Six (6) Alternative Methods for MFA other than SMS Texting (priority order of preference)

5.   Setup Twilio Authy Application

This method leverages a software app that must be installed onto a Windows or Linux desktop or laptop or a macOS device (i.e., MacBook, iMac, etc.) that can download and install the Twilio Authy App.

The Twilio Authy App works similarly to a Security Token and other Authenticator Apps in that the Twilio Authy App will generate a random 6-digit code for use during login authentication.

When prompted for verification while logging into your CBU mail (or other MFA-enabled applications), you will need to open the Twilio Authy App on your desktop or phone and enter the requested 6-digit number displayed within the Authy for authentication.

Positive aspects *of using the Twilio Authy Desktop App*

- The Twilio Authy App is free – no cost is associated with its use.

- A personal device for this verification method is not required if you have been issued a CBU-managed desktop (Windows or macOS).   If you do not have a CBU-managed mobile device, Twilio Authy will need to be installed onto a personal device.

- The Twilio Authy App, once installed, works without Internet access, so if you are using a laptop without Internet access or cannot connect to any Internet services, the App will continue to generate the random 6-digit codes needed for verification.

Potential problems *with the Twilio Authy App*

- It is not a good security practice to have your MFA codes generated on the same device on which you need to use the codes.   If your system gets compromised with malware that spies on your activities, a hacker can see your Twilio Authy App codes when you use it.   If your device is stolen or lost, there is a chance the codes will be accessible.

Instructions for setting up the Twilio Authy Application

1. First, install the Twilio Authy App (onto your laptop, desktop, tablet, etc.)

   https://authy.com/download/

2. Go to this link and sign in with your Active Directory account (CBU user account)

   https://mysignins.microsoft.com/security-info

3. Click on "Add sign-in method":
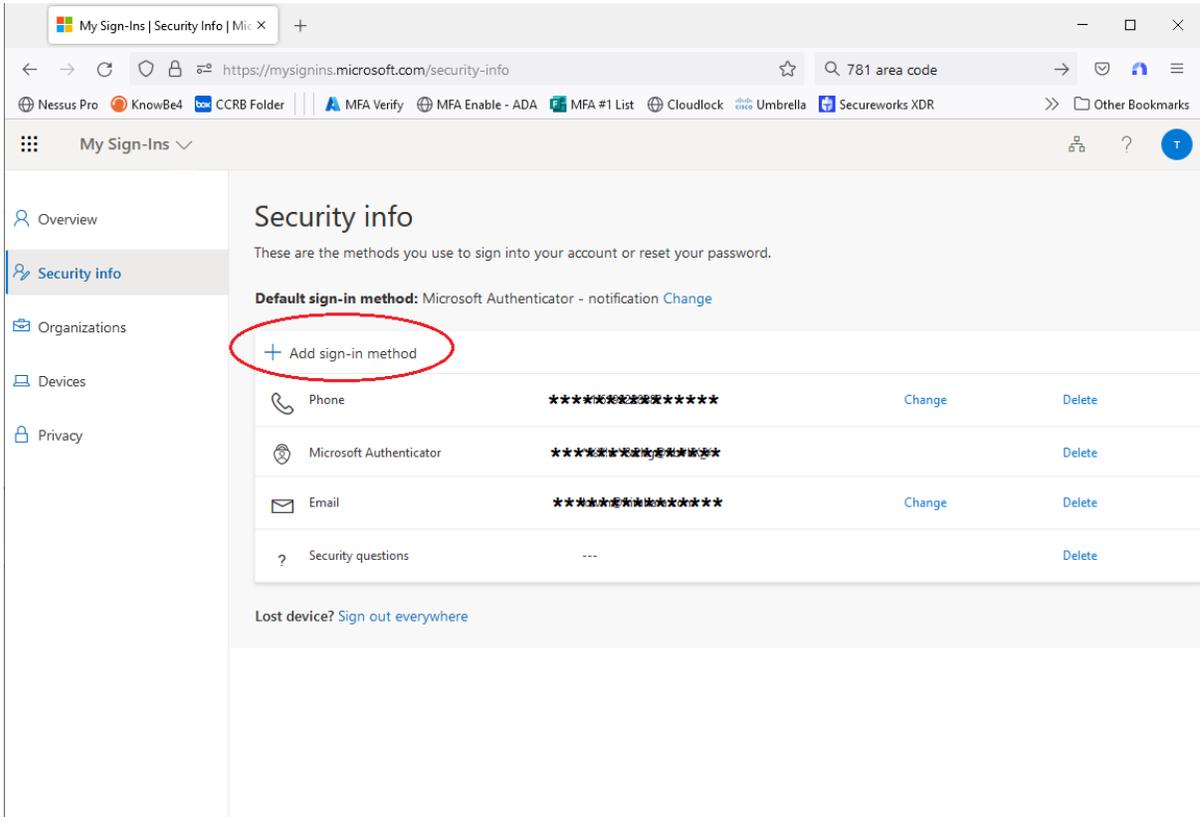
The remainder of Page Intentionally Left Blank

