Enabling Multi-Factor Authentication (MFA) for the NIFC Org

These steps cover MFA logins for both mobile and desktop use. ***New!*** Watch this short video on the process (jump to 2:11 in the video for MFA specifics). Please read ALL steps.

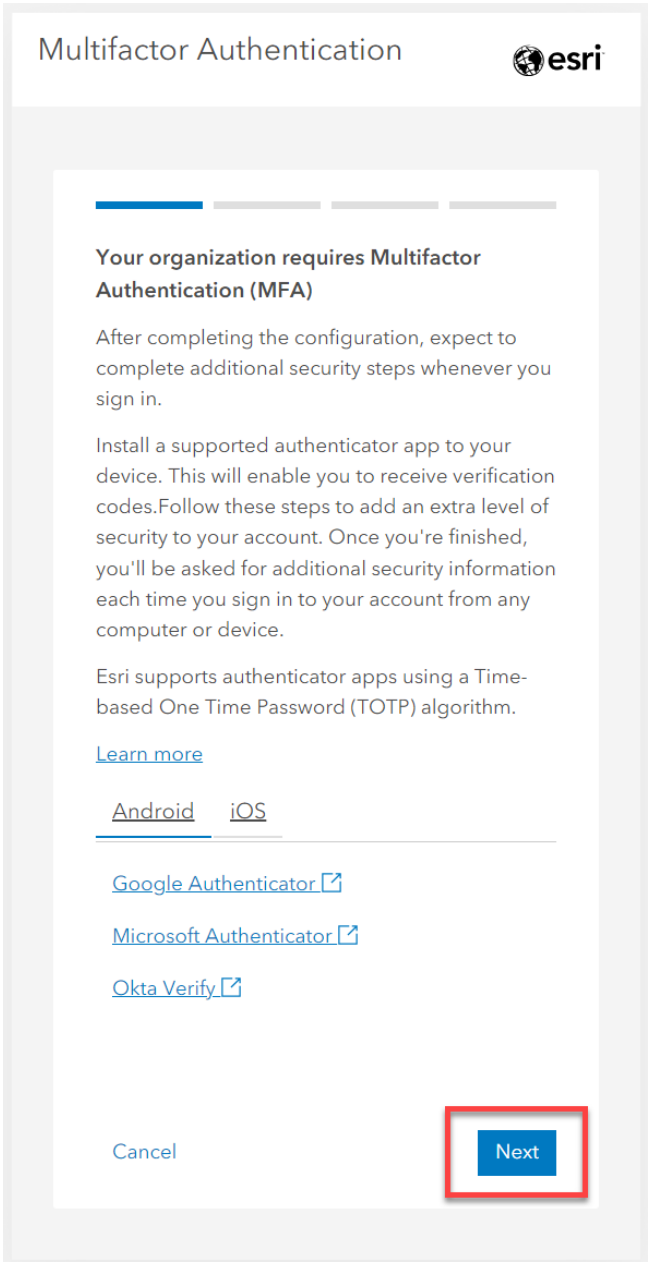
Preparation

Install Microsoft Authenticator on your mobile device(s) from the App Store, Google Play, or your agency's app hub. Multiple devices can be used to provide MFA authentication codes for ArcGIS Online but are not necessary. The authenticator app is necessary to generate the 6-digit code

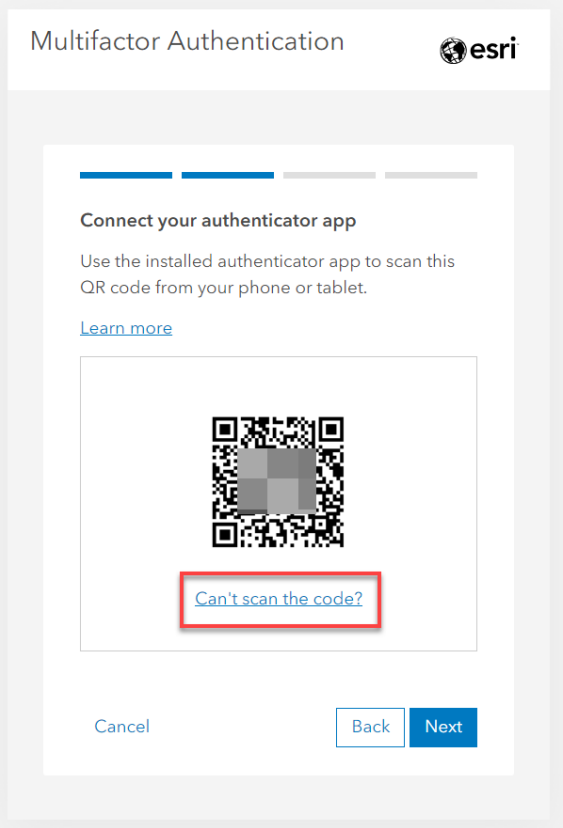
Have the mobile device(s) available for the following steps. Click here to jump to DESKTOP workflow.

