

State of Maryland
Interagency Commission on School Construction

Business Management System
Multi Factor Authentication Set Up
Process User Guide



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This guide is available for download at iac.mdschoolconstruction.org

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Setting Up Multi Factor Authentication

Purpose of Process

In accordance with IT security best practices, the Maryland Department of Information Technology (DoIT) requires the use of Multi-Factor Authentication (MFA) for State platforms. This includes the BMS. This guide will walk you through downloading and setting up the authentication step-by-step.

Type of Multi Factor Authentication

At this point, our Business Management System vendor, eBuilder (Trimble), requires the use of Okta Verify for Multi-factor Authentication. Okta Verify is widely used and accepted in Internet transactions, such as online services, banking, and other sensitive scenarios spanning both personal and business account authentication. Okta Verify is available on many platforms, including iOS and Android mobile systems.

While we understand there may be a desire for less complex authentication or other authenticator apps, currently we are limited to the use of Okta Verify.

Downloading the MFA Application using Okta Verify

You are able to download the “Okta Verify” app directly from your phone’s App Store. It is available free on both the Apple IOS, as well as Android operating systems.

Apple IOS



Okta Verify (4+)
Okta, Inc.
#14 in Business
★★★★★ 2.7 • 66 Ratings
Free

Android OS



Okta Verify
Okta Inc.

4.4★
28.9K reviews

10M+
Downloads

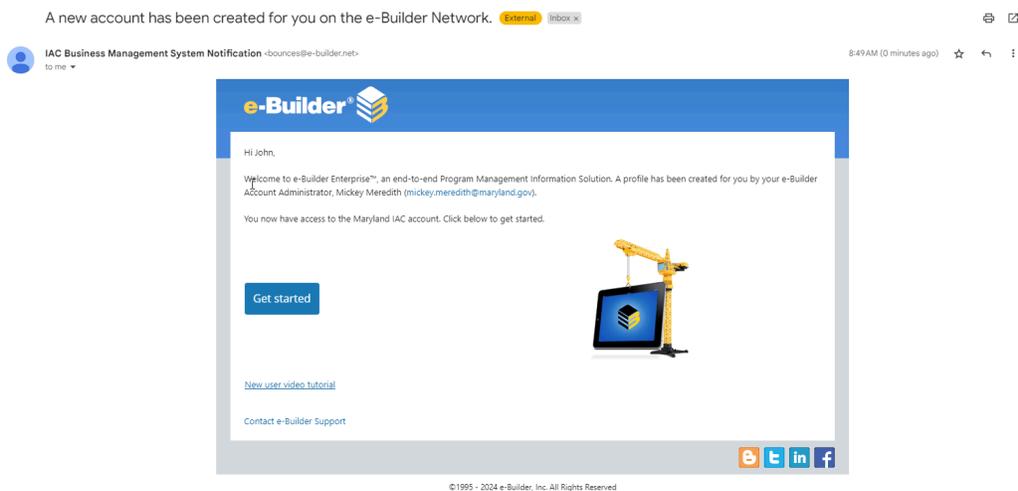
E
Everyone

Install

Setting Up a New BMS Account

(If you already have set up an account in the BMS, then please skip down to the “Setting Up Multi Factor Authentication” section of these instructions).

Once an account has been created for you, you will receive an email from the BMS. This email will provide you with a link to start the setup process in the BMS.



Click on the “Get started” button. You will then be presented with the screen below. You will need to fill out a series of security questions. **Please answer these in a way that you will remember. These questions will be asked of you if you ever forget your password and need to reset it.**

Change password

For your security, please choose a password that is not the same as your username, first name, last name, or company.

Username

john.user@maryland.gov

New*

Password requirements

- At least one letter
- At least one number
- At least one special character
- At least 15 characters
- Cannot contain company, username, first or last name
- Cannot be a recently used password
- Cannot be a common password

Confirm*

Security questions

Question 1*

Answer*

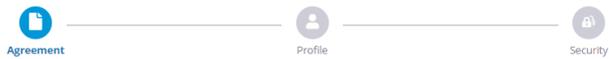
Question 2*

Answer*

Question 3*

Answer*

Once you have clicked the "Save" button, you must agree to the terms and conditions asked for by the BMS application. See Below.



Account terms

Welcome to e-Builder! Please take a few minutes to complete your account registration.

To continue, you are required to agree to the following terms.

This is a State of Maryland computer system, which may be accessed and used only for authorized Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action. All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Such information includes sensitive data encrypted to comply with confidentiality and privacy requirements. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms. There is no right of privacy in this system.

1 of 1

Click the "Agree" button to accept the terms. The BMS will then prompt you to complete your User Profile. Please make sure that you fill in all required fields that are notated with a red asterisk. You will not be able to save the information without completing the required fields.

