



Microsoft Multi-Factor Authentication (MFA)

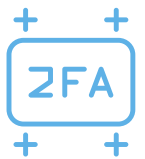


All what you need to know!



What is Microsoft Multifactor authentication (MFA)?

Multifactor authentication (MFA) adds or extra a layer of protection to the sign-in process to college account. When you accessing to college accounts, users need provide additional identity verification, such as entering a code received by phone or MFA App or scanning a fingerprint on Security key FIDO2.



How does Multifactor Authentication (MFA) work?

When you turn on two-step verification, you'll get a security code to your phone, or authenticator app every time you sign in on a device that isn't trusted.

Why should you use Multifactor Authentication?

- MFA increases security because even if your college login credential becomes compromised. But if you have multifactor authentication enabled, it is a secure and convenient way to prove who you are.

If somebody else that knows you login info and tries to sign in as you, they'll enter your college username and password, then they get prompted to enter your second factor to verify your identity. And here they will be stuck! Unless they have your phone.

Note: the 6-digit or 2-digit number in Microsoft Authenticator changes every 30 seconds or every time you try to login.

- You can use Multifactor authentication (MFA) as a way to sign in if you forget your password.

How to setup or turn on Multifactor authentication (MFA):

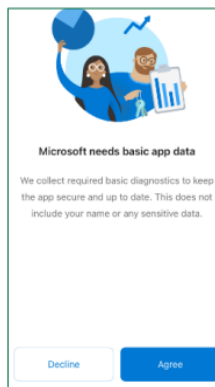
1. Setup MFA using Microsoft Authenticator APP:

Note: You need to use computer and smartphone for this setup.

- Go to the Apple App Store or Android Play store from your smartphone and download the Microsoft Authenticator app.



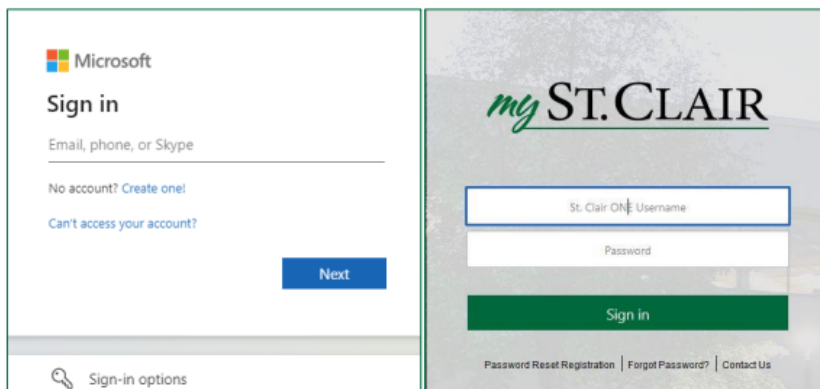
- Open the app and click on I agree (on smartphone)



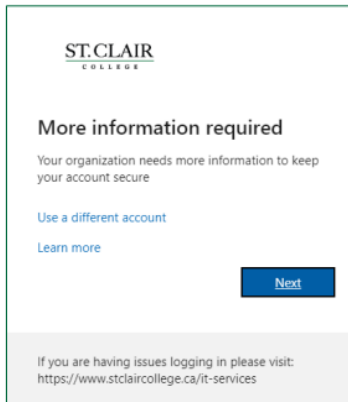
- On your computer go to the following website to access the QR code:

<https://aka.ms/mfasetup>

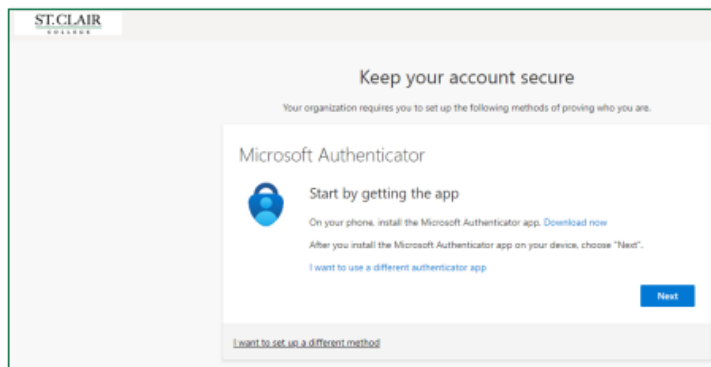
- You will need to sign in with your St. Clair College login



