JOB AID
FA Ops Multi-Factor Authentication (MFA) Registration Process

OVERVIEW

All Fiscal Agent Operations (FA Ops) users will be required to adhere to Multi-Factor Authentication (MFA) when accessing NCTracks. MFA second level authentication works by placing a confirmation phone call to the user's phone during the NCTracks login process.

This requirement will be for any user of the NCTracks Operations Portal, including GDIT employees, State employees, and other users such as Local Management Entities (LMEs).

OBJECTIVE

This Job Aid will assist NCTracks Operations Portal users with:

- Enrolling in MFA
- Maintaining MFA account
  - Notification methods
- NCTracks login process
- Troubleshooting login issues

ENROLLING IN MFA

NCTracks Operations Portal users will need to navigate to the State MFA Portal in order to identify the method of second level authentication notification. This site will assist the user with either identifying the primary and secondary phone numbers that will be receiving the confirmation phone call or, if selected, activating the mobile app option.

Navigate to https://mfaportal.nc.gov/nctracksmfa/

Enter the NCTracks NCID (username) and password and select **Log In**.

This screen allows the user to select a method for receiving the second level authentication notification. There are currently two options available: **Phone Call** and **Mobile App**.
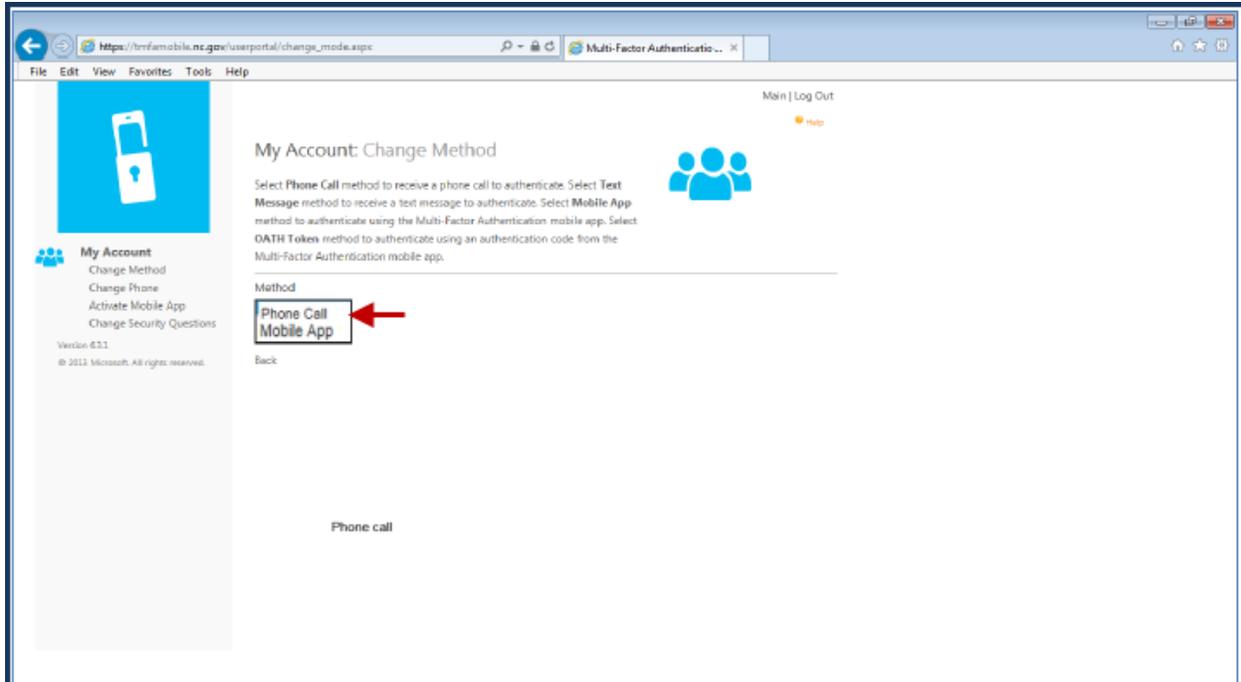
PHONE CALL SETUP

If the **Phone Call** option is selected, the following screen will display.

Enter primary and secondary phone numbers. The first confirmation phone call will be placed to the primary phone number. If there is no answer at this number, a second call will be placed to the secondary number entered.

