

# SAMIS Login Changes

**EFFECTIVE IMMEDIATELY SAMIS MFA  
IS REQUIRED FOR ALL ACCOUNTS**

## **Multifactor Authentication**

What you need to know.



**KIDS HOPE ALLIANCE**  
The Jacksonville Partnership  
for Children, Youth & Families

# What is Multifactor Authentication (MFA)?

1

MFA adds an extra layer of security by requiring **two factors** to verify your identity.

2

**Something you know** - Your username and password

3

**Something you have** - Your mobile phone (for a one-time text message (SMS) code)

# What You Need to Do



**By July 1<sup>st</sup> - 8<sup>th</sup>, 2026 you are required to:**

**Register a mobile device number within SAMIS.**



**After July 8<sup>th</sup>, 2026, all users of SAMIS will:**

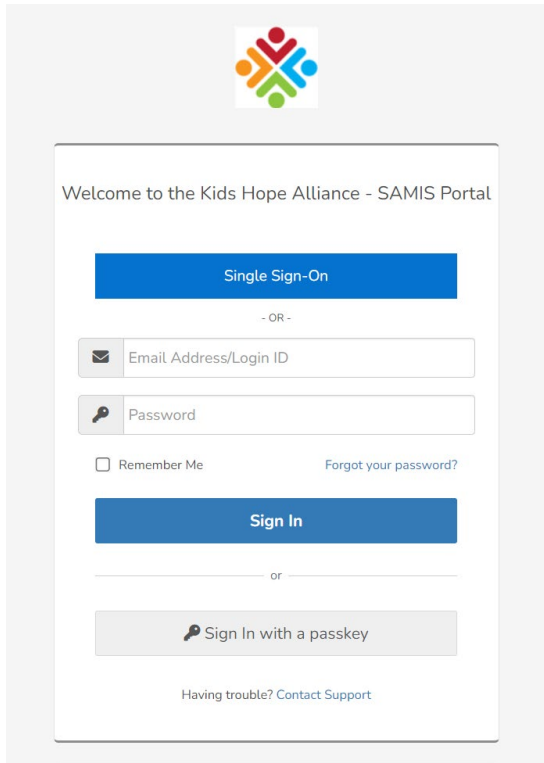
**Using your mobile device** to receive a text message with a one-time code when logging in.

**If NOT completed by July 8<sup>th</sup>, 2026, you will be locked out of your account.**

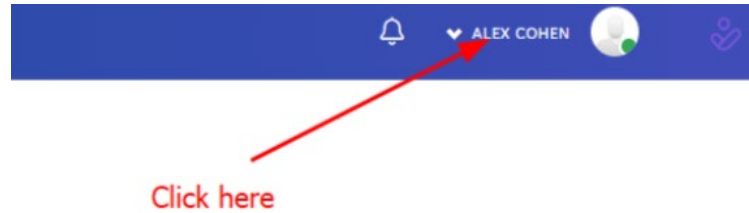
**Please contact [support@khatechsupport.zendesk.com](mailto:support@khatechsupport.zendesk.com) for assistance.**

# How do I register for MFA as an existing SAMIS user?

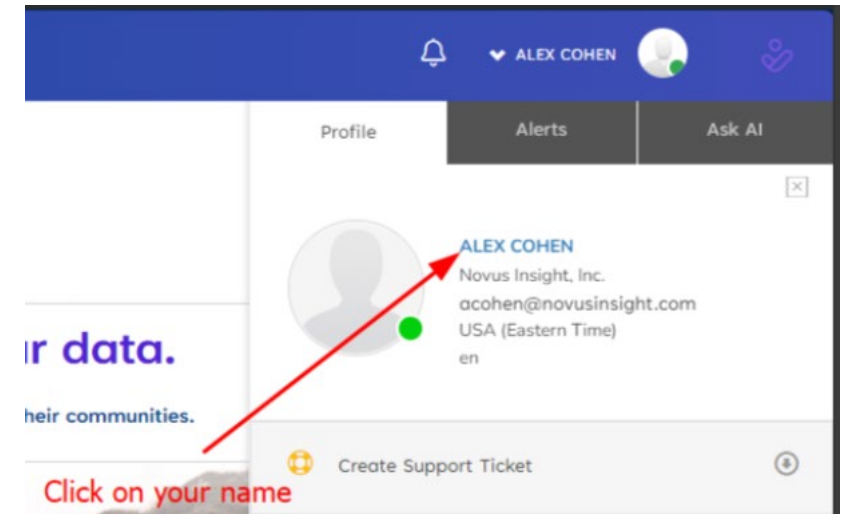
1. Log into SAMIS with your username and password.



