

## HireRight Multi-Factor Authentication – Job Aid

This job aid provides step-by-step instructions on how to set up your contact information in HireRight so you can use their Multi-Factor Authentication (MFA) system. It also demonstrates what you will see when HireRight’s MFA is deployed.

To ensure that you can continue to log-in to HireRight once they have launched their Multi-Factor Authentication (MFA) requirement, you must make sure that all of your contact information is current.

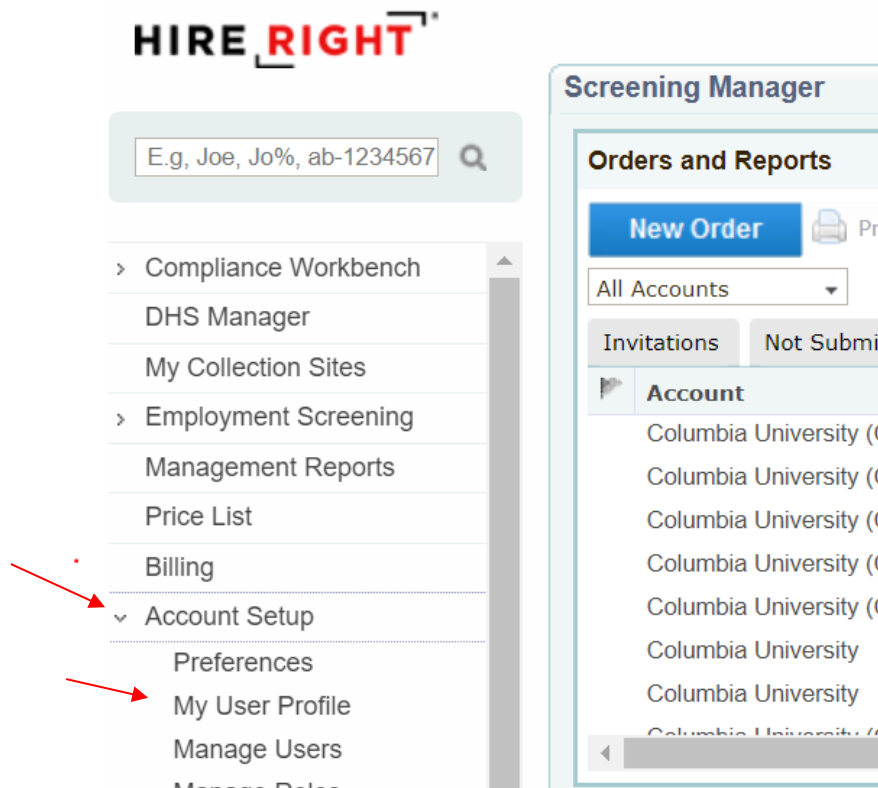
### Log in to Hire Right

Visit HireRight’s [employer portal](#), and sign in using your login credentials.

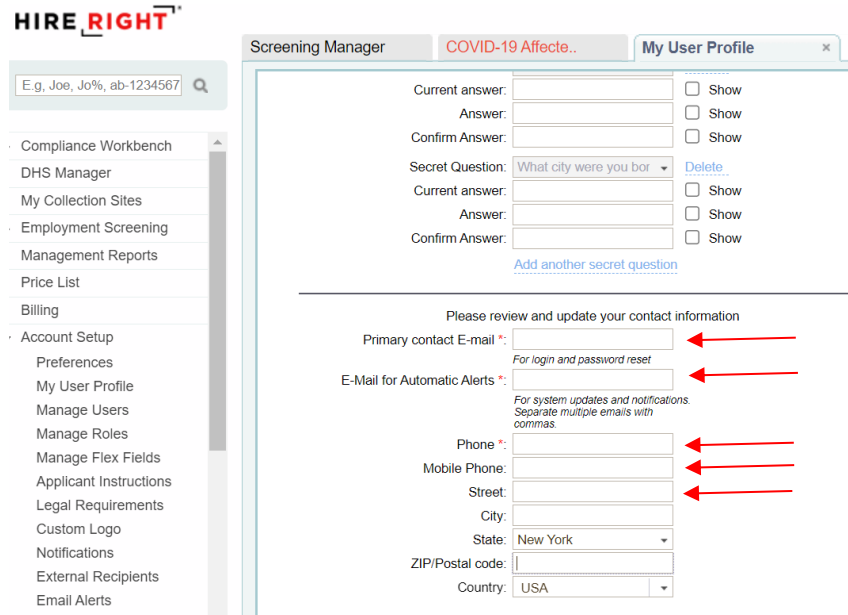
### Confirm your contact information is current

