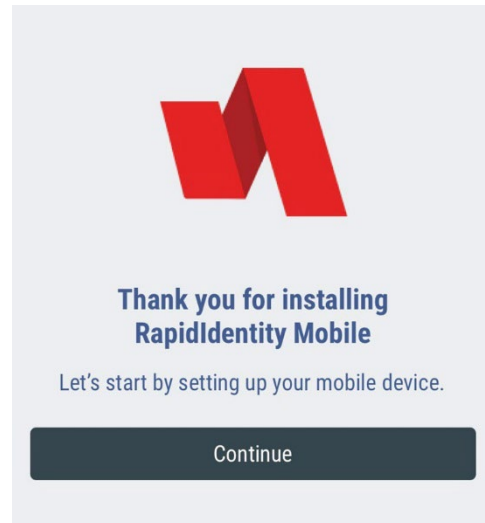
- Click **OPEN**



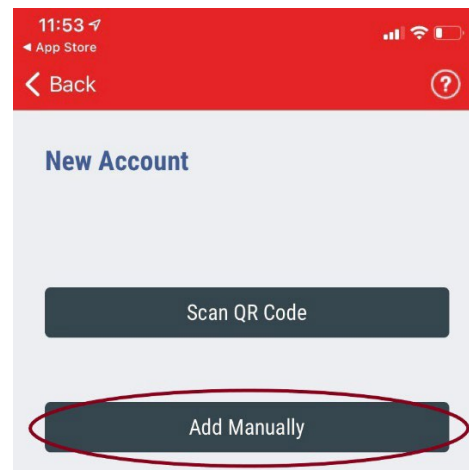
- Select **“Allow”** for “RapidIdentity” to send notifications such as alerts, sounds, and icon badges.



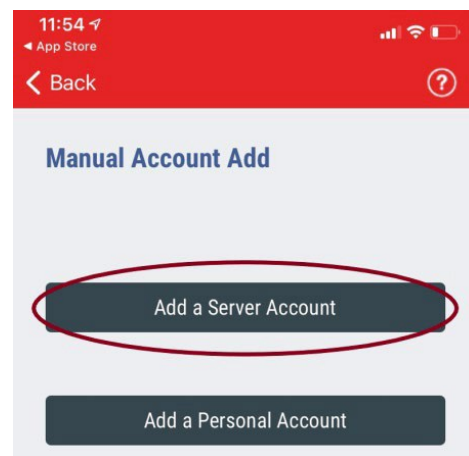
➤ Click **Continue**



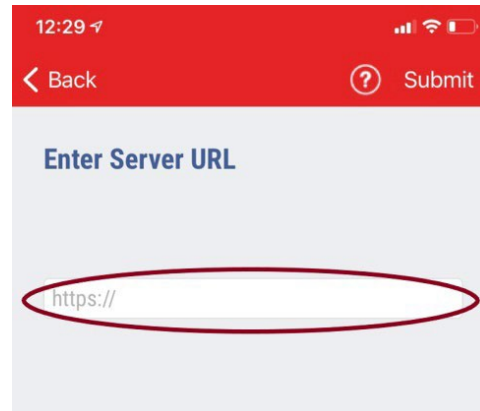
➤ Click **Add Manually**



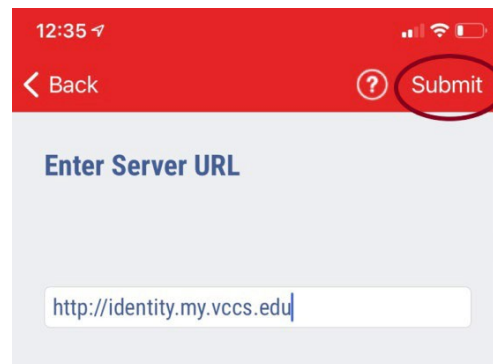
➤ Click **Add a Server Account**



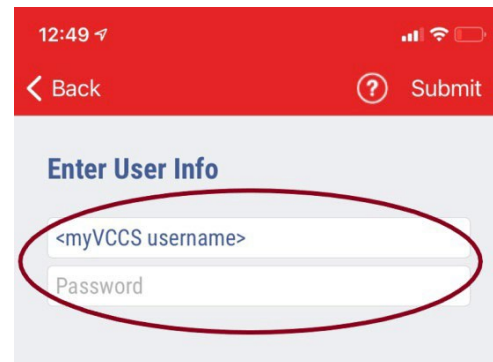
- Enter the following Server address:
`https://identity.my.vccs.edu`



