New York City Emergency Housing Voucher Program

Login & Password / Multi Factor Authentication (MFA) Quick Reference Guide

Account Verification Welcome Email

support@salesforce.com <support@salesforce.com>   Thu, Sep 9, 8:13 PM (4 days ago)

to me

Welcome to Salesforce!

Click below to verify your account.

Verify Account

To easily log in later, save this URL:
https://nycservice--uatnp2.my.salesforce.com

Username:
gargi.sengupta+ehv@mtxb2b.com

Again, welcome to Salesforce!
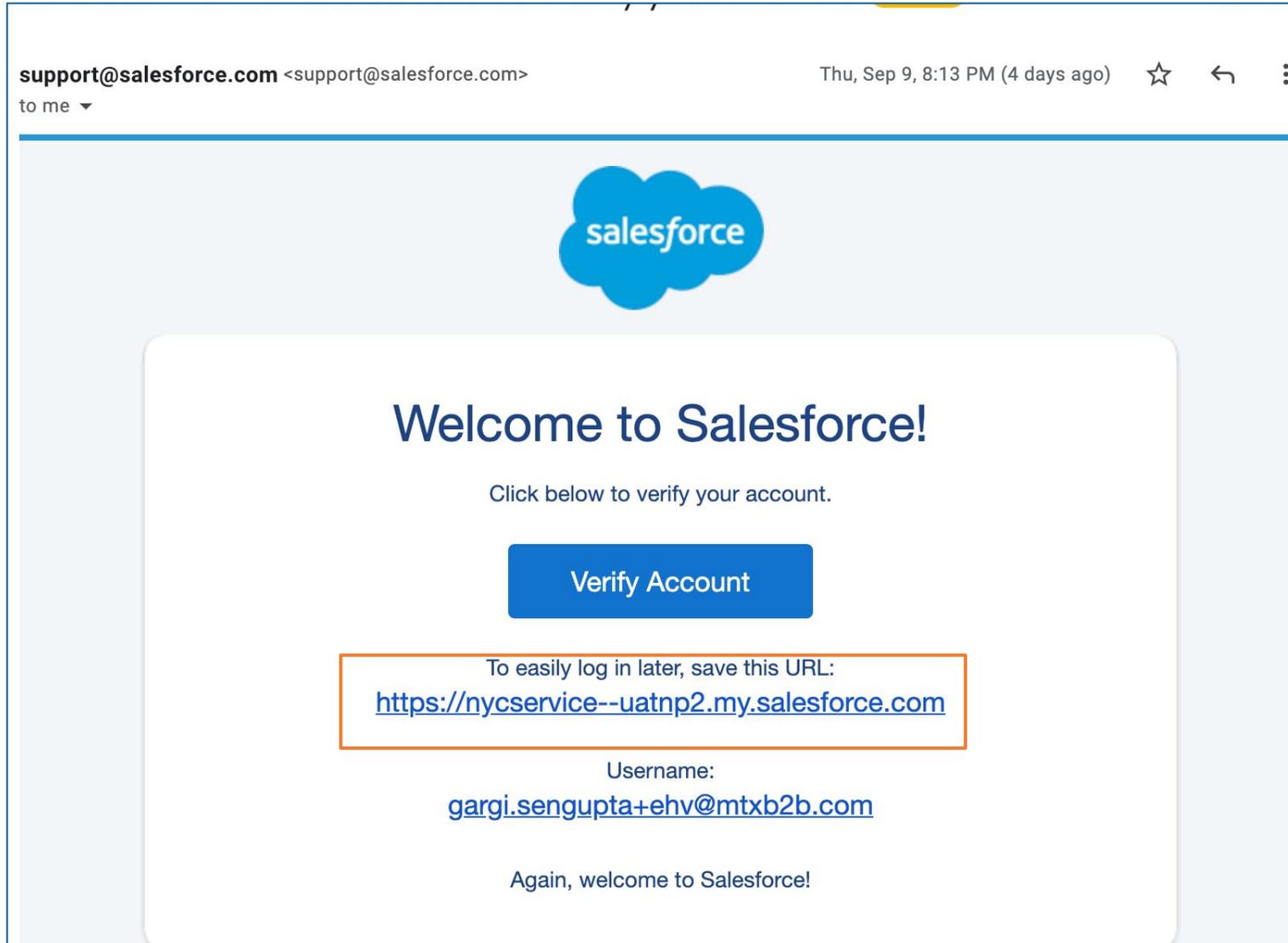
Instructions