On the vertical menu on the left side of your screen:

- Click on **Account Setup**
- Then click on **My User Profile**



- Ensure your **Columbia email** is entered under **Primary Contact E-mail** and **Email for Automatic Alerts**.
- Next, enter your office phone number in the field marked **Phone**, and enter your cell phone number in the field marked **Mobile Phone**.
- Finally, enter or update your work address.

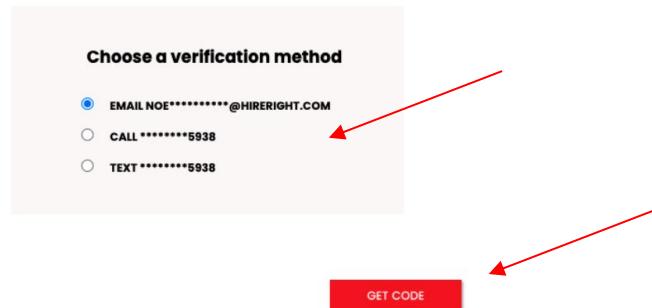


Once you enter all the information, click **“Save”**.

### Verification Method Prompt

- Once you have set up your MFA credentials, you will begin to receive the following prompt every 30 days after entering your company ID, user name and password in the HireRight login.
- Use the radio button to receive your code either via email, text, or call.
- After selecting the verification method you wish to use, click on **Get Code**.

**Authenticate your account**  
For your protection we ask that you verify your account with multi-factor authentication.



- Once you click **Get Code** you will see the screen below.
- Enter your code and click on **Submit**.

### Authenticate your account

Protecting your company's sensitive information is our top priority. Please confirm your account by entering the 6-digit authorization code sent to \*\*\*\*\*5938

Enter 6-digit code

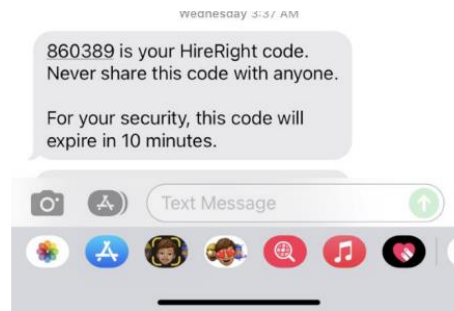
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Code expires in  
9:53

[Resend a new code](#)

SUBMIT

- If you select **Text** as your verification method, this is the kind of message you will receive on your cell phone:





- If you select **Call**, you will receive a call that says:

“This is an automated message from HireRight. Your security code is XXXXXX. Once again, your security code is XXXXXX. Never share this code with anyone. For your security, this code will expire in 10 minutes.”

- If you select **Email**, you will receive an email that looks like the message below:

#### Verification code to log in

 Customer Service <noreply@hireright.com>  
To:  Noel Deomampo

To log in, please enter in the following verification code when prompted: 197617

For your security, this code will expire in 10 minutes.

Sincerely,  
HireRight

Please note that:

- You have ten minutes to enter the code you have been provided by HireRight. If ten minutes has passed since receiving the code, or you have not received a code in a timely way, please click on **Request a New Code**.
- You will have five attempts to enter your verification code. If you fail to enter a correct code, you will be locked out of HireRight and you will need to request help from [hrcs-bc@columbia.edu](mailto:hrcs-bc@columbia.edu).

If you have any additional questions, please contact the Compliance Team at [hrcs-bc@columbia.edu](mailto:hrcs-bc@columbia.edu).