3. Click on the Drop Down, select "Authenticator app," and click "Add" to continue.
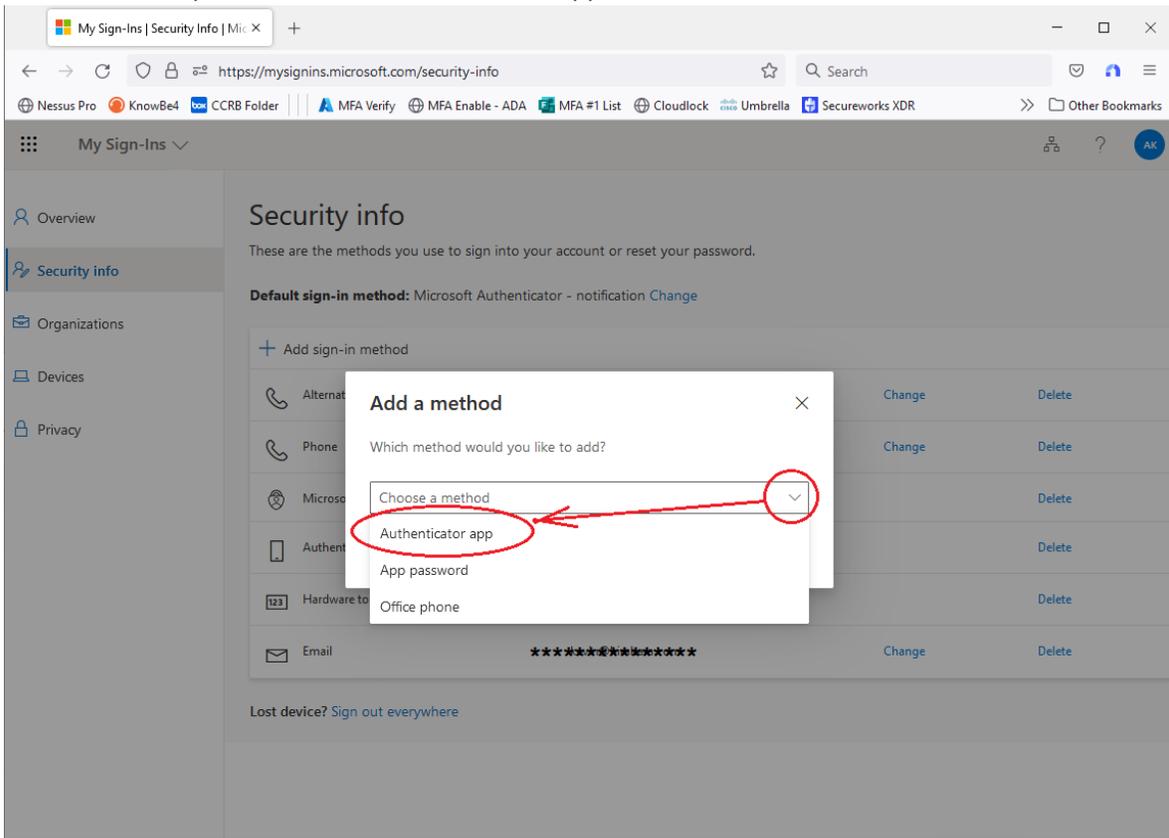
4. You are going to install a "different authenticator