

# Multi-Factor Authentication (MFA) for the Attorney Information System (AIS) Quick Reference Card

## Overview



**Multi-Factor Authentication (MFA)** is an authentication method that requires an account holder to provide **two or more verification factors** to successfully gain access to a system. An increase in verification factors reduces the likelihood of a successful cyber-attack on a user's account.

Registration for **MFA** is a one-time event that **must be completed using a computer and a mobile phone that has an approved authentication application installed.**

Once your account is registered for **MFA**, you will be prompted to authenticate your login credentials with a one-time passcode each time you log into the **Attorney Information System (AIS)**. This code is generated by an approved authentication application that is installed on your mobile phone.

This quick reference card outlines the steps needed to download an authentication application on your mobile phone and register your device for **MFA** to access **AIS**.

## Download the App on the Mobile Phone

The **Authenticator** app must be downloaded on the mobile phone that you will be using to verify your credentials when logging into **AIS**. The **Microsoft Authenticator** app and **Google Authenticator** app are the **only** Judiciary-approved apps that may be used for authentication.

**Before downloading the Authenticator app, you will need to decide which app you will want to use.**

### To download the app on a mobile phone:

1. On the mobile phone, navigate to the **App Store** or **Google Play**.
2. Enter *Authenticator app* in the search field.
3. When the list of apps appears, scroll to locate your preferred **Authenticator** app.
4. Click the **GET** button to download it to the mobile phone.



If the **Open** button displays, this indicates that you already downloaded the approved **Authenticator** app.

## Configure the App on the Mobile Phone

Once the desired **Authentication** app has been downloaded to your mobile phone, the next step is to configure it so that you will be able to successfully access **AIS**. The process differs slightly for **Microsoft Authenticator** and for **Google Authenticator**. In addition, there are some differences if you are employed by the Judiciary, or you are external to the Judiciary.

### Microsoft Authenticator App

**If you are a Judiciary member**, you may already have the **Microsoft Authenticator app** already configured on your phone. If you do not yet have the app configured, you will need to follow a separate process. Click [here](#) to view the step-by-step process for push notifications.

**If you are external to the Judiciary**, and you are using the **Microsoft Authenticator** app, follow the steps outlined below.

#### To configure the Microsoft Authenticator:

1. Open the **Microsoft Authenticator** app.
2. If desired, sign into your **Microsoft** account to enable all stored passwords, address, and other autofill info on your device.
3. Click the **Scan a QR code** link.



The **camera** app on the mobile phone will open automatically. Allow access to the phone's camera, if necessary.

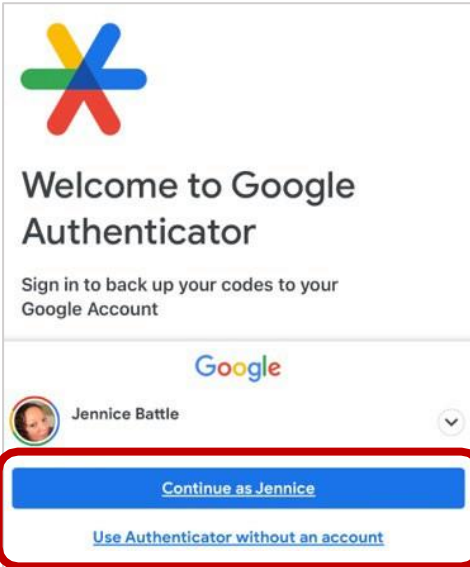


4. Follow the remaining steps in the [Registering for MFA](#) section in this document.

# Google Authenticator App

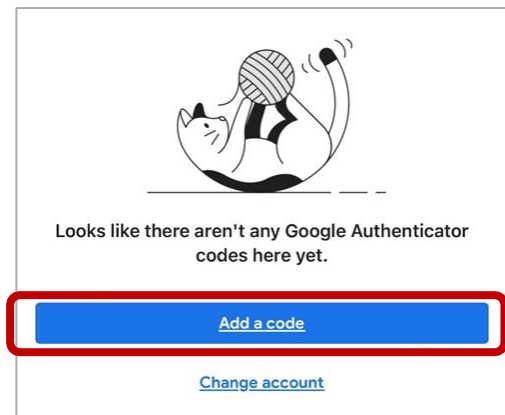
## To configure the Google Authenticator:

1. Open the **Google Authenticator** app.
2. Click the **blue Get started** button at the bottom of the screen.
3. Sign in to your **Google** account, if desired, or click the link to **Use Authenticator without an account**.