- Click **Submit** on the top right corner

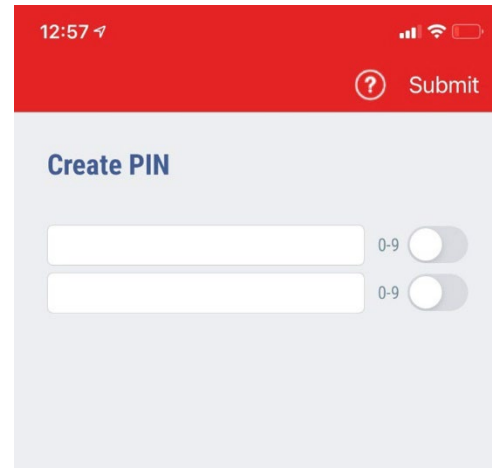


- Enter UserName = <myVCCS username>
- Enter Password = <myVCCS password>
- Click **Submit** in upper right corner



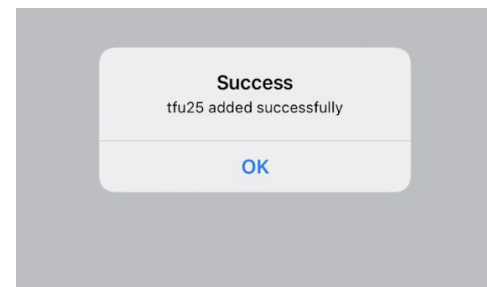
- Choose a six-digit code
- Click Submit in the upper right corner

Do not forget this pin. This pin must be used if biometrics are not enabled.



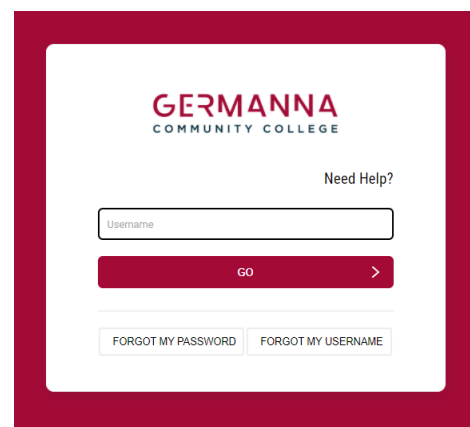
- Click OK

Congratulations! You have completed your Push Authentication Setup.

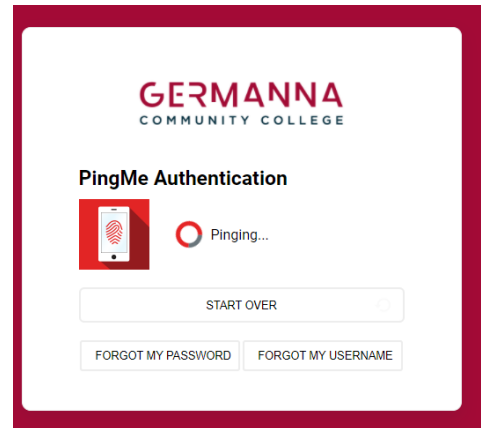


Now, it is time to test if Multi-Factor Authentication has been setup. First, logout of MYGCC and follow the logon instructions.

- Logon to VCCS through [MYGCC](#)
- Enter your Username
- Click GO

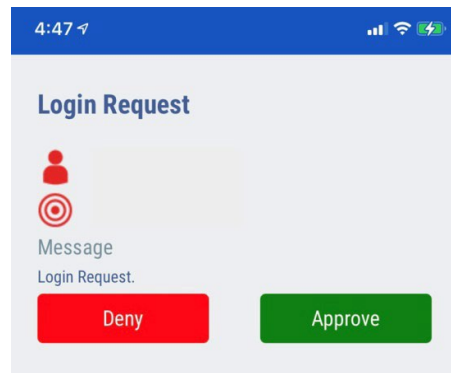


The RapidIdentity application will now Ping your device each time you logon. You must click **Approve** on your device to complete authentication.