- Once the user profile is created, recipient will receive an account verification email
- Click on the URL to go to the login page
- Note the username

Key Points

- It is advisable to use a Chrome browser
- EHV has been optimized for use on a PC format but should be accessible on mobile devices. However, the mobile experience is not optimized.

Application/Account Set Up (MFA) - One Time

Salesforce Authenticator Prompt

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. Download Salesforce Authenticator from the App Store or Google Play and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

[   ]

Back   Connect

Choose Another Verification Method

Instructions

Upon initial login, following your initial password reset, you will be redirected to the screen shown on this slide to configure Multi Factor Authentication (MFA) for access to Salesforce

Key Points

- You'll need to set up the Salesforce Authenticator App to proceed with account setup
- Download and install the Salesforce Authenticator mobile app from Google Play or the App Store to a supported Android or iOS device
- Follow the instructions on the screen (refer to subsequent pages)

Step 1: Salesforce Authenticator App Set Up (On Mobile Device)
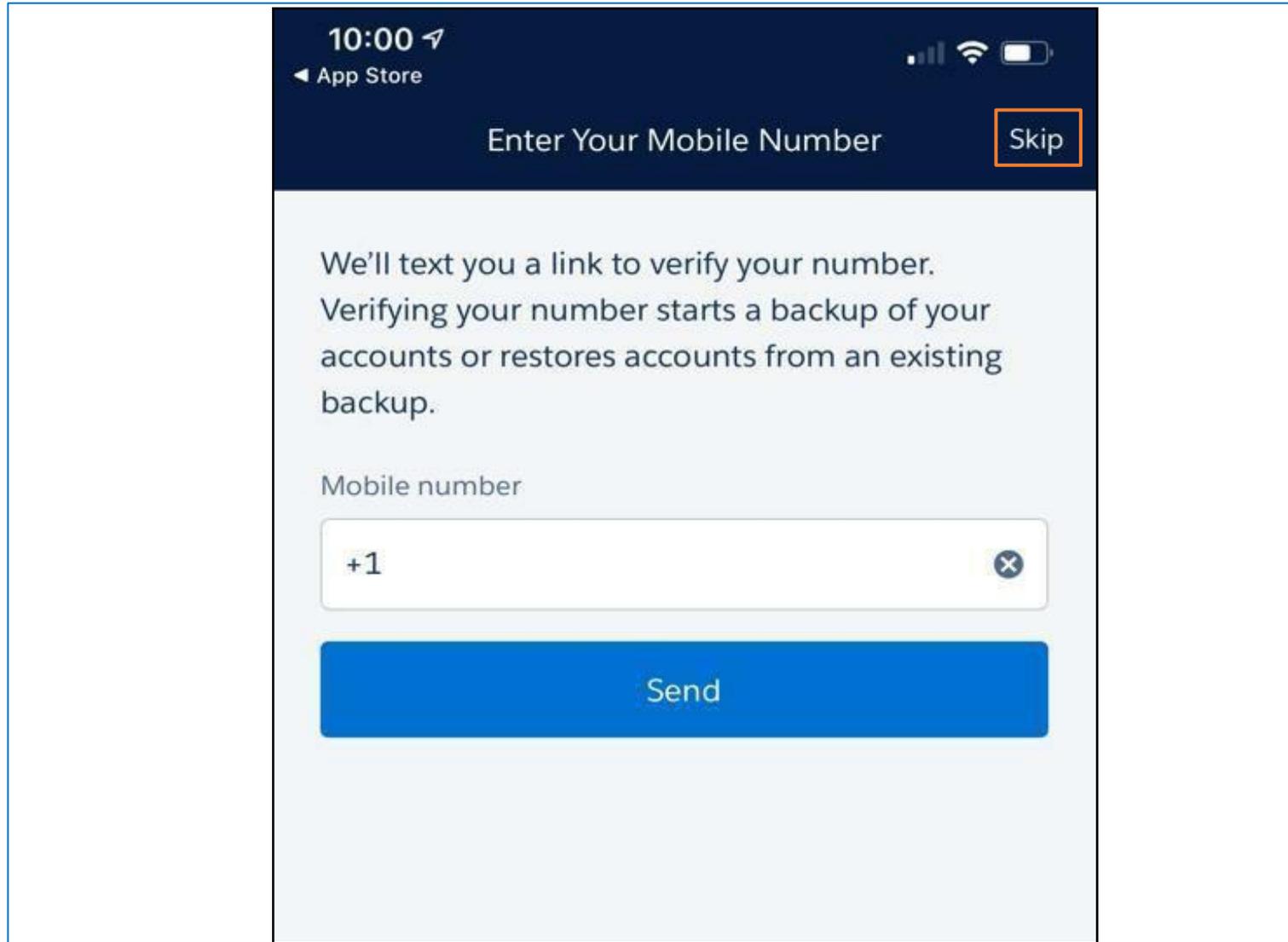
Instructions

