How to set up Multi Factor Authentication

Once Multi Factor Authentication has been turned on for you, the system will prompt you when you sign in to applications like Teams. The steps are easy to set up.

1. The system will have you sign in as you always do through the SSO screen.
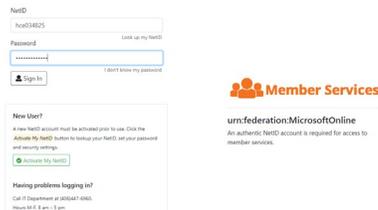
2. After this screen, Microsoft will inform you that it needs some additional information at the login screen.
3. You then get to choose the method you wish to use to authenticate. The easiest method is to use the Microsoft Authenticator App with your phone. **No matter what method you use – you will be prompted to set up a second method as well.**

Using the Microsoft Authentication App

4. To load the App, just go to the Apple Store or Play Store to find and download the app. Follow the instructions for setting this up. The Microsoft link for an explanation is: https://support.microsoft.com/en-us/account-billing/download-and-install-the-microsoft-authenticator-app-351498fc-850a-45da-b7b6-27e523b8702a

Use the Office Phone

5. If you don't want to use the App, you can have Microsoft call you. When you are setting up the methods, select "I want to set up a different method"
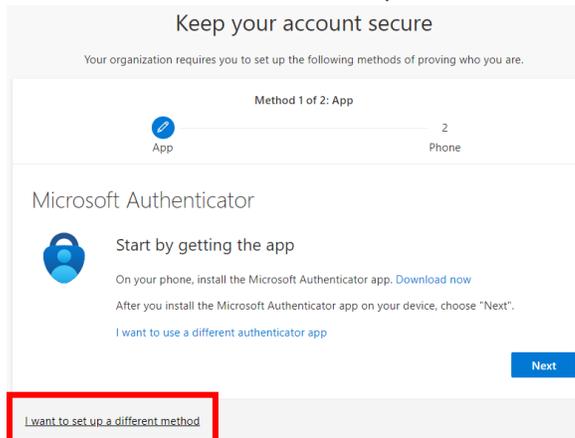
6. You will be given a choice screen. Select Office Phone. *Although it says office phone, this can be any phone number.*
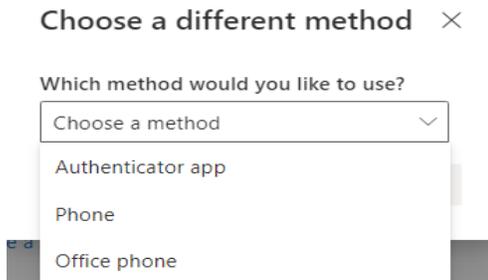
7. The system will prompt you for a number to call. You need to enter the area code along with the phone number.
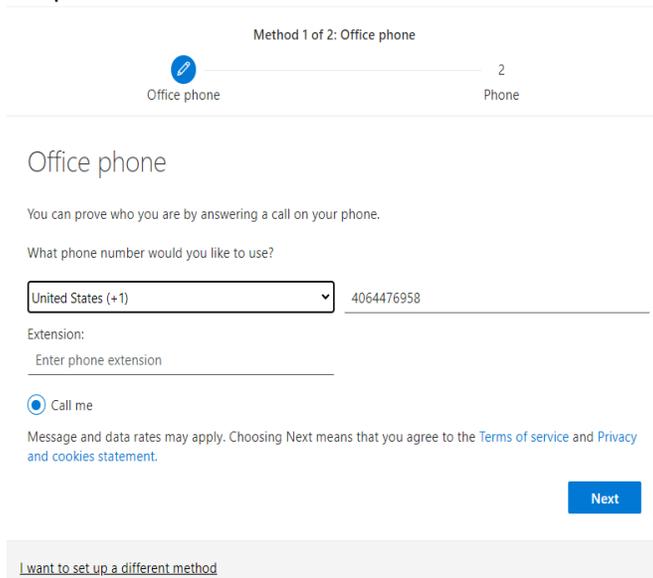
8. When you select Next – Microsoft will call the number and prompt you to enter # to continue.

Use Phone to receive text code

9. A common method that many businesses use is to send you a code through text. To set this up, select Phone.

10. You need to enter the phone number of where you want to get the text. You need to enter the area code along with the number

Method 1 of 2: Office phone

① Office phone — 2 Phone

Office phone

You can prove who you are by answering a call on your phone.

What phone number would you like to use?