app" (click on this – don't click "Next")
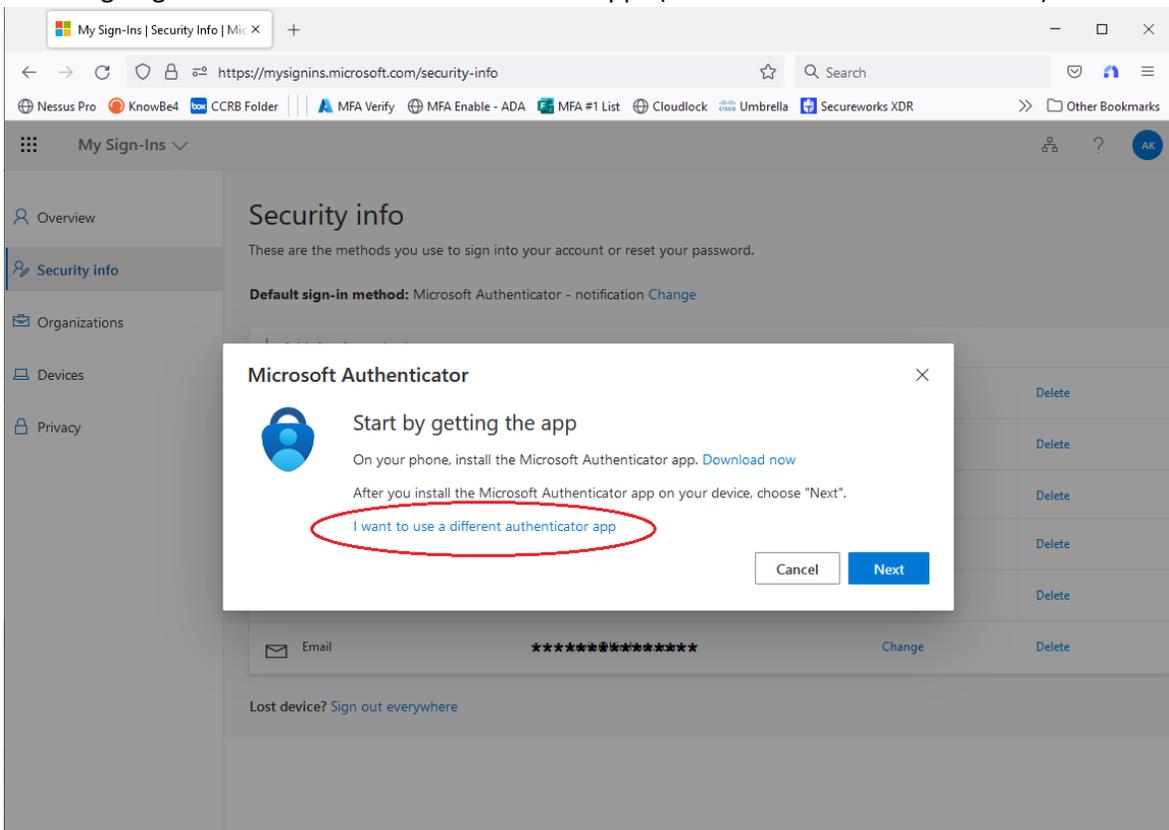
5. You are going to click "Next" on this screen
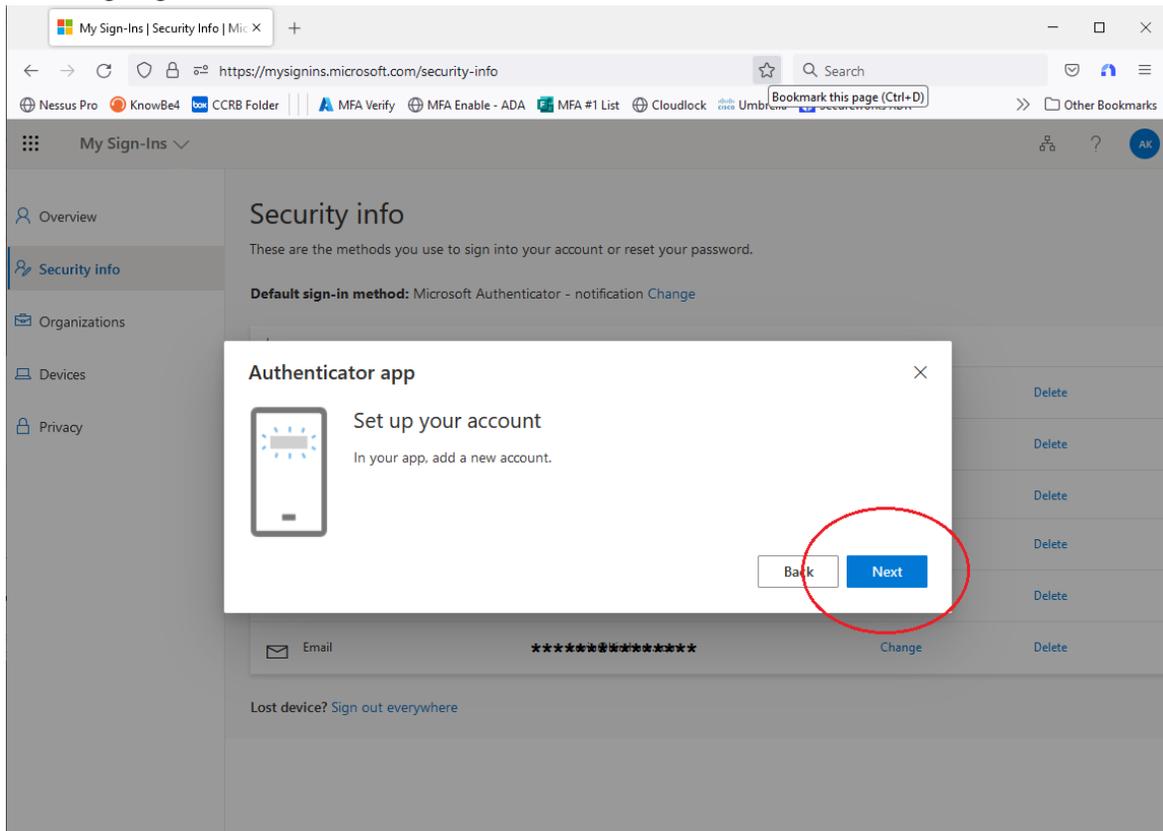
