# Red Wing Cloud Services – Multi-Factor Authentication (MFA)

| Document #: | 3459 | Product: | CenterPoint® |
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The Red Wing Cloud Services uses Multi-Factor Authentication (MFA). Multi-factor authentication requires users to validate the login credentials through a challenge/response that sends a 6-digit code via email, which is then entered to verify the account. MFA adds additional security to the Red Wing Cloud Services environment. Users are required to authenticate their account at the start of each month.


Authenticate the Red Wing Cloud Services Account

Set a User Email Address on the Account

Multi-Factor Authentication Frequently Asked Questions

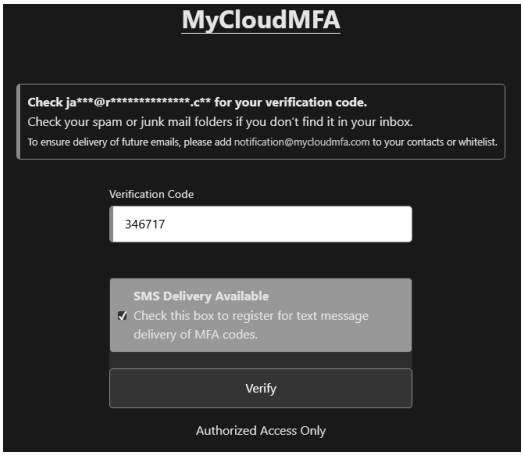

## Authenticate the Red Wing Cloud Services Account

Your Red Wing Cloud Services account requires a User Email Address, see the Set a User Email Address on the Account section for more information.

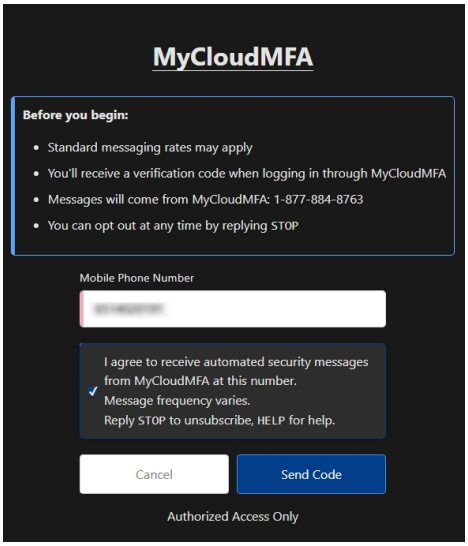
1. From your web browser, enter https://mycloudmfa.com/ and sign in with your cloud credentials.



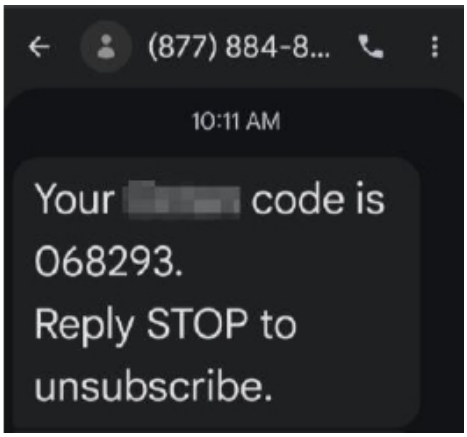

- If you want to receive an email to receive your verification code, it will be sent to the email address on record containing a six digit verification code.
  - Check your registered email for your verification code. If you cannot locate or do not receive the email:
    - Check your spam or junk email folders.
    - To ensure delivery of future emails, add notification@mycloudmfa.com to your contacts or whitelist.
    - Your account is already authenticated. See the How do I know if my account is authenticated? question below.
  - Enter the six digit **Verification Code** and if you want to receive your verification code via SMS text, select the **SMS Delivery Available** check box, and then click **Verify**.



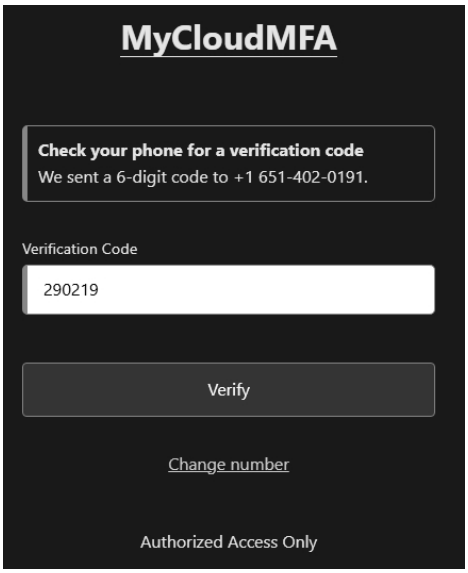

» The screen displays regulatory information including the number the text will be sent from (this will be the only phone number that texts will be sent from). Enter your **Mobile Phone Number** and select the "**I agree...**" check box, then click **Send Code**.




» You will receive a text with your verification code.