United States (+1)	4064476958

Extension:

Enter phone extension

◉ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Next

I want to set up a different method

11. Once you enter the number and select Next – Microsoft will send a text message to that phone and will prompt you to enter the code that was texted to you.

Microsoft

hce034825@helenacollege.edu

Enter code

We texted your phone +X XXXXXXXX24. Please enter the code to sign in.

Code

Having trouble? Sign in another way

More information

Verify

12. Once done, Microsoft will let you know that it has been verified.

Method 2 of 2: Phone

1 App — ② Phone

Phone

✓ SMS verified. Your phone was registered successfully.

Next

Important - A note about signing on

13. If you are prompted about staying signed into all yours apps – **ALWAYS select No, sign in to this app only**.

Stay signed in to all your apps

Windows will remember your account and automatically sign you in to your apps and websites on this device. This will reduce the number of times you are asked to login.

☑

Allow my organization to manage my device

ⓘ Selecting this option means your administrator can install apps, control settings, and reset your device remotely. Your organization may require you to enable this option to access data and apps on this device.

No, sign in to this app only

OK

14. When you are prompted to "Stay signed in", select Yes. In the past this setting didn't make any difference but with MFA it makes things easier.

■■ Microsoft
■■

ed.benasky@helenacollege.edu

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No   Yes
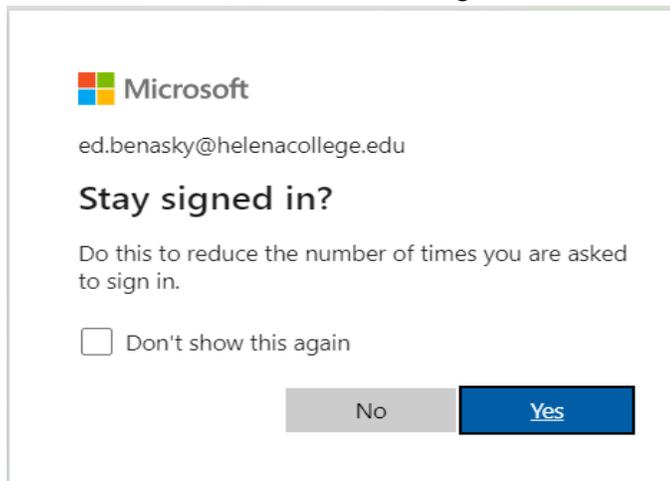
OneDrive information

15. There may be a time that you leave your computer on, and the system logs you out of OneDrive, you may see a message on your open document.
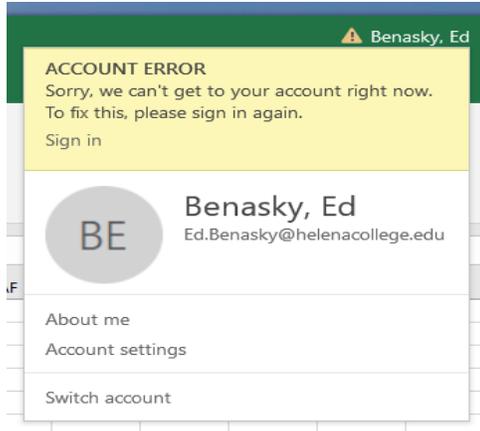
16. This just means that you need to select Sign In and go through the MFA for OneDrive again. Once you are connected, you can save the document again.

