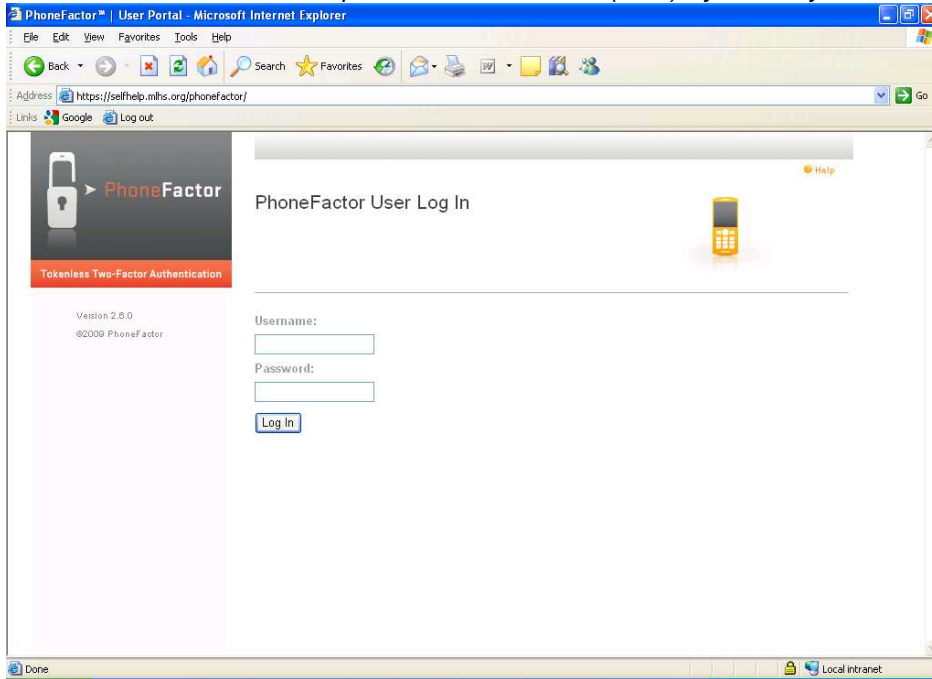




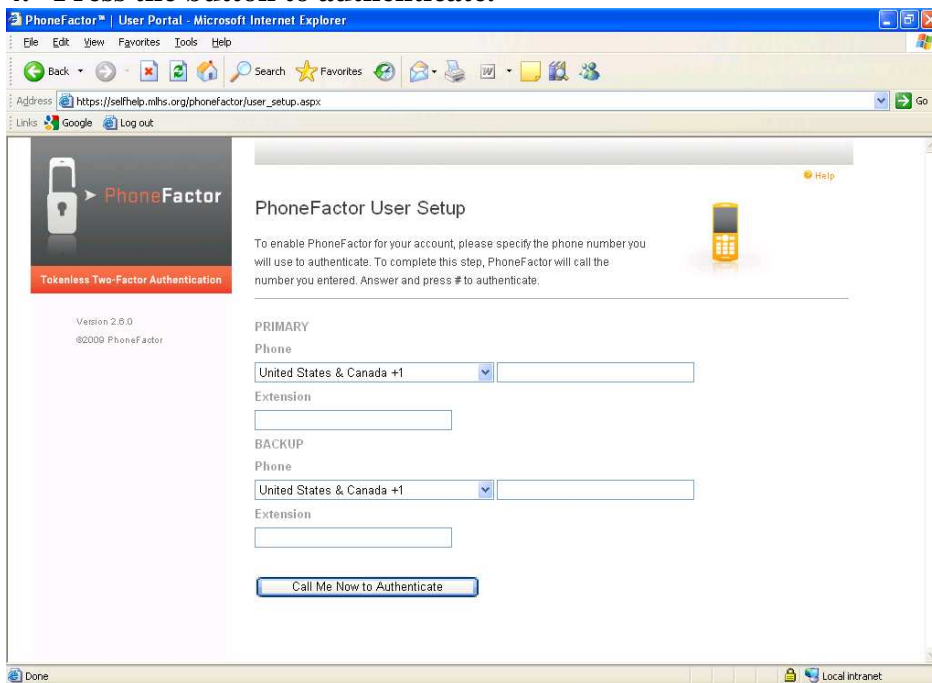
Remote Access to MLH Systems using **PhoneFactor**

1. Open Internet Explorer and browse to <https://selfhelp.mlhs.org/phonefactor>
2. Log in to the portal with your **MLH Network ID and Network Password**

*Please contact the Help Desk at 484-596-HELP(4357) if you need your ID and Password.*



3. Register your Primary and Backup Phone you will use to authenticate.
4. Press the button to authenticate.





## 5. Complete the security questions and press continue.

PhoneFactor™ | User Portal - Microsoft Internet Explorer

Address: [https://selfhelp.mlh.org/phonefactor/create\\_security\\_questions.aspx](https://selfhelp.mlh.org/phonefactor/create_security_questions.aspx)

### Security Questions

Please choose security questions and answers before continuing. These questions that will be used to validate your identity should you need support using PhoneFactor.

Version 2.0.0  
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Question 1  
What was your high school mascot?  
Answer:

Question 2  
What was your favorite pet's name?  
Answer:

Question 3  
What is your favorite movie?  
Answer:

Question 4  
What was your favorite teacher's name?  
Answer:

## 6. The registration has been completed. This web page can be visited at anytime to change a phone number or the security questions.

PhoneFactor™ | User Portal - Microsoft Internet Explorer

Address: <https://selfhelp.mlh.org/phonefactor/main.aspx>

### Welcome

Main | Log Out  
Help

**Account Configuration Complete**  
Your account has been configured to use PhoneFactor two-factor authentication.

When you sign on, you will continue to use the same username and password. Before your authentication is complete, you will receive a phone call asking you to press the pound (#) key to confirm your sign on. If you don't confirm the sign on by pressing #, the sign on will be denied.

You should only enter # when you receive the PhoneFactor call if you are actually signing on to the application. Otherwise, someone may be trying to sign on with your username and password and you should report this potential fraud to your IT administrator.

Return to the PhoneFactor portal at any time to change your phone number.

Manage your PhoneFactor account by selecting an option below. Select the Help icon (top right) for assistance.

[Change Phone](#) [Change Security Questions](#)