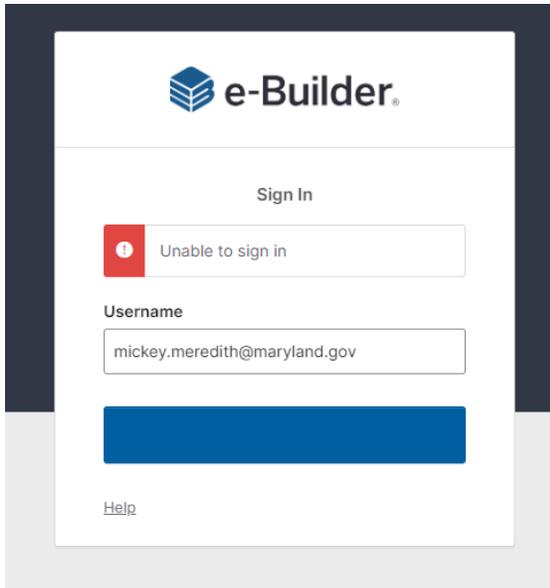
Setting Up Multi Factor Authentication

This guide provides step-by-step instructions for refreshing your Multi Factor Authentication after the rollout of e-Builder's new procedure in late July 2024.

Initial Log In

Please begin by logging in to the BMS as you usually do.

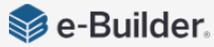
1. Log in to the BMS with your username (email address). If this is the first time you have logged in, then please use [this guide](#) to complete that set up.
2. You will then be prompted to enter in your username (email address) and password. Following this, you will be presented with an error.



3. Go to the email that you used to set up your account initially, and you will have received an email from Okta, which is the MFA platform used by e-Builder.



4. Click on the link in the center of the email message that says "**Activate Okta Account**". There is also a short video that will walk you through the setup.



e-Builder-fedramp-prod - Welcome to Okta!

Hi Mickey,

Your organization is using Okta to manage your web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page. Watch this short video to learn more:

<https://www.okta.com/intro-to-okta/>

Your system administrator has created an Okta user account for you.

Click the following link to activate your Okta account:

Activate Okta Account

This link expires in 7 days.

Your username is mickey.meredith@maryland.gov

Your organization's sign-in page is <https://e-builder-fedramp-prod.e-builder.net>

If you experience difficulties accessing your account, you can send a help request to your system administrator using the link: <https://e-builder-fedramp-prod.e-builder.net/help/login>

5. Choose the security method to use. e-Builder recommends choosing "Okta Verify".

Set up security methods

@ mickey.meredith@maryland.gov

Security methods help protect your account by ensuring only you have access.

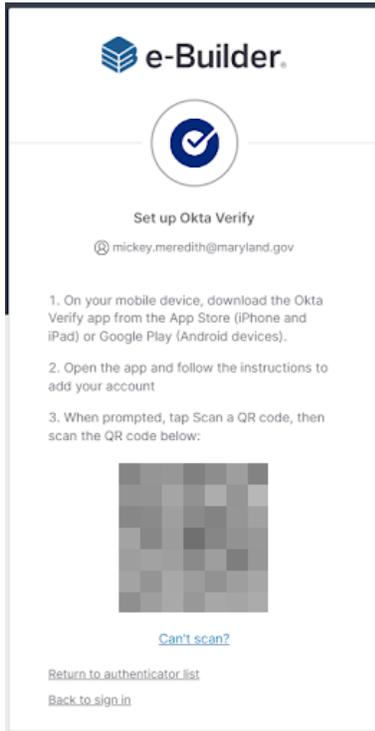
Set up required

-  **Google Authenticator**
Enter a temporary code generated from the Google Authenticator app. Used for access
[Set up](#)
-  **Okta Verify**
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity. Used for access
[Set up](#)
-  **Password**
Choose a password for your account. Used for access
[Set up](#)
-  **Security Key or Biometric Authenticator**
Use a security key or a biometric authenticator to sign in. Used for access
[Set up](#)

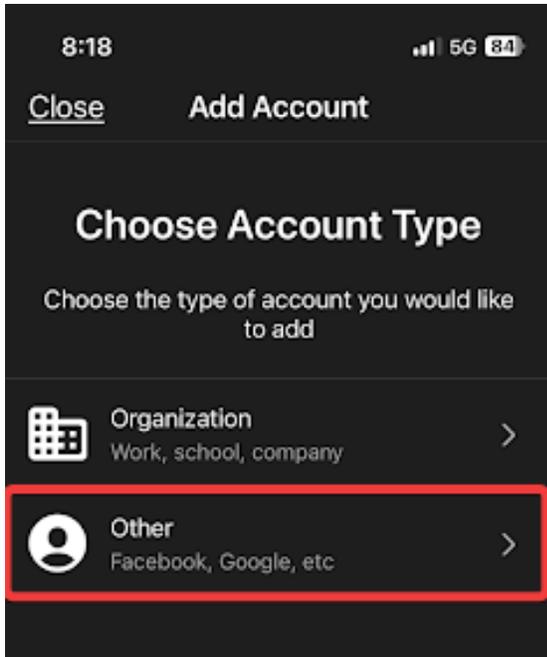
[Back to sign in](#)

