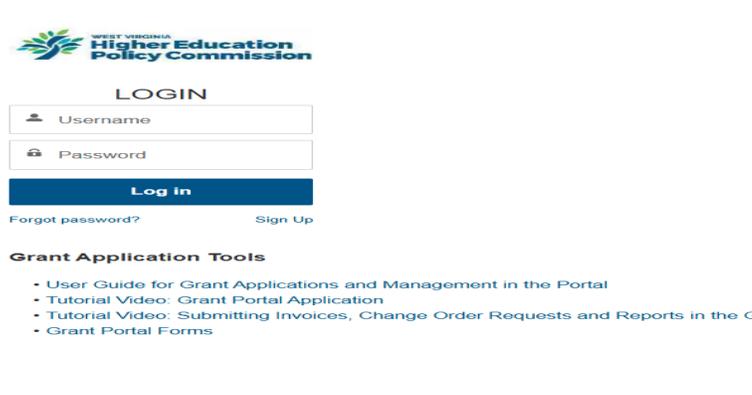


Salesforce with Multi-Factor Authentication (MFA)

Login and Setup MFA at wvhepc.my.salesforce.com

1. **Go to Salesforce login page:** (Exhibit A)
 - Open your web browser and navigate to the Salesforce login page. (Exhibit A)
2. **Enter Your Credentials**
 - Input your username and password as usual.

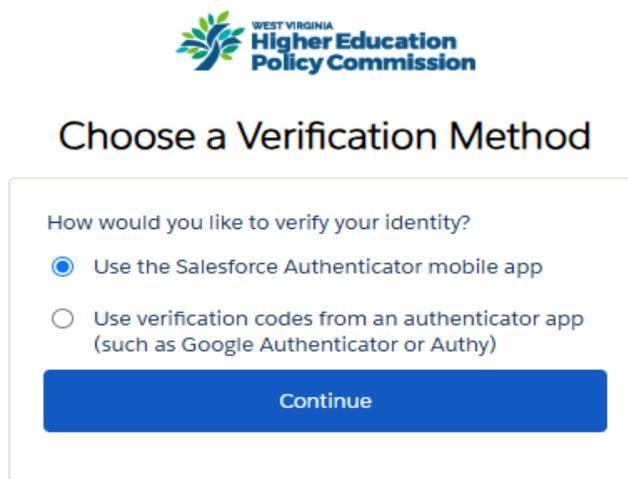


The screenshot shows the login page for the West Virginia Higher Education Policy Commission. At the top left is the logo with the text "WEST VIRGINIA Higher Education Policy Commission". Below the logo is the heading "LOGIN". There are two input fields: "Username" and "Password". Below these fields is a blue "Log in" button. Underneath the button are links for "Forgot password?" and "Sign Up". At the bottom, there is a section titled "Grant Application Tools" with a list of links: "User Guide for Grant Applications and Management in the Portal", "Tutorial Video: Grant Portal Application", "Tutorial Video: Submitting Invoices, Change Order Requests and Reports in the Portal", and "Grant Portal Forms".

Exhibit A

Complete MFA Process:

1. **MFA Prompt:**
 - After entering your credentials, you will be prompted to complete the MFA process
2. **Choose MFA method:**
 - Use the Salesforce Authenticator mobile app. (Exhibit B)



The screenshot shows a dialog box titled "Choose a Verification Method". At the top left is the logo with the text "WEST VIRGINIA Higher Education Policy Commission". Below the logo is the heading "Choose a Verification Method". The main text asks "How would you like to verify your identity?". There are two radio button options: "Use the Salesforce Authenticator mobile app" (which is selected) and "Use verification codes from an authenticator app (such as Google Authenticator or Authy)". At the bottom is a blue "Continue" button.

