



Tennessee Housing Development Agency

Andrew Jackson Building Third Floor
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TO: All THOMAS Users

FROM: THDA Multifamily Programs and Compliance & Asset Management

DATE: October 15, 2024

SUBJECT: Multi-Factor Authentication

The following document contains Multi-Factor Authentication (MFA) login instructions for Existing and New Tennessee Housing Online Management and Application System (THOMAS) users. THDA is adding a MFA component, also known as two -step verification to the external login process of THOMAS. The attached instructions contain a QR code that will allow those logging in to use an authenticator app of their choice – (i.e. Microsoft Authenticator, Google Authenticator, Cisco Duo, etc.)

The MFA component will go into effect **Friday, November 1, 2024**, for all THOMAS existing and new users. Instructions for both existing and new users is attached.

For more information, contact thomas@thda.org .



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THOMAS Two-Factor Authentication Instructions

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New User/ User That Needs to Set Up Two-Factor Authentication

1. Enter username and password

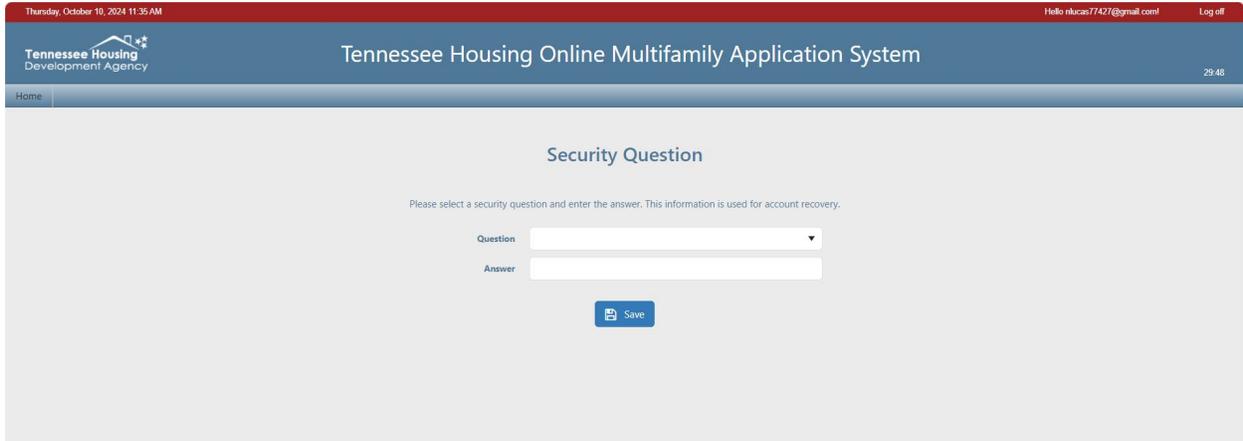
The screenshot shows the login interface for the Tennessee Housing Online Multifamily Application System. At the top, there is a dark blue header with the text "Tennessee Housing Online Multifamily Application System". Below the header, the main content area has a light gray background with the heading "Please Sign-In". There are two input fields: the first is for the email address, containing "testowner1@thda.org", and the second is for the password, containing "*****". Below the password field is a blue "Log In" button with a right-pointing arrow. To the right of the "Log In" button, there are two links: "Forgot your password?" and "Register as a new user". At the bottom center, there are three links: "THDA Tax Credit Information", "THOMAS Documents", and "Housing Credit Compliance".

2. After logging in with the username and password for the first time, you will be asked to set up Two-Factor Authentication. Follow the authenticator app setup instructions provided on the next screen.

