

MFA Enrollment – Add or Change

A shortened video tutorial of this material is available [here](#)

Getting Started

This guide is intended to show the Multi-Factor Authentication (MFA) enrollment process for a user who has completed registration before. The example user is trying to enroll in additional verification methods.

Each user must enroll in at least one **preferred** verification method and two total verification methods. We recommend enrolling in as many verification methods that work for your situation.

Preferred Verification Methods - May be used for Sign-On or Password Reset

You may enroll in any or all of the following verification methods, which can be used when signing on or resetting a forgotten password:

- **Phone:** Receive a call or verification code sent via SMS/Text message.
- **Alternative Phone:** Receive a call or verification code sent via SMS/text message.
- **Microsoft Authenticator App:** Receive an application notification or retrieve a verification code on a smart phone or tablet.
- **MFA Token:** If you do not have a mobile phone or tablet, contact the OIT Helpdesk and ask for an MFA Token. There is no cost to you.

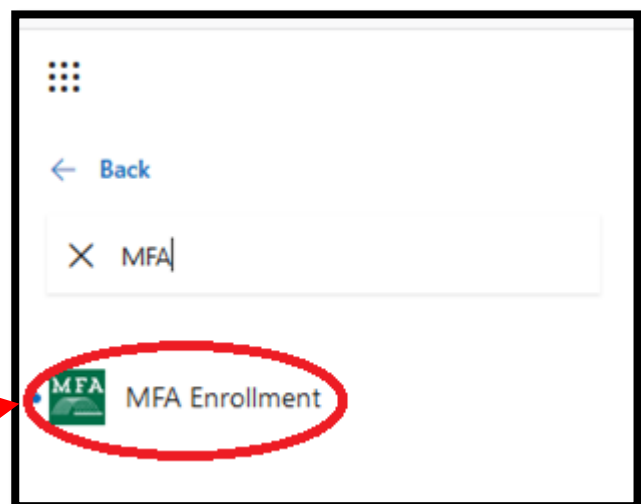
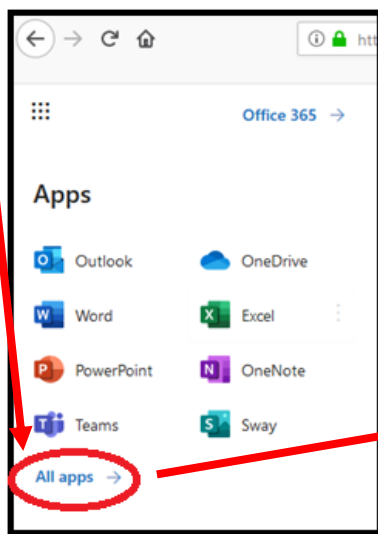
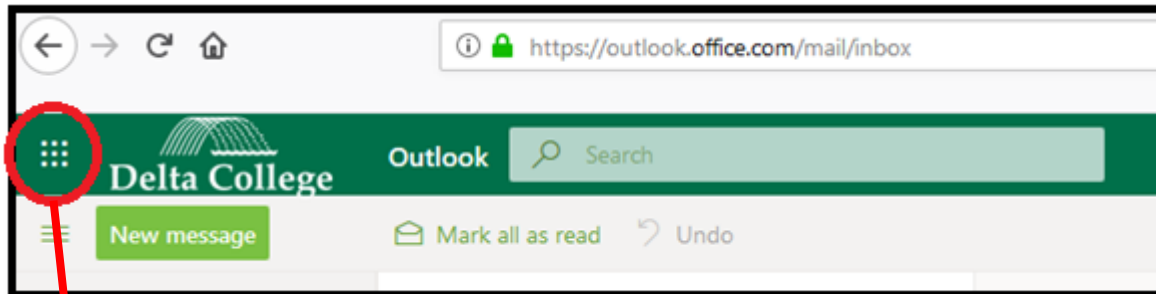
Optional Verification Methods - May be used for Password Reset Only

You may also enroll in any or all of the following verification methods, which can be used for resetting a forgotten password:

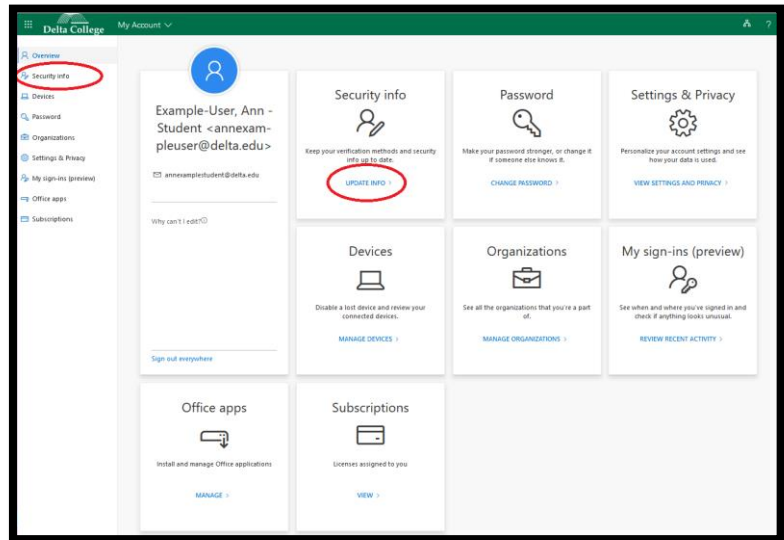
- **Security Questions:** Set up a bank of 5 security questions. 3 of 5 are randomly selected when used.
- **Alternative Email:** Receive a verification code sent to a non @delta.edu email.

Add a Verification Method

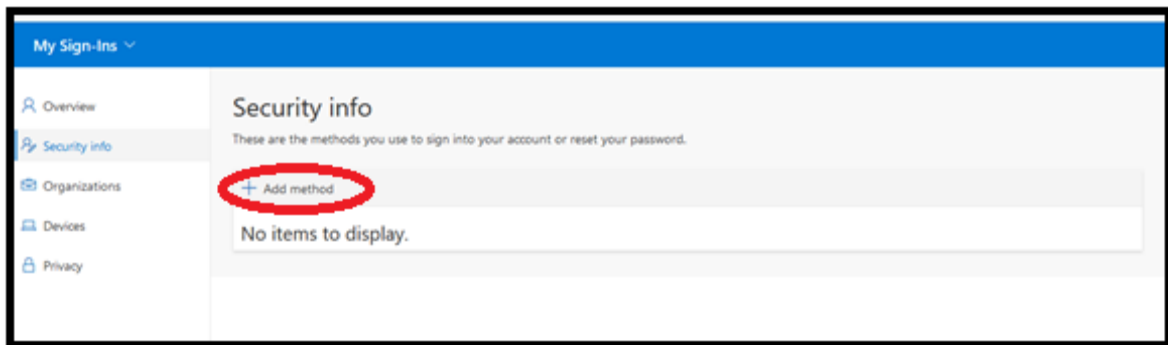
1. Navigate to your web based email ([Outlook](#))
 - a. If you're on a mobile device, you can just [tap here](#) and skip Step 2
2. Click on the **App Launcher**, select **All Apps** and select the **MFA Enrollment** tile.



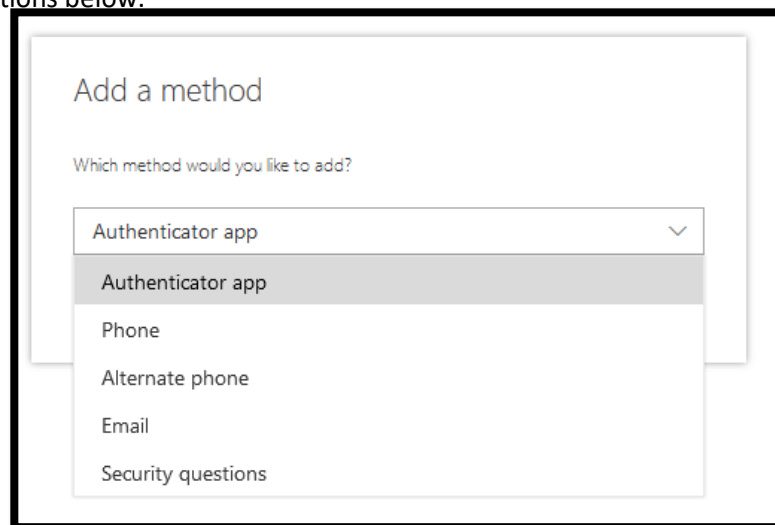
- Once you land in the My Account section, click **Security Info** link from the left navigation menu or **Update Info** from the Security Info Tile.