MOBILE Workflow

1. Log into the NIFC ArcGIS Online Org on your mobile device: www.arcgis.com
2. If you see another ArcGIS Online Org (i.e. USFS, FWS, etc.) click the "Sign in to your account on ArcGIS Online" link and sign in there. Enter your username and password and click Sign In.
3. Click Next on the Multifactor Authentication prompt:

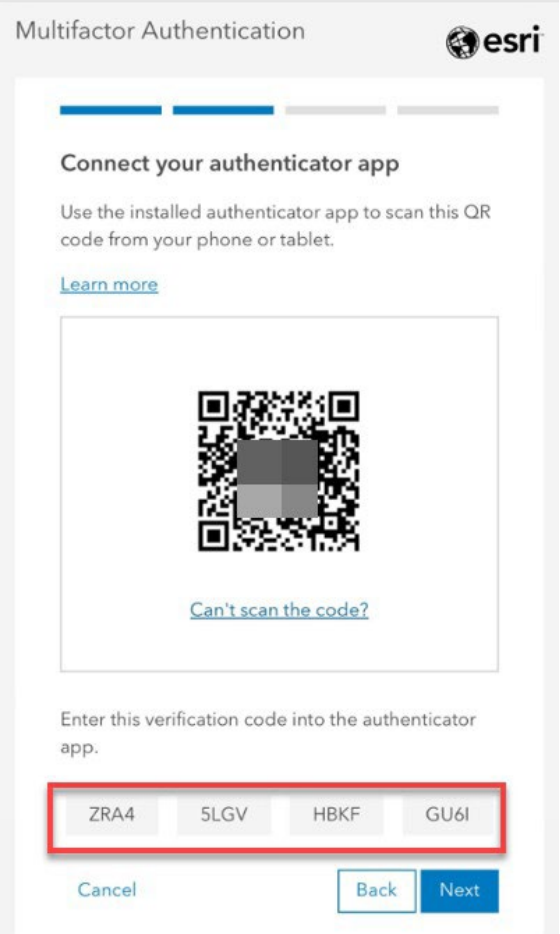


4. A QR code will appear. **TAKE A SCREENSHOT OF THE QR CODE!** You will need this QR code later if you want to add another device (if you do not do this, then an admin will need to assist). Treat this QR code as a password and store appropriately. (Note that the QR code displayed to the right is obscured for security.)

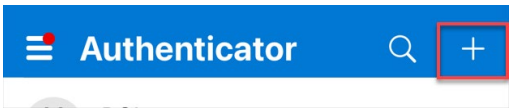


5. Click under the QR code on the "Can't scan the code?" link

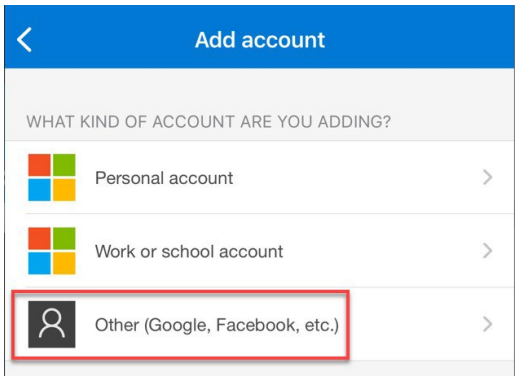
6. A 16-digit verification code will appear that will need to be entered in the authenticator app manually. It's easiest to **write down** these codes separately to only have to switch between your device's browser and authenticator app once.



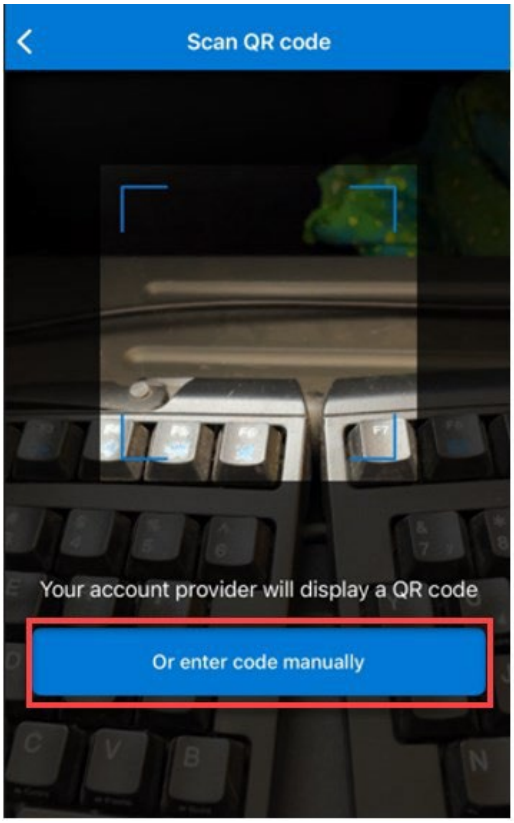
7. Switch to your Authenticator app, click the **+** to add a new account.