Once the App is downloaded and installed on your mobile device, enter your mobile phone number when prompted. Click 'Send'. You will receive an SMS with a link to verify your mobile number. This phone number will be used to backup your account.

Key Points

This is an optional step. We recommend that you avoid this step, and tap 'Skip' in the upper right corner

Step 2: Salesforce Authenticator App Set Up (On Mobile Device)
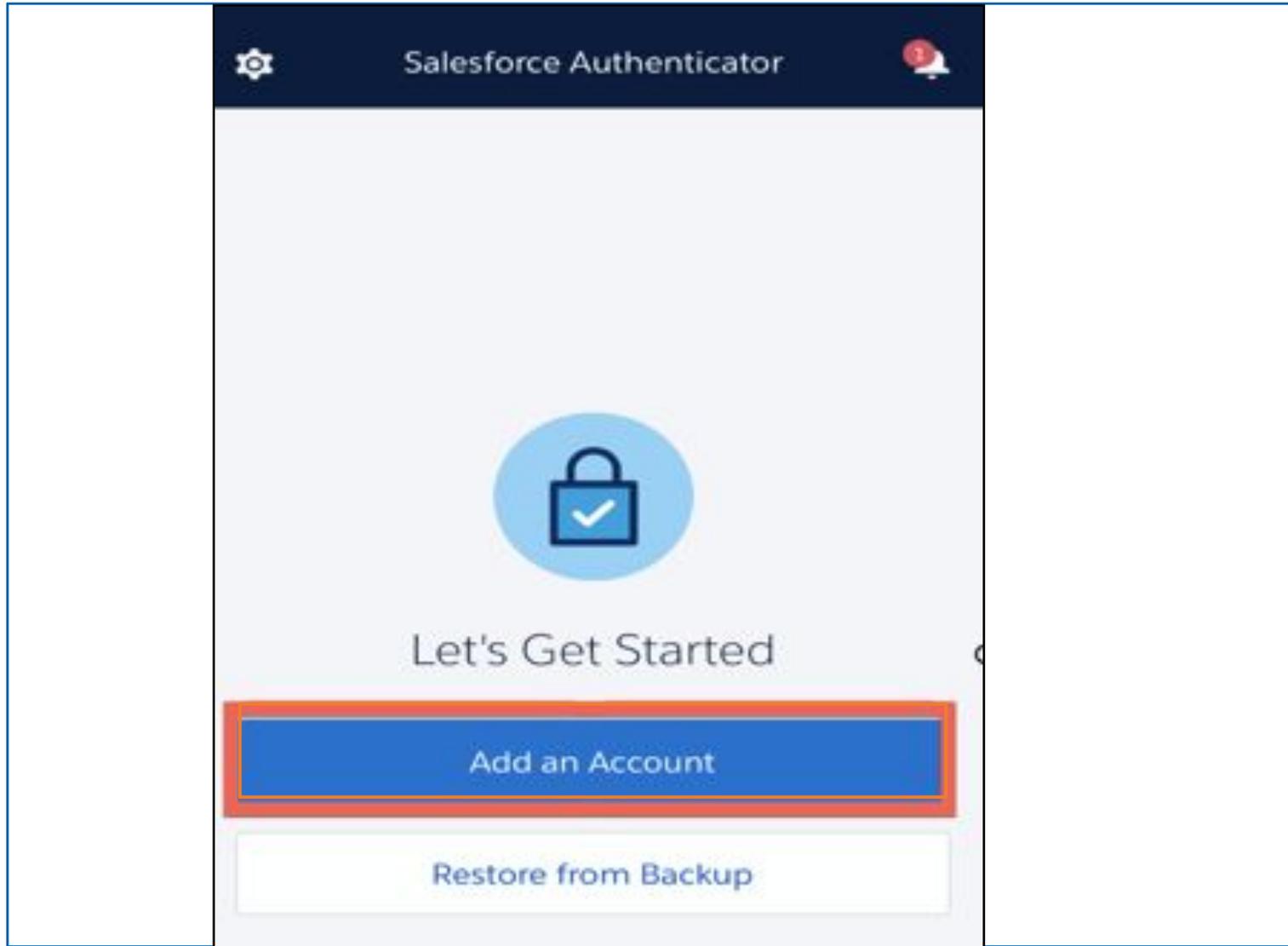
Instructions

