

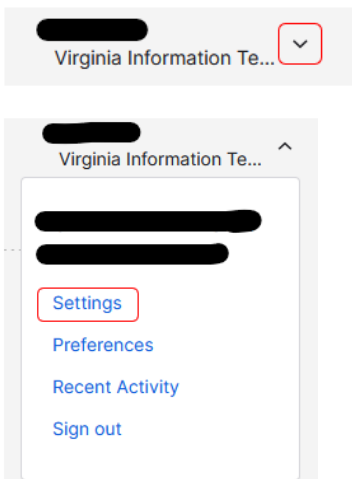
## Cardinal Multifactor Authentication (MFA) Setup

Overview: The Okta service provided by the Virginia IT Agency (VITA) will retire the SMS (text message) and phone call options for multifactor authentication (MFA) in fall 2025. As a result, Cardinal users will no longer be able to receive a one-time code via text or phone call to complete their MFA when logging in to Cardinal.

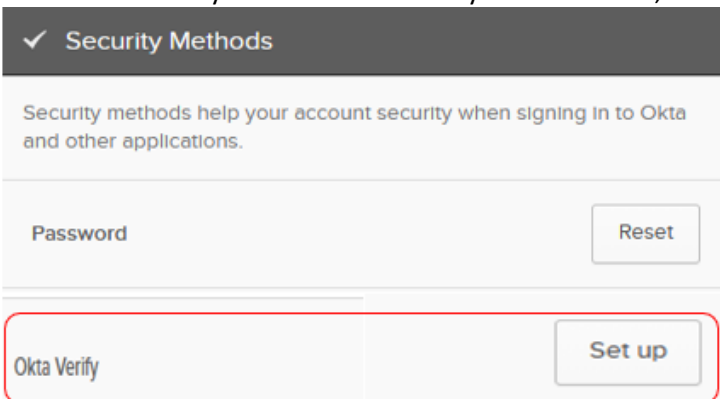
All Cardinal users will be required to use **Okta Verify**, a mobile application that uses push notifications, for MFA.

Log in to your [virginia.okta.com](https://virginia.okta.com) dashboard. The password should be the same as your current Cardinal HCM password.

Click the drop-down menu on the top right next to your account name and select Settings



Under the Security Methods section of your dashboard, select **Set Up** next to **Okta Verify**



From your mobile device App Store (iPhones) or Google Play Store (Androids), download the [Okta Verify](#) app

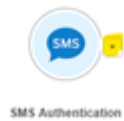
## Okta Verify



Follow the steps within the [Okta Verify](#) app to create your account. When prompted, scan the QR code from your Okta dashboard to complete setup.

When logging into Cardinal, change the authentication type

FROM:



TO:



After entering your username and password on the Cardinal login screen, you will be asked to “Send Push”. A notification will be sent to your Okta Verify mobile app asking for confirmation that you are trying to access Cardinal. After selecting Yes, you will automatically be logged into Cardinal.