- Enroll in as many verification methods as you can by clicking **+ Add Method**.

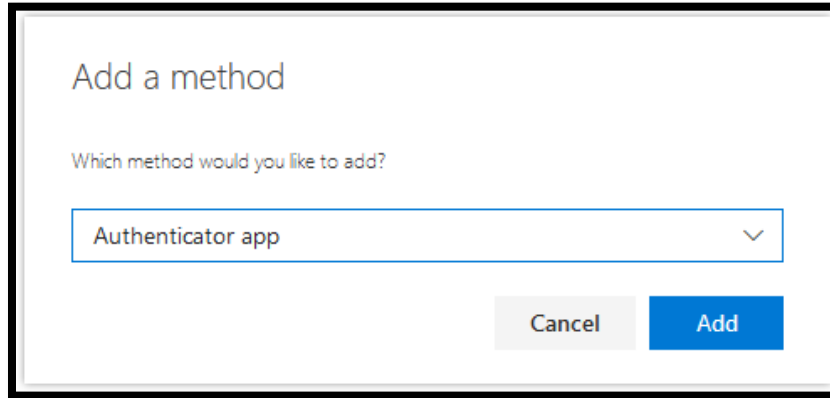


- Choose a verification method from the **Add a method** drop down, then click **ADD**. Follow the method-specific instructions below.

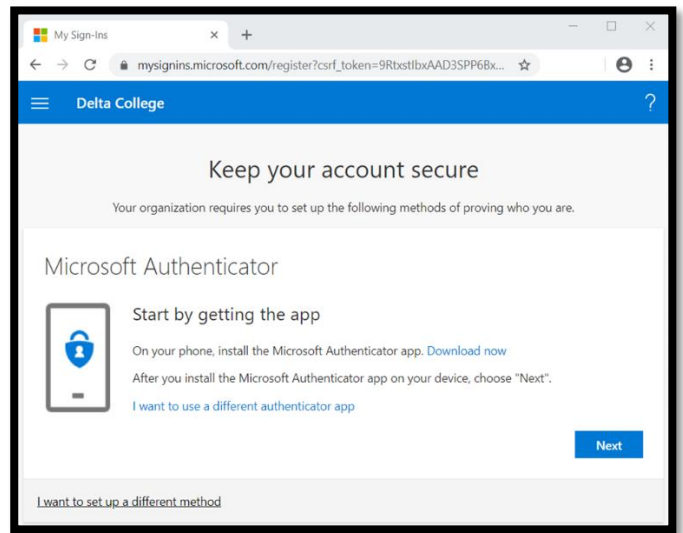
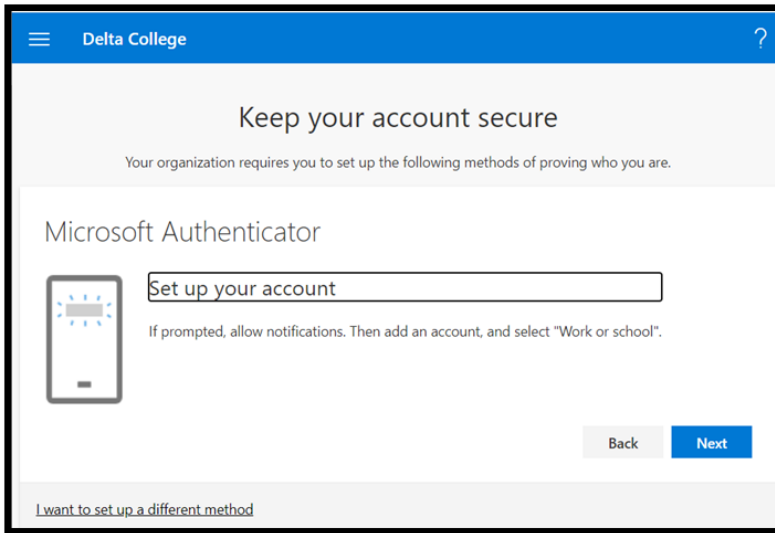