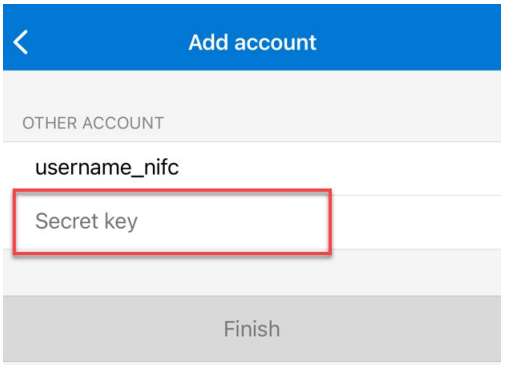
8. Select “Other”



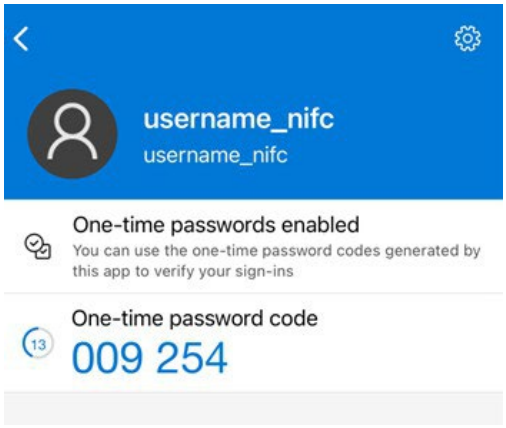
9. The QR scanner will open; below it, click on “Or enter code manually”:



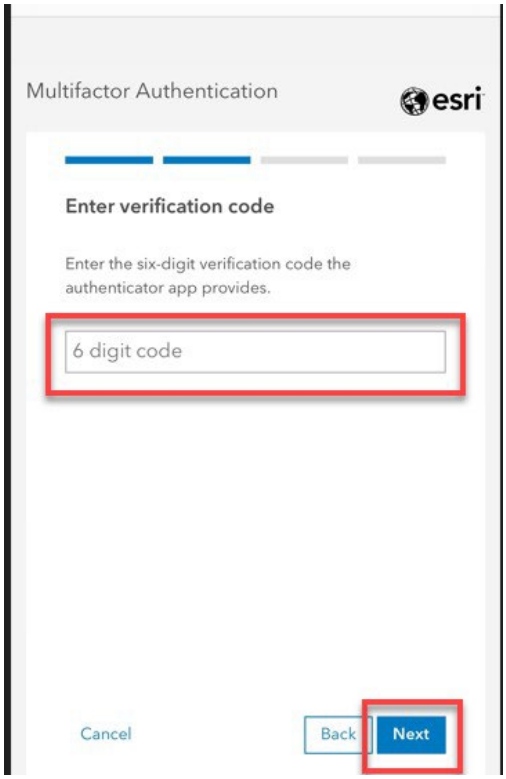
10. Give the account a name. It is recommended to name the account with the NIFC Org username, in case there are other accounts using the Authenticator app. Enter in the 16-digit security key (it is not case sensitive) that you wrote down in Step 6:



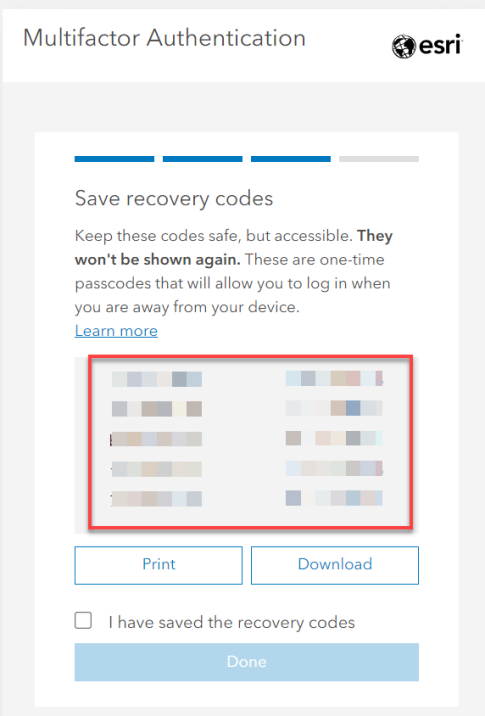
11. The Authenticator app will then give you a 6-digit code to enter



