

CAIR-ME Multi-Factor Authentication (MFA) User Guide

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What is Multi-Factor Authenticator (MFA)?

MFA is a way to keep your account extra safe.
Even if someone has your password, they still need a second way to prove it's really you.

Why MFA?

Benefits of MFA:

- Adds extra protection beyond your password.
- Helps prevent phishing, identity theft, and account hacks.
- Required by California State policy for accessing CAIR-ME.

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MFA Method Comparison

Method	Details	Best For
Authenticator App (Microsoft Authenticator App Recommended)	Use a rotating code within the authenticator app	Most secure
Text Message (SMS)	Receive a 6-digit code via text	Users with mobile phones
Phone Call	Answer a voice call with code	Users without smartphones

Step 1: Choose Your MFA Method - How You Want to Get Your Code

Option 1: Authenticator App - Most secure method:

The steps below are for the Microsoft Authenticator app.

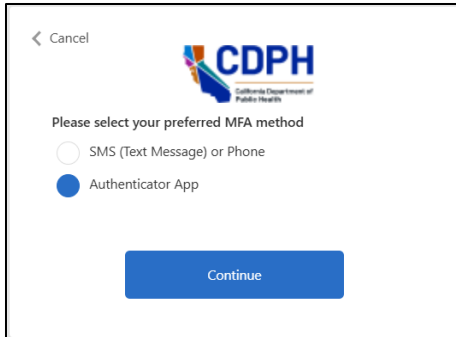
We recommend using the Microsoft Authenticator App, as it is the most compatible with CAIR-ME. If you want to use a different app, follow that app's setup instructions. Then come back to step 4 to scan the QR code.

To use the Microsoft Authenticator App, make sure it's installed on your device first.

To download and set up the Microsoft Authenticator App:

1. Choose **"Authenticator App"** and click **"Continue."**

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A screenshot of a mobile application interface. At the top left is a back arrow and the word "Cancel". In the center is the CDPH logo. Below the logo, the text reads "Please select your preferred MFA method". There are two radio button options: "SMS (Text Message) or Phone" (which is unselected) and "Authenticator App" (which is selected with a blue dot). At the bottom is a blue button labeled "Continue".

2. **Download the Microsoft Authenticator App** onto your mobile device.



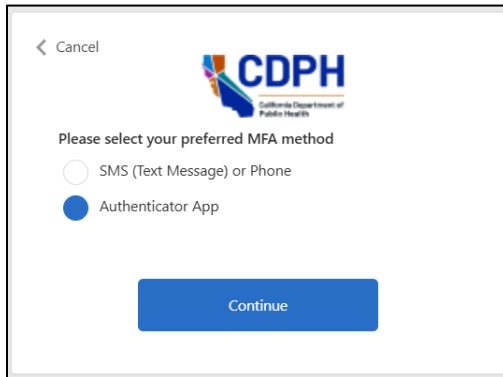
A screenshot of a mobile application interface showing setup instructions. At the top left is a back arrow and the word "Cancel". In the center is the CDPH logo. Below the logo, the text reads "1. Download an Authenticator App of your choosing, (Microsoft Authenticator recommended) with your mobile device. The links below will direct you to download Microsoft Authenticator for iOS and Android." Below this text are two buttons: "GET IT ON Google Play" and "Download on the App Store". The next text block reads "2. Once you've downloaded the Authenticator app, you can use any of the methods below to continue with enrollment." The third text block reads "3. To setup MFA, scan this QR code from within your authenticator app. Using your phone's camera app may not work unless it's linked to your authenticator." Below the text is a large QR code. At the bottom is a blue button labeled "Continue". A link "Still having trouble?" is located above the button.

3. Follow the mobile-screen instructions to install and enroll in the app.
4. After installing and setting up the authenticator app on your mobile device, click "Continue" on your screen to use your authenticator app to receive a code.

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To use the Microsoft Authenticator App for MFA and get a code:

1. In CAIR-ME, choose “**Authenticator App**” as your preferred MFA method and click “**Continue.**”



2. Open the **Microsoft Authenticator App** on your mobile device.



3. Tap the **Scan QR Code** button in the app.

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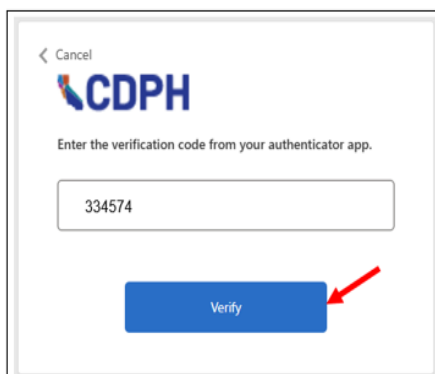


4. Use your phone to **scan** the **QR code** displayed on CAIR-ME.
5. After scanning, the **app** will **generate** a unique 6-digit **verification code**.