If you chose the Authenticator App method:

1. Click **Add**

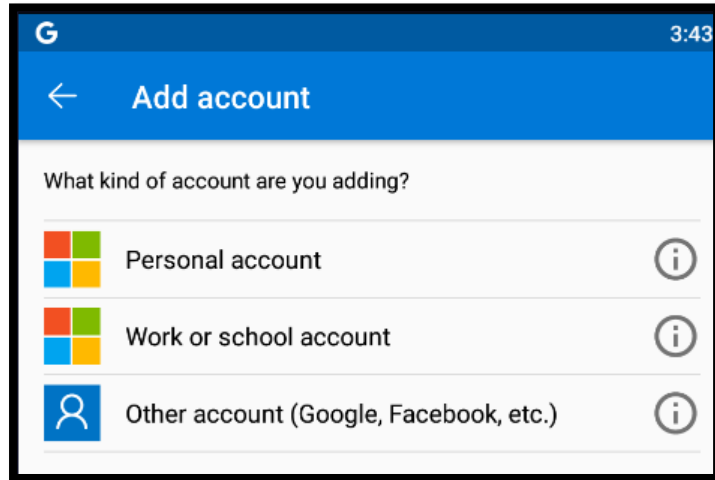
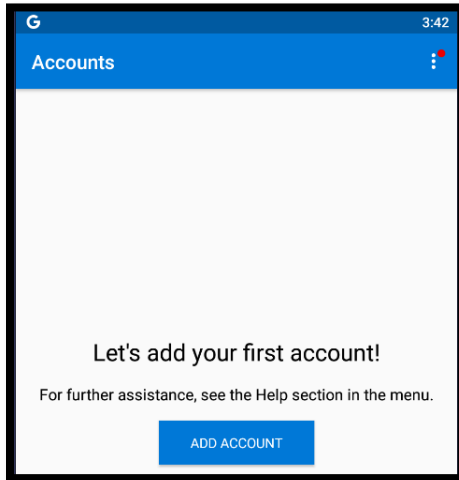


2. Download Microsoft Authenticator on your phone or tablet. Click **Next**, as shown below, to continue.
 - a. Alternatively, you may click **I want to set up a different method** if Authenticator is not your preference. This guide does not cover making an alternative choice.