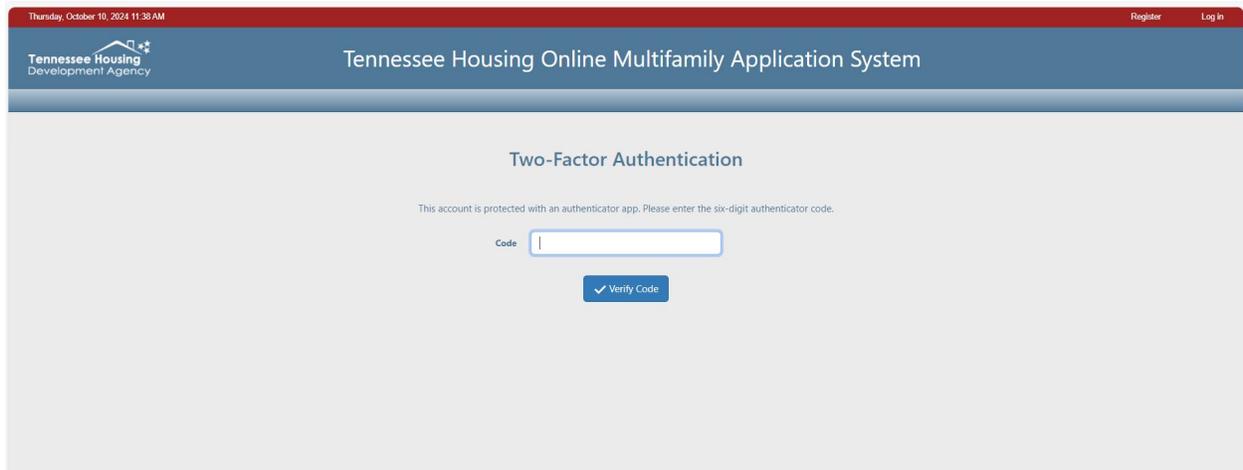
The screenshot shows the Two-Factor Authentication Setup page. At the top, there is a dark blue header with the text "Tennessee Housing Online Multifamily Application System". Below the header, the main content area has a light gray background with the heading "Two-Factor Authentication Setup". On the left side, there is a QR code. To the right of the QR code, there are three numbered instructions: 1. Download a two-factor authenticator app such as Google Authenticator, Microsoft Authenticator or Duo Mobile. 2. In the authenticator app, add an account by scanning the QR code or manually entering the setup key: **4EHTIS6UF3TVJZVOXPC6J7URCJIA6ID**. 3. Enter the six-digit code provided by the authenticator app. Below the instructions, there is a text input field labeled "Code" with a white background and a blue border. Below the input field is a blue "Verify Code" button with a white checkmark icon.

3. Enter the six-digit code provided by the authenticator app and push the "Verify Code" button.
 - a. Accepted Format: 000000, 000 000, 000-000
 - b. Must be between 6 and 7 characters long

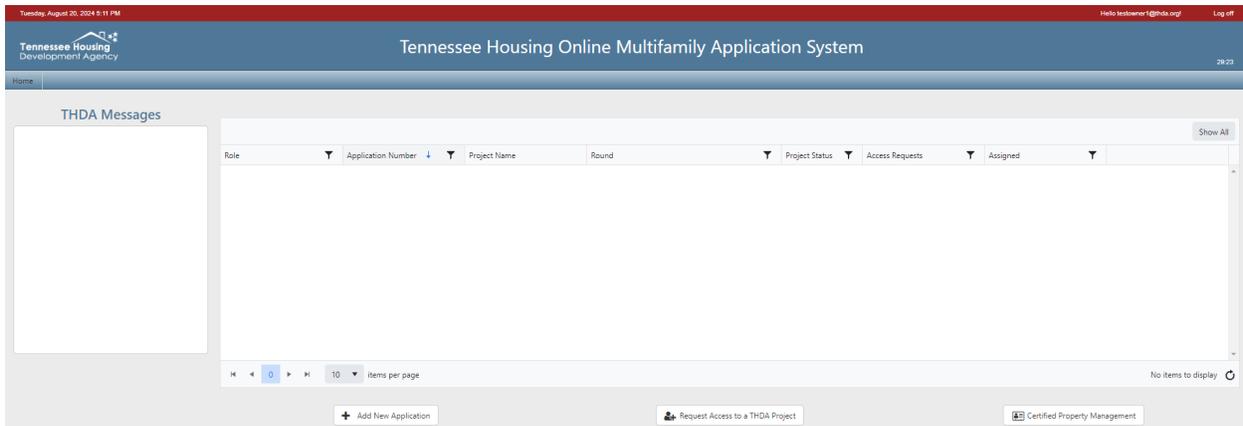
4. On first login you will next be asked to setup a security question. Choose one of the questions from the drop-down menu, and type in your answer in the “Answer” box.
 - a. Hit the “Save” button



5. At the next login (and all subsequent ones after that) after entering username and password this is the screen you would see:

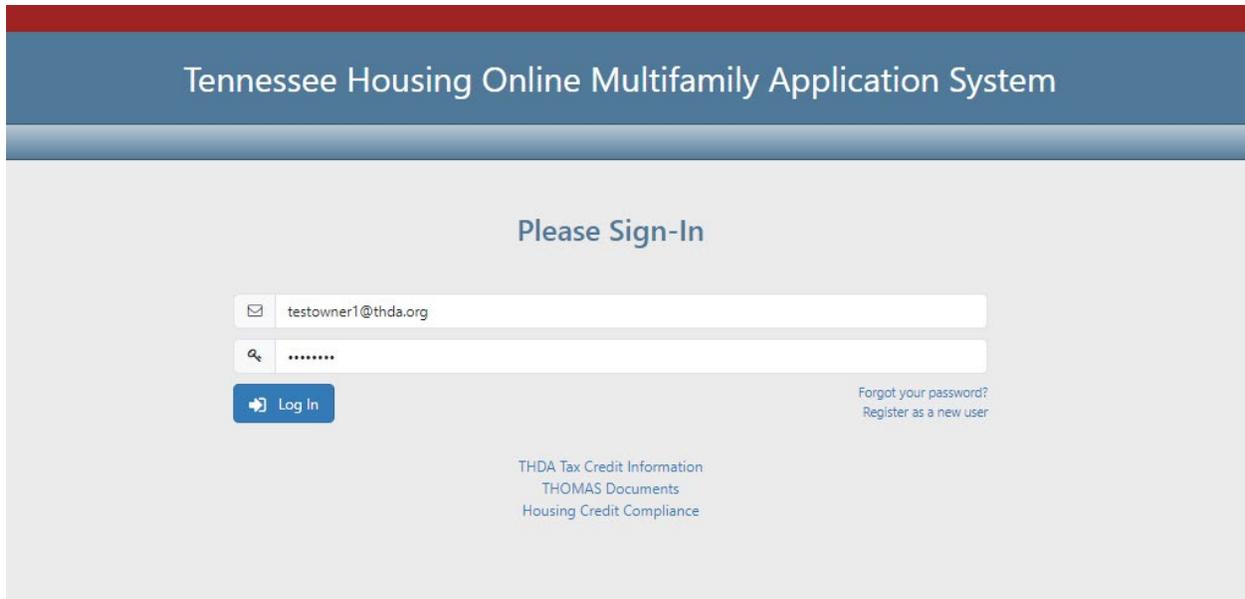


6. After entering the code from your authenticator app, you are directed directly into your normal THOMAS dashboard.



Existing User

1. Enter username and password.



The screenshot shows the sign-in page for the Tennessee Housing Online Multifamily Application System. The page has a dark blue header with the system name. Below the header, the text "Please Sign-In" is centered. There are two input fields: the first contains the email address "testowner1@thda.org" and the second contains a masked password "*****". A blue "Log In" button is positioned below the password field. To the right of the "Log In" button, there are two links: "Forgot your password?" and "Register as a new user". At the bottom center, there are three links: "THDA Tax Credit Information", "THOMAS Documents", and "Housing Credit Compliance".

2. Enter the code provided by the authenticator app and push the "Verify Code" button.
 - a. The code expires after five minutes



The screenshot shows the two-factor authentication page for the Tennessee Housing Online Multifamily Application System. The page has a dark blue header with the system name. Below the header, the text "Two-Factor Authentication" is centered. Below this, a message states: "This account is protected with an authenticator app. Please enter the six-digit authenticator code." There is a text input field labeled "Code" with a white background and a light gray border. Below the input field, there are two buttons: a blue "Verify Code" button with a white checkmark icon, and a white "Reset Authenticator App" button with a gray circular arrow icon.

3. Successfully access the normal THOMAS dashboard.

The screenshot shows the THOMAS dashboard interface. At the top, there is a header with the date and time 'Tuesday, August 20, 2024 9:11 PM' on the left, the user name 'Hello testuser1@thda.org' and 'Log off' on the right, and the title 'Tennessee Housing Online Multifamily Application System' in the center. Below the header is a navigation bar with a 'Home' link. The main content area is divided into two sections. On the left is a 'THDA Messages' section with a large empty white box. On the right is a data table with columns: 'Role', 'Application Number', 'Project Name', 'Round', 'Project Status', 'Access Requests', and 'Assigned'. The table is currently empty. Below the table is a pagination control showing '0' items per page and '10' items per page. At the bottom of the dashboard, there are three buttons: '+ Add New Application', 'Request Access to a THDA Project', and 'Certified Property Management'.

