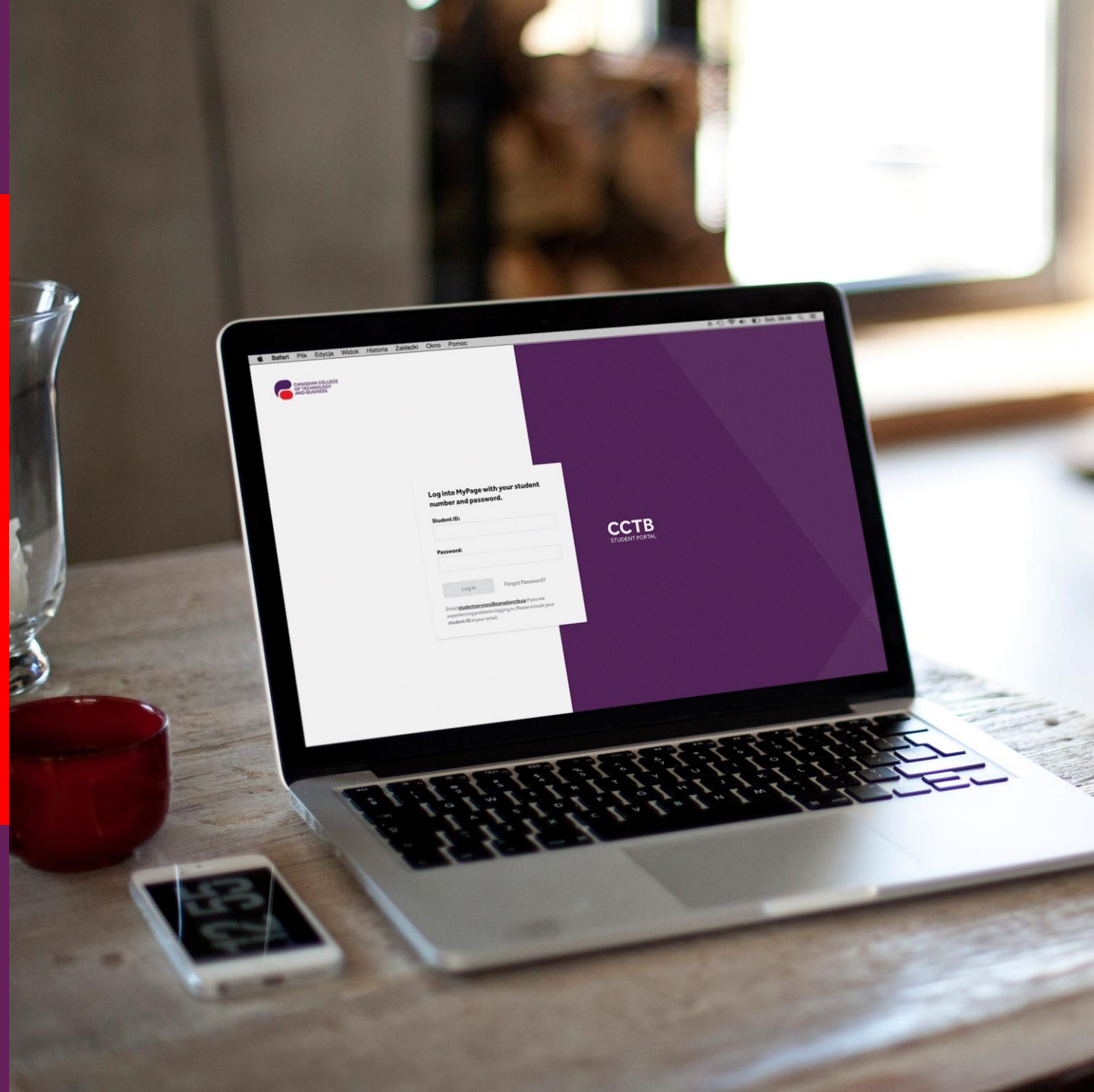CANADIAN COLLEGE
OF TECHNOLOGY
AND BUSINESS

CCTB Student Portal

Multi-Factor Authentication Set-up Guide

What is MFA?

