HOW TO CONFIGURE AND USE MULTI FACTOR AUTHENTICATION (MFA) WITH DONORCENTRAL

As of October 30, 2024, users must use MFA with DonorCentral via the Microsoft Authenticator app, the Google Authenticator app or via SMS (text message). Below is a step by step guide to use Multi-Factor Authentication.

1 Navigate to the DonorCentral site and log in.

2 Once you enter your username and password, you will be redirected to the following screen which will give you an option to "Enroll now" or "Skip for now". Skip for now is available for 30 days since you first see this page ⟶

- If you choose "Skip for now", you will be taken to the DonorCentral homepage. You will see the same page on your next login. The number of days in the message will update automatically.

- If you decide to enroll, you will be redirected to MFA enrollment page which provides an authenticator app enrollment by default, with an option to switch to SMS.

3 If you choose to enroll in MFA, the following screen will appear where you will choose to use the QR code with an authenticator app or use SMS.

Part of the QR code in this screenshot has been erased for security reasons. You will see a complete code in the box to scan.
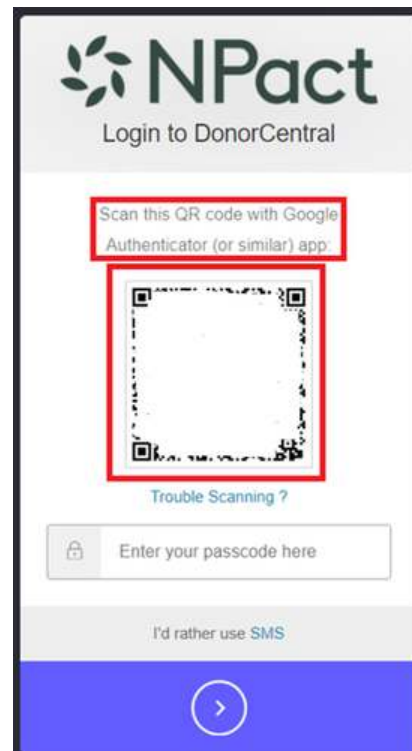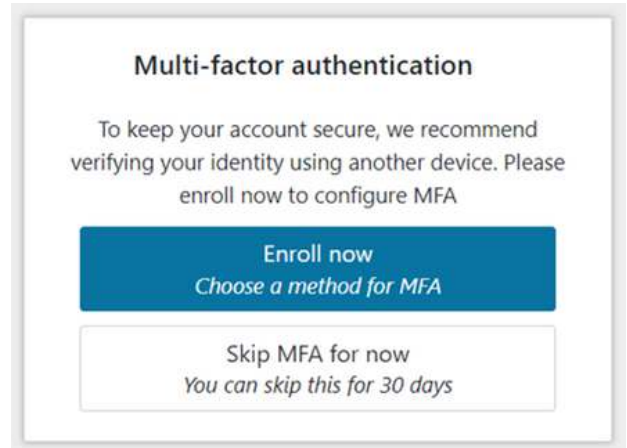
④ Authenticator App Option

- Install Microsoft Authenticator or Google Authenticator on your mobile device. Note that authenticator apps can be installed on mobile devices such as mobile phones and tablets but cannot be installed on computers.

Download Microsoft Authenticator - Microsoft Support

Get verification codes with Google Authenticator - Android - Google Account Help

- Open Microsoft Authenticator or Google Authenticator on your mobile device and scan the QR Code that appears on the screen shown.

Part of the QR code in this screenshot has been erased for security reasons. You will see a complete code in the box to scan.

- In the authenticator app, your DonorCentral account will be added. It will be listed as 'npact-auth' in the authenticator app.
- You will see a code appear in the authenticator app for DonorCentral. If you have multiple accounts in the authenticator app for different applications, you will need to click into the 'npact-auth' account to see the code for DonorCentral.
- Enter the code from the authenticator app into the field labeled 'Enter your passcode here'
- You will see a green check mark with a message saying that you have completed MFA and then you will then be directed to the DonorCentral home page.
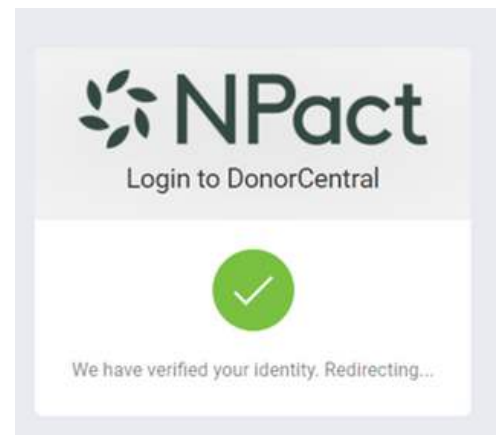
5 **SMS (Text) Option**

- You will see the screen below appear after clicking the SMS link.

- Check the box to agree to receive verification codes from Twilio to your mobile device. The text message you receive will have the verbiage, "xxxxxx is your verification code for DonorCentral. Please enter this code to verify your enrollment."

- Enter in the phone number of your mobile device and click the arrow. Note, when entering the phone #, do not include any spaces or characters such as dashes.

- You will be sent a text message to your mobile device that will contain a code.

- Enter that code on this screen and then click the blue arrow.

- You will be directed to the DonorCentral home page.

6 On subsequent logins, you will then be asked to enter a code from either the authenticator app or text message, depending on what method of MFA that you chose.