Click 'Add an Account' in the Salesforce Authenticator application on your smartphone.

Key Points

No Key Points

Step 3: Salesforce Authenticator App Set Up (On Mobile Device)
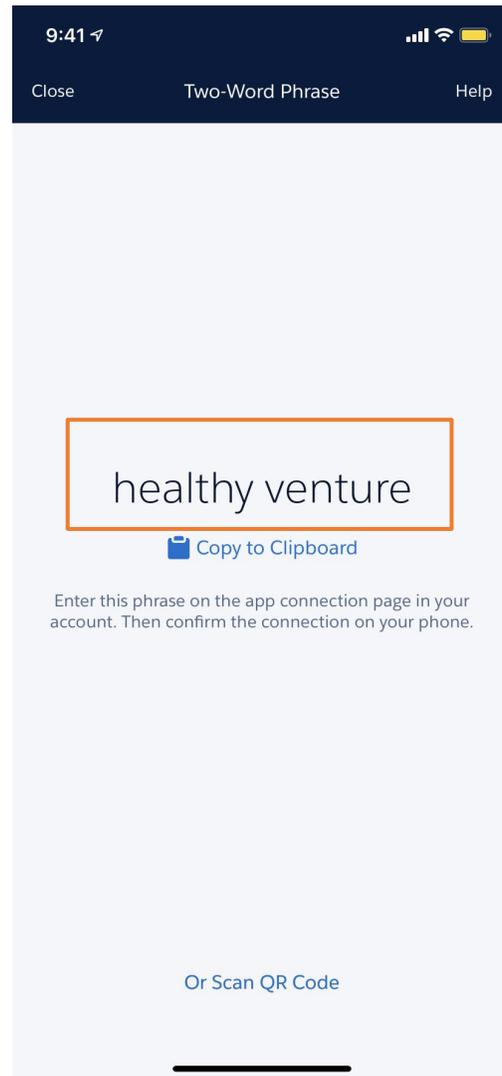
Instructions

You will be brought to a page where a unique key (two word phrase) is displayed. Type in this key in the desktop application. (Refer to next slide)

Key Points

- This key expires 5 minutes after being generated.