Multi-Factor Authentication (MFA) is a powerful shield that adds an extra layer of protection to your **CCTB** accounts while remaining user-friendly. It seamlessly combines your password with a secondary authentication on your mobile device, such as your smartphone or tablet.

By responding to an application (app) message, SMS text message, or email, you confirm the legitimacy of any login request to your account. With MFA in place, even if someone gains access to your password, they won't be able to enter your account without the MFA component, ensuring your data remains secure.

Getting Started

This guide provides step-by-step instructions on how to set up MFA using the Google Authenticator application (app) and SMS text message, how to login to the CCTB Student Portal after MFA has been set up, and how to change MFA methods.

If you are setting up MFA outside of Canada with a phone number that is not connected to a Canadian SIM card, you will not be able to authenticate your CCTB Student Portal login account via SMS text message from within Canada.

Instead, set up the Google Authenticator app as your primary MFA method. You will be able to change your method of authentication to SMS text message once you have a Canadian SIM card.
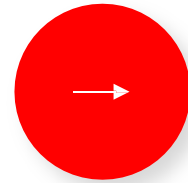
After setting up MFA, you will receive a prompt via the Google Authenticator app on your device to approve any sign-in attempt to your CCTB Student Portal account. By responding to the Google Authenticator verification request or an SMS text message, you confirm that the login attempt to your account is authorized.

Setting Up Your Authentication Methods

Logging in

Log in to the MyCCTB Student Portal using your student identification (ID) and password.
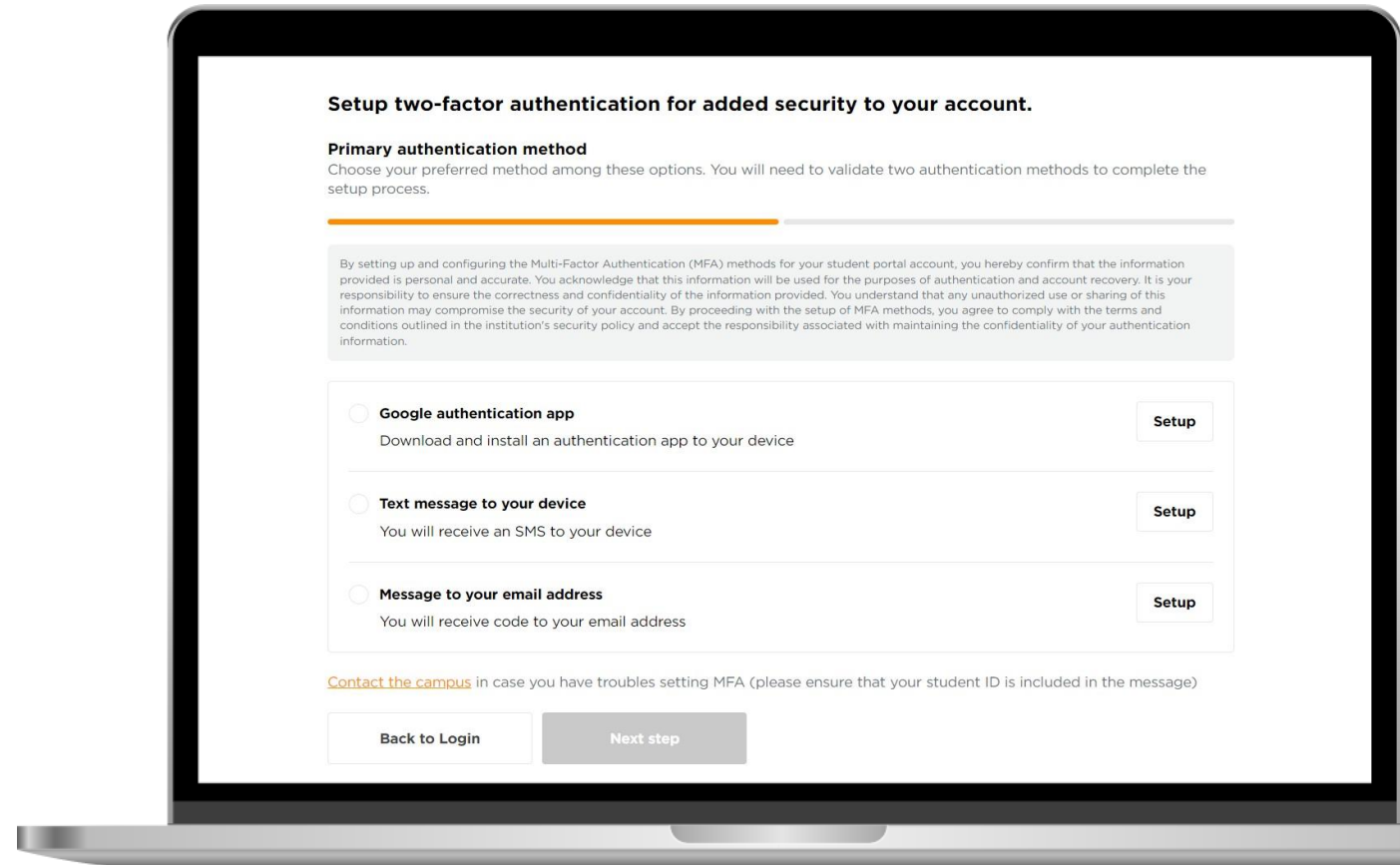
You will then be directed to the MFA authentication setup page.