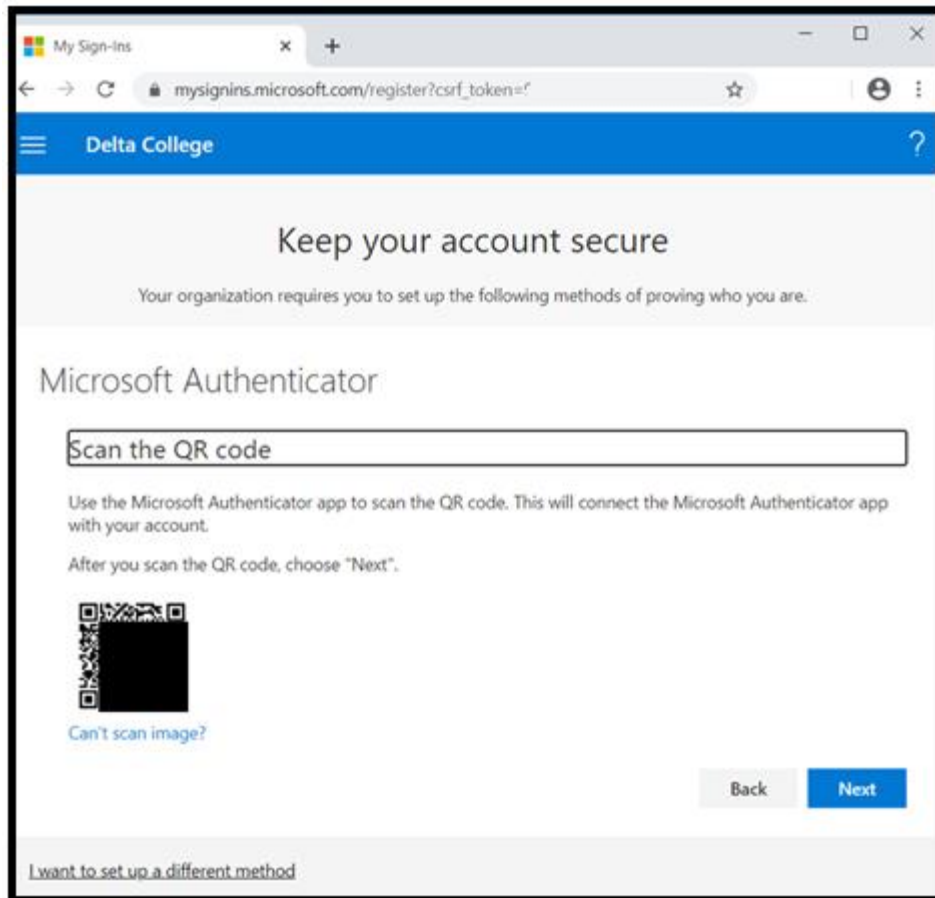


3. On your mobile device, launch the Microsoft Authenticator app. Add an account to the app. If prompted, choose **Work or School Account**.

4. On your Mobile device, you may see Microsoft Authenticator Menus such as these.

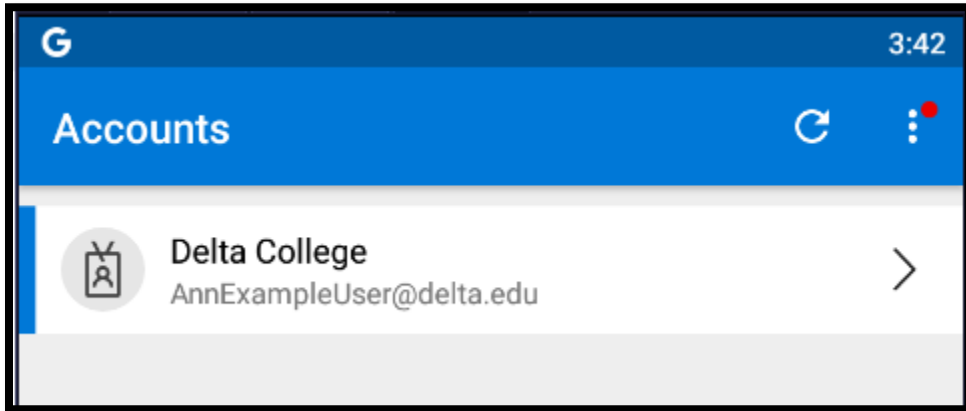


5. After adding an new **work or school account** within the Microsoft Authenticator App on your phone, when prompted, point your phone's camera at the QR code on your screen.

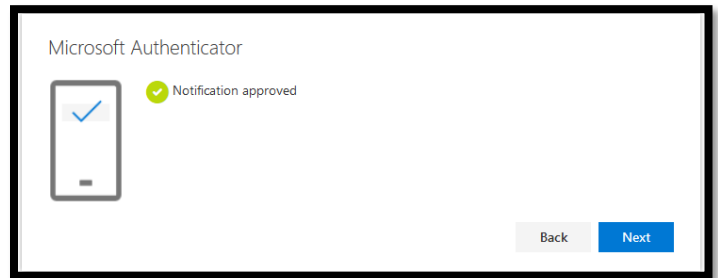
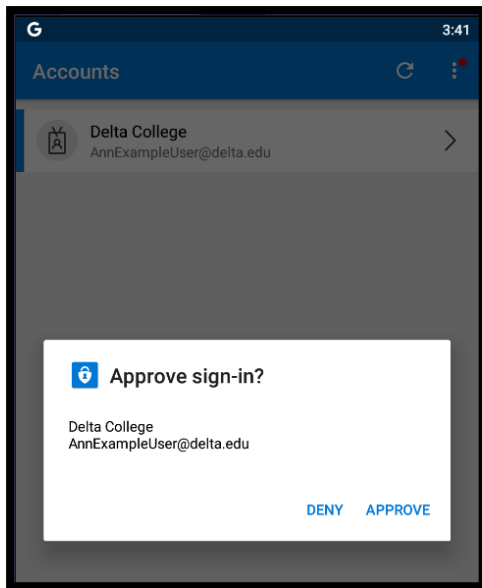


