General Information

General Information and Frequently Asked Questions: Two Factor Authentication (2FA) for Wiki.CHOP

The process is the same for both CHOP employees and External Collaborators.

Users who exclusively access Wiki.CHOP while on the CHOP network/VPN need not set up the authentication application due to network IP whitelists. These users will not receive the prompt to scan the QR code; however, off campus and out of the CHOP network users will need to use the authentication application.

When setting up the authentication application each user should save their recovery codes. If you cannot access those codes and no longer have access to your phone, contact wikiadmin@chop.edu to reset your Two Factor Authentication (2FA) configuration within Wiki.CHOP. The next time you log in, you will go through the 2FA setup process again.

All users will need to complete this process upon their first login after 2FA is configured. There is no need to request this type of access.

Q: Is there a way for a user to access the authenticator without downloading the app onto a phone (i.e., email or SMS cell phone text message)?

A: No, a user must have the Microsoft Authenticator (available for iOS or Android) app installed on their phone. During the setup process, a user must scan a QR code that is presented to them on the screen. We suggest users use a desktop browser to do so.

For more general information about the new two factor authentication plugin go here.
https://marketplace.atlassian.com/apps/1220359/2fa-for-confluence-u2f-totp?tab=overview&hosting=datacenter

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