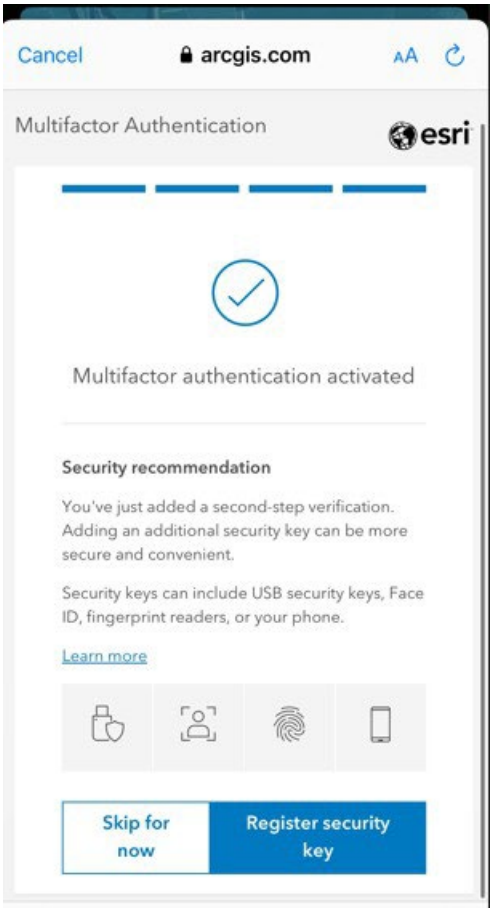
12. Enter this 6-digit code into the ArcGIS Online account. Notice that the 6-digit code times out after 30 seconds, copy a new code if it expires before there is time to copy it. Click Next.



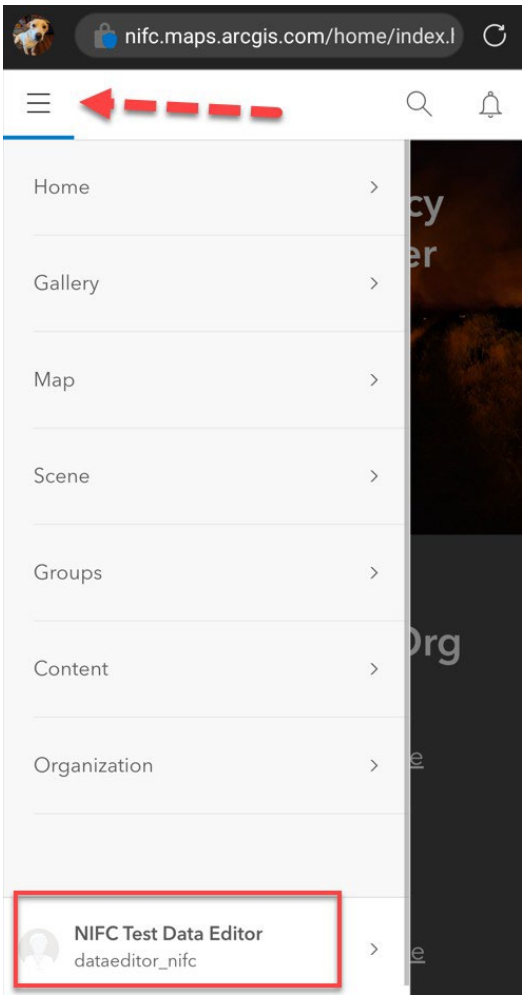
13. ***Important!!*** The next screen will show a set of 10 recovery codes. Download and save these in case you are ever without the device that has the Authenticator app. (Codes in example have been blurred for security.) If new recovery codes are needed (you've used the first set of 10) go to step 15 to retrieve a new set of 10. Click here for more info on recovery codes.



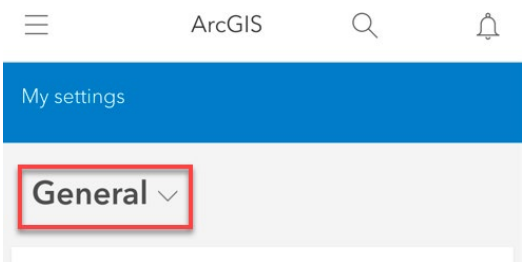
14. MFA set up is complete! The next step to set up security keys is optional.