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Log into MyPage with your student number and password.

Student ID:

Password:

Log In   Forgot Password?

Email studentservices@canadianctb.ca if you are experiencing problems logging in. Please include your student ID in your email.

CCTB STUDENT PORTAL

Setting Up Your Authentication Methods

Selecting method

Select your preferred method of authentication.

Setup two-factor authentication for added security to your account.

Primary authentication method
Choose your preferred method among these options. You will need to validate two authentication methods to complete the setup process.

By setting up and configuring the Multi-Factor Authentication (MFA) methods for your student portal account, you hereby confirm that the information provided is personal and accurate. You acknowledge that this information will be used for the purposes of authentication and account recovery. It is your responsibility to ensure the correctness and confidentiality of the information provided. You understand that any unauthorized use or sharing of this information may compromise the security of your account. By proceeding with the setup of MFA methods, you agree to comply with the terms and conditions outlined in the institution's security policy and accept the responsibility associated with maintaining the confidentiality of your authentication information.

○ **Google authentication app**   Setup
Download and install an authentication app to your device

○ **Text message to your device**   Setup
You will receive an SMS to your device
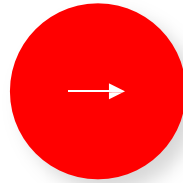
○ **Message to your email address**   Setup
You will receive code to your email address

Contact the campus in case you have troubles setting MFA (please ensure that your student ID is included in the message)