6. At this screen, you will need the "Secret Key" to enter into your Twilio Authy App
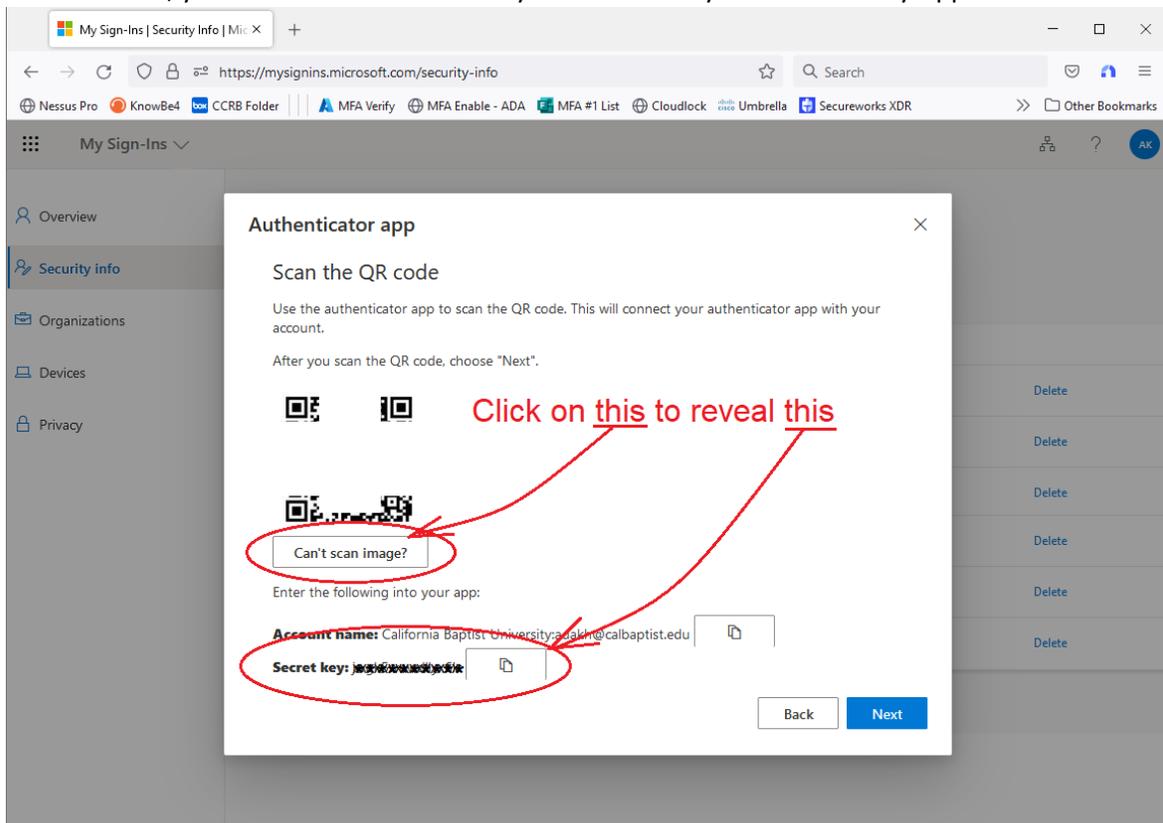
7. Open your Twilio Authy App that you installed in Step 1 and click the "+":

