myNOVA (VCCS) MFA – Push Notification

This guide details the steps to setup myNOVA (VCCS) Multi-factor Authentication (MFA) with push notification using your mobile device.

Note: If you experience any issues following these steps, please contact the IT Help Desk by phone at 703-426-4141 or email at ithelpdesk@nvcc.edu.

Enroll Mobile Device

Note: You must enter your mobile number in SIS to setup and use MFA. Follow these instructions to enter your mobile number in SIS.

1. Go to https://identity.my.vccs.edu/.
2. Enter your myNOVA (VCCS) username and click the GO button.

3. Enter your myNOVA (VCCS) password and click the GO button.

4. Click the icon at the top of the Applications page and select Enroll Mobile Device.

5. Click the Continue button when prompted.

6. A message displays stating the operation was successful. Click the Close button.

7. Receive the instructions as a text message.
Set up RapidIdentity App

1. Click the Step 1 link in the text message.
   - Step 1:
     Download RapidIdentity Mobile
     Download: https://identity.my.vccs.edu/mobile/download

2. Download the RapidIdentity app

3. Copy or remember the password in Step 3 in the text message.

4. Click the Step 2 link in the text message.
   - Step 2:
     Click this link:
     https://identity.my.vccs.edu/mobile/provision?id=as888888

5. Paste or enter the password and tap Submit when the RapidIdentity app launches.

6. Enter a 6-digit PIN and tap Submit. This PIN is used to access the app.
   - Note: If you have FaceID or TouchID configured on your mobile device, it will be used as a backup if biometric authentication fails.

7. A message displays stating you have been successfully added. Tap OK.
Sign In to myNOVA (VCCS) with MFA

1. Go to [https://identity.my.vccs.edu/](https://identity.my.vccs.edu/).
2. Enter your myNOVA (VCCS) username and click the **GO** button.

   ![Login Page](image)

   **Note:** If you fail authentication twice, please wait at least **15-20** minutes to reattempt or risk account lockout.

3. PingMe Authentication starts when push notification is enabled. Launch the RapidIdentity app if the app is not open.

   ![PingMe Authentication](image)

4. Tap **Approve**.

   ![Approval](image)

5. If configured for biometric authentication, use FaceID or TouchID to authenticate.

   ![Biometric Authentication](image)

6. If not configured for biometric authentication or if biometric fails, enter the PIN and tap **Approve**.