

Responding to MFA Requests/Prompts for CUNY Login SSO Enabled Apps

Once a CUNY application or service is enabled for CUNY Login multi-factor authentication (MFA), you will be prompted for an MFA authentication method and one-time password code *after* entering your CUNY Login credentials.

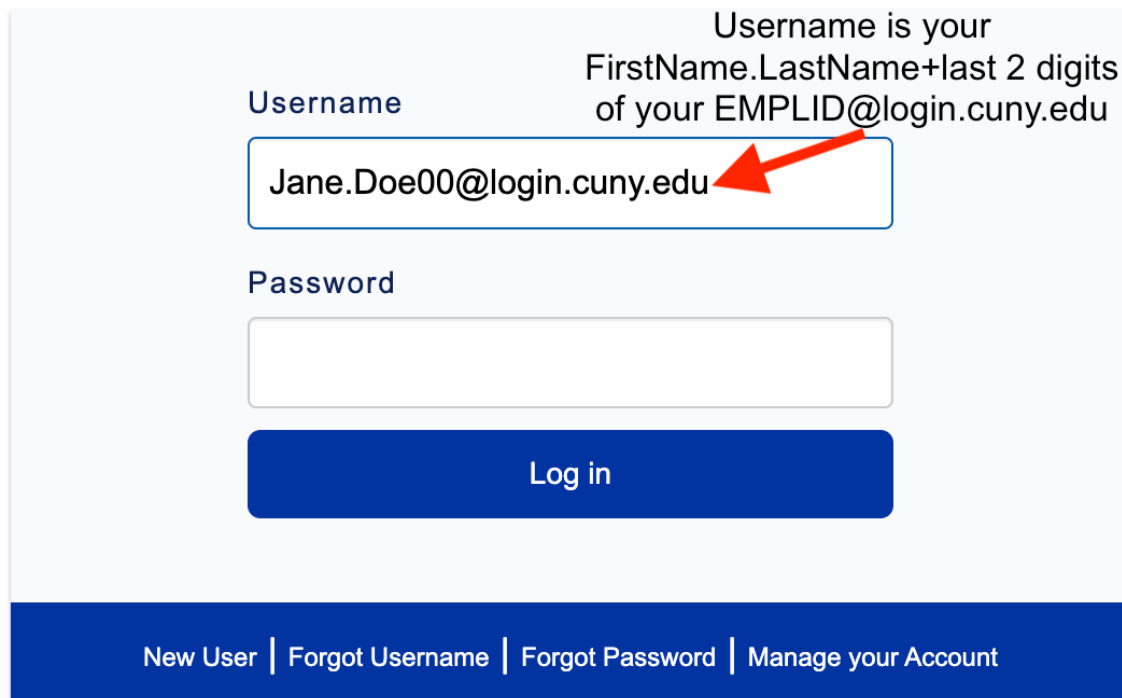
The following procedure provides instructions on providing an MFA authentication method and one-time password code during the CUNY Login process:

1. In the CUNY Login window, enter your CUNY Login username and password, then click Log In.

CUNY Login

Log in with your [CUNY Login credentials](#)

If you do not have a CUNYfirst account, see the [FAQs](#).

A screenshot of the CUNY Login form. It has a light blue background. At the top right, there is a text label: "Username is your FirstName.LastName+last 2 digits of your EMPLID@login.cuny.edu". Below this, the "Username" label is positioned above a text input field containing "Jane.Doe00@login.cuny.edu". A red arrow points from the text label to the end of the username in the input field. Below the username field is the "Password" label above an empty password input field. At the bottom of the form is a blue button labeled "Log in". A dark blue footer bar at the very bottom contains the links: "New User | Forgot Username | Forgot Password | Manage your Account".

Username is your
FirstName.LastName+last 2 digits
of your EMPLID@login.cuny.edu

Username

Jane.Doe00@login.cuny.edu

Password

Log in

New User | Forgot Username | Forgot Password | Manage your Account

2. A window is displayed prompting you to choose your MFA login method from the displayed list of Mobile Authenticator devices.

If you are also prompted to share your location with ssologin.cuny.edu, click **Allow**.

Choose a method to login. ☐ Remember Choice



Mobile Authenticator – TOTP

[Enter OTP from device CUNY_Login_MFA](#)

Not Jane.Doe00 ? [Click Here](#)

Notes:

- If you do not see a window prompting you to choose your MFA login method, your CUNY Login MFA setup may be incomplete. Clear the browser cache, close the browser window, and then follow the instructions in [Setting Up CUNY Login MFA](#) before attempting to access any of the CUNY login SSO enabled Apps.
3. Click on the **Enter OTP from device** link corresponding to the friendly name you set up for CUNY Login MFA.

Choose a method to login. ☐ Remember Choice



Mobile Authenticator – TOTP

[Enter OTP from device CUNY_Login_MFA](#)



Not Jane.Doe00 ? [Click Here](#)

4. A window is displayed prompting you to enter the one-time password (OTP) from your mobile phone.



TOTP

Enter OTP from the registered
phone CUNY_Login_MFA

Required

Verify

3. Open the Microsoft Authenticator app on your mobile phone to display the one-time password code. *Make sure to open the account you set up for use with CUNY Login MFA.*
4. In the **Enter OTP from the registered phone** field, enter the one-time password (OTP) code and click **Verify**.