Click on "+" to Add a new Account
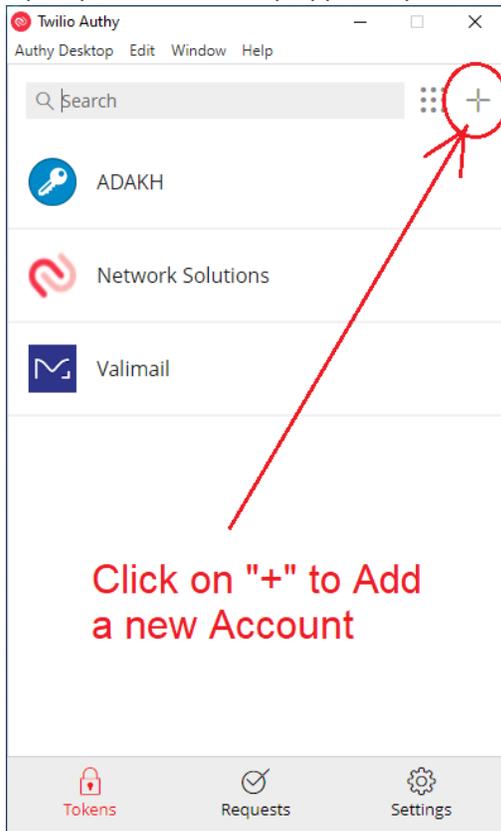
8. Enter the Secret Key from the website and click "Add Account":