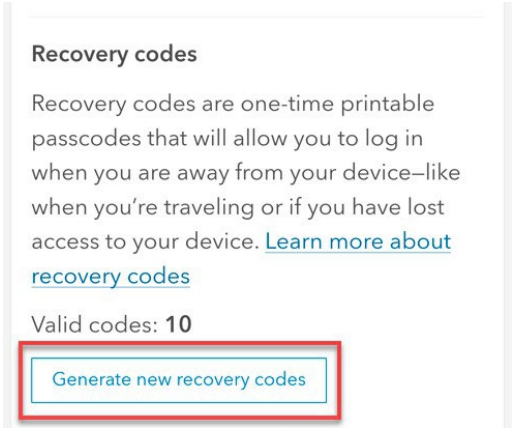
15. To generate a new set of recovery codes while on your mobile device, sign into your NIFC Org account in the browser (not in Field Maps). Tap on the hamburger button, click your profile, then tap on My Settings.



16. Tap on General to access the Security section



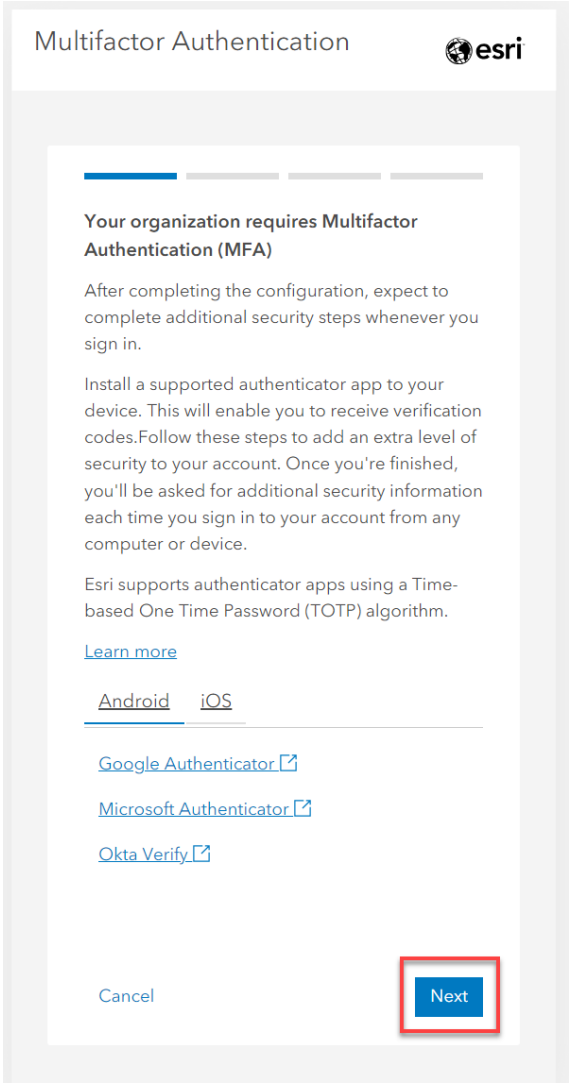
17. Scroll down to Recovery codes section and click on Generate new recovery codes. 10 new codes will become available to you.



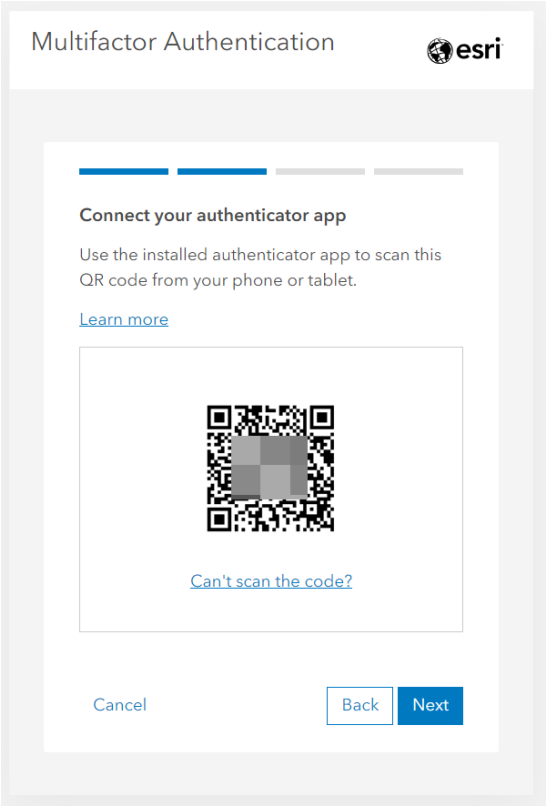
DESKTOP Workflow

1. Log into your NIFC Org account at www.arcgis.com on your computer (not on a mobile device). You will need to have a mobile device available to you in order to enable MFA for your account. This can be a personal device or a shared office tablet. Unfortunately, there is no way to set up MFA without a mobile device.