Changing your settings

17. You can change your MFA settings easily. Sign into your Helena College email online through the portal
18. In the upper right corner where you picture/initials is, select it and it will give you a menu.
19. Select View Account
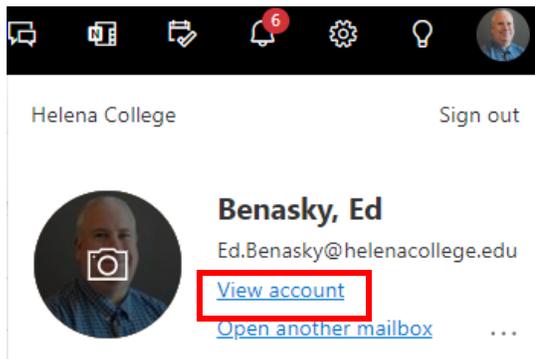
20. With your account information open, on the left side select Security Info
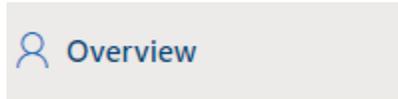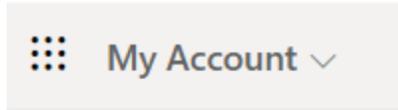
21. From here you can add other methods or change the ones you have. The breakdown is:
    a. Phone – You can choose to have a voice message or text message sent
    b. Office phone – Voice message. Microsoft calls you
    c. Alternate phone – Like Office phone but gives you a second number
    d. App password – **Will not work**. Will let you set up but will not work correctly.
    e. Email – **Will not work**. Lets you set up but won't prompt at this time.
    f. Authenticator app – **Preferred method.** Need to load the App in to your smart device.
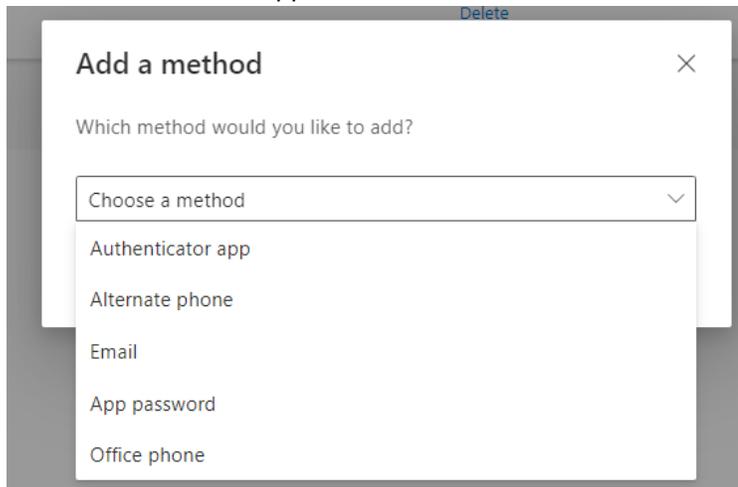
22. If you choose other methods, Microsoft will either send a code or call to verify.

23. If you wish to use another method, just select "I can't use my Microsoft Authenticator right now".
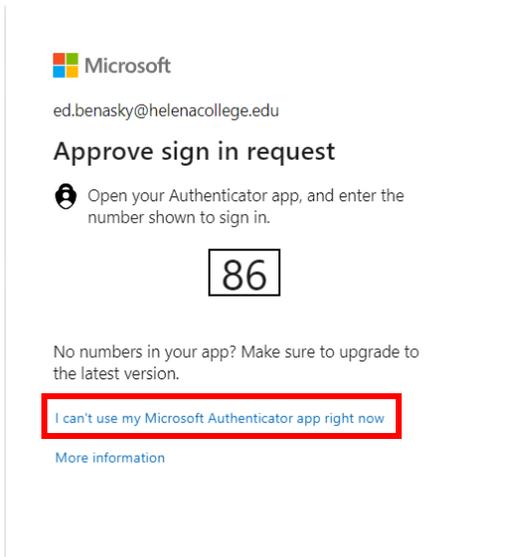
24. You will be given a list of other options that you can use
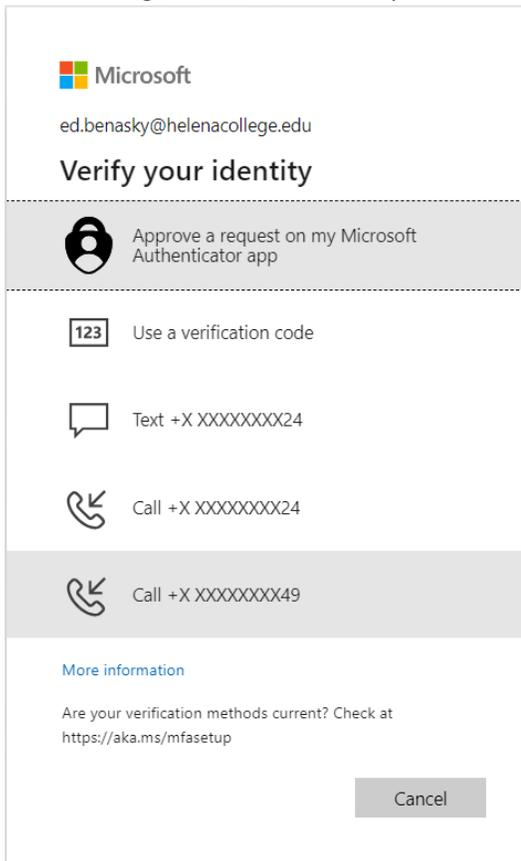
25. Just select the alternate method and log in!

f you need any assistance with MFA, please don't hesitate to contact IT at 447-6960; email it@helenacollege.edu ; or open a helpdesk ticket by emailing ithelp@helenacollege.edu