Once both numbers have been entered, select **Call Me Now to Authenticate**.

A call will be placed to each phone number to complete the authentication process. After the user selects **#** (on the phone keypad), the user's authentication will be confirmed and the call will be disconnected.

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Security questions will be required in order to complete the authentication process. These questions can be used to gain access to the user portal without MFA. Select a question from each drop-down menu, enter the answer for each question, and select **Continue**. Four (4) security questions and answers are required.

Upon successful completion, the user will receive a "Welcome" message to confirm MFA registration.

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MOBILE APP SETUP

If the **Mobile App** option is selected, the Microsoft Authenticator mobile app will need to be downloaded to the user's smartphone using the mobile carrier's app store. This app allows the user to quickly and securely verify their identity.

- Android: https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en
- iOS: https://itunes.apple.com/us/app/microsoft-authenticator/id983156458?mt=8
- Windows: https://www.microsoft.com/en-us/store/p/microsoft-authenticator/9nblgggzmcj6

Upon successful installation of the Microsoft Authenticator mobile app, the user will be asked to identify the type of account being added. Select **Work or school account**.
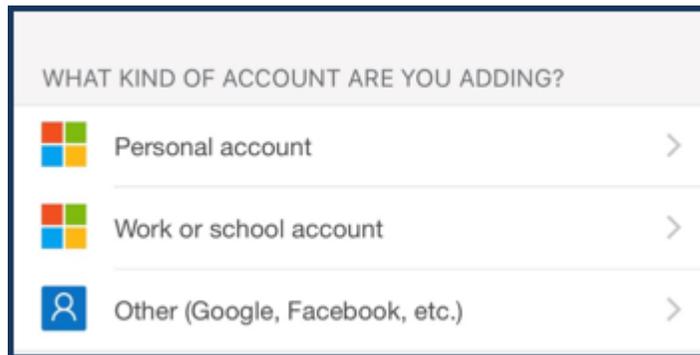
Note: This image may be different depending on the user's mobile carrier.

