



myNOVA (VCCS) MFA – Push Notification

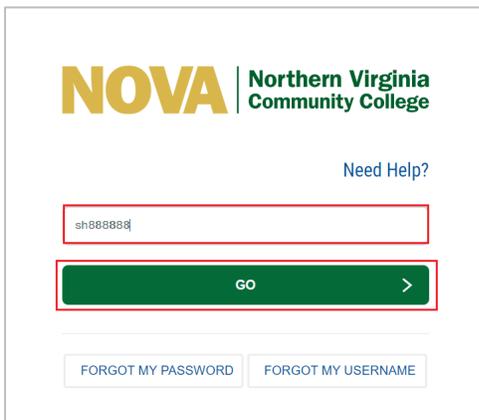
This guide details the steps to setup myNOVA (VCCS) Multi-factor Authentication (MFA) with push notification using your mobile device.

Note: If you experience any issues following these steps or need additional support, please contact the IT Help Desk by email at ithelpdesk@nvcc.edu.

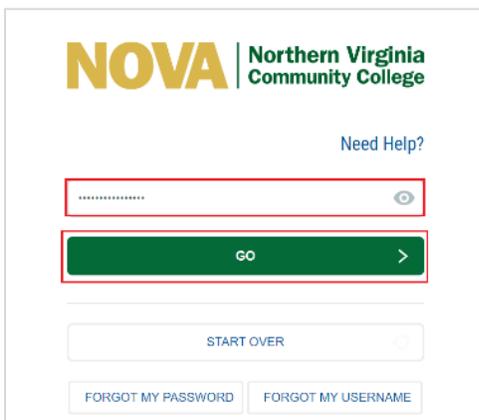
Enroll Mobile Device

Note: You must enter your mobile number and email in SIS to setup and use MFA. Follow [these instructions](#) to enter your mobile number and email in SIS.

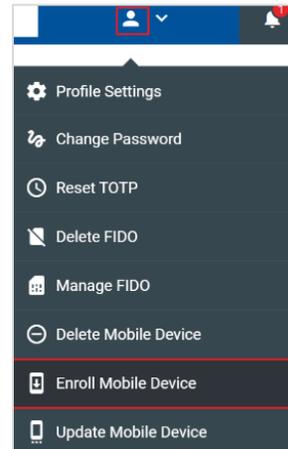
1. Go to <https://nvcc.my.vccs.edu/>.
2. Enter your myNOVA (VCCS) username and click the **GO** button.



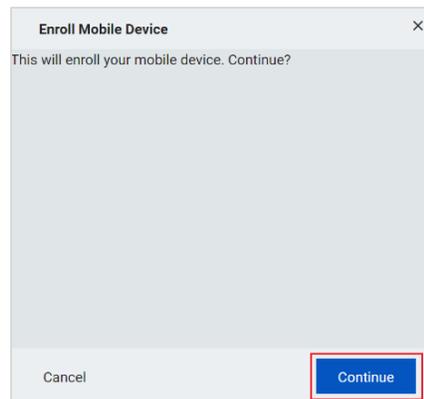
3. Enter your myNOVA (VCCS) password and click the **GO** button.



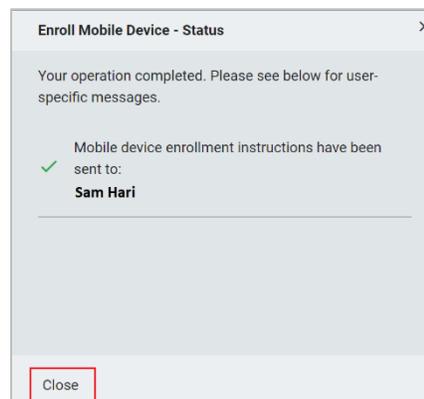
4. Click the  icon at the top of the Applications page and select **Enroll Mobile Device**.



5. Click the **Continue** button when prompted.



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



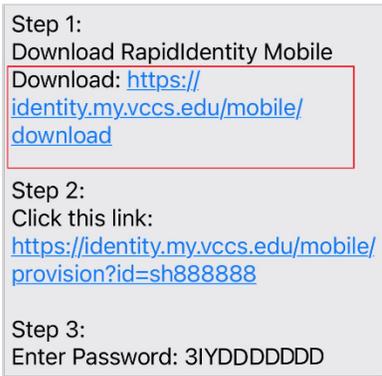
7. Receive the instructions as a text message.



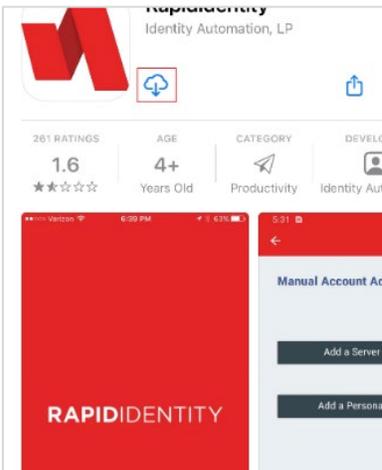
Set up RapidIdentity App

RapidIdentity is the mobile authentication app used by NOVA and all colleges within the Virginia Community College System (VCCS).