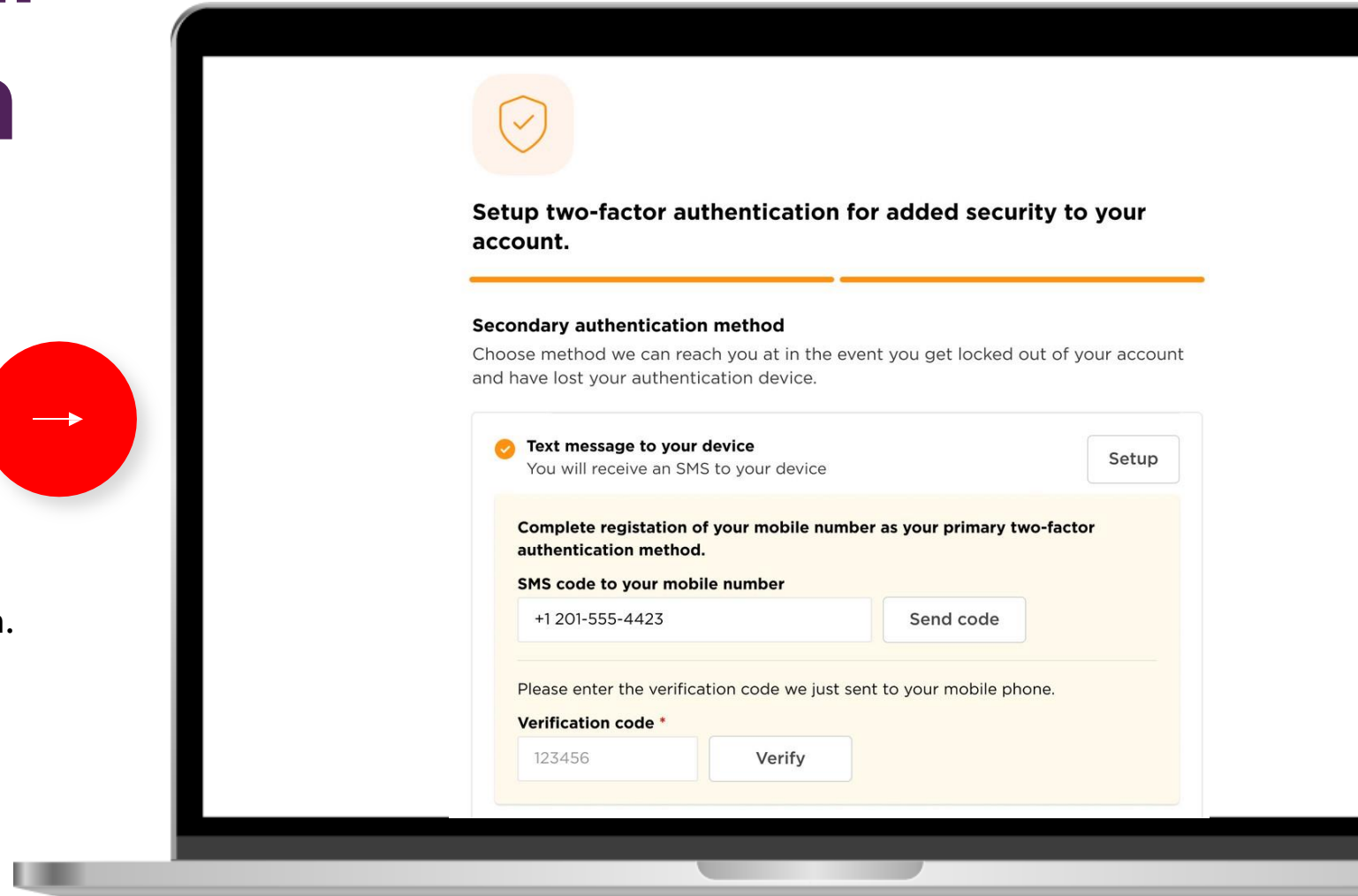Back to Login   Next step

Setting Up Your Authentication Methods

Text method

→

If you selected text message authentication:
- Follow the instructions to complete the registration.
- Click "Verify".

Setup two-factor authentication for added security to your account.

Secondary authentication method

Choose method we can reach you at in the event you get locked out of your account and have lost your authentication device.

☑ **Text message to your device**
You will receive an SMS to your device

Setup

Complete registation of your mobile number as your primary two-factor authentication method.

SMS code to your mobile number
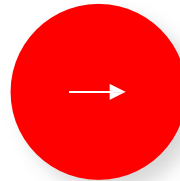
+1 201-555-4423   Send code

Please enter the verification code we just sent to your mobile phone.