If you signed into your **Google** account, you will need to click the **blue Continue as...** button at the bottom of the screen

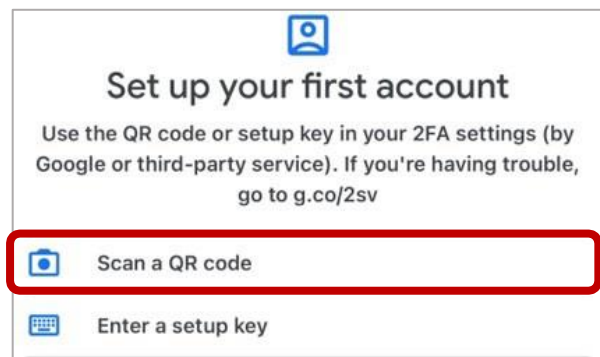
4. Click the **blue Add a code** button to display the **Set up your first account** window.



5. Click the **Scan a QR code** link.



The **camera** app on the mobile phone will open automatically. Allow access to the mobile phone's camera, if necessary.



6. Follow the remaining steps in the **Registering for MFA** section below.

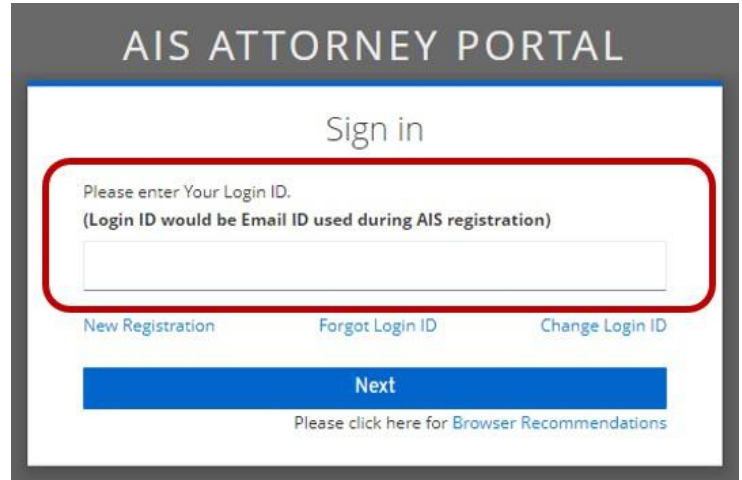
## Registering for MFA

The account registration must be completed for any computer used to access **AIS**. A mobile phone with the ability to access and download an app is also required. Before beginning account registration, have the designated mobile phone nearby.

### Access AIS from a Computer

#### To access AIS:

1. Open an internet browser window and navigate to the **AIS** website <https://jportal.mdcourts.gov/aisattorneyportal/security/login.xhtml>. The **AIS sign in** page displays.
2. Click in the **Login ID** field and enter your **Login ID**, the email address used during AIS registration.
3. Click the **blue Next** button.



AIS ATTORNEY PORTAL

Sign in

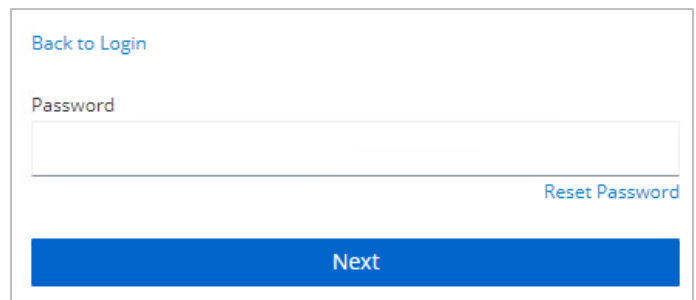
Please enter Your Login ID.  
(Login ID would be Email ID used during AIS registration)

[New Registration](#) [Forgot Login ID](#) [Change Login ID](#)

**Next**

[Please click here for Browser Recommendations](#)

4. Click in the **Password** field and enter your password.
5. Click the blue **Next** button.



[Back to Login](#)

Password

[Reset Password](#)

**Next**

6. Click the **Multi-Factor Authentication (MFA)** link in the **upper right** of the window.



 **ATTORNEY INFORMATION SYSTEM** [Home](#) **Multi-Factor Authentication (MFA)** [Logout](#)


AIS Attorney Portal

## Complete Authentication on the Computer

Once the **Authenticator app** has been installed on your mobile phone, the authentication process must be completed using your computer. Once complete, the **Authenticator app** will provide you with dynamic one-time codes. This protects the security of your account and ensures that only you can access the information.