**The QR Code above is intentionally obfuscated*

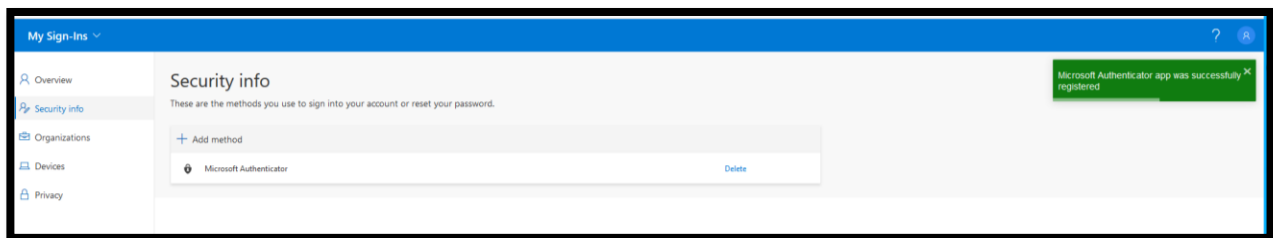
- After scanning the QR Code, the Microsoft Authenticator app will return to this screen where you will see **Delta College** with our email address under it.



- Clicking **NEXT** on the screen shown in 5 above will initiate a push notification to confirm you have successfully configured the Microsoft Authenticator app with your Delta College account.

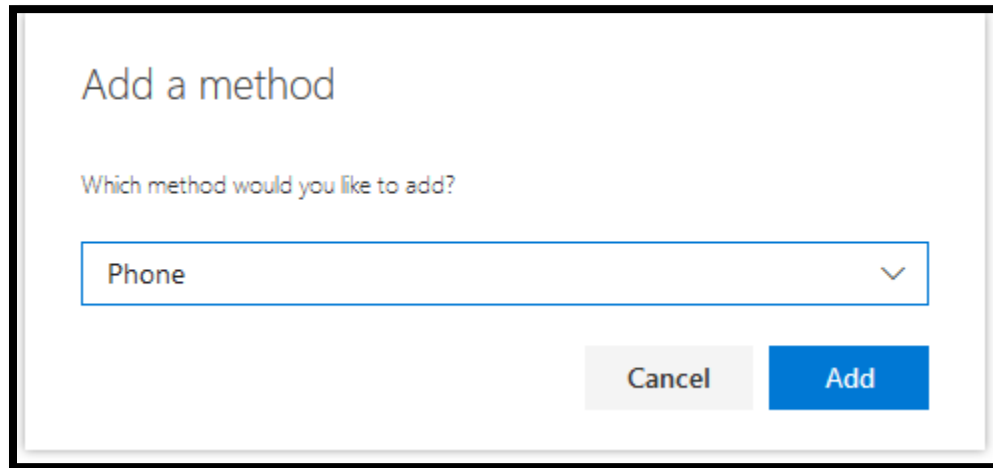


- Click **Approve** to confirm the sign in.
- If successful, a **Notification approved** message will appear on the screen.
- Back on the **Security Info** screen, you'll see that Microsoft Authenticator is configured.