Verification code *

123456   Verify

Setting Up Your Authentication Methods

GoogleApp method

If you selected the Google Authentication app:
Follow the instructions to download the app.
Connect the app with your MyCCTB Student Portal account via QR code.
Click "Verify".

→

Setup two-factor authentication for added security to your account.

By setting up and configuring the Multi-Factor Authentication (MFA) methods for your student portal account, you hereby confirm that the information provided is personal and accurate. You acknowledge that this information will be used for the purposes of authentication and account recovery. It is your responsibility to ensure the correctness and confidentiality of the information provided. You understand that any unauthorized use or sharing of this information may compromise the security of your account. By proceeding with the setup of MFA methods, you agree to comply with the terms and conditions outlined in the institution's security policy and accept the responsibility associated with maintaining the confidentiality of your authentication information."

Primary authentication method
Add an extra layer of security to your account. Setup two-factor authentication.

✅ **Google authentication app**
Download and install an authentication app to your device

Step 1: Download Google authenticator
Download and install an authentication app to your device

[Download on the App Store] [GET IT ON Google Play]

Step 2: Scan this QR code
Tap the + icon in your authenticator app and scan the QR code using your device's camera. Can't scan the QR code?
Copy code instead.

Step 3: Verify authentication code
After scanning the QR code, enter the 6-digit code generated by your authentication app.

Setting Up Your Authentication Methods

E-mail method

If you selected email authentication:

- Follow the instructions to complete the registration.
- Click "Verify".

✓ **Message to your email address**
You will receive code to your email address

Complete registation of your email address as your primary two-factor authentication method.

Message to your email address

| tatianasommer@mail.com | Send code |

Please enter the verification code we just sent to your email address.

Verification code *

| 002023 | Verify |

Setting Up Your Authentication Methods

Security Question

Choose a security question and provide an answer in order to recover your account in the event you lose all login credentials. Press "Finish Setup."

