Setting up multi-factor authentication (MFA) using GCU MFA via the website

The University is upgrading our MFA to a new platform, GCU MFA, for a much-improved defence against cyber threats.

All staff with systems access must register on the GCU MFA system by Friday, August 23, and either download the app to a smartphone or set up SMS text verification.

New members of staff will need to register for both PingID and GCU MFA. Follow the instructions for PingID here.

How to register for GCU MFA via the website

- Visit the CyberArk website
- Insert your University email password and follow the instructions on the screen to help you verify your account:
    - If you select email verification, a one-time passcode (OTP) consisting of eight digits will be sent to your mailbox
    - If you select SMS verification, the OTP will be sent to you via a text message from CyberArk
- Once your account has been verified, you will see the popup below – click on 'Get Started'
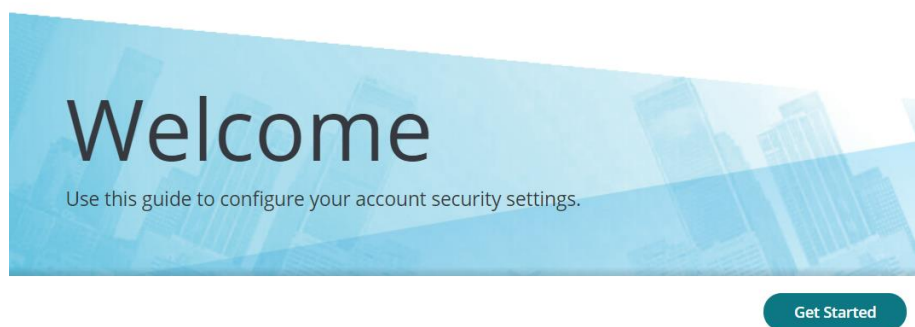
You will then need to set up at least one of the three mechanisms for MFA with your account:

1. SMS text message
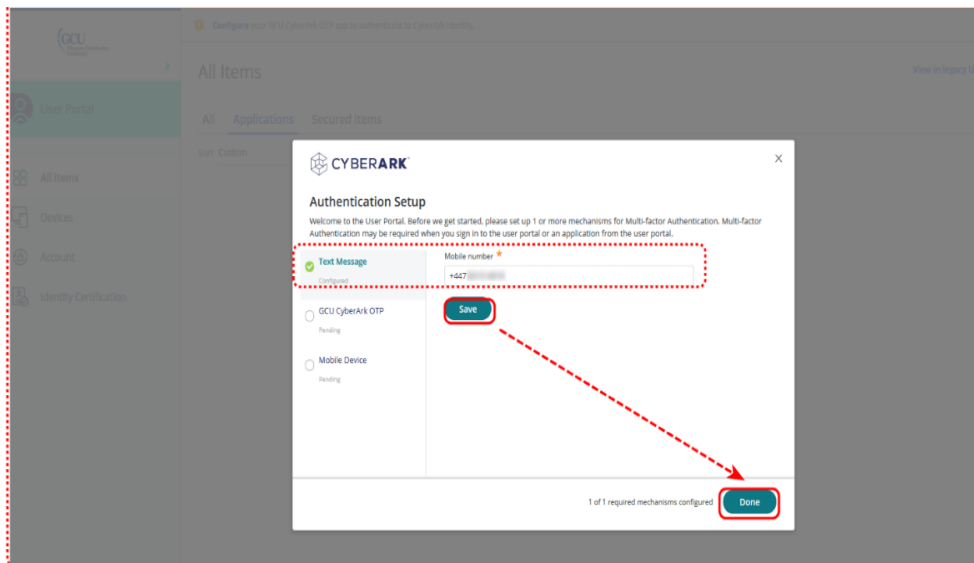2. Third party authenticator app
3. Mobile device

1. SMS text message

- Click on 'Test message' on the left-hand side menu
- Your mobile number may be pre-populated based on the information the University has on our directory.
- Click on 'Done' if your mobile number is pre-populated and is correct
- Change/add your mobile number if it is incorrect or blank. Please you start your number with the country code i.e. +44. Then click on "Save" then "Done" when complete.

2. **Third party authenticator app (e.g. Microsoft Authenticator App)**

- Click on 'Third party authenticator app' on the left-hand side menu
- Install your third party authenticator app
- Launch your authenticator app and tap the '+' icon or 'Add account' button to add a new account
- Select 'Scan barcode' or 'Scan QR code' and use your phone's camera to scan the QR code on the screen
- Once you have scanned the code, enter the six-digit verification code generated by the authenticator app and click 'Verify'

3. **Mobile device (i.e. CyberArk app)**

- Click on 'Mobile device on the left-hand side menu
- Enter your mobile number or email address, or scan the QR code to be taken to your app store, where you can download the CyberArk Identity app
- Once downloaded, either log in with your University credentials or click on the 'Enrol with QR' feature to register your mobile device.

- Follow the instructions as per the app to complete the device registration.

Once you have finished setting up one or more factors of authentication, you will see a link to take you to the Caledonian Connected homepage or you can close the portal.

User Portal

- **All Items**
- Devices
- Account
- Identity Certification

All Items

All · **Applications** · Secured items

Sort: Custom ▾   Group by: None ▾   🔍 Search

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