Instructions to update your MultiPASS+ SMS (text) token for multi-factor authentication

1. Login to the MFA Configuration Assistant at mymfa.app.vumc.org.
2. You'll see your current enrollment status is "SMS (text message)."
3. Click "**Begin**" to update your MFA token.

4. The next page gives you the option of selecting either:
   a. MobilePass+ App, or
   b. SafeNet Hardware Token
5. Make your selection and click "**Continue**."

6. If you select the MobilePASS+ Purple Application, "**Confirm**" your selection.

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7. If you enrolled in the MobilePASS+ purple application, you'll receive a confirmation screen to complete your setup, if you haven't already. Click "**Done.**"
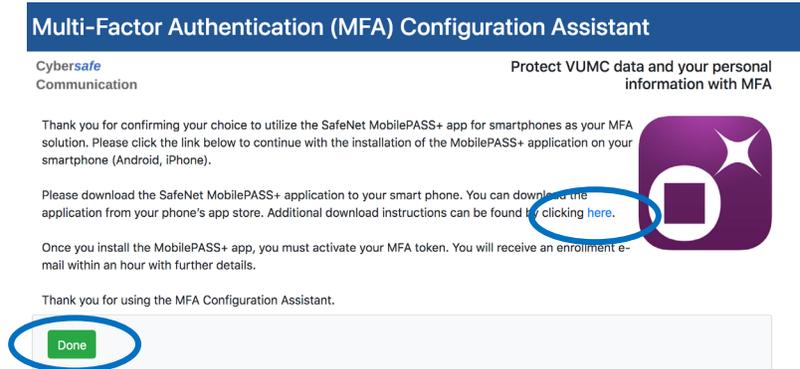

   a. To complete your setup, open the email you received from VUMC MFA <safenetvumc.org> and follow the instructions.
      i. Video instructions to complete MobilePASS+ enrollment **for IOS**: https://www.vumc.org/it/sites/vumc.org.it/files/public_files/Final%20iOS%20Purple.mp4
      ii. Video instructions to complete MobilePASS+ enrollment **for Android**: https://www.vumc.org/it/sites/vumc.org.it/files/public_files/Final%20Android%20purple.mp4

8. If you selected a MobilePASS+ hard token, you'll need to confirm your mailing information. If the mailing information on the screen is incorrect, contact HR at 615-343-4788. Click "**Continue.**"

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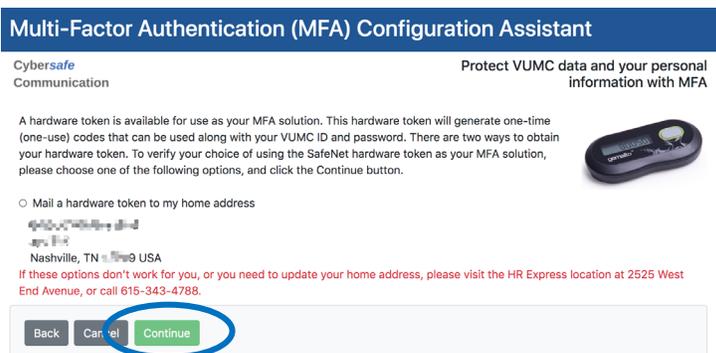
9. For hard token delivery, note the delivery times (which could take longer due to the pandemic) and that there is a replacement fee for lost tokens and click "**Continue**."

10. Your enrollment for an MFA hard token is complete. Click "**Done.**"

11. When you receive your hard token in the mail, find the email you received from VUMC MFA <safenetvumc.org> and provide the serial number located on the back of the token and complete the enrollment process.
    a. Due to the current coronavirus pandemic, we are not currently able to provide tokens for pick-up.