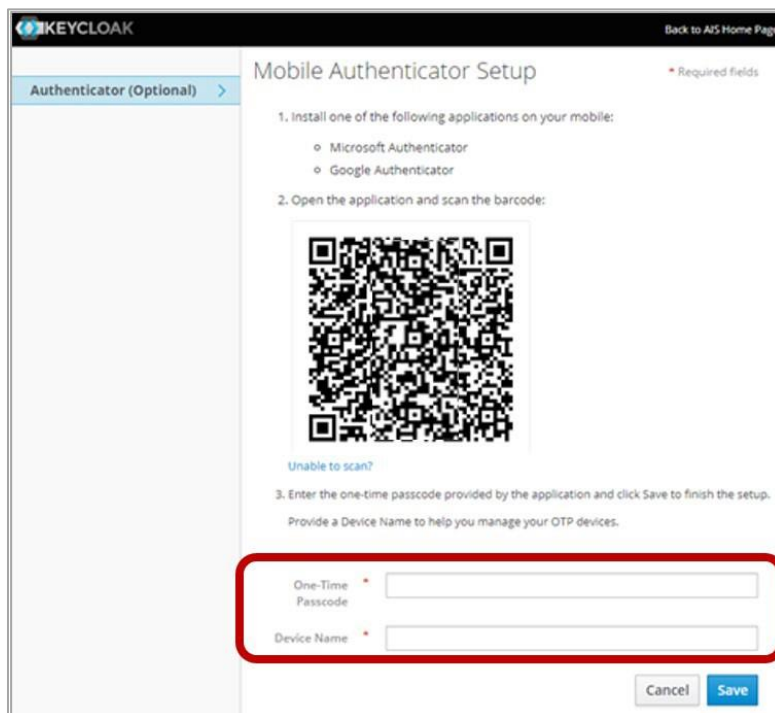
### To complete the authentication process:

1. Move the mobile phone close to the computer screen and scan the **QR Code** on the **Mobile Authenticator Setup** window.

 A new number will generate every **30 seconds**.

If you have not entered the number before the allotted time, please wait for a new number to regenerate before attempting to enter the code into the **One-Time Passcode** field.

2. In the **One-time Passcode** field, enter the code displayed in the **Authenticator app**. (**Note:** Do not enter spaces when entering the **One-Time Passcode**)
3. In the **Device Name** field, enter a name for the mobile phone, i.e. *My iPhone*.
4. Click the **blue Save** button. The **Mobile authenticator configured** message will display at the top of the page.
5. Click the **Back to AIS Home Page** link in the upper right corner. The **AIS Home** page will display.




KEYCLOAK Back to AIS Home Page

### Mobile Authenticator Setup

1. Install one of the following applications on your mobile:

- Microsoft Authenticator
- Google Authenticator

2. Open the application and scan the barcode:



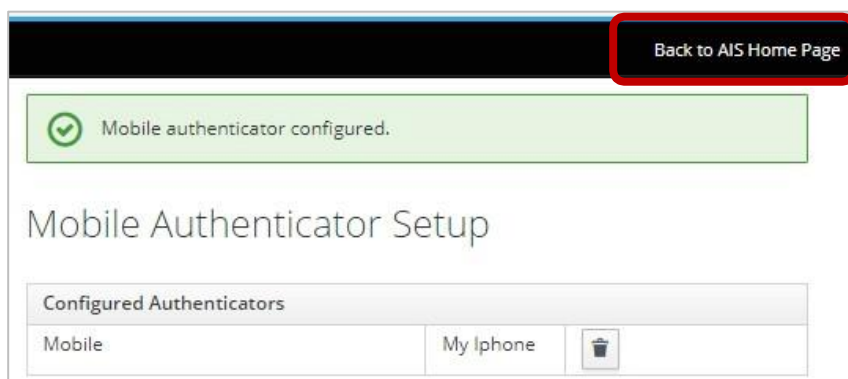
Unable to scan?