1. After you enroll your mobile device, you will receive a text message with instructions on how to download RapidIdentity and connect it to your account. The image below is an example of what that text message will look like (the links below are not active; use the links you receive in your text message). Once you've received the message on your phone, click the Step 1 link in the text message.

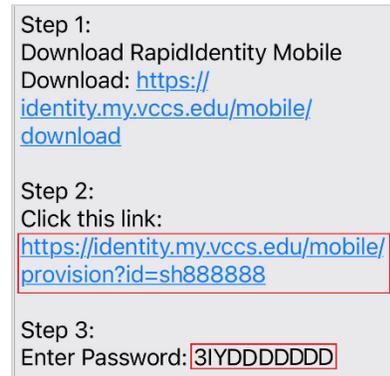


2. Download the RapidIdentity app

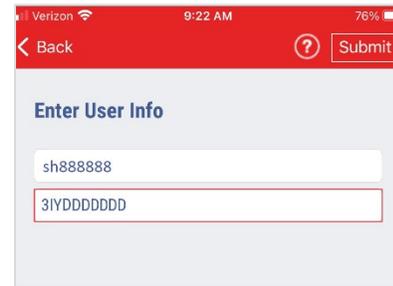


3. Copy or remember the password in Step 3 in the text message.

4. Click the Step 2 link in the text message. This is a unique link based on your username. The following image is an example of what you should see on your phone and cannot be clicked.

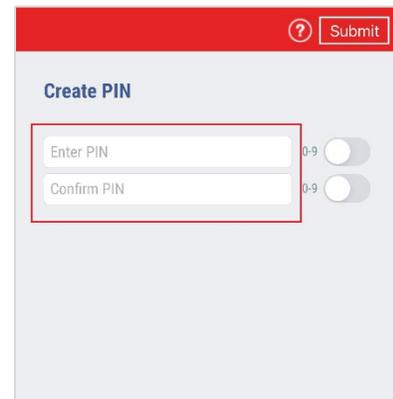


5. Paste or enter the password in Step 3 and tap **Submit** when the RapidIdentity app launches.



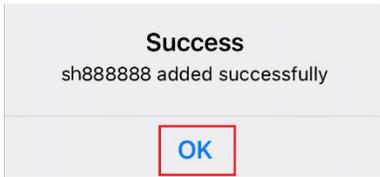
6. Enter a 6-digit PIN and tap **Submit**. This PIN is used to access the app.

Note: If you have FaceID or TouchID configured on your mobile device, it will be used as a backup if biometric authentication fails.



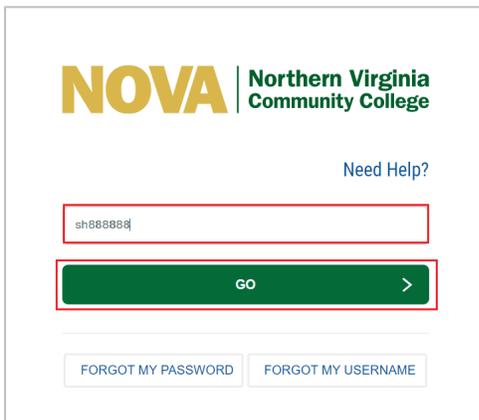


- A message displays stating you have been successfully added. Tap **OK**.



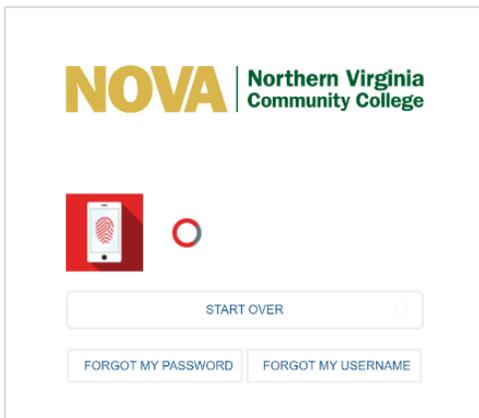
Sign In to myNOVA (VCCS) with MFA

- Go to <https://nvcc.my.vccs.edu/>.
- Enter your myNOVA (VCCS) username and click the **GO** button.

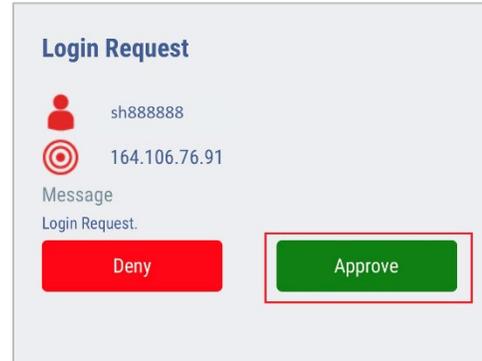


Note: If you fail authentication twice, please wait at least **15-20** minutes to reattempt or risk account lockout.

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



- Tap **Approve**.



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



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