Configuring the Okta Verify App on Your Mobile Device

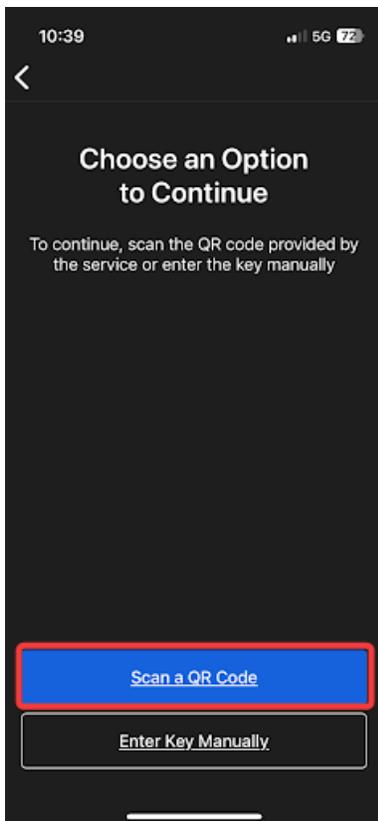
1. [Download the “Okta Verify” app if you have not done so](#), and then go back to the e-Builder setup instructions page in your internet browser, which will provide you with a QR code. Leave this page open.



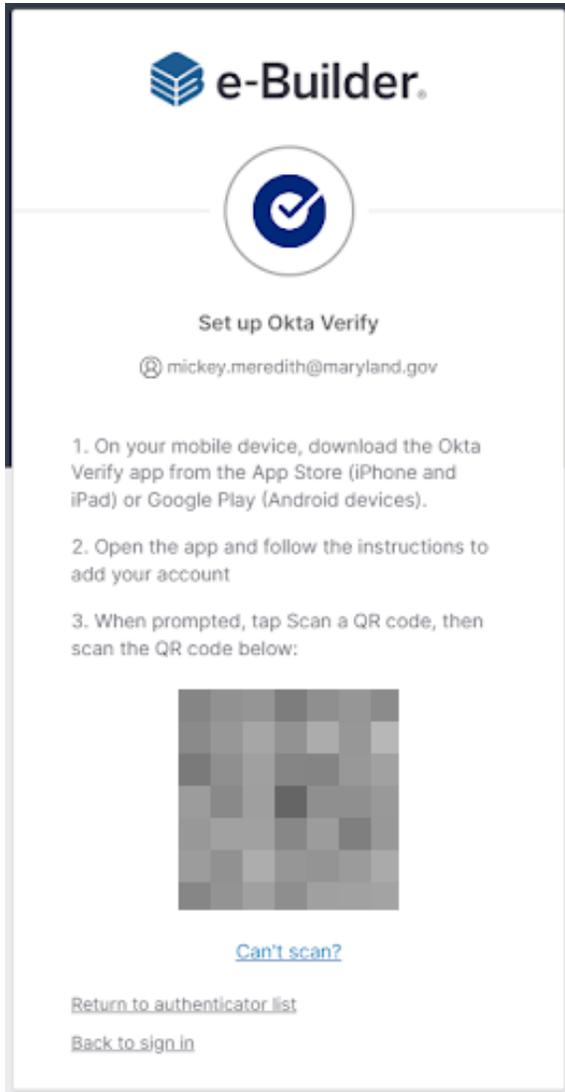
2. Open the Okta Verify app on your mobile device, and click on the “+” in the top right hand corner. This will allow you to link your e-Builder account to the Okta Verify app.
3. After clicking the “+” you will then be asked to choose an account type. Please choose “**Other**”.



4. The next page will ask, “**Choose an Option to Continue?**”. Because you have the QR code open in your internet browser, please click “**Yes, Ready to Scan**”.



5. This will open up your device's camera. Hold your camera up to your computer screen as if you were going to take a photo of it. This will scan the QR code displayed on the BMS setup page. This will complete the link between your BMS account and the Okta Verify app.



Your MFA is now set up, so you can open the usual BMS login page:
<https://app-gc2.e-builder.net/auth/www/index.aspx?ReturnUrl=%2f>.

6. Continue logging in to eBuilder using the same credentials you used prior to this MFA reset.
7. After entering your username and password, you will be asked to enter a code from the Okta Verify app. Open the Okta Verify app on your phone and type the displayed code into the BMS login screen on your computer.

e-Builder

Enter a code

mickey.meredith@maryland.gov

Enter code from Okta Verify app

Verify

[Back to sign in](#)

If you experience any difficulties with this process, then please don't hesitate to contact us at iac.pscp@maryland.gov and we can assist you.