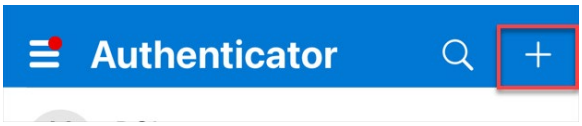
2. Multifactor Authentication dialog will begin. Click Next



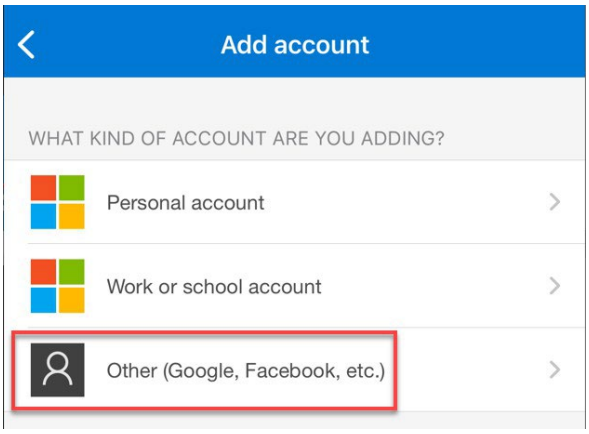
3. A QR code will appear. **TAKE A SCREENSHOT OF THE QR CODE! Do not scan this with your phone's camera.** You will need this QR code later if you want to add another device (if you do not do this, then an admin will need to assist). Treat this QR code as a password and store appropriately. (Note that the QR code displayed to the right is obscured for security.) Do not click Next yet!



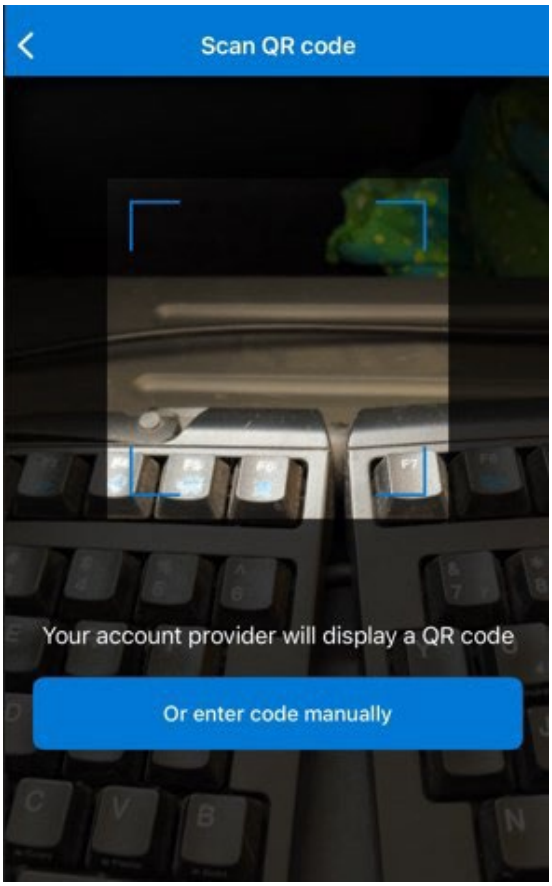
4. On the **mobile device**, open the Authenticator app (Microsoft Authenticator is the preferred choice). Click the **+** to add a new account.



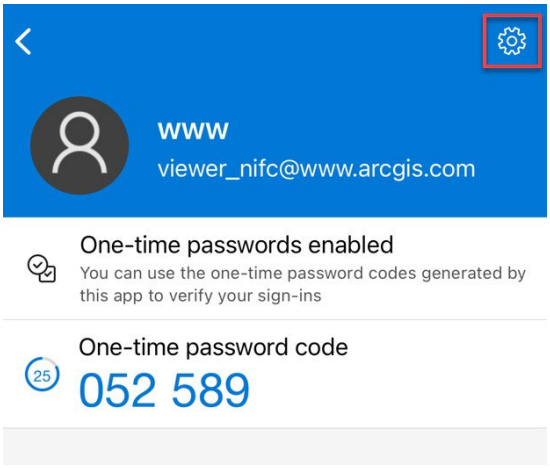
5. Add an "Other" type account.



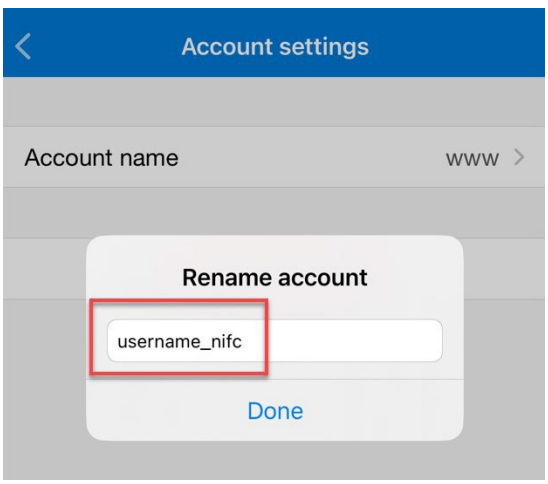
5. The QR code reader within the Authenticator app will open. Scan the QR code that appears on your computer.