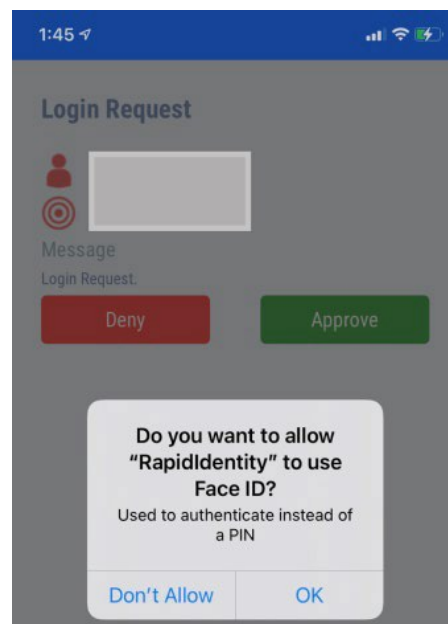
➤ Click **Approve**

If you do not click Approve in the allotted time or accidentally click Deny on your device, then you must click the Start Over button on the VCCS login screen to initiate another push.

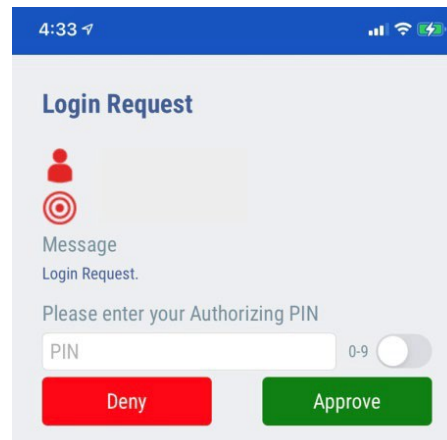


The first time RapidIdentity is used it may prompt to allow biometrics such as face or fingerprint recognition. The image shown here is one such example. It is recommended that biometrics are enabled on your phone.

If your device does not support biometrics, or you choose to not allow it for this application, then you will be prompted to enter your six-digit pin to complete the authentication.



- Enter PIN
- Click Approve



Each time you logon to a system using your VCCS credentials you will be prompted on your enrolled device to Deny or Approve RapidIdentity authentication.

Email Authentication

Multi-Factor email Authentication will be setup by default after March 1st, 2022. The email account on record will receive an authentication code that must be entered into the system to access Canvas.

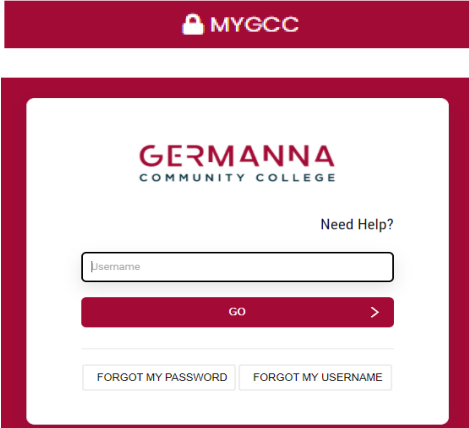
The Student Information System (SIS) is where personal information is stored. The instructions located below will guide you on how to add/update your email.

Non-Credit Class Students:

Please verify that the mobile number that is in **WES** is the correct mobile number.

STEP 1: Setup Alternative email

➤ Click on [MYGCC](#) portal



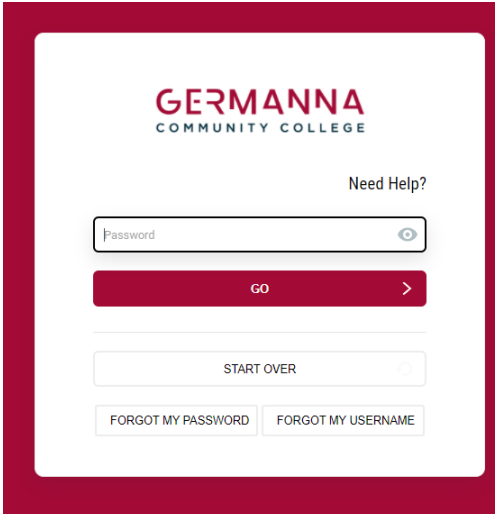
The screenshot shows the MYGCC login interface. At the top, there is a red header with a lock icon and the text "MYGCC". Below this is a white box containing the "GERMANNA COMMUNITY COLLEGE" logo and the text "Need Help?". A text input field labeled "Username" is present, followed by a red "GO" button with a right-pointing arrow. At the bottom of the white box are two links: "FORGOT MY PASSWORD" and "FORGOT MY USERNAME".