Step 4: Salesforce Login Screen PC

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. Download Salesforce Authenticator from the App Store or Google Play and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

healthy venture

Back   Connect

Choose Another Verification Method

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Instructions

- Enter the two word phrase on your desktop screen to setup your account
- Click 'Connect'

Key Points

No Key points

Step 5: Salesforce Login Screen PC

Check Your Mobile Device

Use Salesforce Authenticator to verify the connection to your gargi.sengupta@mtxb2b.com Salesforce account.

Connect Account

We tell you when someone's trying to access your account data. If it's you and everything's OK, you can verify the activity. But if something's not right, you can block it.

Username

Verify the details
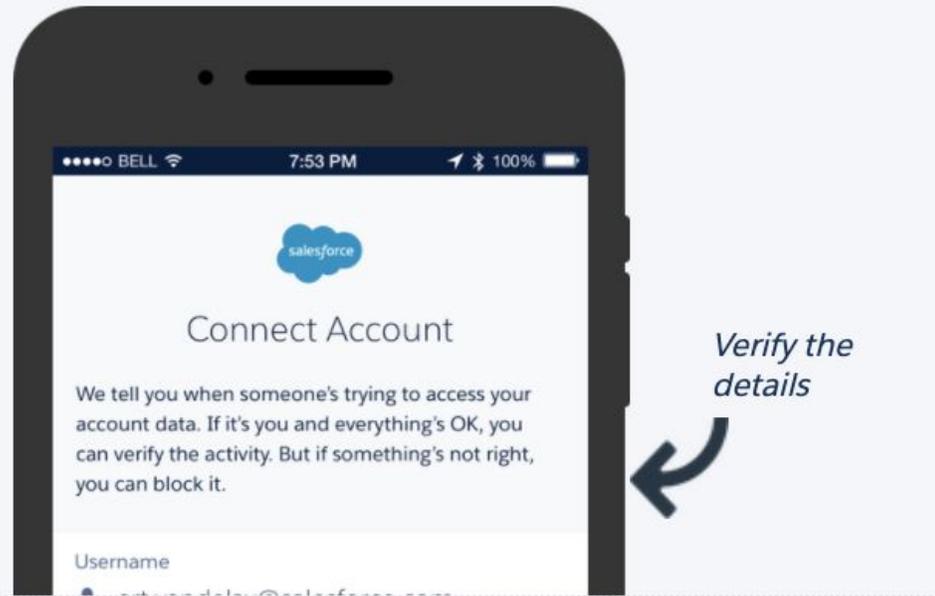
Instructions

You will see this message on your desktop

Key Points

No Key Points

Step 6: Salesforce Authenticator App Set Up (On Mobile Device)
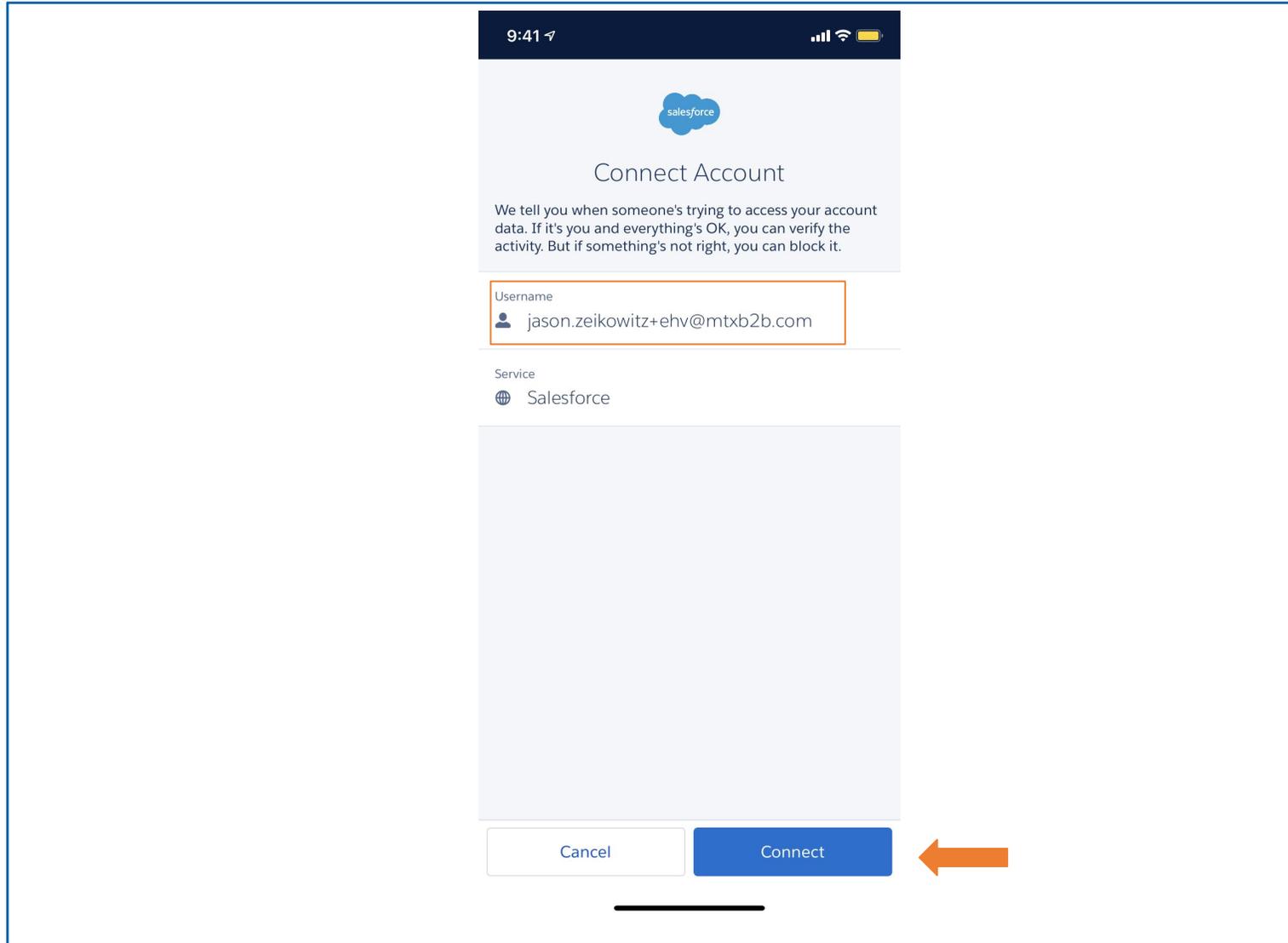
Instructions

On the Salesforce Authenticator application on your phone, click 'Connect' to verify the authorized login.

