MULTIFACTOR AUTHENTICATION (MFA) WITH THE PAYBACK INFORMATION MANAGEMENT SYSTEM (PIMS)

What is MFA?

MFA is a security process that requires a user to verify their identity in multiple ways to gain system access.

Why use MFA for the PIMS?

Use of MFA for PIMS greatly reduces the chance of unauthorized access to your account thereby protecting personally identifiable information (PII) and significantly reducing the risk of a system-wide data breach.

To use Multifactor Authentication for the PIMS, follow the steps below:

1 **Download and Install Google Authenticator on your smartphone**

This free app is available through the Apple App Store or Google Play Store by searching for "Google Authenticator". You can also look for one of the icons below on your smartphone home screen or within your smartphone's applications section:

Apple app store   Android Google Play store

Follow the prompts to download Google Authenticator to your smartphone. When you have successfully downloaded the app, you should see the icon below on your smartphone:
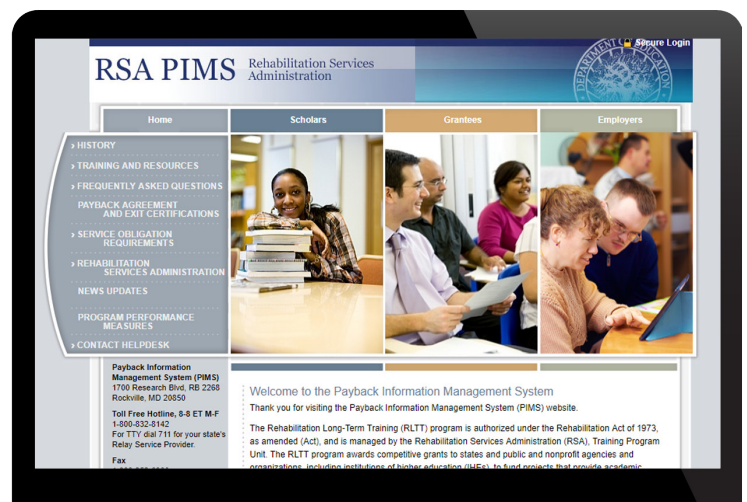
2 **Navigate to the PIMS site**

On the device you'd like to sign into the PIMS on, navigate to **https://pdp.ed.gov/RSA** and click "Secure Login" in the upper right corner.
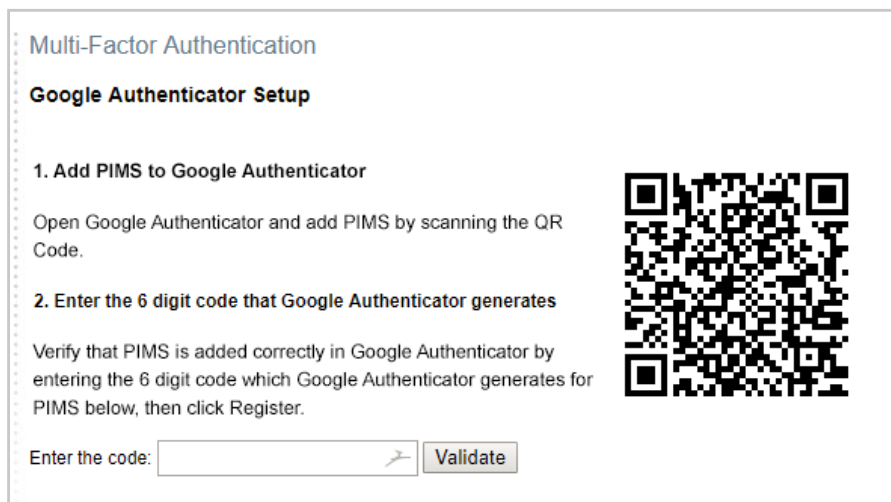
3 **Log into the PIMS**

Log into the PIMS using your regular username and password.

4 Open the enrollment page

Upon initial login, you will be directed to the enrollment page (see Figure 1), which will include a QR code and a place to enter the code generated by your Google Authenticator app.

Multi-Factor Authentication

Google Authenticator Setup

1. Add PIMS to Google Authenticator

Open Google Authenticator and add PIMS by scanning the QR Code.

2. Enter the 6 digit code that Google Authenticator generates

Verify that PIMS is added correctly in Google Authenticator by entering the 6 digit code which Google Authenticator generates for PIMS below, then click Register.

Enter the code: [   ] [Validate]

Figure 1

5 Pair the app and the PIMS

Open the Google Authenticator app on your smartphone. Then add the PIMS website to your Google Authenticator app by clicking the + button on the app (Figure 2) and scanning the QR Code from the PIMS enroll page with your smartphone (Figure 3).
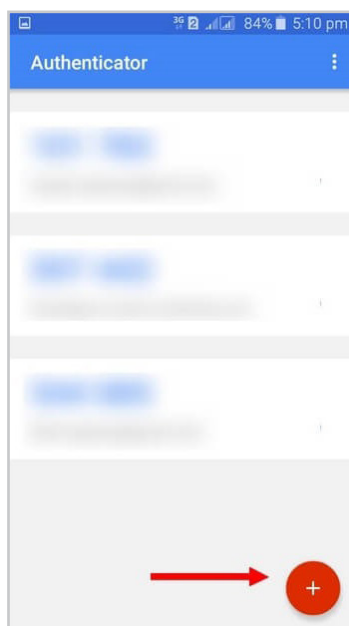

Figure 2

Scan this with the Google Authenticator app.

Figure 3

Enter the code generated by Google Authenticator on the PIMS enroll page and then click "Validate". Codes are generated *every thirty seconds* so enter the code quickly to ensure it doesn't lose validity. You should now have normal access to the PIMS.

In the Future

Each time you sign into the PIMS from any device you will need to:

1. Enter your username and password

2. Open the Google Authenticator app on your smartphone and take note of the 6 digit code generated

3. Enter the 6 digit code into the PIMS when prompted by the system