

Overview

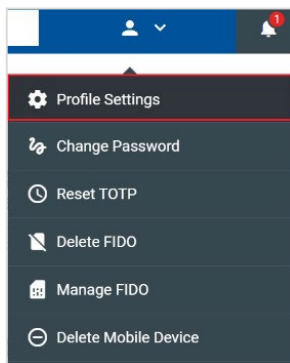
This guide details the steps to set up myTyler (VCCS) multi-factor authentication (MFA) using the Google Authenticator app on a mobile device. This app helps you create what's known as a Time-based One Time Password or TOTP.

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

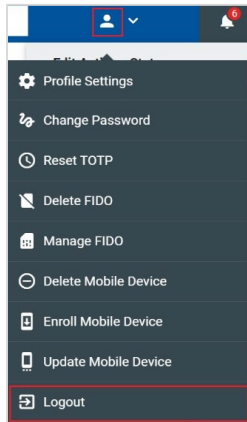


5. Click the Edit Profile button when prompted.

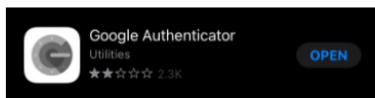
6. Select OPT-IN MFA TOTP, and click the Save button.

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

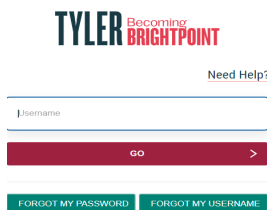
8. Click your name at the top of the page, and select “Logout.”



9. On your mobile device, go to the App Store (Apple) or Google Play (Android), and download Google Authenticator.



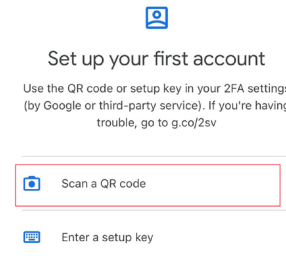
10. On your computer, log back into the myTyler portal (<https://identity.my.vccs.edu/>) using your myTyler username and password. Click, Go.



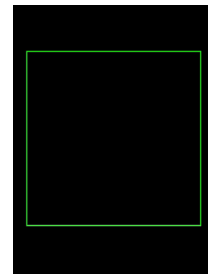
11. A TOTP setup screen will come up, featuring a QR code and a white box containing a long string of letters and numbers. This is the OTP secret code. ***It is important you take a photo of and/or write down this code and save it somewhere where you can easily access it.***



12. On your mobile device, open the Google Authenticator app. You may get an immediate option to Scan a QR code (as seen in the screen shot below), or you may have to click on the plus (+) sign at the top of the screen to see a scan option. Select the scan option.



13. A new screen will open on your mobile device, displaying a green square. *Note: In order for this screen to work, the Google Authenticator app must have permission to access your mobile device's camera. If you get a message, saying camera permissions are needed, follow the prompts on your mobile device to update your settings.*



14. Aim your mobile device at the QR code on your computer screen, centering the QR code inside the green square outline. Google Authenticator will automatically scan the QR code and create a new item in your Systems list called “myVCCS.”



15. A code will appear on your Google Authenticator screen (on your mobile device).



16. Enter this code on your computer to get into the myTyler portal.

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 Google Authenticator app on your mobile device to get the code, and type the code into the myTyler portal screen. **Google Authenticator will provide you with a new code each time you log into the myTyler portal.**

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.

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