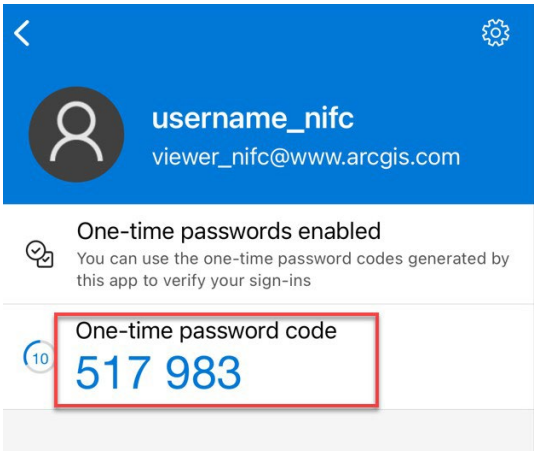
6. The Authenticator app will display a 6-digit code. Before you use this code, name this account so it will not be confused with others that may be added at a later time. Click the Settings icon in the upper right corner.



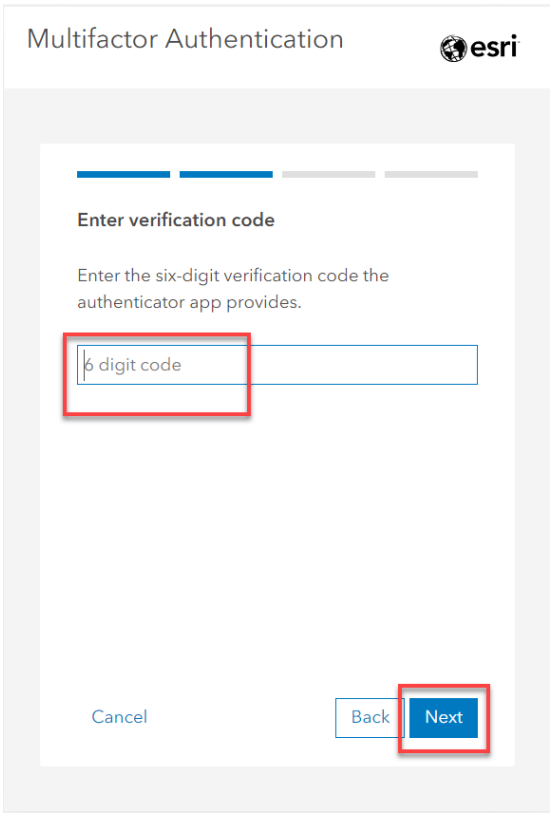
7. Rename the account to your NIFC Org username. Click Done.



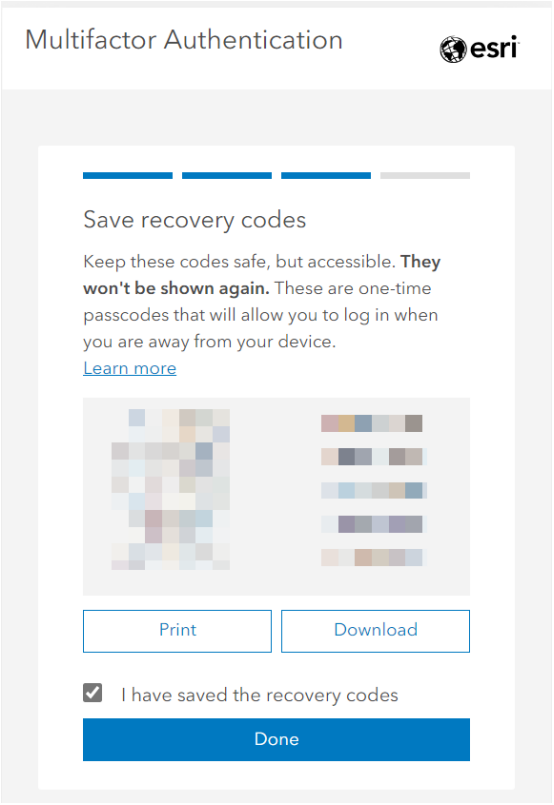
8. Remember this 6-digit code



9. Type the 6-digit code into the MFA dialog on your computer. Be aware that the 6-digit code from your mobile device will time out after 30 seconds. Just grab a new one if that is the case. Click Next.

