

Confluence/JIRA MFA (Multi-Factor Authentication)

System Instructions

Introduction

The Atlassian Applications: JIRA (the Service Desk) and Confluence (the NYSERDA Knowledge Base) require Multi-Factor Authentication when accessing from outside of the VM. This page provides instructions for these new requirements.

Instructions

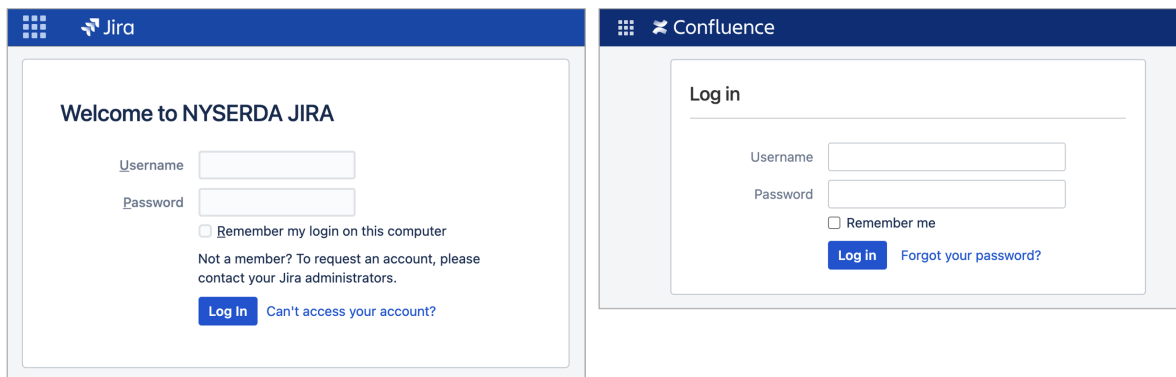
1

Access either application from outside of your VM using the below links:

- Confluence (the NYSERDA Knowledge Base): <https://knowledge.nysersda.ny.gov/login.action?nosso>
- JIRA (the Service Desk): <https://servicedesk.nysersda.ny.gov/login.jsp?nosso>

2

Enter your login credentials on the initial login screen, then click the **login** button. Once the **login** button is clicked an automated process is initiated that will send a **One Time Password** to your Outlook email address within the next several minutes.



The image displays two side-by-side login screens. The left screen is for JIRA, titled 'Welcome to NYSERDA JIRA', and features input fields for 'Username' and 'Password', a 'Remember my login on this computer' checkbox, and a 'Log in' button. The right screen is for Confluence, titled 'Log in', and features input fields for 'Username' and 'Password', a 'Remember me' checkbox, and 'Log in' and 'Forgot your password?' buttons.

3

A new screen will appear asking you to enter in the **One Time Password** you received through your Outlook email account. Enter in this **One Time Password**, then click the **Validate** button.



- It may take up to several minutes before you receive the **One Time Password** through email.
- The **One Time Password** will expire after 24 hours and will only work for the current login attempt.
- Checking the **Remember me on this device** box deactivates the Multi-Factor Authentication for 24 hours.

Validate One-time Password Over Email

Hello User Name,

Validate the One-time Password Over Email for getting access to your account.

i Please enter the One-time Password you received to Validate.

If you haven't receive One-time Password yet, please click on **Resend One-time Password** link.

☐ Remember me on this device

[Resend One-time Password](#)

Validate

[Cancel](#)

4

If you did not receive the **One Time Password**, click the **Resend One-Time Password** link just above the **Validate** button to have the application re-send the **One Time Password**.

☐ Remember me on this device

[Resend One-time Password](#)

Validate

[Cancel](#)