

MFA – SMS authentication

How to set up MFA using SMS



This guide walks through setting up SMS as your MFA factor

Set up and sign in 1

How to verify with MFA (once set up is complete)..... 5

Troubleshooting and additional options 8

SMS Authentication uses the text messaging service on your mobile phone to send you a one-time login code.

Set up and sign in

When you log in to the CFU portal or identity.fire.nsw.gov.au you will be directed to a login screen.

- 1. Enter your username (e.g. ABC123456) and your FRNSW network password, select **Keep me signed in** to save your MFA session for 7 days, then click **Sign In**.



Sign In

Username

ABC123456

Password

Fire and Rescue network login password

.....

☐ Keep me signed in

Sign in

[Forgot password?](#)

[Unlock account?](#)

[Help](#)

Sign in prompt

MFA – SMS authentication

How to set up MFA using SMS



- Click the MFA enrolment icon and then click Setup under SMS Authentication.



Set up security methods



Security methods help protect your Fire and Rescue NSW account by ensuring only you have access.

Required now



Okta Verify

Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity

[Set up](#)



Phone

Verify with a code sent to your phone

[Set up](#)

Security set up methods prompt

- Select **Australia** from the list of countries, enter your mobile phone number and click **Send code**.



Set up phone authentication



Enter your phone number to receive a verification code via SMS.

Country/region

Australia

Phone number

+61

04-XXXX-XXXX

[Receive a code via SMS](#)

[Return to authenticator list](#)

Set up phone prompt

MFA – SMS authentication

How to set up MFA using SMS



4. You will receive an SMS text message to your mobile containing a 6 digit code.

You are logging into
Fire and Rescue NSW
systems. Your
verification code is
[REDACTED]

SMS text message

5. Enter the 6 digit code in the **Enter Code** prompt and click **Verify**.



Set up phone authentication

Ⓜ [REDACTED]

A code was sent to your phone. Enter the code
below to verify.
Carrier messaging charges may apply

Enter Code

[Return to authenticator list](#)

Enter code prompt

MFA – SMS authentication

How to set up MFA using SMS



6. This will take you to the final screen. You have now completed your SMS set up and can exit the browser.

This screen gives you the option to set up a second sign-in method, by choosing continue. The set up of Okta Verify as an additional factor is optional.

The screenshot shows the 'Set up security methods' screen. At the top is the Fire + Rescue NSW logo. Below it is the title 'Set up security methods' and a blurred image of a smartphone. A paragraph explains that security methods help protect the account by ensuring only the user has access. Under the heading 'Optional', there is a section for 'Okta Verify' with a description: 'Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity'. There is a 'Set up' button for Okta Verify and a large blue 'Continue' button. At the bottom left is a 'Back to sign in' link.



Set up security methods



Security methods help protect your Fire and Rescue NSW account by ensuring only you have access.

Optional

 **Okta Verify**
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity

[Set up](#)

[Continue](#)

[Back to sign in](#)

Finish screen (optional set up)

MFA – SMS authentication

How to set up MFA using SMS

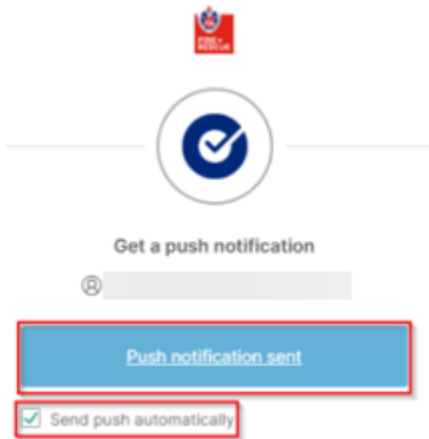
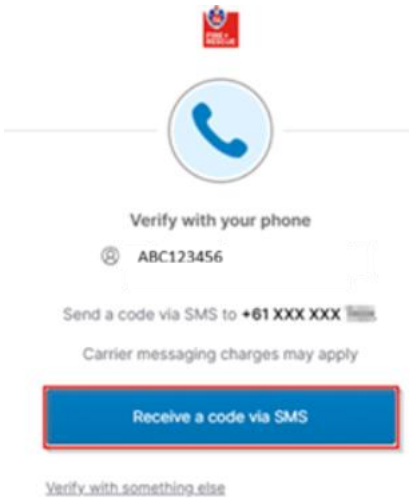


How to verify with MFA (once set up is complete)

After you have completed the above set up steps, you'll be prompted to authenticate with your chosen MFA authentication method when accessing FRNSW systems.

When signing in ensure you select the "keep me signed in" checkbox to save your MFA session for 7 days.

