

# SAMIS Login Changes

## **Multifactor Authentication**

What you need to know.



**KIDS HOPE ALLIANCE**  
The Jacksonville Partnership  
for Children, Youth & Families

# What is Multifactor Authentication (MFA)?

1

MFA adds an extra layer of security by requiring **two factors** to verify your identity.

2

**Something you know** - Your username and password

3

**Something you have** - Your mobile phone (for a one-time text message (SMS) code)

# Why is MFA Important?

Cybercriminals target accounts with weak or stolen passwords. MFA helps protect your data by:

**Preventing unauthorized access** – Even if someone knows your password, they can't access your account without your text message code.

**Keeping your information secure** – Safeguarding sensitive data and protecting against password theft phishing attacks. MFA makes it harder for an attacker to access sensitive data.



**Did you know?** 99% of account hacks could be prevented by using multifactor authentication! (Source: Microsoft)

# What You Need to Do



**During the month of February, all users of SAMIS will be required to:**

**Register a mobile phone number** within SAMIS.

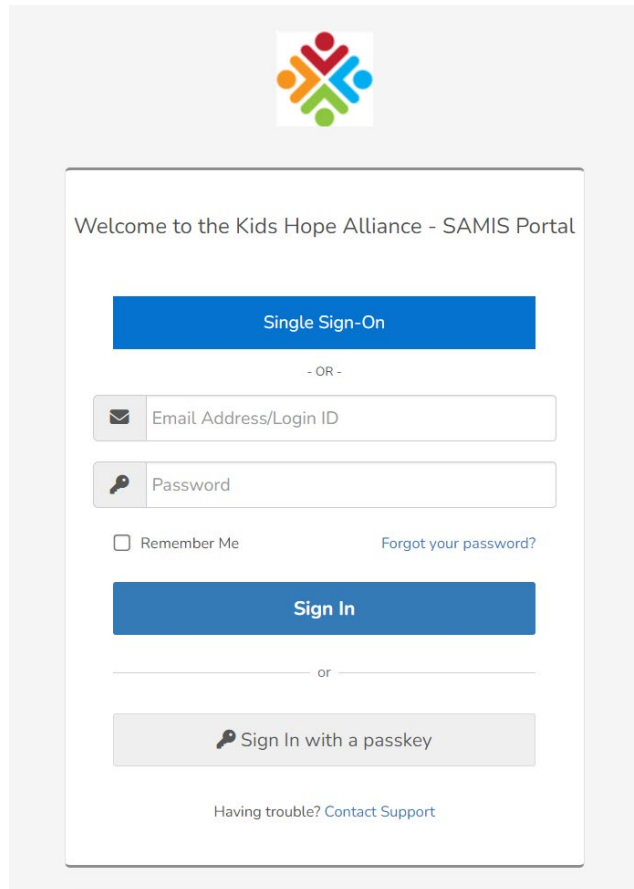


**After March 1<sup>st</sup>, all users of SAMIS will:**

**Use a mobile phone** to receive a text message with a one-time code when logging in.

# How do I register for MFA?

1. Log into SAMIS with your username and password.

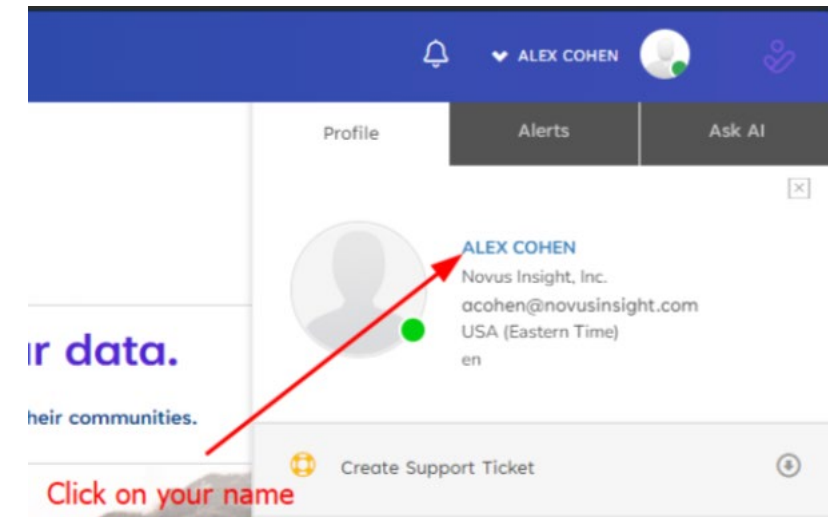


The screenshot shows the SAMIS login portal. At the top is the Kids Hope Alliance logo. Below it, the text "Welcome to the Kids Hope Alliance - SAMIS Portal" is displayed. The login form includes a "Single Sign-On" button, a "- OR -" separator, and two input fields for "Email Address/Login ID" and "Password". There are checkboxes for "Remember Me" and a link for "Forgot your password?". A "Sign In" button is located below the input fields. At the bottom, there is a "Sign In with a passkey" button and a link for "Having trouble? Contact Support".