6. Enter the **verification code** in the “Enter your code” and click “Verify.”

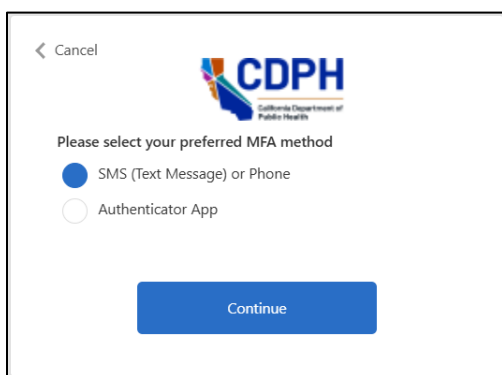
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7. That's it! You're now **successfully signed in to CAIR-ME**.

Option 2: To get a Text Message (SMS) for MFA and get a code:

1. Choose '**SMS (Text Message) or Phone**' as your MFA method and click "**Continue.**"




2. If your **phone number** is outside the U.S., select your country from the dropdown, enter your phone number, and click '**Send Code**'.

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3. You'll receive a text (SMS) message containing a unique 6-digit code on your phone.
4. Enter the **code** in the “Enter your code” box and click “Verify.”

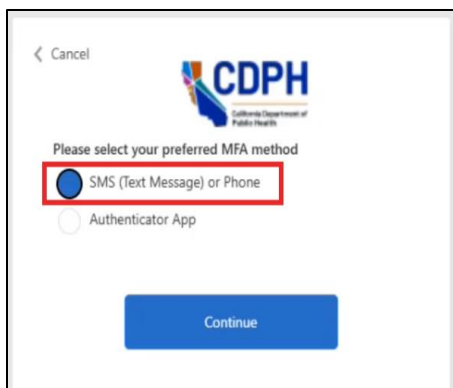


5. That's it! You're now **successfully signed in** to CAIR-ME.

Option 3: To receive a Phone Call for MFA and get a code:

1. Choose 'SMS (Text Message) or Phone' as your MFA method and click “Continue.”

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2. If your **phone number** is outside the U.S., select your country from the dropdown, enter your phone number, and click '**Call Me**'.



3. **Answer** the phone call and **follow** the **voice instructions**.
4. That's it! You're now **successfully signed in** to **CAIR-ME**.

You're All Set!

Helpful Tips

- Keep your phone nearby when you sign in.
- You'll use your MFA method every time you log in.

Need Help?

Email: medicalexemptions@cdph.ca.gov

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Frequently Asked Questions (FAQs)

What if I can't scan the QR code with my Microsoft Authenticator App?

No problem! If you can't scan the QR code:

1. Click the link that says, "Still having trouble?" under the QR code. You'll see a secret key.
2. Open your Microsoft Authenticator App, tap the "+" button, and choose "Other Account."
3. Enter a name like "CAIR-ME," then type the secret key. Tap "Finish" when you're done.

What if I can't download the Microsoft Authenticator App with the links?

Try searching for the "**Microsoft Authenticator**" App in the **App Store** or **Google Play Store**.

1. Open the application store (App Store on iPhone or Play Store on Android) on your mobile device and search for the **Microsoft Authenticator App**. Other application stores may also have Microsoft Authenticator App.
2. Find the app labeled **Microsoft Authenticator**. It may not be the first option available, so make sure the Microsoft Corporation publishes it.
3. Verify you do not have any restrictions on a mobile device that may prevent app downloads.

How long are the MFA codes sent by text (SMS) or phone?

MFA codes are typically 6 digits long.

How long are the MFA codes in the Microsoft Authenticator App?

These are 6 digits and refresh every 30 seconds.

Can different people use the same phone number for MFA?

Yes, but only one person should use it at a time to avoid confusion.

What happens if two users authenticate using the same phone number?

They will get separate codes but won't know which code is for which account.

What if I don't have a smartphone?

Any mobile or landline phone can be used to receive a phone call with the code.

What if I forgot my password?

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Click the “Forgot Password” button and follow the steps to create a new one.
Then, proceed with the steps listed above to select your MFA method.

What if I am not getting the pop-up window?

In your browser settings, make sure pop-ups are enabled for the CAIR-ME site.

What if I didn’t receive the Authentication Notification?

Check if the **push notifications** are enabled for Microsoft Authenticator.

1. Open the **Microsoft Authenticator** app and check for pending approvals.
2. Restart your phone and try again.
3. If issues persist, remove the account from the Microsoft Authenticator app and restart the setup process.

What if I changed or lost my phone?

1. If you have access to your old phone, you should be able to back up your Authenticator data and restore it to your new phone.
2. If you don’t have your old phone, you’ll need to set up MFA again. Follow the setup steps to start over.