Multi-Factor Authentication (MFA) Device Registration through the Self-Help Tool

The following walk-thru explains how a user will navigate through registering a Multi-Factor Authentication (MFA) Device through the Self-Help Tool without having EUS generate a One-Time Security Code.

1. The user will navigate to the CMS Enterprise Identity Management (EIDM) Portal [https://portal.cms.gov](https://portal.cms.gov) and select "Login to CMS Secure Portal".

2. The user will read the Terms and Conditions and select "I Accept" to continue.
3. The user will enter their User ID and select "Next".
4. The user will select "Register MFA Device".

5. The user will be taken back to the Terms and Conditions page and select "I Accept" to continue.
6. The user will enter their User ID and select "Next".
7. The user will answer all three Security Questions and select "Next" to continue.

8. If the user has any MFA Devices registered, they will be able to view them under Registered MFA Devices. To register a new MFA Device, the user will select an MFA Device Type from the drop-down menu.

Users are only able to have six devices registered in their account at any one time. If the user is already has six devices and they try to register another device, the system will stop them from registering another MFA Device.
9. The user will enter the required information for the MFA Device Type to continue.

Choose one of the Navigation items below

- Phone/Tablet/PC/Laptop
- Text Message - Short Message Service (SMS)
- Interactive Voice Response (IVR)
- Email

If the user selects Phone/Tablet/PC/Laptop, the user will receive the Security Code on the VIP Access Token. The user will download the VIP Access Token on either their computer or phone. After the VIP Access Token is downloaded the user will open it to retrieve the Credential ID and enter it and the MFA
Device Description, (i.e., home computer, mobile app, etc.). Then select "Next".

If the user selects Text Message - Short Message Services (SMS), the user will receive the Security Code via text message. The user will enter the cell phone number they want the Security Code to and then enter the MFA Device Description, (i.e., cell phone, my phone, etc.). Then select "Next".
If the user selects Interactive Voice Response (IVR) they will receive the Security Code through an automated call. The user will enter the cell phone number they want the Security Code to and then enter the MFA Device Description, (i.e., cell phone, my phone, etc.). Then select "Next".
If the user selects e-mail, then they will receive the Security Code via email. The user's email address will auto-populate in the email field, then the user will enter the MFA Device Description, (i.e., my email, work email, etc.). Then select "Next".

10. The user will receive an acknowledgement that their MFA Device was successfully registered. To close the acknowledgement, the user will select "OK".
Register Your Phone, Computer, or E-mail

You have successfully registered your Phone/Computer/E-mail to your user profile.

Click 'OK' to close this window and login.

Article E048