2. In the upper right corner, find your name, and click the drop-down menu.

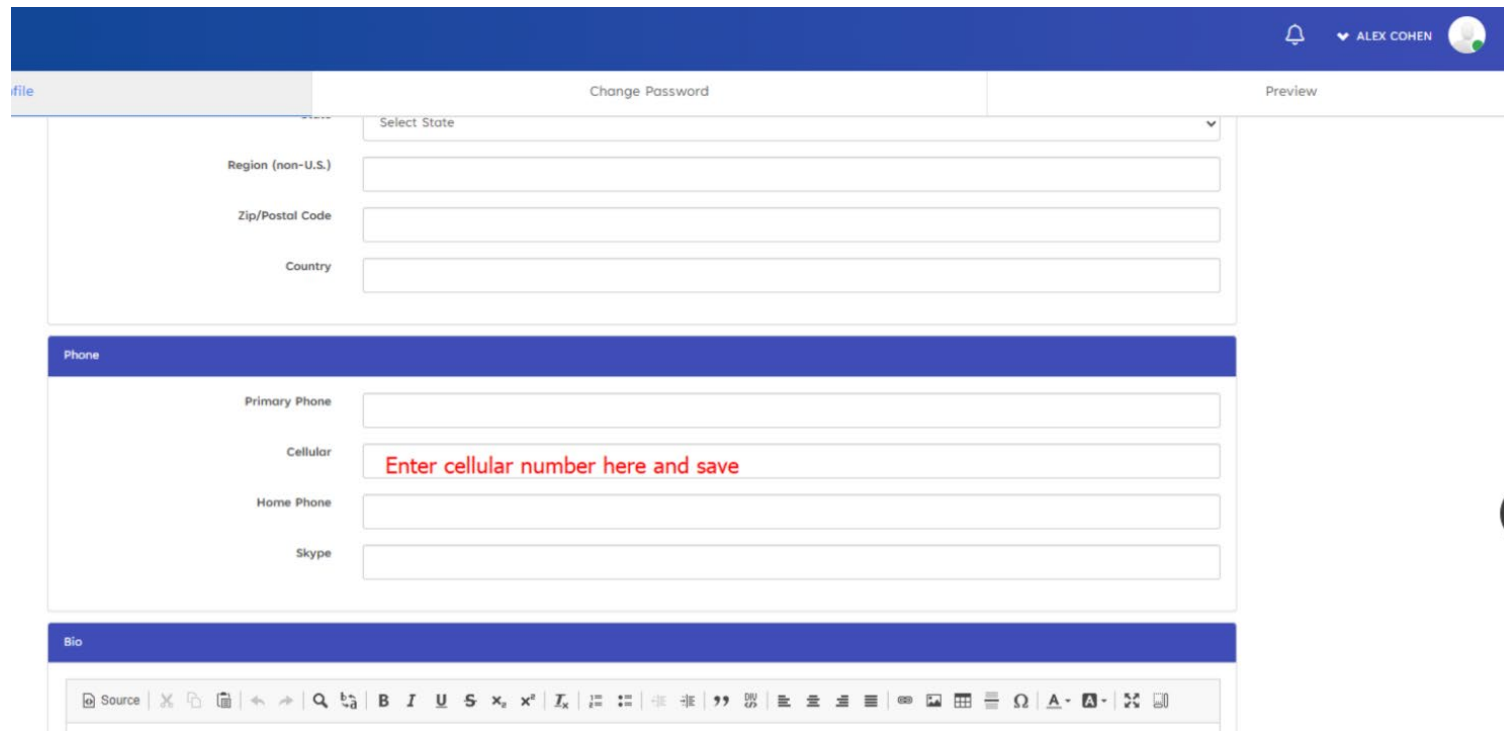


3. Under the "Profile" tab, click your name.



# How do I register for MFA?

4. Scroll down to the “Phone” section and enter your cellular/mobile phone number. **Save the changes.**



The screenshot shows a user profile page with a blue header bar containing a notification bell, a dropdown arrow, the name 'ALEX COHEN', and a profile picture. Below the header, there are three tabs: 'Profile', 'Change Password', and 'Preview'. The 'Profile' tab is active, showing a form with fields for 'Select State', 'Region (non-U.S.)', 'Zip/Postal Code', and 'Country'. Below these fields is a blue section header 'Phone'. Under the 'Phone' header, there are four input fields: 'Primary Phone', 'Cellular', 'Home Phone', and 'Skype'. The 'Cellular' field contains the red text 'Enter cellular number here and save'. Below the 'Phone' section is a blue section header 'Bio'. At the bottom of the page, there is a rich text editor toolbar with various icons for text formatting and editing.

**This completes the registration process.  
You won't notice any changes until MFA is enforced by KHA in March.**

# What Happens in March?

- In March, KHA will enforce MFA on all SAMIS logins. The next slides detail what you will experience when MFA is enforced.



# How does my login change?

MULTI-FACTOR AUTHENTICATION

To complete the authentication and gain access to the portal, select how you would like to receive a one-time code. Once you receive the code, enter it in the **Validation Code** field and select how long you would like the site to **Remember This Device**, and then select **Confirm Device**.

For public or shared devices we recommend you select the option to *Remember This Device* for "This Session Only".

Send Via \*

Email: gbugbee@novusinsight.com

Send Code

Confirm Device

After you enter your username and password, you will be prompted for multifactor authentication.