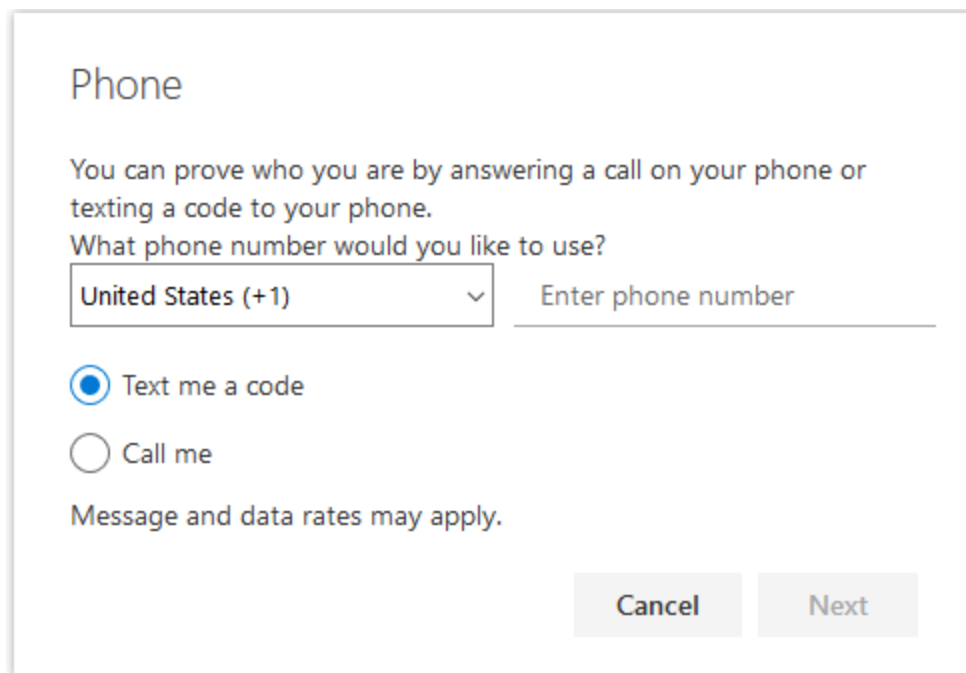
If you selected the **Phone** method:

1. Click **Add**



The screenshot shows a dialog box titled "Add a method". Below the title is the question "Which method would you like to add?". A dropdown menu is open, showing "Phone" as the selected option. At the bottom of the dialog are two buttons: "Cancel" (disabled) and "Add" (active).

2. You can use your phone and have the verification service **Text me a code** or **Call me** to verify your phone number.
3. Choose how you would like to verify your phone number.



The screenshot shows a dialog box titled "Phone". It contains the text: "You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use?". Below this is a dropdown menu for the country code, currently set to "United States (+1)", and a text input field labeled "Enter phone number". There are two radio button options: "Text me a code" (which is selected) and "Call me". At the bottom, there is a note: "Message and data rates may apply." and two buttons: "Cancel" (disabled) and "Next" (disabled).

4. Make sure the Country Code (+ 1) is correct
5. Enter your Phone number into the **Enter phone number** field
6. Click **Next**

7. Depending on the verification method you chose, finish the verification process.

If you chose the **Text me a code** verification option:

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

United States (+1) 9898675309

Text me a code
 Call me

Message and data rates may apply.

Cancel Next

8. Click **Next** to be sent an SMS text message.

Phone

We just sent a 6 digit code to +1 9898675309. Enter the code below.

Enter code

[Resend code](#)

Back Next

a. When you receive the text message, enter the 6 digit code contained within the text message into the **Enter code** field. Click **Next**.

Phone

We just sent a 6 digit code to +1 9898675309. Enter the code below.

567159

[Resend code](#)

Back Next

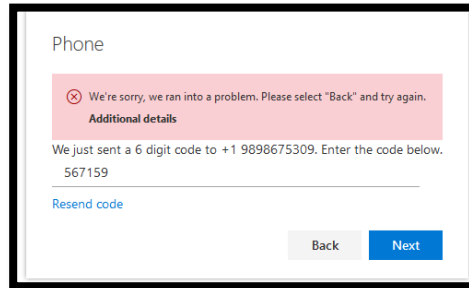
b. If the code you entered was correct you'll see a **SMS verified** message.