Choose security question

Set up security questions to provide an additional layer of protection for your online account, ensuring that you are able to get access to your data at in the event you lost all login credentials.
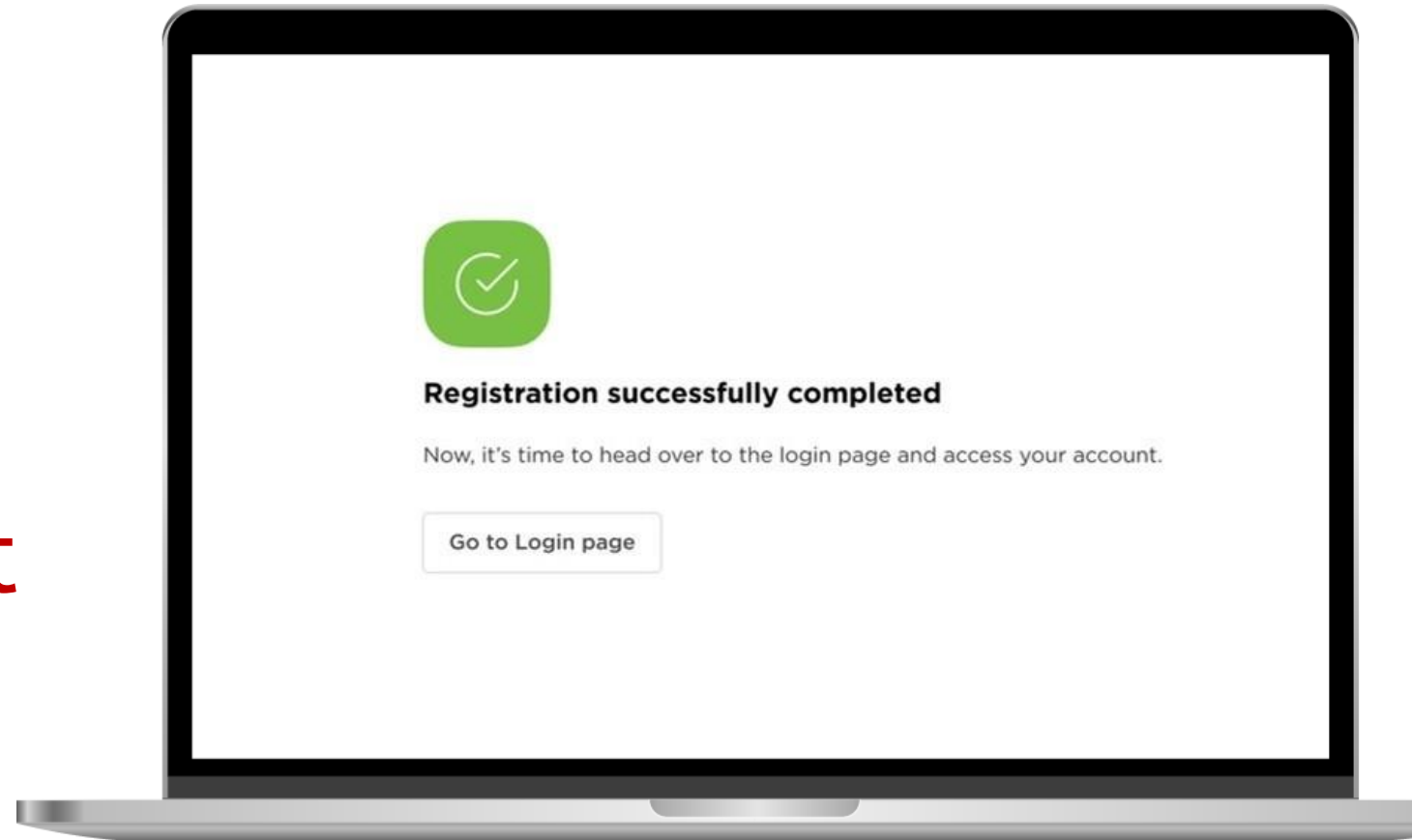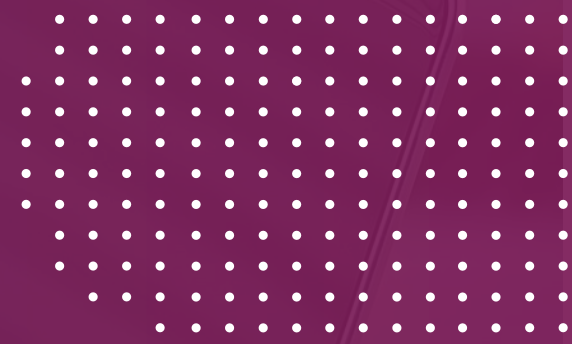
Security question *

What was the house number and street na...

Security answer *

Toronto 2023

Your MFA setup is now complete!