Key Points

You will see your account on your mobile screen

Account Added Message: Mobile Device
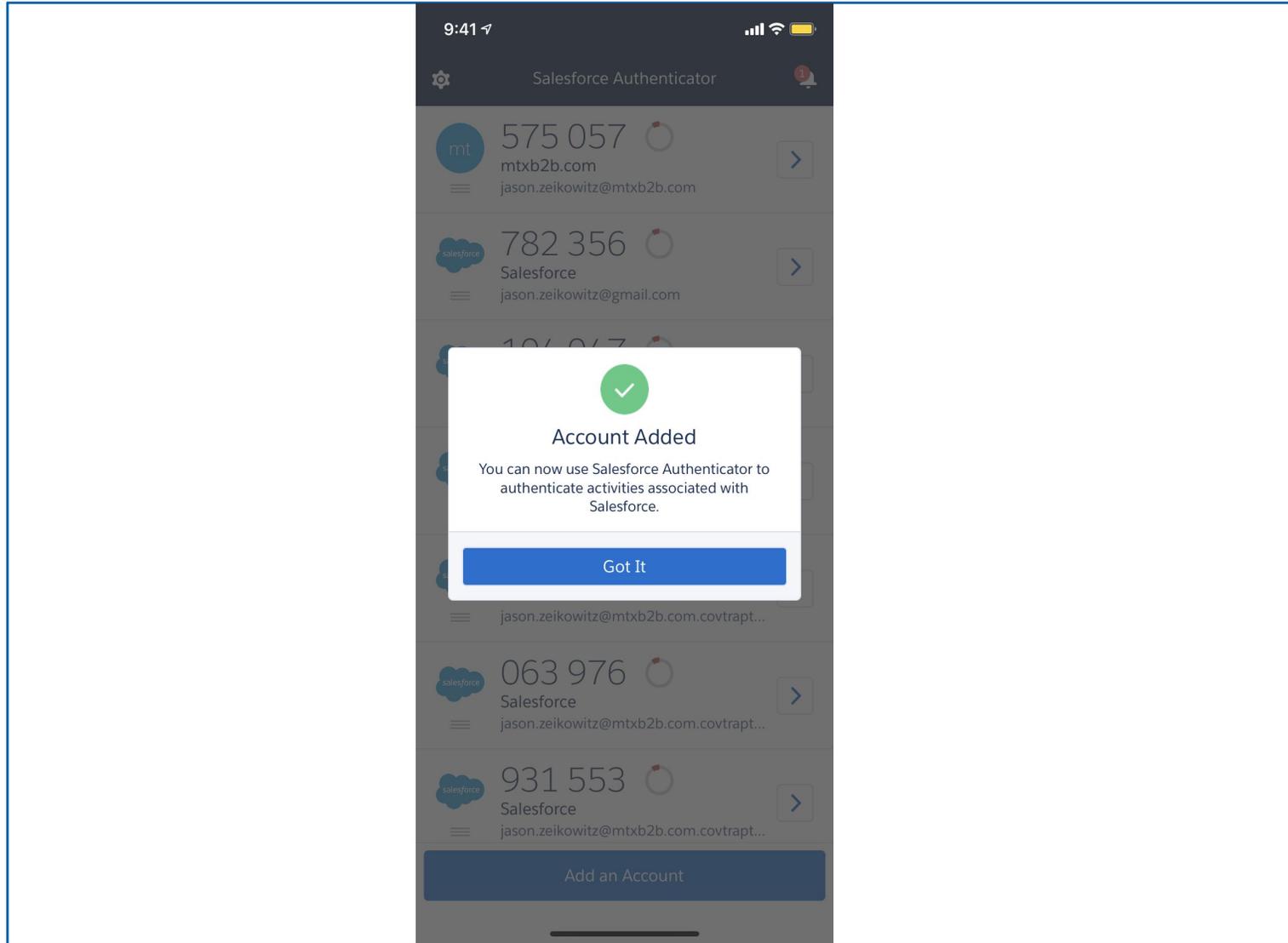
Instructions

You will see this message on your mobile screen

Key Points

No Key Points

Logged in to EHV Case Tracker: PC

Instructions

You are now logged in to the EHV Case Tracker on your desktop

Key Points

No Key Points

Password Reset

Login Page

Instructions

- Go to the EHV Login Page
- You will need to enter your username
- Click 'Forgot Your Password' to trigger the reset process

Key Points

- Password has to be reset while logging in for the first time
- If you are having issues with your password reset, please contact your agency's established Delegated Admin for assistance

Password Reset Link

Instructions

- You will receive a password reset link to their registered email address
- Click on the URL to go to password reset page

Key Points

The reset link is usually valid for 24 hours

Setting Password

- Set a password according to the conditions stated
- Select a security question and set an answer.
- Scroll down and click 'Change Password'

Key Points

- You can choose from multiple security questions
- Select a question with an answer you are not likely to forget (in case you need to reset password in future)
- You will need to perform a one time MFA to log in (for the first time only)

16

This concludes the Login & Password/MFA QRG

THANK YOU