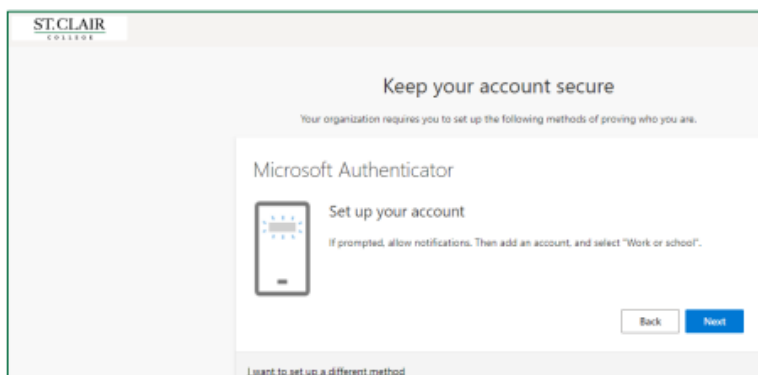
- Click Next on the message that more information is required.



- Click Next to start setting up the Authenticator app

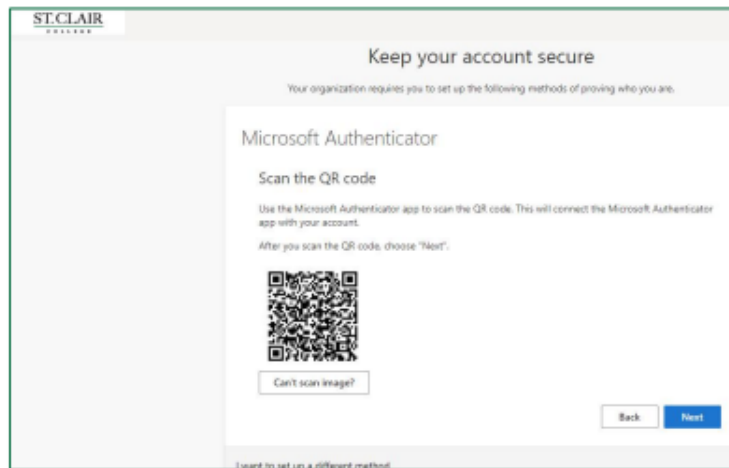
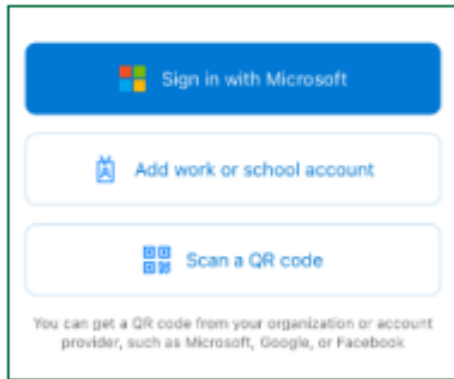


- Click Next to allow notifications for the app.



- Go to your smartphone and In the app select 'Work or School' then tap the 'Scan a QR Code' and scan the QR code on the computer screen with your smartphone. Then click the Next button.

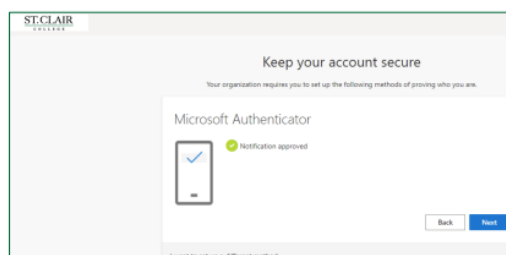
Note: You may also have to allow the app access to the camera on your smartphone.



