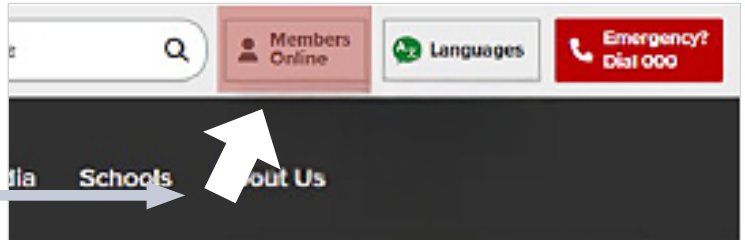cfa.vic.gov.au

How to set up your multifactor authentication (MFA)

This step-by-step guide helps CFA volunteers log in securely and update their personal contact details via the CFA Members Online Portal. It also includes MFA setup if it hasn't been done already.
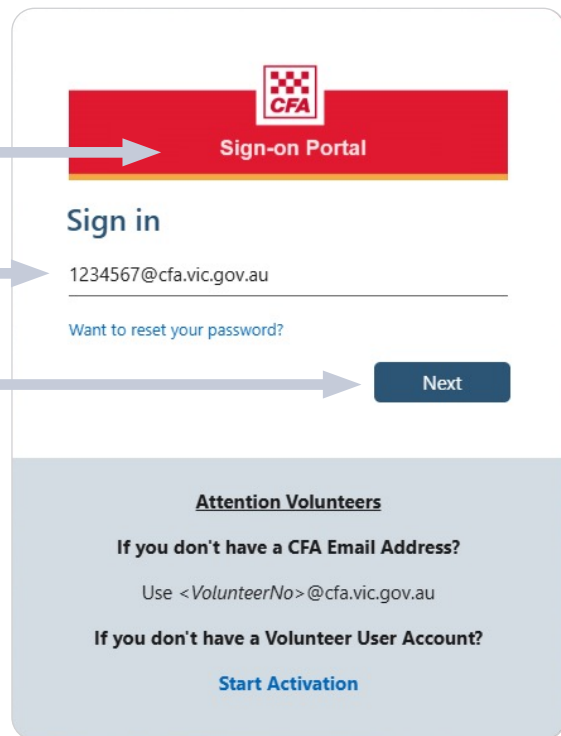
Step 1: Log into CFA Members Online Portal

1. Visit **www.cfa.vic.gov.au**

2. Click on **"Members Online"**

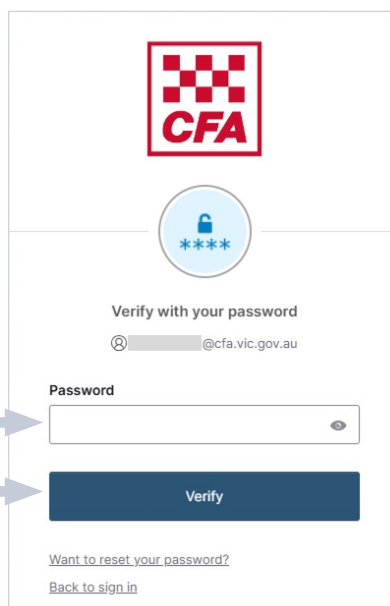### Step 2: Sign In Using CFA credentials

1. You will be redirected to the CFA's **Single Sign-on Portal** like the one on the right

2. Enter your CFA Email Address eg 1234567@cfa.vic.gov.au using CFA member number

3. Click on **"Next"**

4. You will be re-directed to a page where you will be asked to verify your account by entering your password.

5. Enter **Password**

6. Click **"Verify"**

Step 3: Setting up Multifactor Authentication (MFA)

1. MFA helps keep your account safe: When you log in to Member's Online, you'll be asked to set up your MFA.

2. If you have already set up MFA, you will automatically receive the prompt by selected method.

3. If you haven't set up MFA and your mobile number is in CFA records, then we have already set up MFA for you. You will get a text message (SMS) to help with login. That's your default MFA method.

   If you haven't received the code, that means that we don't have a correct mobile number on our records. In that case, contact ICT Service Desk, your brigade secretary or district office. Call the ICT Service Desk on 1300 883 734 (or 1800 888 338 toll free), or email ict-it-servicedesk@cfa.vic.gov.au

4. If you haven't set up MFA and we don't have your mobile number on our records, then you have to set up MFA by yourself. You will see the screen with options to get the code through:
   1. SMS
   2. An app like Microsoft Authenticator or Google Authenticator
   3. Okta Verify app

5. Just follow the steps on your screen to finish setting it up.

6. Next time you log in, you'll use MFA to confirm it's really you.

Tip: Use your personal phone if you're using an app – It makes things easier.

You can also watch this video for the step-by-step process: Setting up multifactor authentication (MFA). Go to **www.youtube.com/watch?v=pEkHyiXeetk**

Verify with your phone

mishra@cfa.vic.gov.au

Send a code via SMS to **+61 XXX XXX 050**.

Receive a code via SMS

Back to sign in

Set up your Multi-Factor Authentication(MFA)

@cfa.vic.gov.au

MFA helps protect your CFA Victoria account by ensuring only you have access.

Required now

Your Preferred Authenicator App (For example: MS Authenticator, Google Auth, 1Password)
Enter a temporary code generated from your Authenticator app.
Set up

Okta Verify
Use a push notification sent to the mobile app.
Setup

SMS Authentication
Enter a single-use code sent to your mobile phone.
Setup

Voice Call Authentication
Use a phone to authenticate by following voice instructions.
Setup