Exhibit B

Download and Install Salesforce Authenticator App:

1. Watch this Instructional Video:

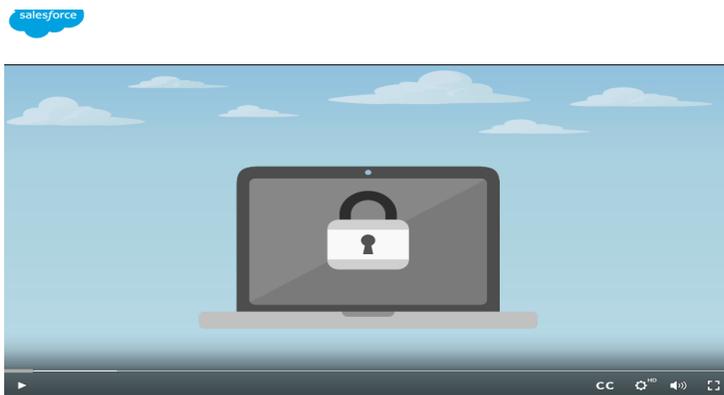
- Watch the video that provides instructions on how to download and set up the Salesforce Authenticator App. (Exhibit C)

2. Download the App:

- Download the Salesforce Authenticator App from your device's app store.

3. Set Up the App:

- After downloading, enter the Two-Word Phrase shown on your screen, then click connect. (Exhibit D)



How to Use Salesforce Authenticator for MFA Logins (For Lightning Experience and Salesforce Classic)

Salesforce Authenticator is a free mobile app that makes logging in with multi-factor authentication (MFA) easy. The app sends a notification to verify that it's actually you logging in to your Salesforce account. You can also enable Einstein Automation to automatically verify whenever you're in a location you trust. Starting at 0:58, see how to register Salesforce Authenticator and use it as your verification method for MFA logins. (This video demonstrates using Salesforce Authenticator in Lightning Experience, but the setup and login steps are essentially the same for all Salesforce products.)

Exhibit C



Connect Salesforce Authenticator

Connect Salesforce Authenticator to your account so you can use the app to verify your identity. To see how, [watch this video](#).

1. Install Salesforce Authenticator on your mobile device from the [App Store](#) or [Google Play](#).
2. Open Salesforce Authenticator and add your account.
3. The app shows a two-word phrase. Enter the phrase here.

Two-Word Phrase

Cancel

Connect

[Choose Another Verification Method](#)

Exhibit D

Finalize the MFA Setup:

1. Connect to the Authenticator App.

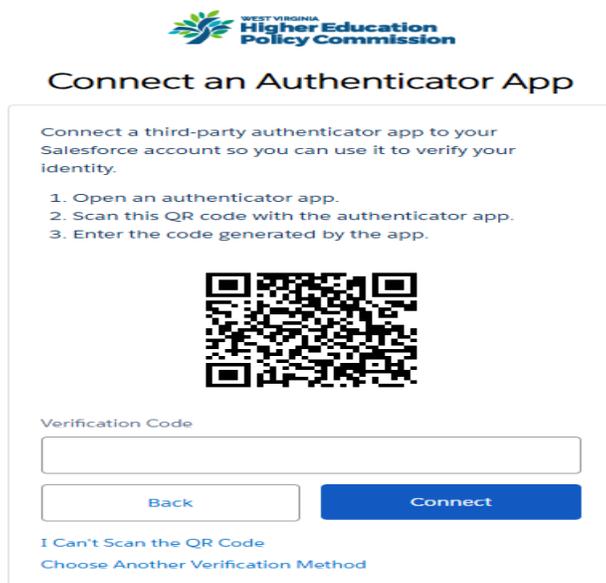
- Follow the prompts in the app to connect it to your Salesforce account. (Exhibit E)

2. Scan the QR code:

- Use the app to scan the QR code displayed on your screen.

3. Enter the Verification Code:

- Enter the code generated by the Authenticator App to complete the setup.





Connect an Authenticator App

Connect a third-party authenticator app to your Salesforce account so you can use it to verify your identity.

1. Open an authenticator app.
2. Scan this QR code with the authenticator app.
3. Enter the code generated by the app.



Verification Code

[I Can't Scan the QR Code](#)
[Choose Another Verification Method](#)

Exhibit E

Once you've completed these steps, your Salesforce account will be secured with Multi-Factor Authentication. If you encounter any issues during the setup process, please feel free to contact me at deloris.vance@wvhepc.edu or 304.558.0530.

