

Overview

This guide details the steps to set up myTyler (VCCS) portal multi-factor authentication (MFA) using push notifications sent through the RapidIdentity app on your mobile device.

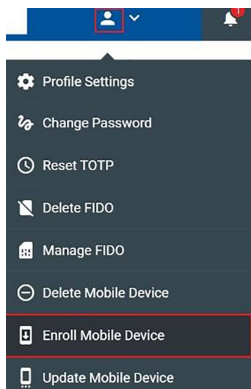
Important: Your current mobile number must be in SIS in order to set up and use MFA. Before following these instructions, go into SIS, and make sure your current mobile number is listed in the "mobile" field.

If you experience any issues following these steps, please text the Help Hub at 804-476-0401.

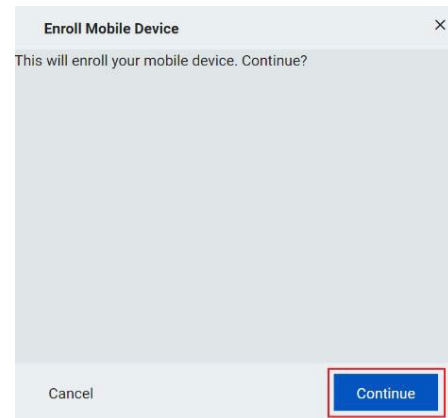
Setting Up MFA – Push Notifications

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.

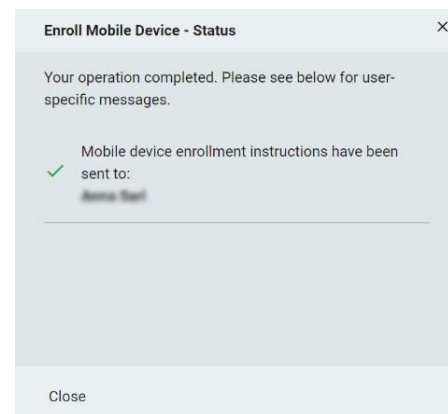
4. Click on your name at the top of the Applications page, and select Enroll Mobile Device.



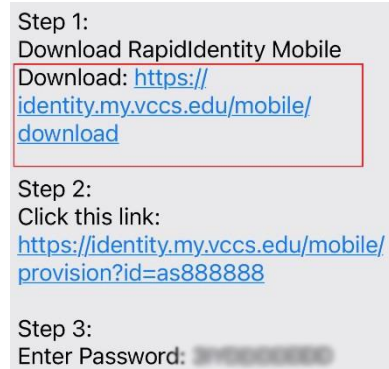
5. Click the Continue button when prompted.



6. A message should display, stating the operation was successful. Click Close.



7. You should receive a text and/or email with instructions on how to set up the RapidIdentity app.
8. Open the instructions, and click on the link in Step 1.



9. Download the RapidIdentity app.



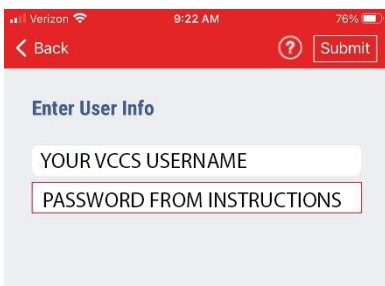
10. Copy or remember the password listed in Step 3 of the instructions.
 11. Click on the link in Step 2 of the instructions.