Existing User That Needs to Reset Authenticator App

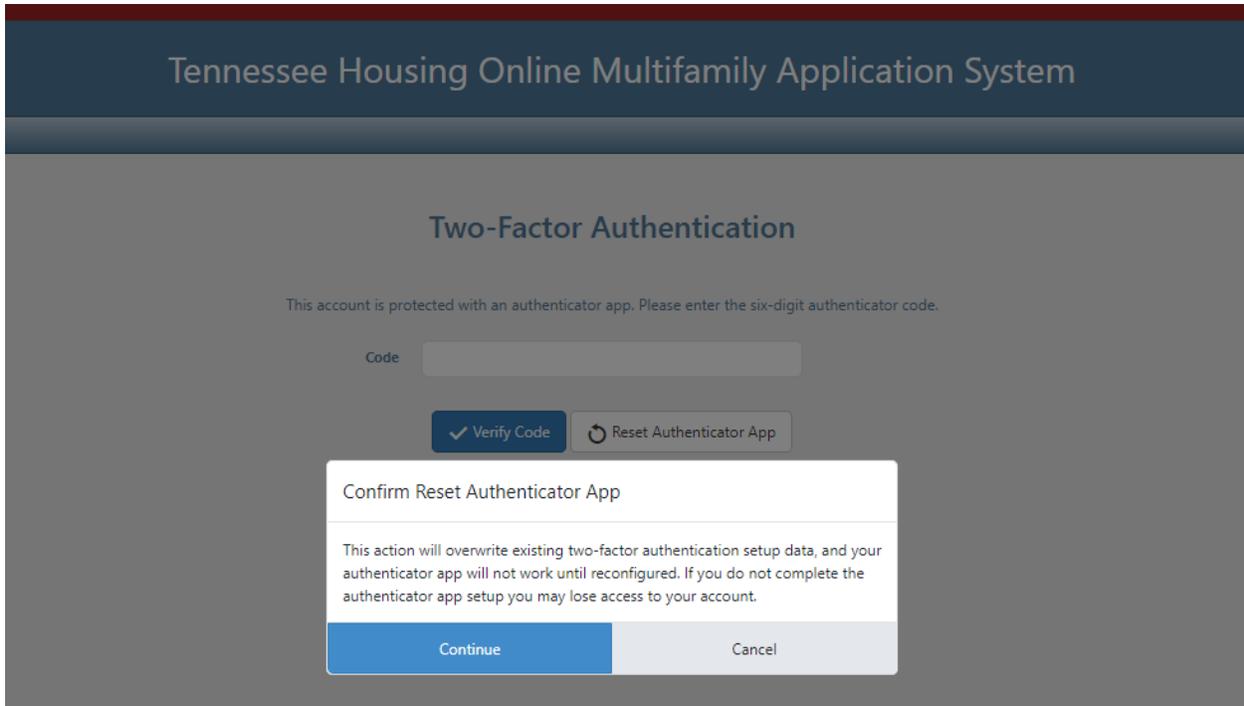
1. Enter username and password.

The screenshot shows the sign-in page of the Tennessee Housing Online Multifamily Application System. At the top, there is a blue header with the text "Tennessee Housing Online Multifamily Application System". Below the header, the page title is "Please Sign-In". There are two input fields: the first contains the email address "testowner1@thda.org" and the second contains a masked password "*****". Below the password field is a blue "Log In" button. To the right of the "Log In" button, there are two links: "Forgot your password?" and "Register as a new user". At the bottom of the page, there are three links: "THDA Tax Credit Information", "THOMAS Documents", and "Housing Credit Compliance".