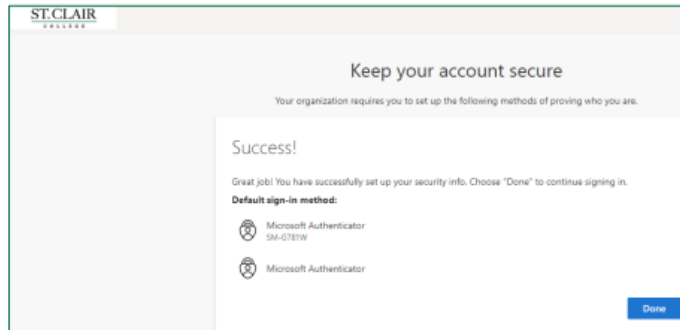
- You will then be asked to verify the app on your smartphone, click approve. (on smartphone)



- Click Next to on the message that the notification was approved (on computer)



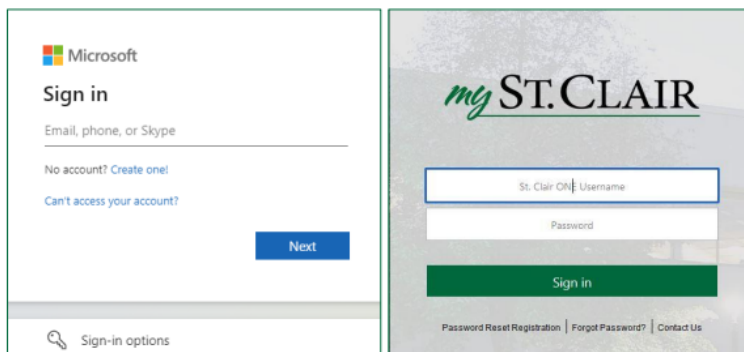
- MFA setup is complete.



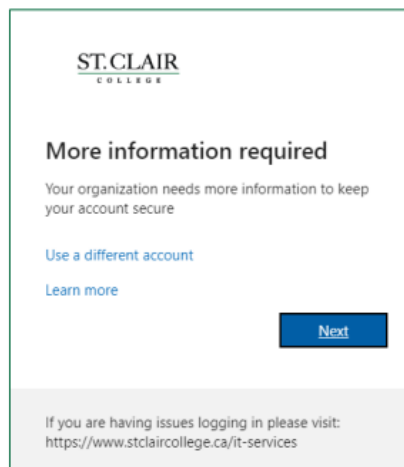
2. Setup MFA using SMS Text Messages or Calling:

- Go to the following website and sign in with your St. Clair College login:

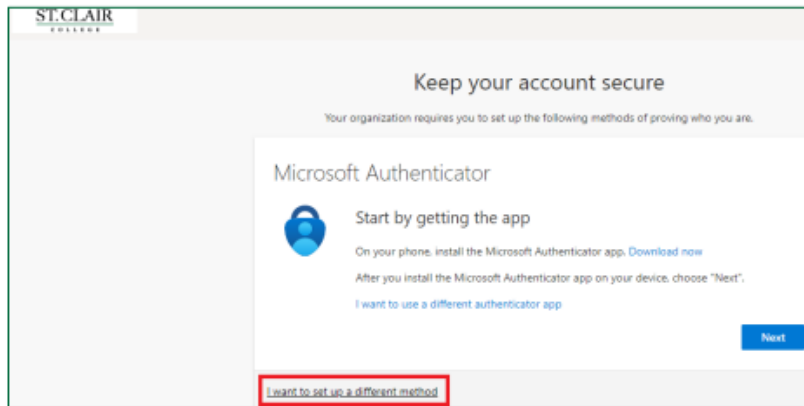
<https://aka.ms/mfasetup>



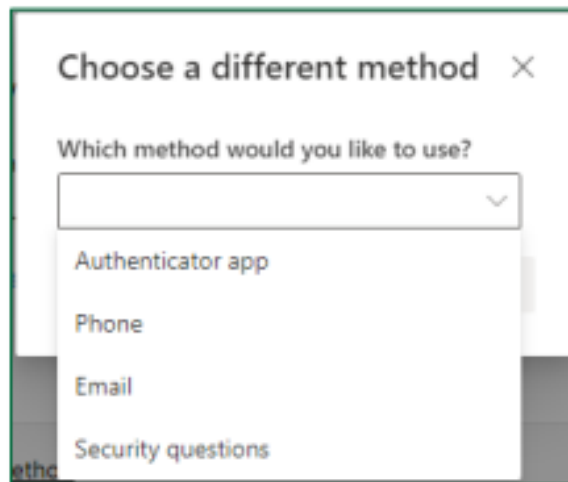
- You will be prompted to provide additional information, click Next.



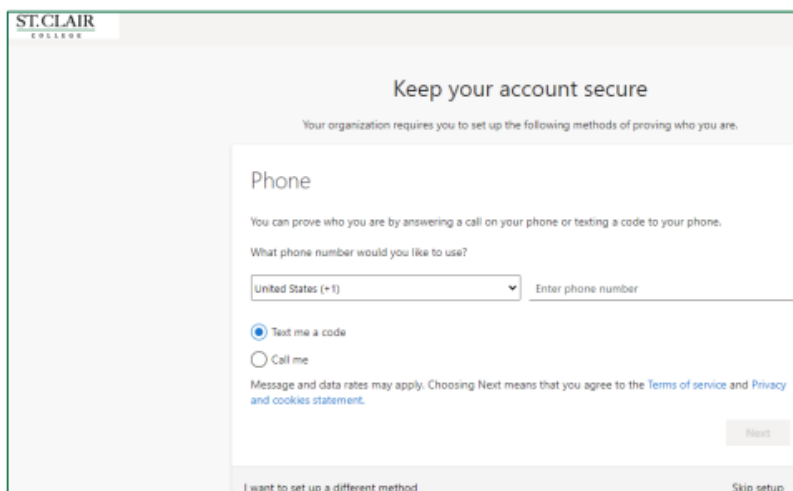
- Click the 'I want to set up a different method' link at the bottom of the page.



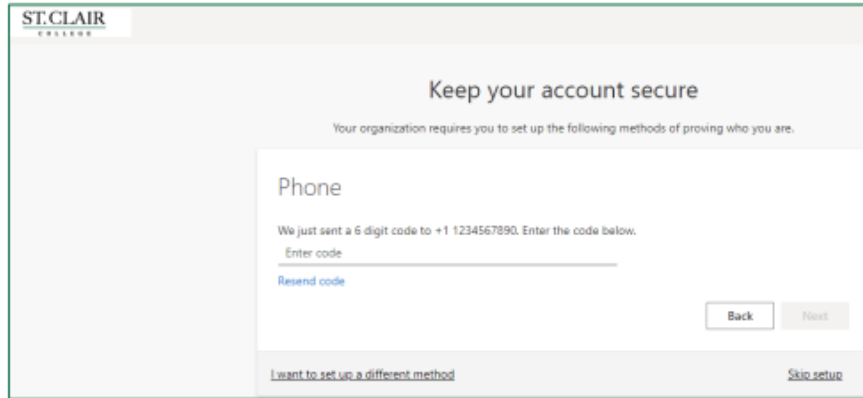
- Choose the phone option in the drop down list, then click Confirm



- Choose your area code from the drop down list then enter your phone number and choose either 'Text me a code' or 'Call me' then click next.



- If you chose text message, enter the code and click verify or answer the phone call and step through the prompts.