➤ Enter VCCS Username

➤ Click GO

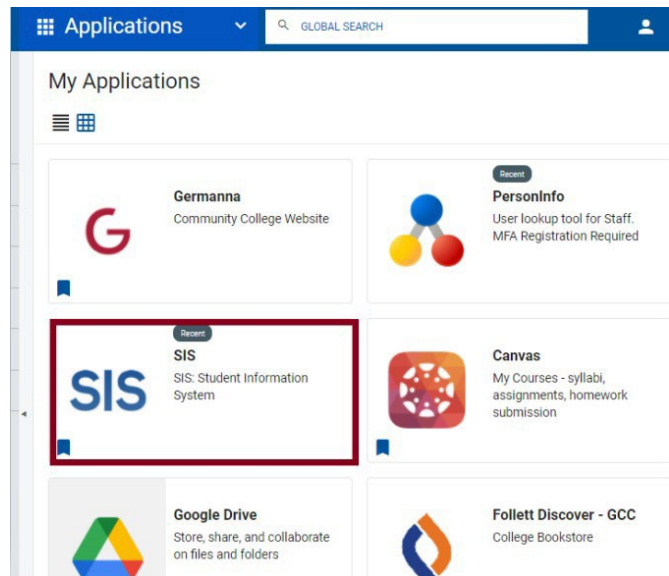
➤ Enter VCCS Password

➤ Click **GO**



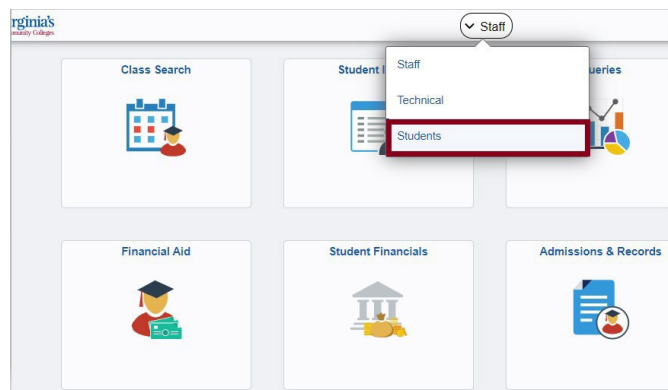
The screenshot shows the MYGCC login interface, similar to the previous one. It features the same red header and white box with the "GERMANNA COMMUNITY COLLEGE" logo and "Need Help?" text. The text input field is now labeled "Password" and includes a toggle icon for password visibility. Below the field is a red "GO" button with a right-pointing arrow. At the bottom of the white box are three links: "START OVER" with a circular arrow icon, "FORGOT MY PASSWORD", and "FORGOT MY USERNAME".

- Click on **SIS**

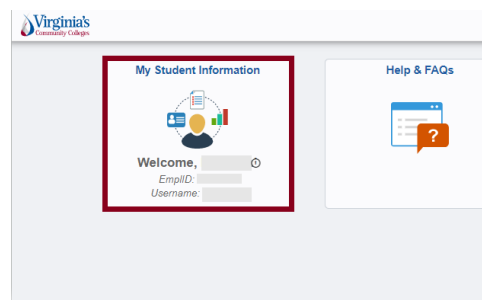


- If you do not see **My Student Information**, click on the dropdown arrow.

