Instructions for Multi-Factor Authentication User Log In

These instructions will walk you through the Multi-Factor Authentication enrollment and how to use the user portal.

After you receive your Multi-Factor enrollment email, please access the Multi-Factor user portal at https://pfp.iot.in.gov/phonefactor/. Login with your username, in the form of your Indiana State Government email address, and your network password. Then follow the instructions for enrolling your phone and answering your security questions.

Enrolling your phone in Multi-Factor

By selecting “Text Message” from the dropdown menu you will be prompted to enter a Multi-Factor phone number. Please use a phone number that you always keep with you, and this phone number must be able to receive text messages.

After you have entered a phone number click the “Next” button.

NOTE: This messaging procedure will be used when you attempt to make a remote access connection. If you are not attempting to make a connection when you receive a Multi-Factor message, decline the request and call the IOT Helpdesk immediately.
After you have authenticated please choose and answer four security questions

Security Questions
Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.

Question 1
What was your high school mascot?  
Answer

Question 2
What was your pet's name?  
Answer

Question 3
What is your favorite movie?  
Answer

Question 4
What was your favorite teacher's name?  
Answer

Continue  Cancel

Once you have answered all four security questions click the “Continue” button.

Your enrollment is complete. Your user portal account allows you to request a one-time five minute bypass or change your phone number.

Welcome
Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.

One-Time Bypass
Change Phone

FAQs
How does Multi-Factor Authentication™ work?  
Multi-Factor Authentication works by sending a text message to your phone during login.

Step 1: Enter your usual username and password.

Step 2: Instantly, you receive a text message with a one-time passcode. Reply to the text message with this passcode.

That's it!

This simple process provides two separate factors of authentication through two separate channels (your computer and your phone service). It works with any phone with text message capabilities.
To request a One-Time bypass, click “One-Time Bypass” link, shown in the picture above, and the click “Confirm”

To change your phone number(s), click the “Change Phone” link and repeat the process for enrolling a new phone number.

Be sure to click “Log Out”, located in the top right corner, when you are finished with your user portal session.

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End of instructions