Enter the Secret Key here and click "Add Account"
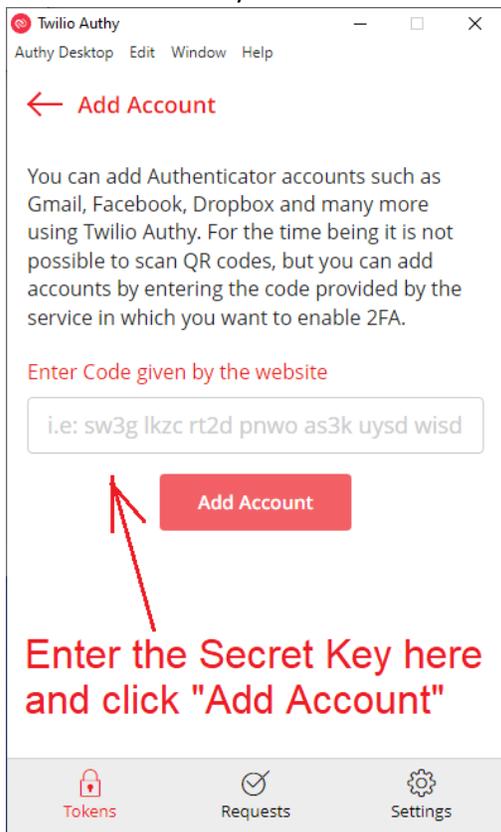
9. Add a name (any name) and pick an Icon (any icon) and click "Save."
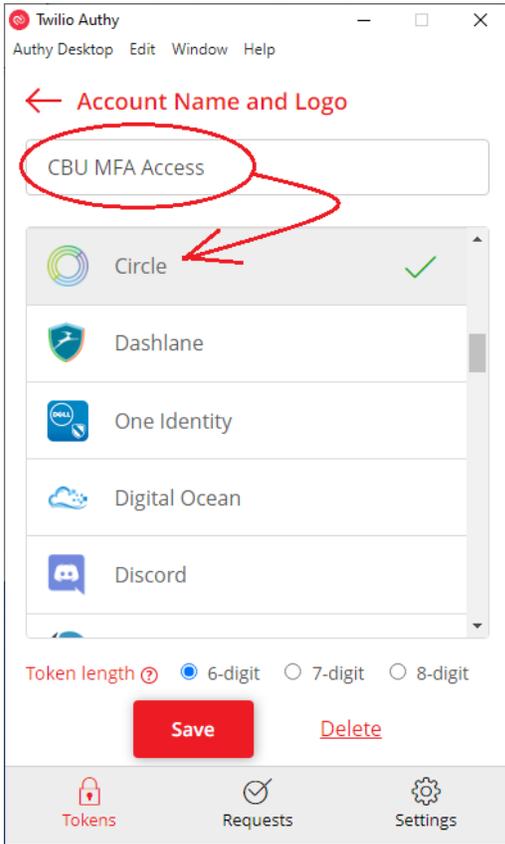
10. On the browser, you will enter the 6-digit code from Twilio Authy
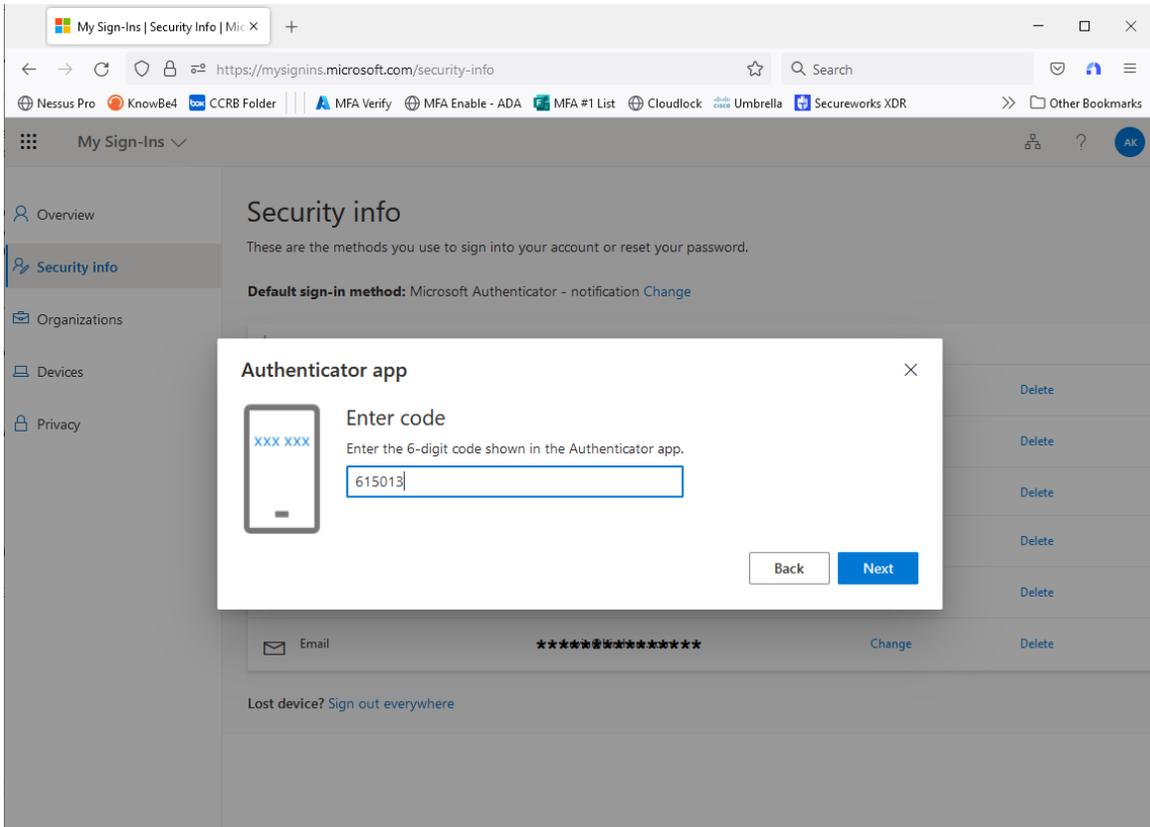
11. And you should see the success message in Green:
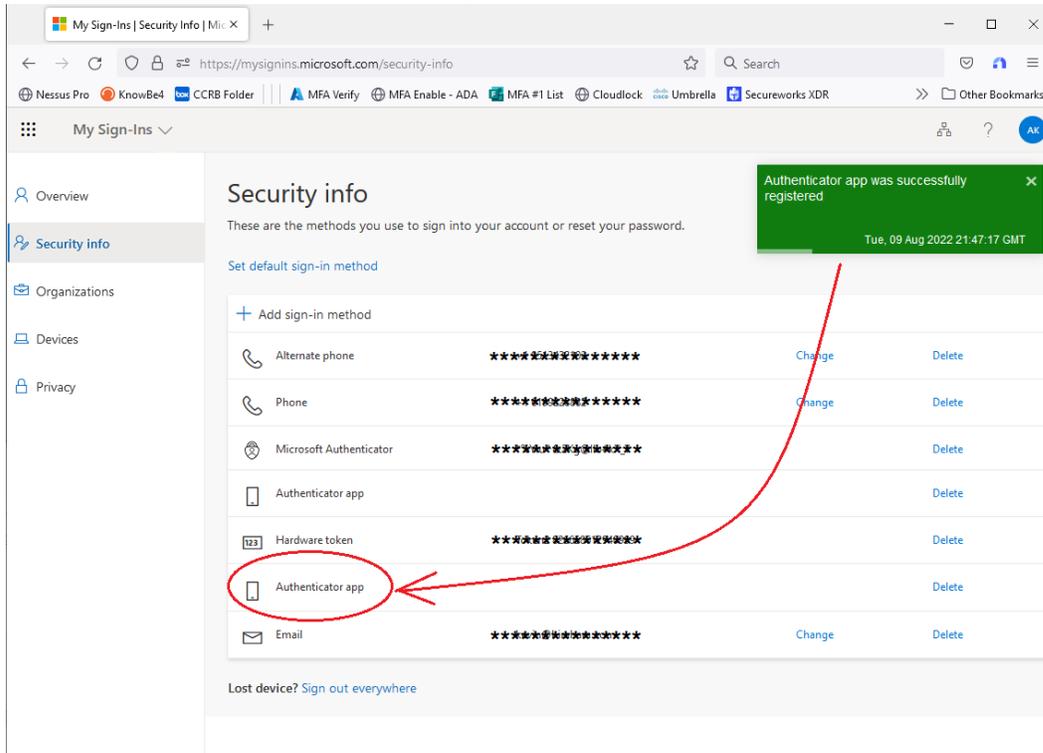
12. Now you have the Twilio Authy App configured on your laptop, desktop, or tablet.

Since it is not the best security practice to install the MFA method on a device you're using that requires MFA, we urge that you do not leave the Twilio Authy App running – only open it when you need to log in.

Then, when asked for a 6-digit code at log in, you can use the digits generated on the Twilio Authy App.