2. In the upper right corner, find your name, and click the drop-down menu.

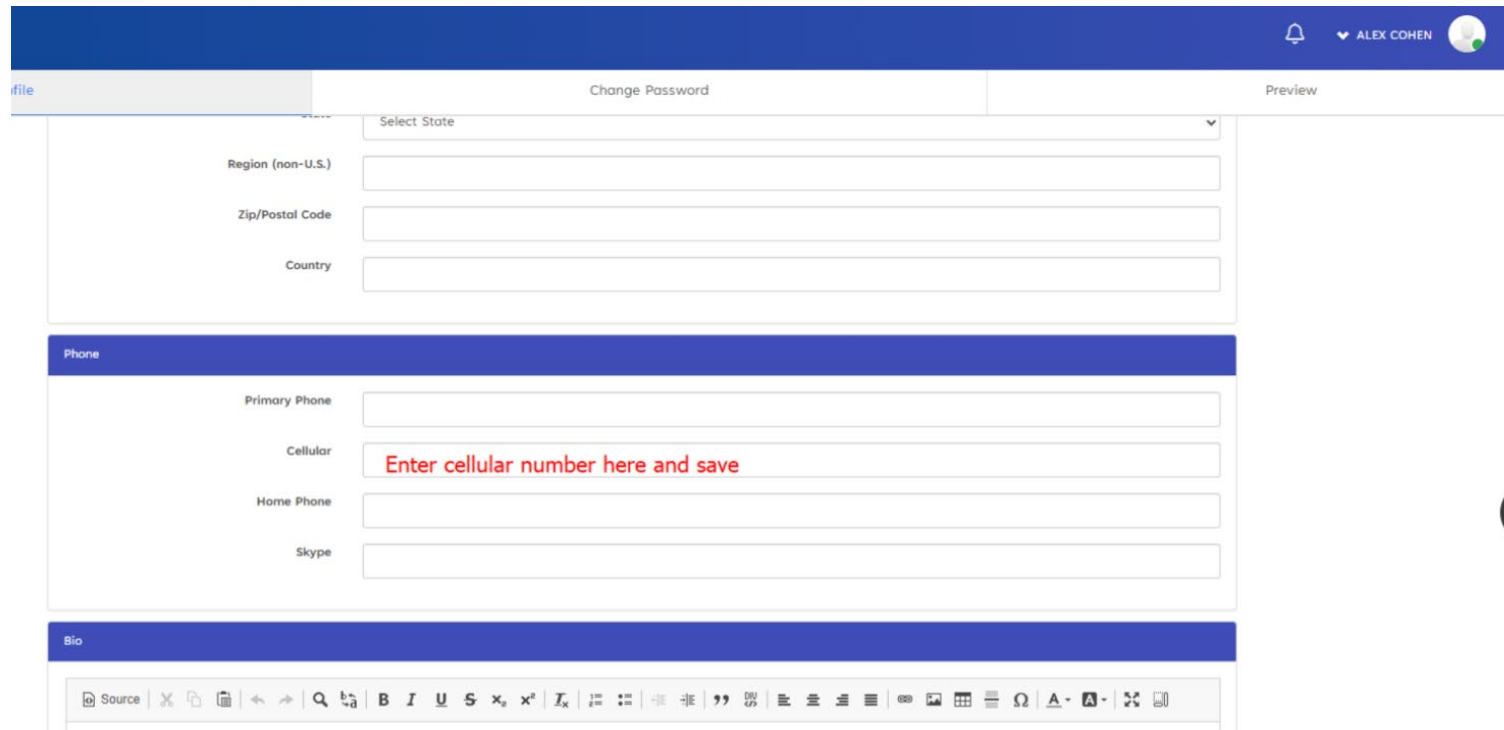


3. Under the "Profile" tab, click your name.



# How do I register for MFA?

4. Scroll down to the "Phone" section and enter your cellular/mobile device number. **Save the changes.**

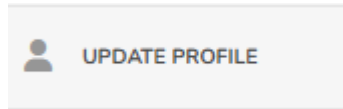


The screenshot shows a user profile page with a blue header bar containing a notification bell, the name 'ALEX COHEN', and a profile picture. Below the header, there are three tabs: 'Profile', 'Change Password', and 'Preview'. The 'Profile' tab is active, showing a form with several sections. The 'Phone' section is highlighted with a blue header and contains four input fields: 'Primary Phone', 'Cellular', 'Home Phone', and 'Skype'. The 'Cellular' field has a red text prompt: 'Enter cellular number here and save'. Below the 'Phone' section is a 'Bio' section, which is currently empty. At the bottom of the page, there is a rich text editor toolbar with various icons for text formatting and editing.

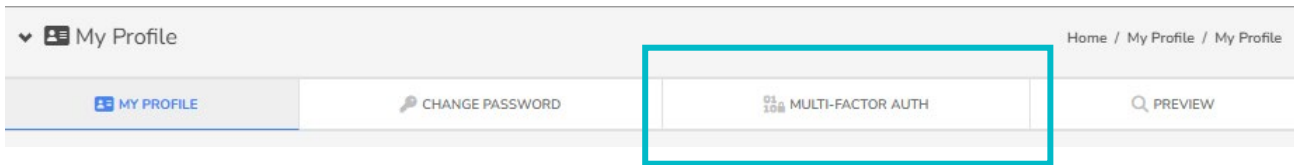
**This completes the registration process.**

# How to set up my MFA?

1. On the top right-hand corner click on down arrow next to your name. It will open your profile settings and select update profile.



2. Now you will click on the multi-factor auth button on the toolbar.



3. Now follow the directions shown in the image to the right.

4. Download the authenticator app.

5. Scan the QR code

Enter the code and then you have successfully set up your MFA.

**1 Get an Authenticator App**  
If you don't already have one, download any of these free authenticator apps to your phone.

Google Authenticator (iPhone, Android) | Microsoft Authenticator (iPhone, Android) | Authy (iPhone, Android)

**2 Scan the QR Code**  
Open your authenticator app, tap the + button, then scan this code.

Can't scan? Enter the key manually

**3 Verify Your Setup**  
Enter the 6-digit code shown in your authenticator app to confirm everything is working.

Enter the 6-digit code from your app  
Code refreshes in 20s  
Verify & Enable MFA

# Questions and Support

Contact the SAMIS help desk- [support@khatechsupport.zendesk.com](mailto:support@khatechsupport.zendesk.com)

Thank you for helping to keep SAMIS secure!