You may now return to the CCTB Student Portal login page.
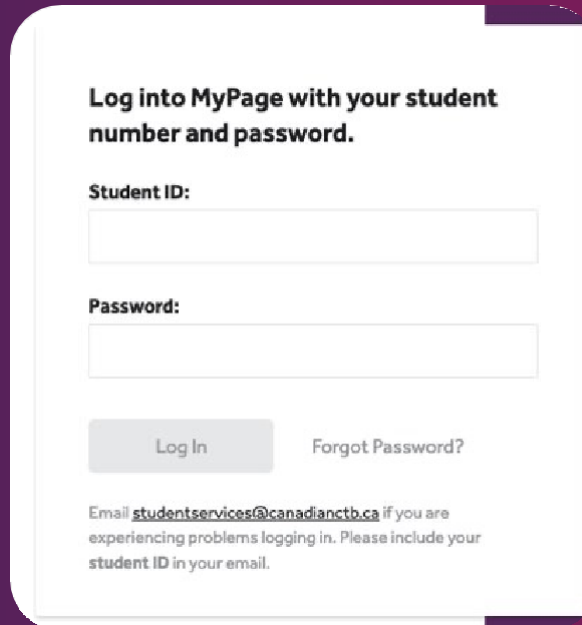
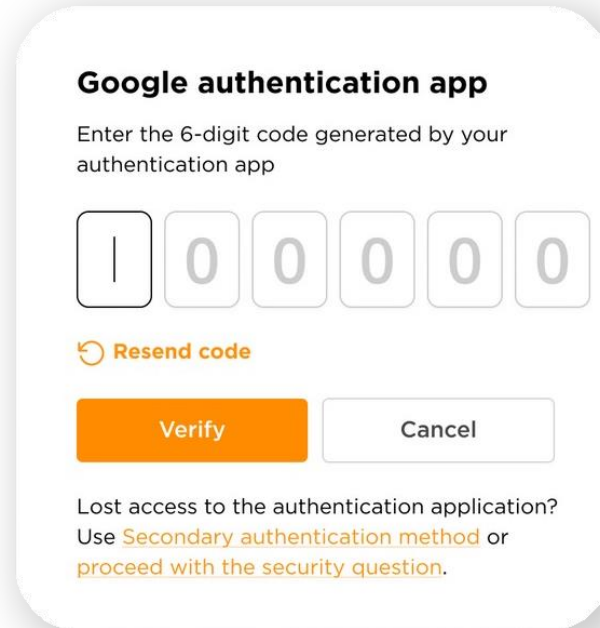# Logging in to your
MY CCTB Student Portal
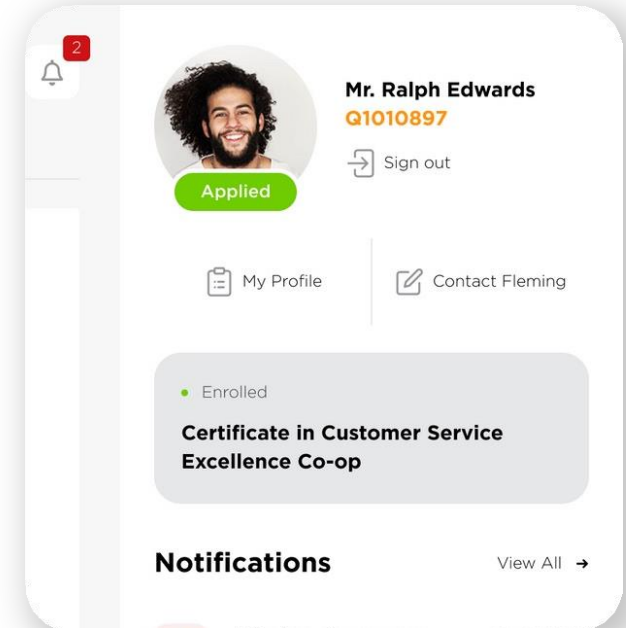
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1

Log into MyPage with your student number and password.

Student ID:

Password:

Log In   Forgot Password?

Email studentservices@canadianctb.ca if you are experiencing problems logging in. Please include your student ID in your email.

Log in to MyCCTB Student Portal using your student identification (ID) and password.

2

Google authentication app

Enter the 6-digit code generated by your authentication app

| 0 0 0 0 0

↺ Resend code

Verify   Cancel

Lost access to the authentication application? Use Secondary authentication method or proceed with the security question.