The login authentication attempts will differ slightly depending on the MFA method set up:

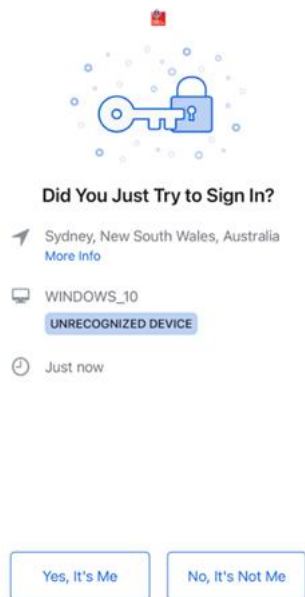
Okta Verify app	SMS Authentication
1. Click Send Push – <i>optionally, also select the Send push automatically check box for future notifications to pop up automatically on your device.</i>  Verify with something else Back to sign in Get Push notification prompt 2. Check your device for a push notification from Okta Verify. The notification expires after five minutes if you don't accept or reject it. Push notification prompt  Notification prompt	1. Click Receive code via SMS.  Verify with your phone prompt 2. Check your device for a SMS message from PIN containing a 6 digit code. You are logging into Fire and Rescue NSW systems. Your verification code is [redacted] SMS text 3. Enter the 6 digit code below Enter Code and click Verify and it will continue to your application.

MFA – SMS authentication

How to set up MFA using SMS

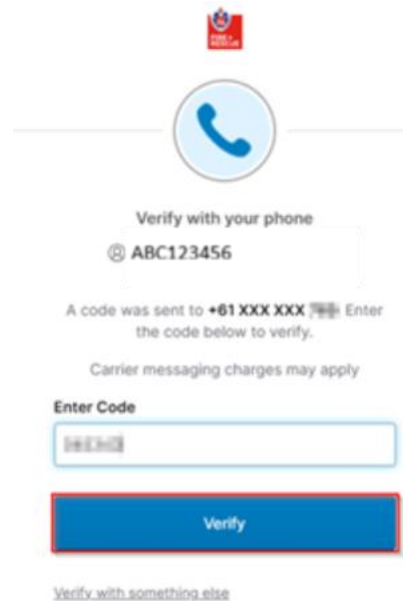


3. Accept the notification to open Okta Verify and tap **Yes, It's Me** to confirm that you're the one who wants to sign in.



Did you just sign in prompt

4. After tapping **Yes, it's me** you will be automatically redirected to your account sign in.
5. You can also Select Enter a code. Check your OKTA Verify app for a generated code



Verify with your phone prompt

MFA – SMS authentication

How to set up MFA using SMS



Enter a code

Okta Verify app

Enter code from Okta Verify app

Verify

[Verify with something else](#)

[Back to sign in](#)

Enter a code prompt



Verify it's you with a security method

Okta Verify app

Select from the following options



Enter a code
Okta Verify

Select



Get a push notification
Okta Verify

Select

[Back to sign in](#)

Verify your method

MFA – SMS authentication

How to set up MFA using SMS



Troubleshooting and additional options

MFA and Password reset Link - identity.fire.nsw.gov.au

MFA set up can be accessed any time via identity.fire.nsw.gov.au for any changes you may have. This is the same site where you can change your password if needed.

Optional – two verification methods (SMS and App)

Now that you have set up your SMS verification, for enhanced security, overseas travel, or for use in areas with limited connectivity, you can also set up the Okta Verify app. To do this, follow the steps below “How to set up an additional MFA method, or a new mobile” or see attached guide MFA – OKTA Verify mobile app.

How to set up an additional MFA method, or a new mobile

The following instructions will help you transition the following scenarios

1. Would like to set up Okta Verify in addition to SMS, or;
 2. A new mobile to set up (see note below “Access to current number”)
 3. Additional mobile to setup (see note below “Access to current number”)
- Sign in to <https://identity.fire.nsw.gov.au/>
 - Click MFA enrolment tile and authenticate with your current mobile if prompted
 - Under the Security Methods heading, click Set up another, next to the method you wish to add
 - Follow the prompts to enrol the new mobile
 - Under the Security Methods heading, you can choose to Remove any previous method configured that is no longer valid (e.g. your old mobile)

Access to current number:

If you are setting up a new, or additional mobile, you will need access to both your new and old mobiles to complete the setup. If you no longer have access to the same phone number, please contact the CFU admin for assistance with resetting your OKTA MFA.

Not receiving an SMS Code?

- Make sure you have selected the blue box “**Receive a code via SMS**” on your phone prompt.
- Wait a few seconds and check your messages again.

If that hasn’t helped;

- Restart your phone and try again.
- Check your reception connectivity, try moving to another location for improved signal.
- Make sure your phone isn’t blocking or silencing messages (e.g. Do Not Disturb or spam settings).
- Check that your devices Airplane mode is not turned on.

Lost mobile or changed mobile number?

Contact the CFU Admin Team who can reset your MFA and assist with enrolling another device.