Step 1:
 Download RapidIdentity Mobile
 Download: <https://identity.my.vccs.edu/mobile/download>

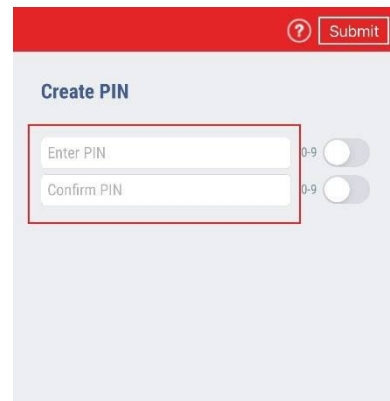
Step 2:
 Click this link:
<https://identity.my.vccs.edu/mobile/provision?id=as888888>

Step 3:
 Enter Password:

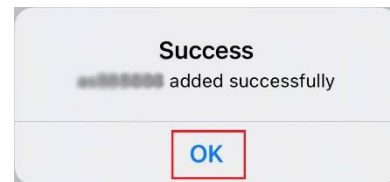
12. When the RapidIdentity app opens, paste or type in the password from Step 3 of the instructions text/email.



13. Type in the 6-digit PIN you want to use with the app. You will use this PIN with the RapidIdentity app if you do not have or do not use biometric authentication (face ID or fingerprint ID) on your mobile device. If you use biometric authentication on your device and it fails, the PIN will be used as a backup.



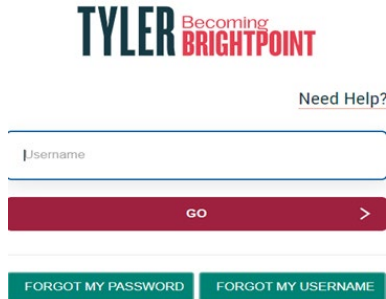
14. Once your PIN is created, a message should display, stating you've been successfully added. Click on OK. Remember your PIN.



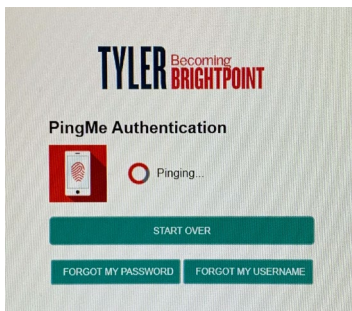
****Note:** It may take several minutes before you are fully enrolled and able to log into the portal.

Logging into the myTyler Portal Using MFA – Push Notification (RapidIdentity)

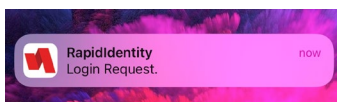
1. Go to <https://identity.my.vccs.edu/>.
2. Enter your myTyler (VCCS) username and click the Go button.



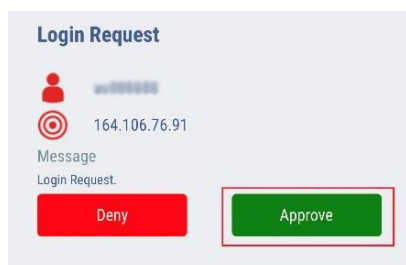
3. PingMe Authentication will show up on the portal login page.



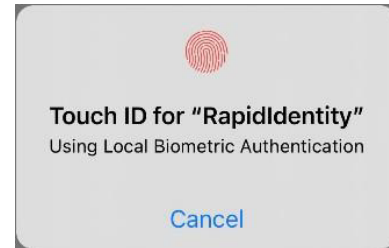
4. If you have Push Notifications set up for the RapidIdentity app on your mobile device, you should receive a message on your device. If this message does not automatically appear, launch the RapidIdentity app on your device.



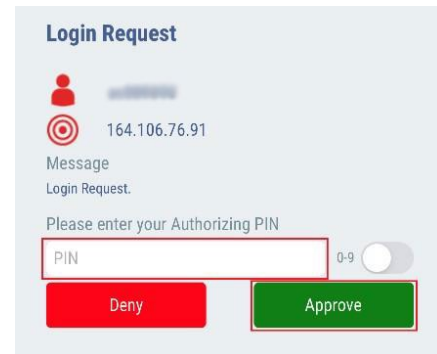
5. Tap Approve.



6. If you configured the app to use biometric authentication (face ID or fingerprint ID), you can use it to authenticate.



7. If you do not use biometric authentication or biometric authentication fails, enter the PIN you set up for the RapidIdentity app, and then tap Approve.



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