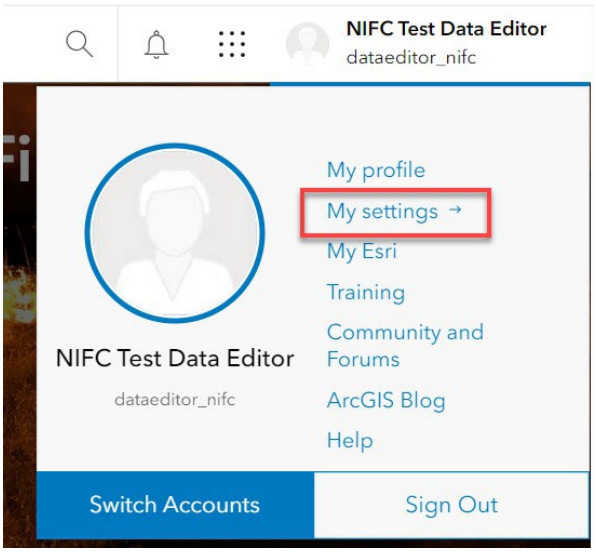


10. Save the recovery codes for use when your mobile device is not available. (Codes in example have been blurred for security.) Click Done. See step 12 to retrieve a new set of 10 recovery codes. Click here for more info on recovery codes.

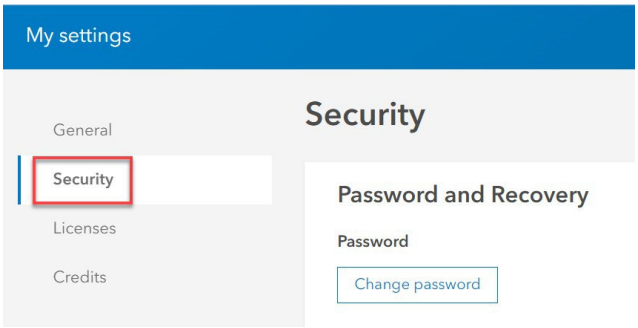


11. MFA set up is complete! The next step to set up security keys is optional.

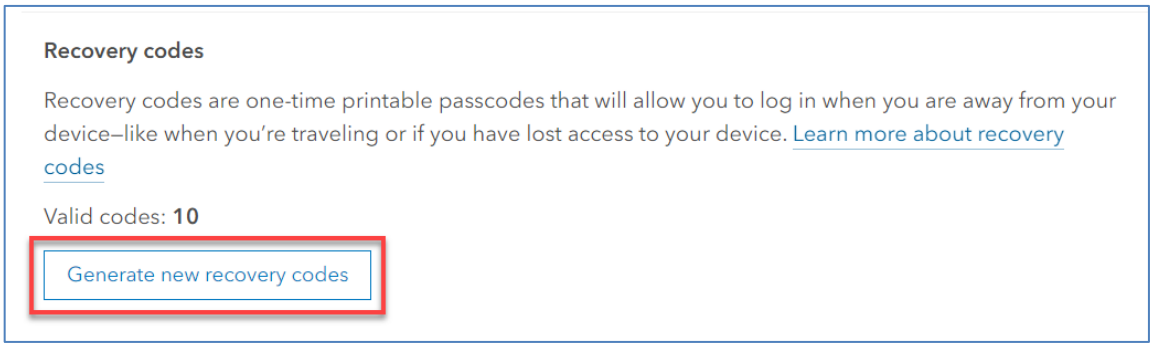
12. While logged into your NIFC Org device on your desktop computer, open your profile (in the upper right hand corner) and click on My Settings.



13. Open the Security tab and scroll down to the Recovery code section.



14. Click on “Generate new recovery codes” to retrieve a new set of 10 codes.



If you have any questions, please reach out to

wildfireresponse@firenet.gov.

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Recovery codes (from Esri documentation)

You can print or download recovery codes from your settings page. Recovery codes are one-time use codes that provide second-step verification when you sign in to your ArcGIS account. Signing in using recovery codes is useful when you lose physical access to your authenticator devices—such as losing access to your phone while traveling or if your phone or security keys are stolen. To sign in using a recovery code, you must provide a valid username and password. Once the username and password are validated, you see an option to enter a recovery code.

Generated recovery codes are only presented once. ArcGIS Online does not store these codes for retrieving later. It is important to print and save these codes in a safe but accessible location, such as a personal password manager, as soon as they are generated. Recovery codes can be generated as part of the initial setup of multifactor authentication or directly from the **Security** tab of your settings page.

It is recommended that you generate a new set of recovery codes in the following instances:

- You think you have lost access to your codes, or your recovery codes have been compromised.
- Only a few unused recovery codes are remaining.

Once new recovery codes are generated, the previous set of recovery codes becomes invalidated.