Once the mobile app has been installed on the user's smartphone, the user will navigate back to the State MFA Portal (https://mfaportal.nc.gov/nctracksmfa/) to complete the setup process. The user will log in with his/her NCID and password.
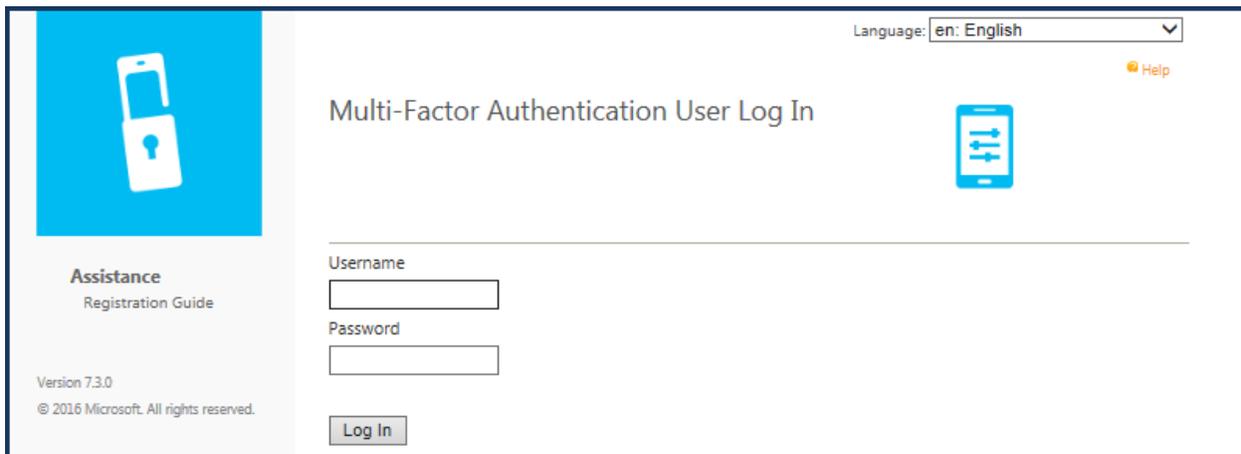
Select **Mobile App**.
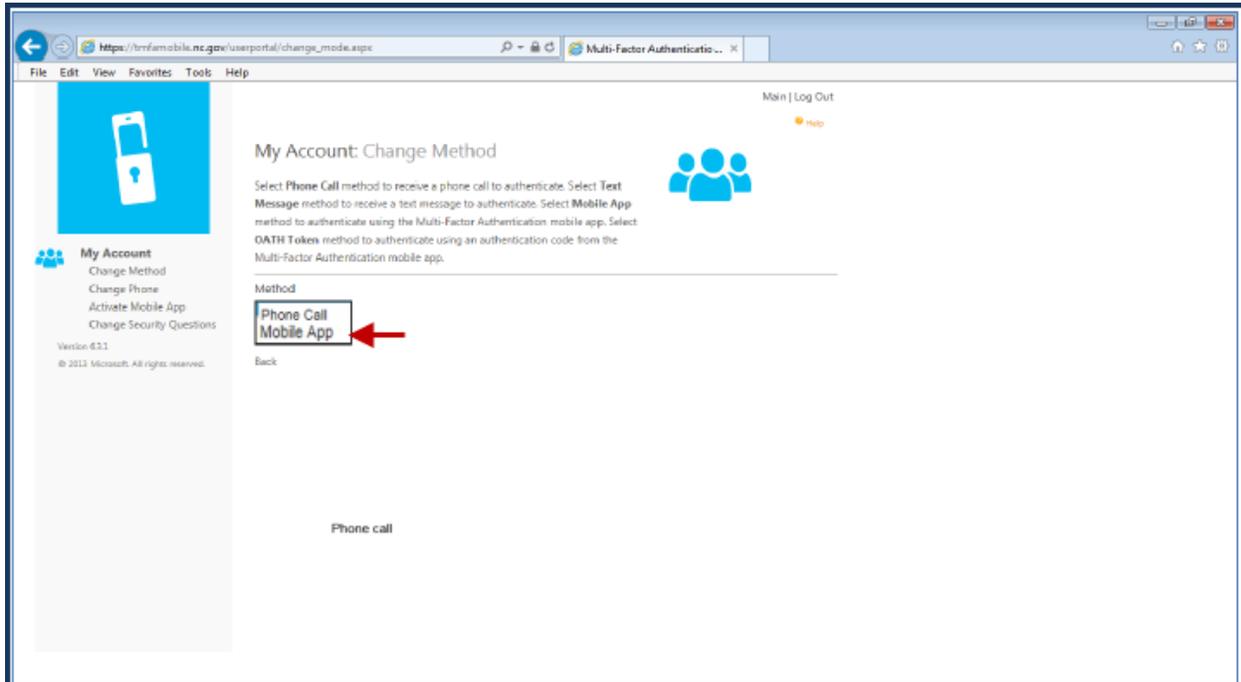
Select **Generate Activation Code**.
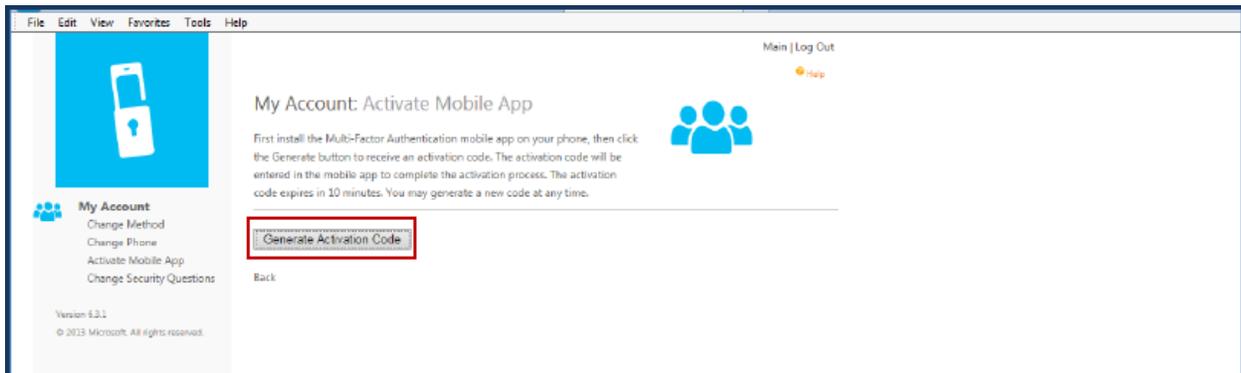
The page will then display an activation code, a URL, and a barcode picture. The activation code will expire in 10 minutes. A new code can be generated at any time.

