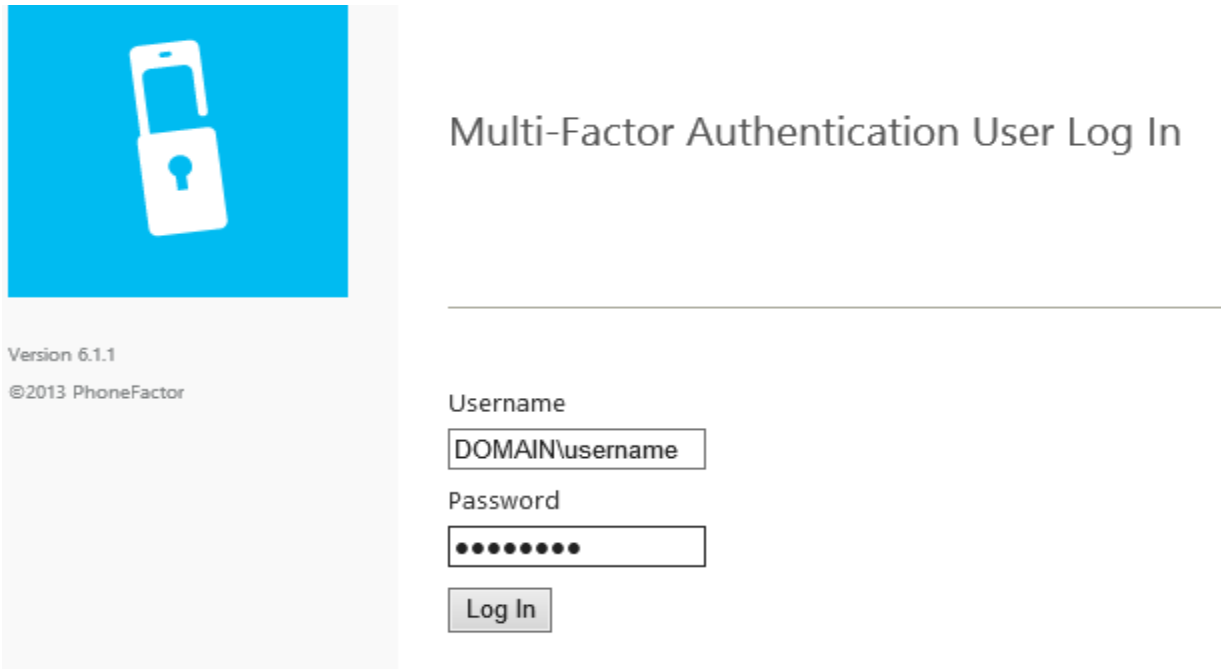


Instructions for Using the PhoneFactor User Portal

These instructions will walk you through the PhoneFactor enrollment and how to use the user portal.

After you have received your PhoneFactor enrollment email, please access the PhoneFactor User Portal at <https://pfp.iot.in.gov/>, login with your username, in the form of DOMAIN\username, and password, and follow the instructions for enrolling your phone and answering your security questions.



The image shows a screenshot of the PhoneFactor User Portal login interface. On the left, there is a blue square icon containing a white smartphone with a keyhole symbol on its screen. Below this icon, the text "Version 6.1.1" and "©2013 PhoneFactor" is displayed. To the right of the icon, the title "Multi-Factor Authentication User Log In" is centered. Below the title, there is a horizontal line. Underneath the line, the "Username" label is followed by a text input field containing "DOMAIN\username". Below the "Username" field, the "Password" label is followed by a text input field filled with ten dots. At the bottom of the login section, there is a "Log In" button.

Enrolling your phone in PhoneFactor

One you are logged into PhoneFactor for the first time, you will be prompted to enter your PhoneFactor phone numbers. Please use a phone number that you always keep with you as your primary number. A secondary number is optional.

After you enter at least your primary number, click on Next.

See image on next page

Continued on next page

Method

Phone Call ▼

PRIMARY

Phone

United States & Canada +1 ▼

Extension

BACKUP

Phone

United States & Canada +1 ▼

Extension

Next Cancel

NOTE: this call procedure is the same procedure that 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 PhoneFactor call, decline the request and call the IOT Helpdesk immediately.**

After you have authenticated, please choose and answer four security questions

Question 1

What was your high school mascot? ▼

Answer

Question 2

What was your favorite pet's name? ▼

Answer

Question 3

What is your favorite movie? ▼

Answer

Question 4

What was your favorite teacher's name? ▼

Answer

Continue Cancel

After you have answered the questions, your enrollment is complete. Your user portal account allows you to request a one-time five minute bypass or change your phone number(s).

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



One-Time Bypass



Change Phone

To request a one-time bypass, click the “One-Time Bypass” link and then click “Confirm”

My Account: One-Time Bypass

Confirm one-time bypass to skip Multi-Factor Authentication during your next sign on. The bypass is temporary.

Confirm

[Back](#)

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” when you are finished with your user portal session.

[Main](#) | [Log Out](#)

 [Help](#)

Welcome

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

End of instructions