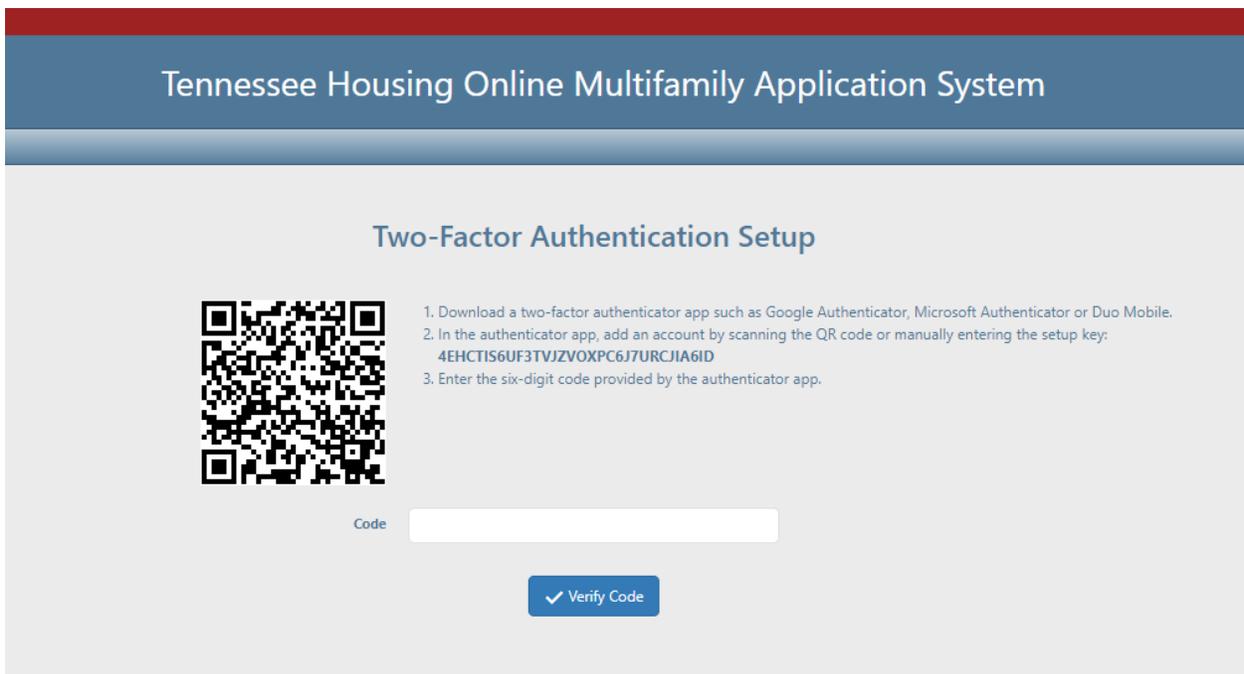
2. Push "Reset Authenticator App" button. **PLEASE NOTE:** *The only way an external user can gain access to this feature is by contacting THDA and verifying their security question answer with the THOMAS Business Analyst over the phone.*

The screenshot shows the Two-Factor Authentication page of the Tennessee Housing Online Multifamily Application System. At the top, there is a blue header with the text "Tennessee Housing Online Multifamily Application System". Below the header, the page title is "Two-Factor Authentication". Below the title, there is a message: "This account is protected with an authenticator app. Please enter the six-digit authenticator code." Below the message is a text input field labeled "Code". Below the "Code" field are two buttons: a blue "Verify Code" button and a white "Reset Authenticator App" button with a circular arrow icon.

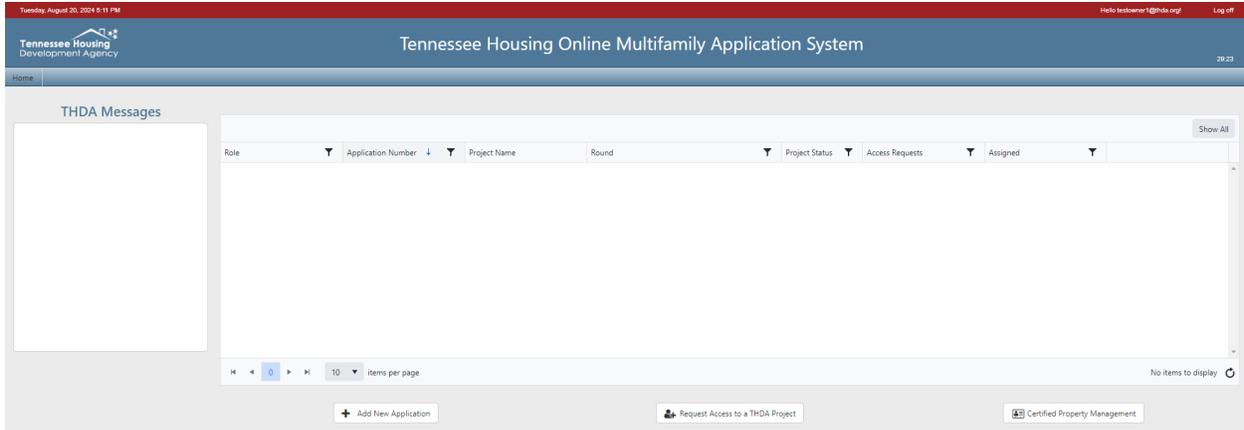
3. Confirm your choice to reset the authenticator app by hitting the “Continue” button on the pop-up.



4. Follow the authenticator app setup instructions provided on the next screen.
 - a. NOTE: If the user exits this page without completing the instructions they will need to press the “Reset Authenticator App” button again when they log in next.

