

Multi-Factor Authentication

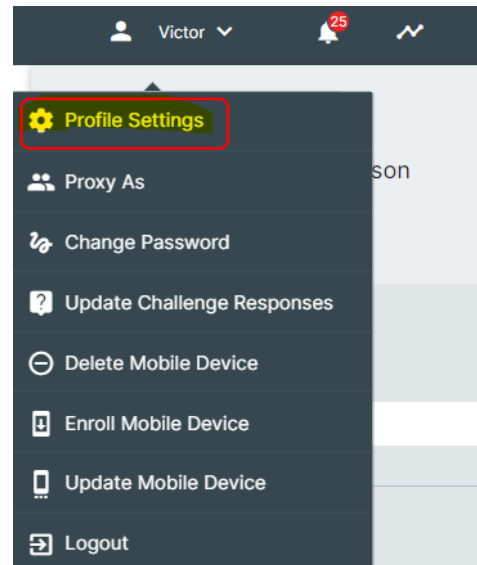
Mobile Enrollment



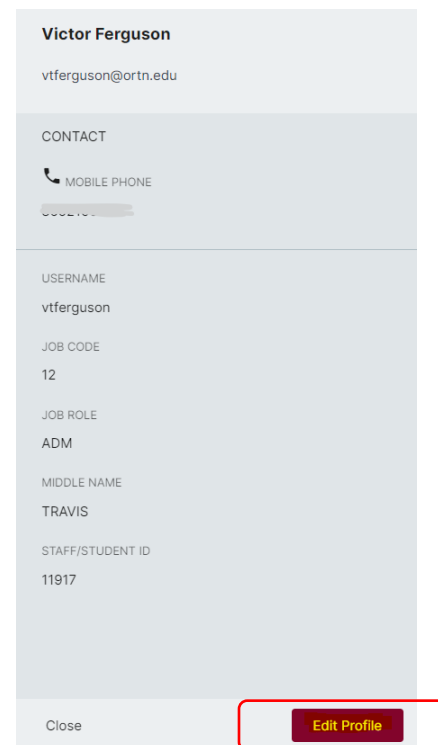
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Enrolling Your Mobile Device for Multi-Factor Authentication at Oak Ridge Schools

1. Login to <https://netid.ortn.edu>
2. If prompted, please set up your security questions
3. Begin by clicking on your profile in the upper right-hand corner and selecting **"Profile Settings"**



4. Click on **"Edit Profile"** in the lower right-hand corner



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5. Enter your **10-digit mobile number** in the box and click on **"Save"** in the lower right-hand corner.

The screenshot shows a mobile application interface. At the top, there's a header bar with a user profile icon labeled 'Victor', a notification bell with '22', and a menu icon. Below this is a dialog box titled 'Enroll Mobile Device' with a close button (X) in the top right corner. The dialog contains the text 'This will enroll your mobile device. Continue?'. At the bottom of the dialog, there are two buttons: 'Cancel' on the left and 'Continue' on the right. Below the dialog, there's a form with various input fields: 'CAMPUS', 'CAMPUS CODE', 'DEPARTMENT CODE', 'GRADE', 'GRADUATION YEAR', 'JOB CODE', '12', 'JOB ROLE', 'ADM', 'MIDDLE NAME', and 'TDAVIC'. At the bottom right of the form, there is a 'Save' button, which is highlighted with a red rectangle.

6. Click on your profile in the upper right-hand area and select **"Enroll Mobile Device."**
7. Click on **"Continue"** when prompted.

The screenshot shows the user profile menu. At the top, there's a header bar with a user profile icon labeled 'Victor' and a notification bell with '22'. Below this is a list of menu items: 'Profile Settings', 'Proxy As', 'Change Password', 'Update Challenge Responses', 'Delete Mobile Device', 'Enroll Mobile Device' (highlighted with a red rectangle), 'Update Mobile Device', and 'Logout'.

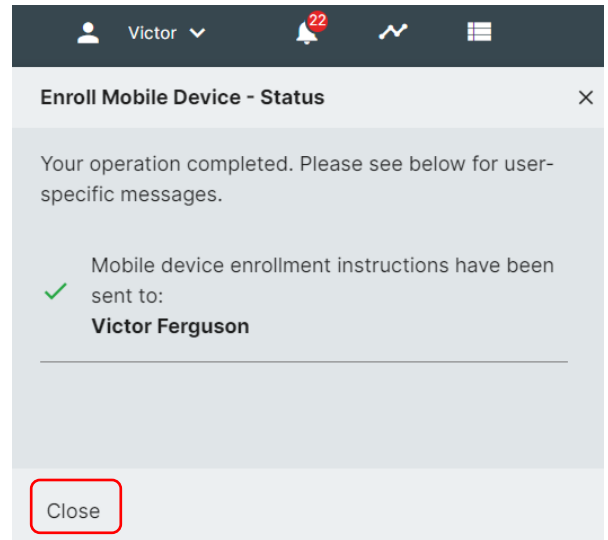
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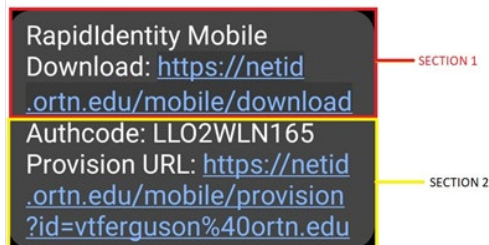
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8. A text message will then be sent to your mobile device. Click on **"Close."**
If you did not receive a text, please check your profile to confirm the number is input correctly.



9. The text message will contain two basic sections. **Please follow the instructions listed under each section exactly. Be sure to complete Section 1 before continuing to Section 2.**

Sample Message



Section 1: RapidIdentity Mobile Download

1. Click on the link provided in Section 1 of the text message to open the app store.
2. Install the application
3. Close the application

Section 2: Contains UserName, AuthCode and Provision URL

1. Click on the Provision URL link in Section 2 of the text message
2. Enter the provided Authcode into the application and click "Submit"
3. Create your PIN.
Both letters and numbers may be used, and PINs must contain at least 6 characters.
Click "Submit"
4. Click "Done"

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MFA Authentication Methods

RapidIdentity Application

- Preferred method and subject of the above instructions
- This method will always be updated to work with our district's existing infrastructure.
- The simplest option with a quick "Approve/Deny" button.

SMS

- A code that can be entered for authentication is sent via SMS text message to the enrolled device.

Challenge Questions

- Answering pre-designated challenge questions
 - NOTE: Challenge questions must be setup in NetID

OTP (One Time Password)

- This one time password is generated for a third-party authenticator app (ex. Google, Microsoft, or RapidIdentity)