Use the newly installed Microsoft Authenticator mobile app to complete the next steps:

- Manually enter the activation code and URL into the mobile app, or use the barcode scanner to scan the barcode picture.
- Security questions will be required in order to complete the authentication process. These questions can be used to gain access to the user portal without MFA. Select a question from each drop-down menu, enter the answer for each question, and select **Save**.

Once these steps are successfully completed, the user will receive an authentication notification on their smartphone. In order to complete the registration process, the user will need to select **APPROVE**.

TROUBLESHOOTING LOGIN ISSUES

There are some potential errors that may be encountered during the NCTracks login and MFA process. Not all error messages received will require that the user contact the State MFA Help Desk.

Note: Users should be sure to read the "Error Code" description in order to be able to take the correct actions to proceed with the MFA process.

Error Summary

Please fix the following errors before you proceed. If applicable, the error message is linked to an associated field.

- There was a problem with your second factor authentication (MFA). Please review the error and attempt to correct the issue. If you need further assistance contact your Delegated Administrator or call the DIT Help Desk at 919-754-6000 for assistance. Error Code#

Error Message	Resolution
# Not pressed After Entry	This error is received when the confirmation call is answered and any other key besides the "#" is pressed. • Return to the NCTracks login page, re-enter the NCID and password to receive a new confirmation call, and press the "#" key after answering.
No Phone Input – Timed Out	This error is received when the confirmation call is answered and no input is received. • Return to the NCTracks login page, re-enter the NCID and password to receive a new confirmation call, and press the "#" key after answering.
User Disconnect Call	This error is received when the confirmation call is answered and disconnected and no input is received. • Return to the NCTracks login page, re-enter the NCID and password to receive a new confirmation call, and press the "#" key after answering.

Error Messages Requiring Account Updates on MFA Portal

The following error message may be received when account updates are required on the MFA Portal. Newly provisioned NCTracks users will need to wait at least 60 minutes after their NCID has been established prior to registering their MFA information on the MFA Portal.

Error Summary

Please fix the following errors before you proceed. If applicable, the error message is linked to an associated field.

- There was a problem with your second factor authentication (MFA). If you are first time NCTRACKS user, please wait for 60 minutes then go to State MFA Portal and register for your second factor authentication preferences. If you need further assistance contact your Delegated Administrator or call the DIT Help Desk at 919-754-6000 for assistance. Error Code# E05: User Not Found

If the user has not registered on the MFA Portal and logs in to NCTracks, the following error message will be received. To resolve this error, the user will need to follow the Enrolling in MFA steps.

> **Error Summary**
>
> Please fix the following errors before you proceed. If applicable, the error message is linked to an associated field.
>
> - There was a problem with your second factor authentication (MFA). Please go to State MFA Portal and register for your second factor authentication preferences. If you need further assistance contact your Delegated Administrator or call the DIT Help Desk at 919-754-6000 for assistance.
>   Error Code# E06: User Not Registered/Enabled

If the primary and/or secondary phone numbers registered on the MFA Portal are no longer valid, the user will receive the following error message. To resolve this issue, the user will need to log in to the MFA Portal (https://mfaportal.nc.gov/nctracksmfa/) and update the primary and/or secondary numbers provided.

> **Error Summary**
>
> Please fix the following errors before you proceed. If applicable, the error message is linked to an associated field.
>
> - There was a problem with your second factor authentication (MFA). Please review the error and attempt to correct the issue. If you need further assistance contact your Delegated Administrator or call the DIT Help Desk at 919-754-6000 for assistance.
>   Error Code# 102: Phone Unreachable

When to Contact the MFA Help Desk

The following errors, if received by the user, will require assistance from the MFA Help Desk.

Error	Resolution
Mobile App Denied	Contact the MFA Help Desk at 919-754-6000
Mobile App No Response	Contact the MFA Help Desk at 919-754-6000

NCTRACKS OPERATIONS PORTAL USERS LOGGED IN WITH F5

NCTracks Operations Portal users who have already logged in to the network using the F5 MFA process will not be required to complete MFA when attempting to log in to the NCTracks Operations Portal remotely.