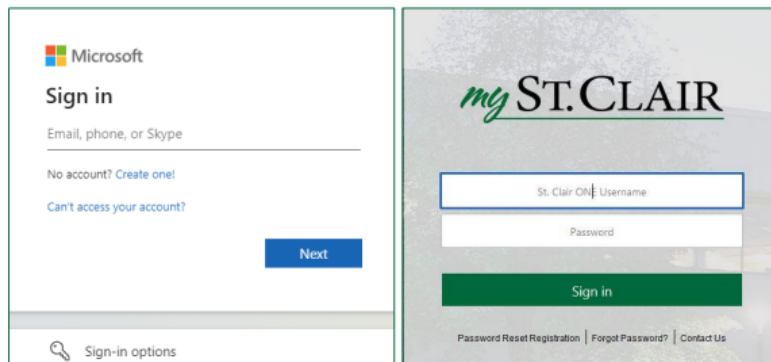
- You have now successfully setup your device!

What you should do when you get new phone number?

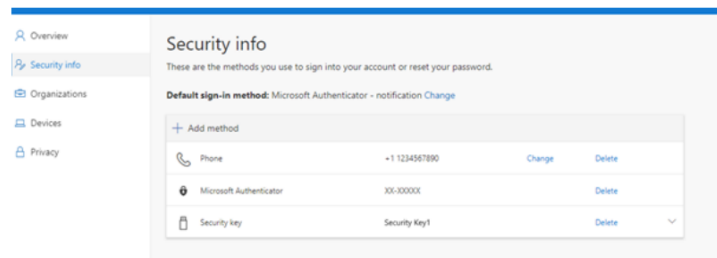
You need to change or unlink old phone before you delete the app from old smartphone or before wipe out the old phone. How unlink or remove old phone from MFA college account and setup MFA for new phone:

1 . Remove old phone from MFA college account:

- Go to the following website <https://aka.ms/mfasetup>
- sign in with your St. Clair College login



- Select Security Info
- Then Find your old smartphone number or phone name or MFA
- Click on delete that beside the phone old smartphone number or phone name or MFA



2 . Setup MFA for your new smartphone: Follow the same steps above in this PDF file about how to setup or turn on Multifactor authentication (MFA)

Common Problem Not Receiving Verification Code:

The problem is typically related to your phone device. Here are some suggestions that you can try.

- Sometimes phone device or Microsoft Authenticator app just needs a restart. When you restart phone, all background processes, apps and services are ended and refresh too. The restart also the core components of the device or service is refreshed when you restart device.
- Sometime notifications turned off. Make sure your phone device has notifications turned on. Ensure the following notification modes are allowed and turn on:
 - Phone calls
 - Authentication app
 - Text messaging app
- Internet connection issue. Make sure your phone device has Internet connection. and phone connect to WiFi or Mobile data.
- Airplane or do not disturb mode is turn on. Make sure you haven't turned on the do not disturb or airplane feature for mobile device.
- International location. If your college account linked to Canadian phone number and you are in different country or outside Canada, you can get the text message with code. and the same thing if your phone number link to

different country you are in Canada you can get text message with code. if you added different authentication method, you can access to college account using that method like MFA App or you can change it with new phone number. If you did not added different authentication method and you can not access to college account, you can contact IT Help Desk and we can help you with this issue.

- If you change the Phone device, phone number or delete the Microsoft Authenticator app without unlike phone form college account. If you added different authentication method, you can access to college account using that method. If you did not added different authentication method and you can not access to college account, you can contact IT Help Desk and we can help you with this issue.

Tips From IT Help Desk:

- We recommend to setup two different MFA, the one you normally use, and one as a backup just in case (Like you setup authenticator app, and use the phone number or email as backup one)
- When you buy new phone, before you delete or wipe the old phone. try to unlink the phone from MFA college account first. [Follow steps above in this PDF file](#)
- Try do not delete the MFA App from phone. Because if you delete the app without unlike from college account, you can not get the code anymore and can not login to college account too.