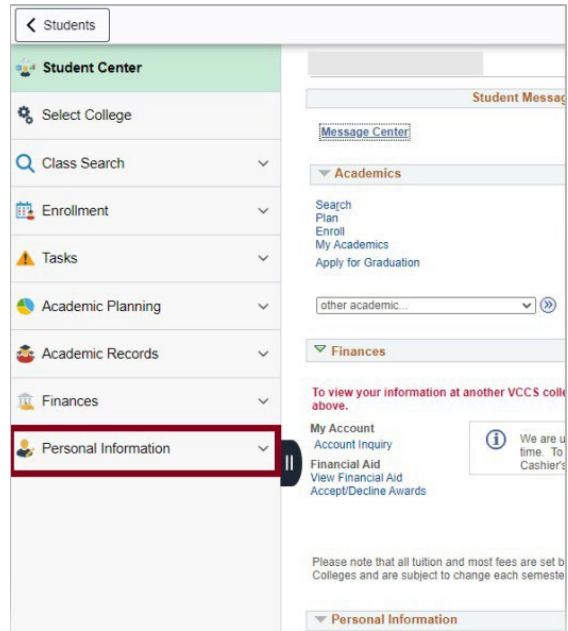
- Click **Students**



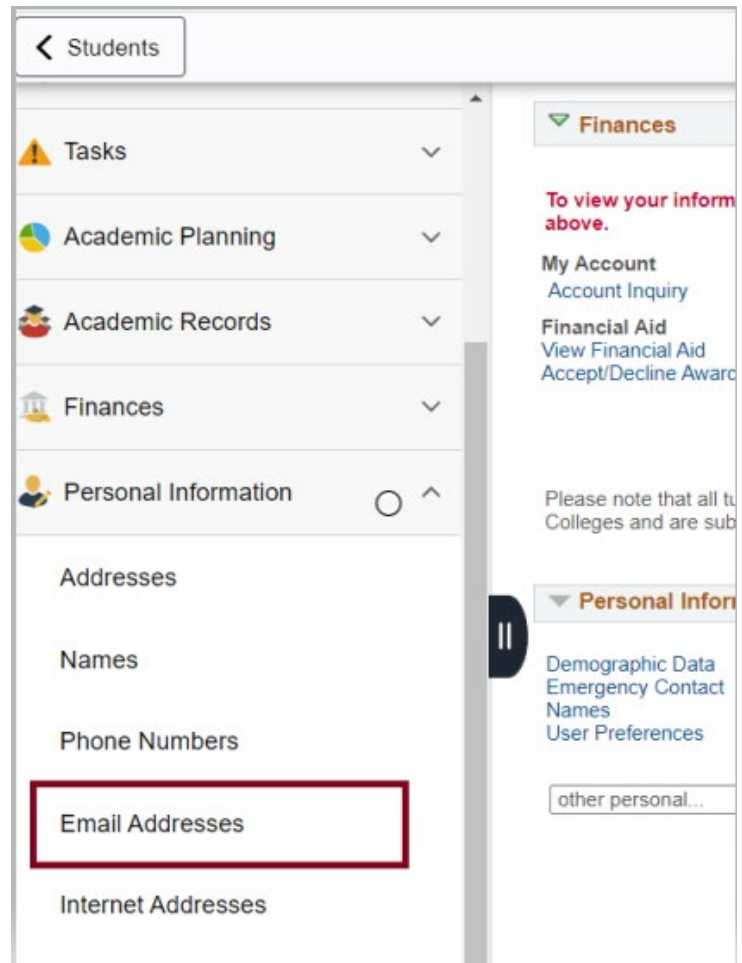
- Click on **My Student Information**



- Click **Personal Information**



- Click **Email Addresses**



- Verify that the Email address that you want to use is selected as "Preferred". This may be any email address.

Email Addresses

Enter your email addresses below.

If multiple email addresses are entered, specify your primary contact email address by selecting the preferred checkbox.

Email Type	Email Address	Preferred	
Business	<input type="text"/>	<input type="checkbox"/>	
Other <input type="text" value="Other"/>	<input type="text"/>	<input type="checkbox"/>	
VCCS Employee Email	<input type="text"/>	<input type="checkbox"/>	
VCCS Student Email	your.email@germanna.edu	<input checked="" type="checkbox"/>	

[Add an Email Address](#)

STEP 2: Update Profile by selecting OPT-IN MFA EMAIL AUTHENTICATION

➤ Click on [MYGCC](#) portal

➤ Enter VCCS Username

➤ Click **GO**

A login screen for Germanna Community College. It features the college's logo at the top, a "Need Help?" link, a text input field labeled "Username", a red "GO" button with a right arrow, and two links at the bottom: "FORGOT MY PASSWORD" and "FORGOT MY USERNAME".

