PHONE-BASED AUTHENTICATION: SETUP & CONNECTION INSTRUCTIONS

WHAT IS PHONE-BASED AUTHENTICATION?
Phone-based authentication provides an extra layer of security when accessing certain internet-facing Partners applications, such as Outlook Web App (OWA) and PeopleSoft. This feature works by sending a unique confirmation code by text message when you log in. An alternative method is available by phone call.

REGISTER YOUR PHONE NUMBER
A one-time registration is required for each phone number you register (up to three numbers).

Tip! We recommend that you register your phone while connected to the Partners network. If you register from a remote location (not on the Partners network), you will be prompted to answer a series of questions to prove your identity. These questions are similar to what you may have experienced with online banking setup.

2. Enter your Partners user name, and then click Log In.
3. Verify your Security Image and Phrase. Enter your Partners password, and then click Log In.
4. Under My Profile Information, click Update my Phone Numbers.
5. Add your phone number(s):

   Add Text-enabled Mobile Phone
   Phone must be able to receive text messages.
   a. Under Phone Label, select Mobile.
   b. Enter your Phone Number.
   c. Select Text-enabled.
   d. Click Add.

   Alternate Method
   Choose if your phone cannot receive text messages.
   a. Under Phone Label, select Mobile or Home.
   b. Enter your Phone Number.
   c. Click Add.

CONNECT BY TEXT MESSAGE
Log in to a Partners application that requires phone-based authentication.

1. Go to the application’s log in page.
2. Log in with your Partners user name and password.
3. You may be prompted to select a connection method. Choose Text Message, and then click Continue.
4. Select the phone where you wish to receive the confirmation code, and then click Continue.
5. You will receive a text message containing a 6-digit confirmation code from sender 328-58.
6. Enter the confirmation code, and then click Continue. You will now be connected to the application.
ALTERNATE METHOD: CONNECT BY PHONE CALL
Follow the instructions below if you are unable to receive text messages.

1. Go to the application’s log in page.
2. Log in with your Partners user name and password.
3. You may be prompted to select a connection method. Choose Phone Call, and then click Continue.
4. Select the phone where you can be reached to enter the confirmation code, and then click Continue.
5. A 6-digit confirmation code will display.
6. You will receive a phone call on your registered phone in less than one minute.
7. Enter the confirmation code into your phone (do not press #).
8. You will now be connected to the application.

FREQUENTLY ASKED QUESTIONS

What if I do not receive a text message?
Wait 60 seconds. If you do not receive a text message, log in again to request a new confirmation code. You may need to go to https://myprofile.partners.org to confirm or update your phone number.

Will I be charged for the text message I receive?
Text message rates may apply. Check your plan for details.

Can I receive texts and phone calls outside of the U.S.?
Yes, if your plan allows for normal service while traveling internationally, the text will be delivered to your phone. International phone numbers cannot be registered to receive a text or call.