Enter the 6-digit code sent to your primary authentication method. You will have the option to access the MyCCTB Student Portal with your secondary method, if needed
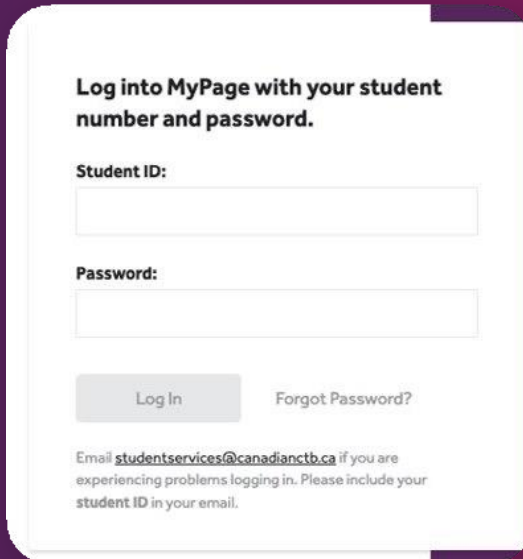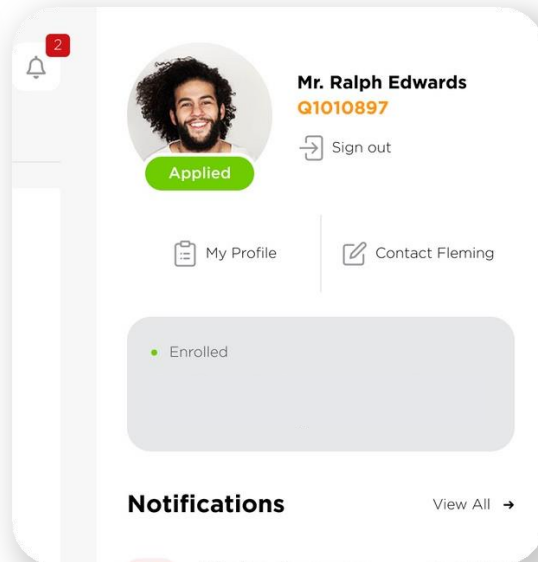
3

🔔 2

Mr. Ralph Edwards
Q1010897

Applied   →] Sign out
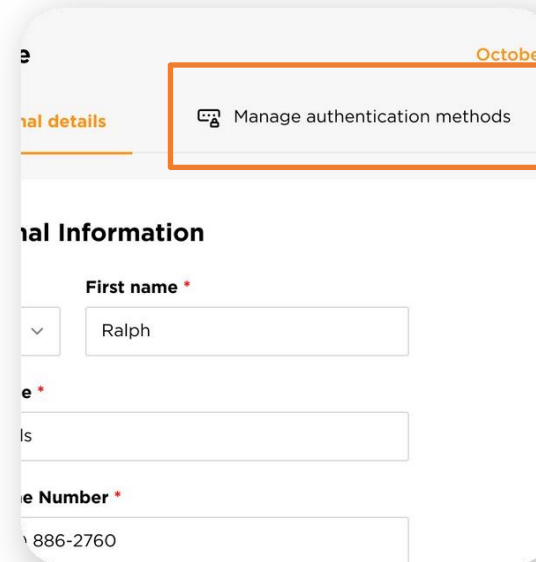
📋 My Profile   📝 Contact Fleming

• Enrolled

Certificate in Customer Service Excellence Co-op

Notifications   View All →

Once your code has been verified, you will be directed to the home page of your MyCCTB Student Portal account.

Managing your Authentication Methods

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1

Log in to the MyCCTB Student Portal using your student identification (ID) and password.

2

Click on "My Profile" in the top-right corner of the page

3

Click on the "Manage authentication methods" tab at the top of the page.

4

Enter the verification code sent to your current authentication then press "Verify."
On this page, you will be able to change your primary and secondary authentication methods and update your phone number, if needed.

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Still need help?

Your success is our priority, and we are here to support you every step of the way. If you have any questions or require technical assistance during the MFA setup process, please don't hesitate to contact our dedicated IT Helpdesk at **support@mycanctb.ca.**

Our team is here to ensure your transition to MFA is smooth and hassle-free.

Stay safe and stay connected.

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