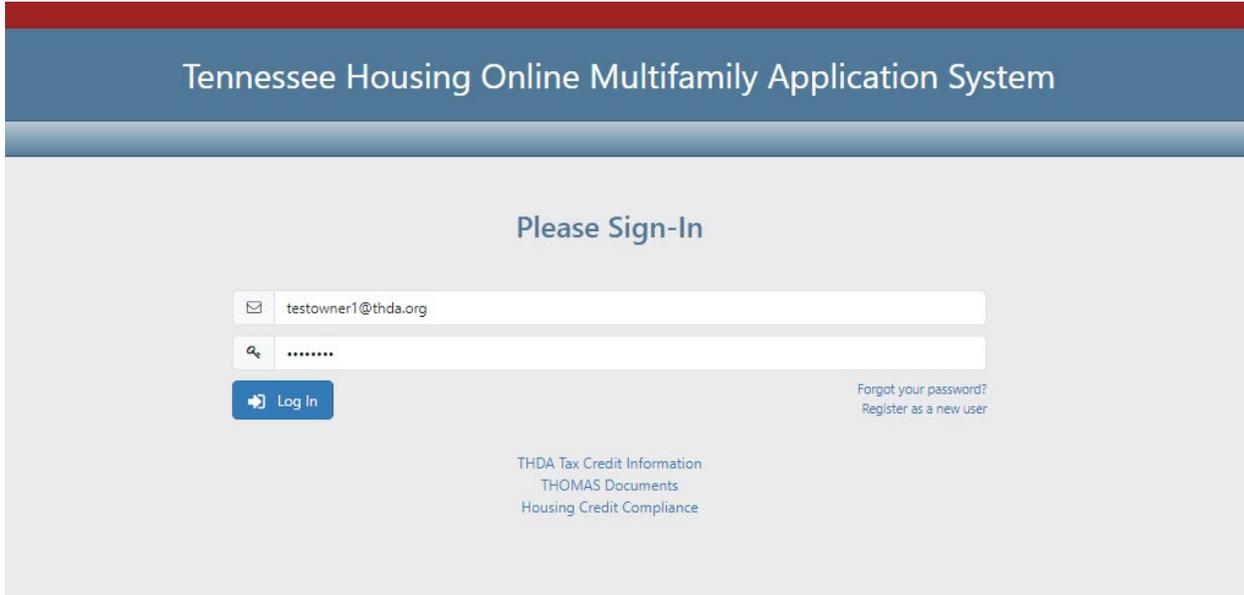


5. Enter the code provided by the authenticator app and push the “Verify Code” button. You should not be asked to re-set your security answer.
4. Successfully access the normal THOMAS dashboard.



Existing User Enters Incorrect Code

1. Enter username and password.



The screenshot shows the sign-in page of the Tennessee Housing Online Multifamily Application System. At the top, a dark blue header contains the text "Tennessee Housing Online Multifamily Application System". Below the header, the page title "Please Sign-In" is centered. There are two input fields: the first contains the email address "testowner1@thda.org" and the second contains a masked password "*****". A blue "Log In" button is positioned below the password field. To the right of the "Log In" button, there are two links: "Forgot your password?" and "Register as a new user". At the bottom center, there are three links: "THDA Tax Credit Information", "THOMAS Documents", and "Housing Credit Compliance".

2. Enter an incorrect code and push "Verify Code" button.



The screenshot shows the Two-Factor Authentication page of the Tennessee Housing Online Multifamily Application System. At the top, a dark blue header contains the text "Tennessee Housing Online Multifamily Application System". Below the header, the page title "Two-Factor Authentication" is centered. Below the title, there is a message: "This account is protected with an authenticator app. Please enter the six-digit authenticator code." Below the message is a text input field labeled "Code". Below the input field are two buttons: a blue "Verify Code" button with a checkmark icon and a white "Reset Authenticator App" button with a circular arrow icon.

3. Error message indicates the user has entered an incorrect code.

Tennessee Housing Online Multifamily Application System

Two-Factor Authentication

- Invalid code.

This account is protected with an authenticator app. Please enter the six-digit authenticator code.

Code

4. After five incorrect attempts the user will be locked out and must contact THDA to have it unlocked. This is the same procedure as is used today for a locked out account.

Tennessee Housing Online Multifamily Application System

Account Locked

Your account has been temporarily locked due to repeated login failures. Please try again later.
If you believe this is in error or need assistance, please contact THDA.