3. Enter the one-time passcode provided by the application and click Save to finish the setup. Provide a Device Name to help you manage your OTP devices.

One-Time Passcode \*

Device Name \*

Cancel Save




Back to AIS Home Page

✓ Mobile authenticator configured.

### Mobile Authenticator Setup

Configured Authenticators

Mobile	My Iphone	
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## Signing into AIS after MFA after Registration

After successfully registering for **MFA**, subsequent logins to **AIS** will require a one-time code provided by the **Authenticator** app on your mobile device. Keep the mobile phone nearby in order to complete these steps.


### To sign into AIS:

1. Open an internet browser window and navigate to the **AIS** website <https://jportal.mdcourts.gov/aisattorneyportal/security/login.xhtml>. The **AIS sign in** page displays.
2. Click in the **Login ID** field and enter your **Login ID**, the email address used during AIS registration.
3. Click the **Next** button.
4. Click in the **Password** field and enter your password.
5. Click the **Next** button. You'll be prompted to enter a **One-Time Passcode**.

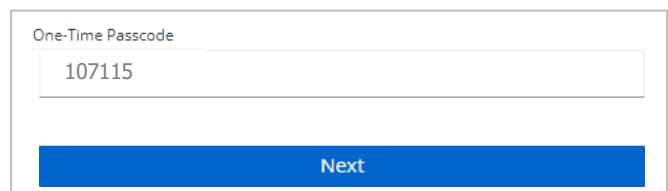
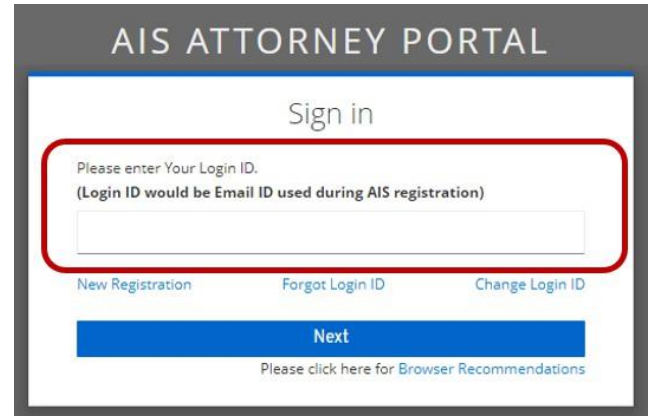


Switch to your mobile phone for additional information.

6. Open your **Authenticator** app on your mobile phone and locate the dynamic **Authentication** code that displays. A new number will generate every **10-30 seconds**.

 If you have not entered the number before the allotted time, please wait for a new number to regenerate before attempting to enter the code into the **One-Time Passcode** field.

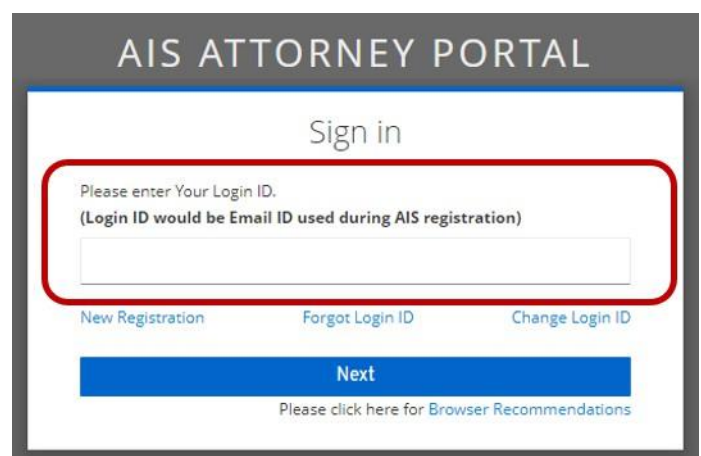
7. In the **One-Time Passcode** field, enter the code displayed on your mobile phone. (**Note:** Do not enter spaces when entering the **One-Time Passcode**)
8. Click the **blue Next** button. The **AIS Home** page will display.



