



SUDS Tip Sheet: Multi-Factor Authentication (MFA) Setup for the SUDS Portal

Before you begin

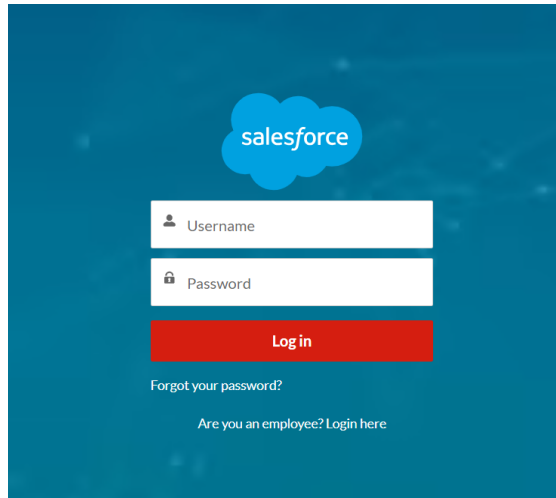
Please ensure you have downloaded the Salesforce Authenticator App from the [Apple App Store](https://apps.apple.com/us/app/salesforce-authenticator/id989760917) for iPhone or [Google Play](https://play.google.com/store/apps/details?id=com.salesforce.ssfidm) for Android. The app icon looks like this:



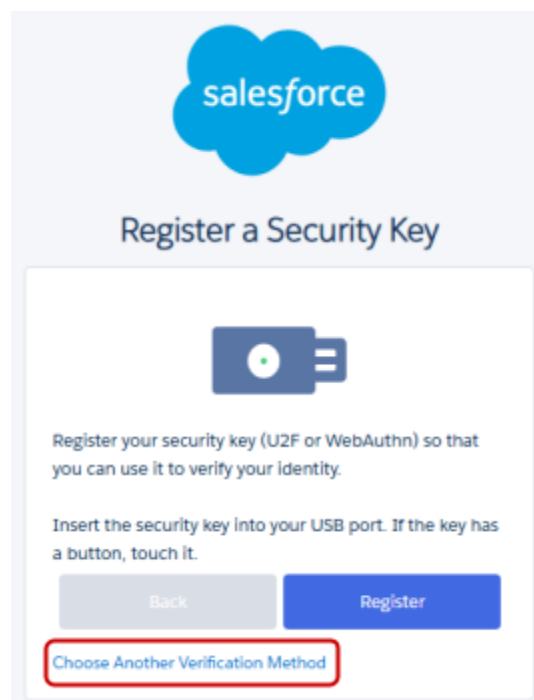
You must also enable Push Notifications and Location Access in order to use the mobile authenticator.

Starting on your computer

1. Go to the SUDS Portal login page at <https://socgov22.my.site.com/SUDSPortal>



2. Enter your SUDS Portal username and password
 - a. Example username: [example@email.com.portal](#)
 - b. If you do not include the ".portal" portion of your username, your login will fail.
3. Click Log In
4. A new window will appear, asking you to register a security key. Click the "Choose Another Verification Method" link at the bottom of the window.



5. Another window will appear, asking you to choose a verification method.



Choose a Verification Method

How would you like to verify your identity?

- ☐ Use a Universal Second Factor (U2F) or WebAuthn (FIDO2) key
- ☒ Use the Salesforce Authenticator mobile app
- ☐ Use verification codes from an authenticator app (such as Google Authenticator or Authy)

[Continue](#)

6. Click "Use the Salesforce Authenticator mobile app"
7. Click Continue
8. A new window will open asking for a two-word phrase.

Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

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.

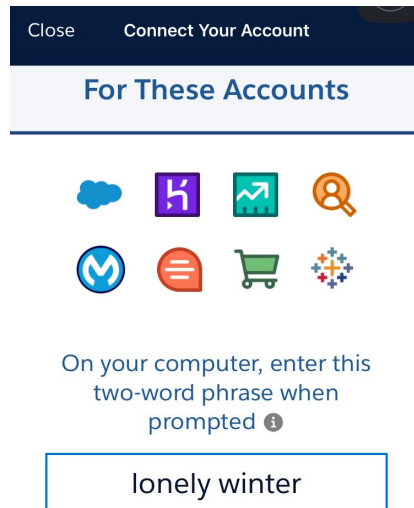
Two-Word Phrase

[Cancel](#) [Connect](#)

[Choose Another Verification Method](#)

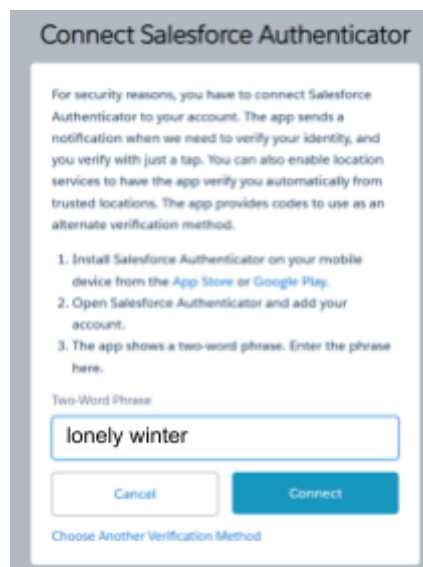
On your cell phone

9. Open the Salesforce Authenticator app
10. Tap “Add an Account”
11. A two-word phrase will appear on your screen



Return to your computer

12. Enter the two-word phrase shown on your phone into the two-word field on the SUDS Portal screen.



13. Click Connect

On your cell phone

14. The Salesforce Authenticator app should display a “Connect Account” prompt. Tap “Connect Account.”
15. You should now be logged into SUDS

Some reminders

1. If Salesforce sends you a verification email, follow the instructions in the email.
2. Have the Salesforce Authenticator app open every time you log in to SUDS.
3. Each time you log in to SUDS, the Salesforce Authenticator app will display an Approve or Deny button.
4. If you are trying to log in to SUDS, click Approve. If you are not trying to log in to SUDS, tap Deny and report this to the SUDS Help Desk; your account could be compromised.

Could you use some extra SUDS support? Please come to one of our open office hours, held twice a month. This is a space to drop in and ask any questions you may have about SUDS. Dates and times are also listed on our website at sudscolorado.org.

SUDS Office Hours: Fourth Tuesday of Each Month at 2:00 PM

Video call link: <https://meet.google.com/mag-pocb-evu>

Or dial: (US) +1 316-512-3890 PIN: 250 517 917#

SUDS Office Hours: First Thursday of Each Month at 9:00 AM

Video call link: <https://meet.google.com/zmz-qgxm-tdd>

Or dial: (US) +1 502-410-3888 PIN: 800 442 334#

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