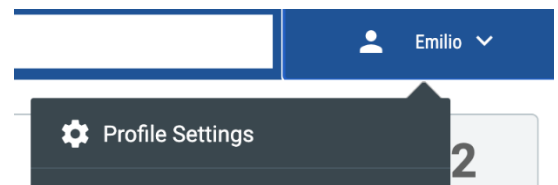
➤ Enter VCCS Password

➤ Click **GO**

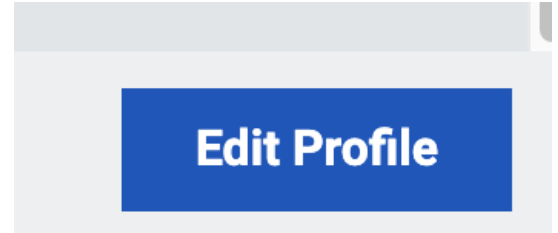
A login screen for Germanna Community College. It features the college's logo at the top, a "Need Help?" link, a text input field labeled "Password" with a toggle eye icon, a red "GO" button with a right arrow, a "START OVER" button with a circular arrow icon, and two links at the bottom: "FORGOT MY PASSWORD" and "FORGOT MY USERNAME".

➤ Click the dropdown arrow next to person with your name

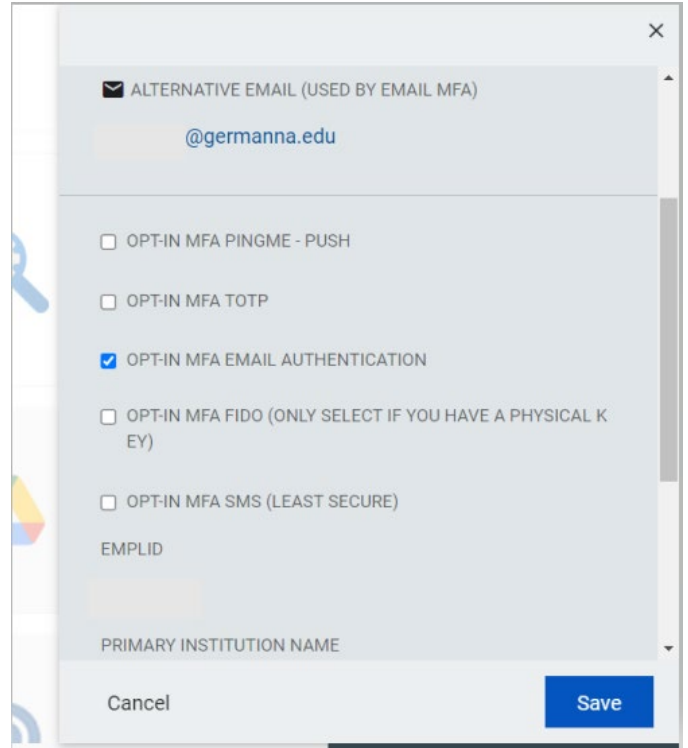
➤ Click **Profile Settings**



- Click **Edit Profile**



- Select **OPT-IN MFA EMAIL AUTHENTICATION**
- Click **Save**



- Logout of the portal
- Log back into the portal to test
- Click on [MYGCC](#) portal



- Enter VCCS Username
Click **GO**

The screenshot shows the login page for GERMANNNA COMMUNITY COLLEGE. At the top is the college logo. Below it is a "Need Help?" link. The main form contains a text input field labeled "Username" and a red button labeled "GO" with a right-pointing arrow. Below the "GO" button are two links: "FORGOT MY PASSWORD" and "FORGOT MY USERNAME".

- Enter VCCS Password
- Click **GO**

The screenshot shows the login page for GERMANNNA COMMUNITY COLLEGE. At the top is the college logo. Below it is a "Need Help?" link. The main form contains a text input field labeled "Password" with a toggle icon on the right. Below the "Password" field is a red button labeled "GO" with a right-pointing arrow. Below the "GO" button is a "START OVER" button with a circular arrow icon. At the bottom are two links: "FORGOT MY PASSWORD" and "FORGOT MY USERNAME".

- **Enter Code** sent to your email account

The screenshot shows the "Email Authentication" step of the login process for GERMANNNA COMMUNITY COLLEGE. The page title is "Email Authentication". Below the title is a message: "A one-time code has been sent to the email address associated with your account. Please enter that code below and click Go to continue." Below the message is a text input field labeled "Enter Code" and a red button labeled "GO" with a right-pointing arrow. Below the "GO" button are two buttons: "RESEND CODE" and "START OVER" with a circular arrow icon. At the bottom are two links: "FORGOT MY PASSWORD" and "FORGOT MY USERNAME".

Congratulations! Multi-factor Authentication has been successfully set up.