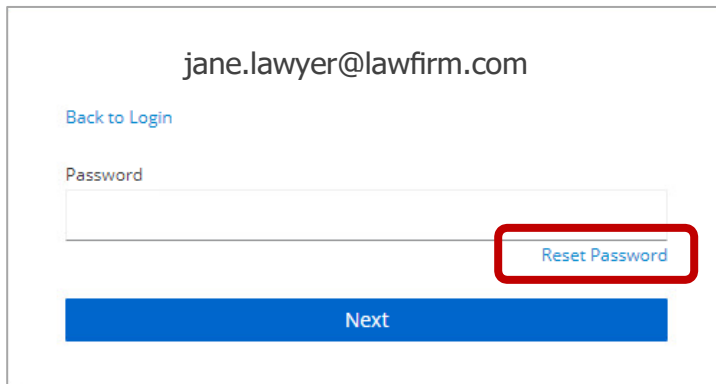
## Changing Your Password After Registering for MFA

If you forget your password or need to change it, you will take the following steps to first reset your password and then log into **AIS**.

1. Open an internet browser window and navigate to the **AIS** website <https://jportal.mdcourts.gov/aisattorneyportal/security/login.xhtml>. The **AIS sign in** page displays.
2. Click in the **Login ID** field and enter your **Login ID**, the email address used during AIS registration.
3. Click the **blue Next** button.



- To reset your password, click the **Reset Password** link.



jane.lawyer@lawfirm.com

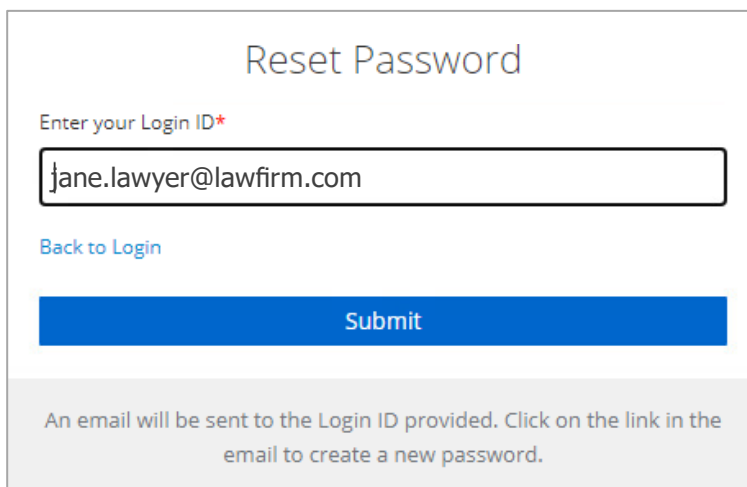
[Back to Login](#)

Password

[Reset Password](#)

Next

- Enter the email address used for AIS registration in the **Login ID** field.
- Click the blue **Submit** button. An email will be sent to that address to reset the password.



