

Overview

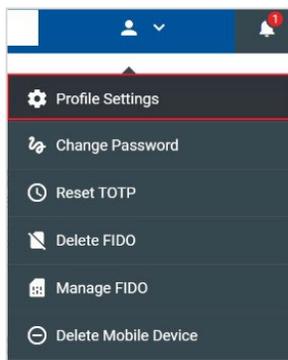
This guide details the steps to set up myTyler (VCCS) multi-factor authentication (MFA) using the OTP Manager application on an **Apple (Mac) desktop or laptop**. This application helps you create what's known as a Time-based One Time Password or TOTP.

If you experience any issues following these steps, please contact the Help Hub by texting 804-476-0401 or calling 804-796-4000.

Setting Up MFA – OTP Manager

1. Go to <https://identity.my.vccs.edu/>
2. Enter your myTyler (VCCS) username and click the Go button.
3. Enter your myTyler (VCCS) password and click the Go button.

4. Click on your name at the top of the Applications page, and select Profile Settings.

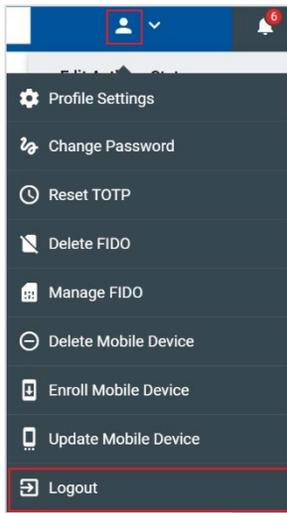


5. Click the Edit Profile button when prompted.

6. Select OPT-IN MFA TOTP, and click the Save button.

7. A message displays stating the operation was successful. Click the Close button.

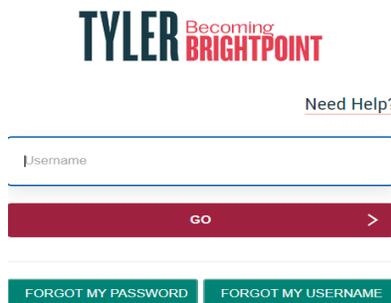
- Click your name at the top of the page, and select “Logout.”



- You must first install the OTP Manager application on your Mac. Go to the Apple Store on your Mac. Search for the app, and install it.



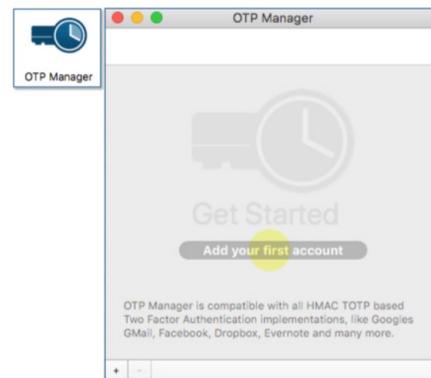
- On your desktop, go to the myTyler portal at <https://identity.my.vccs.edu/>, enter your username, and click Go. Then enter your password, and click Go.



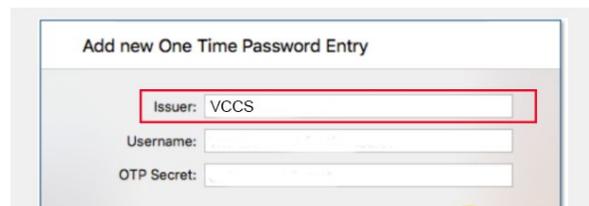
- A TOTP setup screen will come up, featuring a QR code and a white box containing a long string of letters and numbers. This is the OTP secret code. **It is important you take a photo of and/or write down this code and save it somewhere where you can easily access it.**



- From the **Applications** folder on your Mac, launch **OTP Manager**. Click the **Add your first account** button.



- An **Add new One Time Password Entry** box will come up. In the **Issuer** field, type in **VCCS**.



19. In the **Username** field, enter **your myTyler portal username**.

20. In the **OTP Secret** field, paste the **code you copied in Step 15**, and then click **Save**.

21. A code will display in the **OTP Manager** app. Make note of it.



22. Go back to the myTyler portal screen, and enter the code that was displayed in the OTP Manager app into the Code box on the portal screen.

Logging into the myTyler Portal Using MFA – Google Authenticator

1. Go to <https://identity.my.vccs.edu/>.
2. Enter your myTyler (VCCS) username and click the Go button.
3. Enter your myTyler (VCCS) password and click the Go button.



4. You will then be prompted to enter a code.
5. Open the OTP Manager app on your desktop/laptop to get the code, and type the code into the myTyler portal screen. **OTP Manager will provide you with a new code each time you log into the myTyler portal.**

Important Note: *If you use an Apple (Mac) computer other than the one on which you downloaded and set up OTP Manager, you will need to download OTP Manager to the new Apple (Mac) computer and enter your OTP Secret Code saved from Step 16.*

Important: *If you fail authentication twice when trying to log into the portal, please wait at least 15-20 minutes to reattempt to avoid being locked out of your account.*

Revised 2/3/2022

Document Owner: College Help Hub and IT Services Center