Please note, although email is an option, email is not a secure method of MFA- if your email is compromised, an attacker could gain access to your MFA codes.

Select the "Send Via" drop down.

# How does my login change?

**MULTI-FACTOR AUTHENTICATION**

To complete the authentication and gain access to the portal, select how you would like to receive a one-time code. Once you receive the code, enter it in the...

✓ Email: gbugbee@novusin-sight.com

Text (SMS): Cellular: 860519 [redacted]

Phone Call: Cellular: 860519 [redacted]

Send Via \*

Email: gbugbee@novusinsight.com

Send Code Confirm Device

Choose the option for Text (SMS)

You will receive a code that you will then enter.

You can choose to confirm your device for a duration of time so that you are not prompted each time for MFA.

# FAQs

**Q: Why do I have to use my phone?**

A: Your phone is a secure, personal device that ensures only you can access your account. It's an effective way to stop unauthorized logins.

**Q: What if I don't have my phone with me?**

A: You can use the "email option" as a backup method, but please do not use it as a primary form of MFA

**Q: Will I have to do this every time I log in?**

A: You'll need the SMS code when signing in from new devices or after certain security events.

**Q: What if I lose my phone or change my number?**

A: Contact the SAMIS help desk immediately to update your information and regain access to your account securely.

# FAQs

**Q: Is my mobile number safe?**

A: Yes, your mobile number is used solely for verification purposes and is stored securely in compliance with privacy policies. KHA will not use your mobile number for any other purposes, other than verification.

**Q: Can I use an app instead of SMS for MFA?**

A: For now, SMS is the required method. We will notify users if additional options become available in the future.

# Questions and Support

Contact the SAMIS help desk- [support@khatechsupport.zendesk.com](mailto:support@khatechsupport.zendesk.com)

Thank you for helping to keep SAMIS secure!