

Multi-Factor Authentication (MFA) for Helena College Staff and Faculty

Keeping Your Helena College Account Safe

To help protect your personal information, financial aid details, email, and online documents, Helena College uses **Multi-Factor Authentication (MFA)** when you sign in to the Helena College emails and online tools.

MFA adds an extra layer of security. In addition to your password, you'll confirm your identity using your phone or another device.

This is quick, easy, and helps keep your account secure.

What You Need Before You Start

Please have one of the following ready:

- A smartphone (recommended)
- A mobile phone that can receive text messages
- Or another approved authentication method

Most students choose the **Microsoft Authenticator app** for the fastest and easiest experience.

Step-by-Step: Set Up MFA

1. Sign in to your Helena College account

Go to the Helena College Microsoft Email sign-in page and enter your email and password.

2. You will be prompted to set up security verification

Click **Next** to begin.

3. Install the Microsoft Authenticator app (recommended)

- Download the app from the Apple App Store or Google Play Store.
- Open the app and allow notifications if prompted.



4. Connect your account

- On your computer, a QR code will appear.
- In the Authenticator app, choose **Add Account** → **Work or School Account** → **Scan QR Code**.
- Scan the code shown on your screen.

5. **Approve the test notification**

Microsoft will send a test approval to confirm everything is working.

6. **Setup complete**

You are now protected with Multi-Factor Authentication.

What to Expect When You Sign In

When you log in to services like email or online tools:

- Enter your password as usual
- Then approve a notification on your phone
- Or enter a verification code

Most of the time, this takes only a few seconds.

Important Tips

- Keep your phone with you when signing in
 - Do not approve sign-in requests you did not start
 - Update your verification method if you get a new phone
 - Never share your password or verification codes
-

Need Help?

Helena College IT is here to help.

If you have trouble setting up MFA or signing in:

- Contact the IT Help Desk at (406) 447-6960 or email at it@helenacollege.edu
- Visit the campus support office. Donaldson is room 115 or at the Airport in room 109.
- Or IT help pages on the Helena College website

Protecting your account helps protect your academic progress and personal information.

Thank you for doing your part to keep Helena College systems secure.