Reset Password

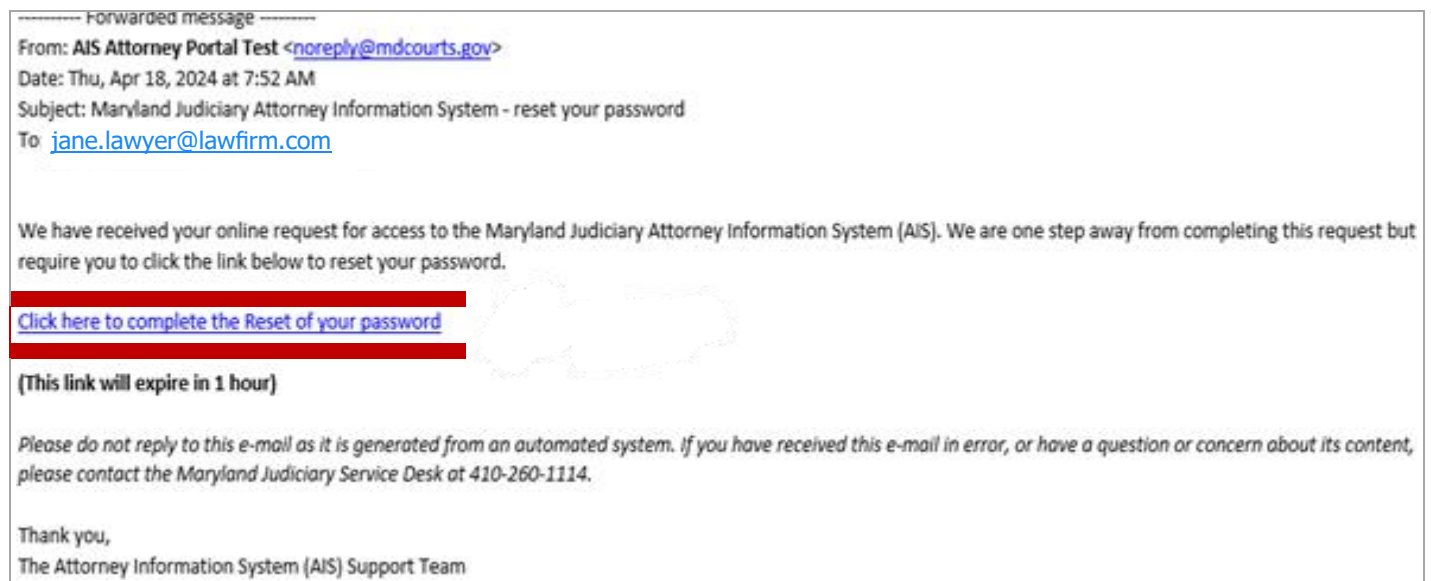
Enter your Login ID\*

[Back to Login](#)

Submit

An email will be sent to the Login ID provided. Click on the link in the email to create a new password.

- Locate and open the email in your email program.
- Click the **Click here to complete the Reset of your password** link.



----- Forwarded message -----

From: AIS Attorney Portal Test <noreply@mdcourts.gov>  
Date: Thu, Apr 18, 2024 at 7:52 AM  
Subject: Maryland Judiciary Attorney Information System - reset your password  
To: [jane.lawyer@lawfirm.com](mailto:jane.lawyer@lawfirm.com)

We have received your online request for access to the Maryland Judiciary Attorney Information System (AIS). We are one step away from completing this request but require you to click the link below to reset your password.

[Click here to complete the Reset of your password](#)

(This link will expire in 1 hour)

Please do not reply to this e-mail as it is generated from an automated system. If you have received this e-mail in error, or have a question or concern about its content, please contact the Maryland Judiciary Service Desk at 410-260-1114.

Thank you,  
The Attorney Information System (AIS) Support Team



You'll be prompted to enter a one-time code. Switch to the mobile phone to get additional information

- Open your **Authenticator** app on your mobile phone and locate the dynamic **Authentication** code that displays.
- In the **One-time code** field, enter the code displayed on your mobile phone. A new number will generate every **30 seconds**.



If you have not entered the number before the allotted time, please wait for a new number to regenerate before attempting to enter the code into the **One-Time Passcode** field. (**Note:** Do not enter spaces when entering the **One-Time Passcode**)

- Click the **blue Next** button. The **Update Password** page will display.




If you cannot access the **One-Time Password** on your mobile phone, please contact **Customer Services**.




- Enter a password in the **New Password** field and again in the **Confirm Password** field using the following requirements:
  - A minimum of 12 characters
  - At least 1 upper case letter
  - At least 1 lower case letter
  - At least 1 number

- Click the **blue Submit** button. The **AIS Home** page will display.

## Important Reminders

- ★ The **One-time code** changes frequently, every 30 seconds.
- ★ If the app has **previously been downloaded** to an iPhone and then deleted, a **Cloud** image will display rather than the **GET** button. Click the **Cloud** icon to re-download. 
- ★ If the app has **previously been downloaded** to an Android and then deleted, an **ENABLE** button will display rather than the **GET** button. Click the **ENABLE** button and follow the rest of the steps.
- ★ If the app is **already downloaded** on the mobile phone, an **OPEN** button will display. Click the **OPEN** button and follow the rest of the steps.
- ★ If the **QR Code** won't scan using a mobile phone, click the **Unable to scan?** link on the computer screen.

## Need help? Contact Customer Services

 <https://mdcourts.service-now.com>  [mdcourts@service-now.com](mailto:mdcourts@service-now.com)  410.260.1114