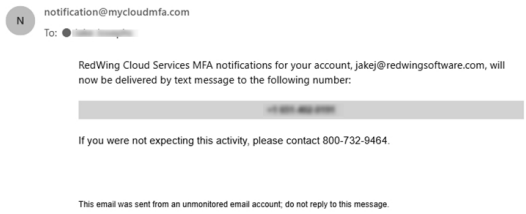

» Enter the six digit **Verification Code** displayed in the above text and click **Verify**.




Note: The Change Number link allows you to change the phone number you are set up to receive SMS texts on . This link is only available during initial setup. If you need to change your SMS text phone number after initial setup, contact Red Wing Software Technical Support at 800-732-9464.

» You will also receive a verification text and email.




2. Log into the Red Wing Cloud Services using your preferred method:

   Option 1: Connecting to the Red Wing Cloud Services via an Internet Browser

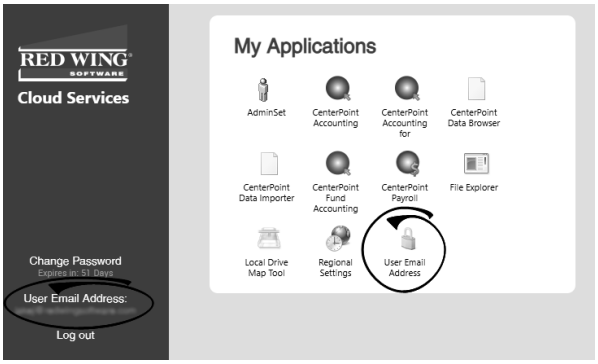
   Option 2: Connecting to the Red Wing Cloud Services via a RDP file

   Option 3: Connecting to the Red Wing Cloud Services via the Start Menu or Desktop Icon

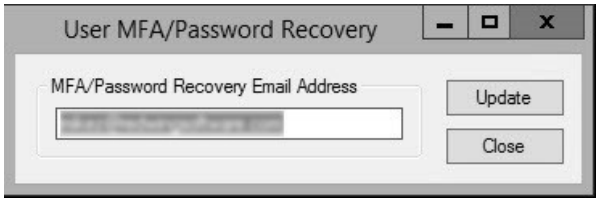
## Set a User Email Address on the Account

Your Red Wing Cloud Services account requires a User Email Address. The User Email Address is currently filled, but can be changed to a valid email at any time. The User Email Address is used for two purposes: Multi-Factor Authentication (MFA) account verification and password retrieval through the "Forgot Password?" option.

1. The Red Wing Cloud Services uses Multi-Factor Authentication. Users are required to authenticate their account at the start of each month. If you have not authenticated the account, see the Authenticate the Red Wing Cloud Services Account section and then continue with step 2.
2. From your web browser, enter https://centerpoint.redwingcloud.com.
3. Enter the **User name** and **Password** given to you by Red Wing Software.
4. Click **Log In**. Your current configured email address is displayed on the left side of the screen.




5. Under My Applications, click **User Email Address**. If you are not using the Microsoft Edge in Internet Explorer compatibility mode browser, you will be prompted to login with the User Name and Password provided to you from Red Wing Software.




6. Enter your **MFA/Password Recovery Email Address**.
7. Click **Update**.
8. At the *MFA/Password reset email address updated* message, click **OK**.
9. Click **Close**.

## Multi-Factor Authentication Frequently Asked Questions

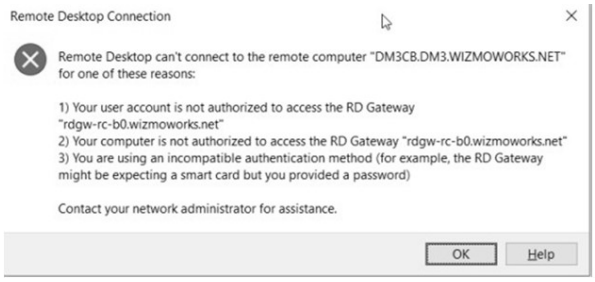
**Q: How do I know if my account is authenticated?**

**A:** If you can log into your products without error, you are authenticated. Or, if you go to https://mycloudmfa.com/, and enter your user credentials, you will redirected to https://centerpoint.redwingcloud.com instead of a screen to enter an authentication code.

**Q: What is multi-factor authentication (MFA)?**

**A:** Multi-factor authentication requires users to validate the login credentials through a challenge/response that sends a 6-digit code via email, which is then entered to verify the account. MFA adds additional security to the Red Wing Cloud Services environment.

**Q: Why am I receiving the screen below when I log into the Red Wing Cloud Services?**




**A:** This message displays if your Red Wing Cloud Services account has not been authenticated. See the Authenticate the Red Wing Cloud Services Account section above.

**Q: How often do I have to authenticate my Red Wing Cloud Services account?**

**A:** Users are required to authenticate their Red Wing Cloud Services account initially and the first time they log in each month. User passwords expire every 180 days. If you connect via an Internet Browser, three days before the account authentication expiration, the following message will display to remind you to authenticate your account. See the Authenticate the Red Wing Cloud Services Account section above.