Phone

✓ SMS verified. Your phone was registered successfully

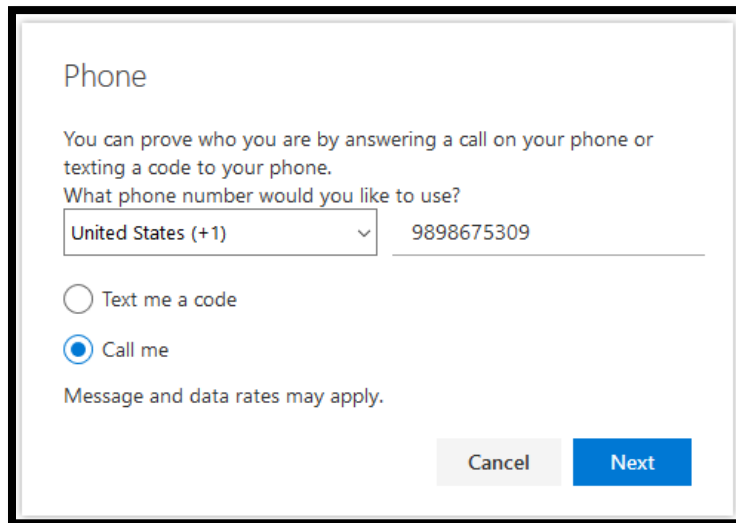
Done

- c. If the code is incorrect you receive the **we ran into a problem** message similar to below.

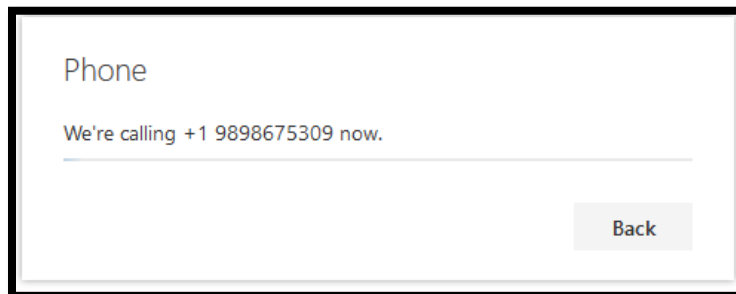


- d. You can request a new code be sent by clicking **Resend code**.

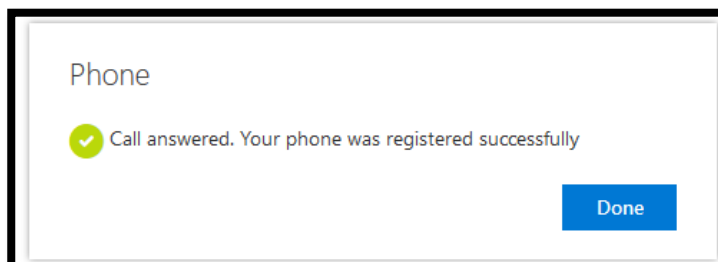
If you chose the **Call me** verification option:



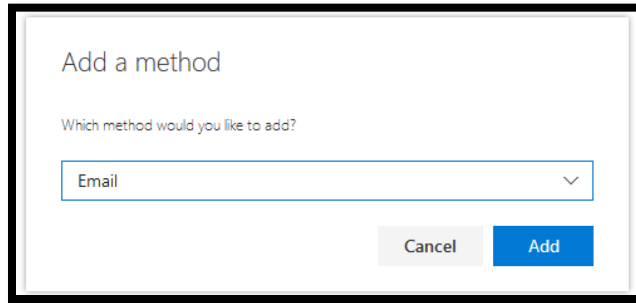
9. Click **Next** to be called.



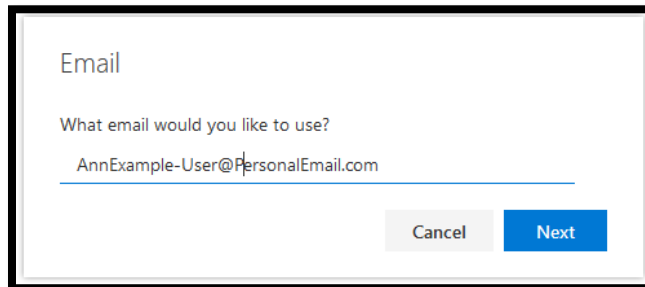
- a. Answer the phone when it rings. When prompted, press the **#** key to verify.
b. You will see the **Call answered** success message.



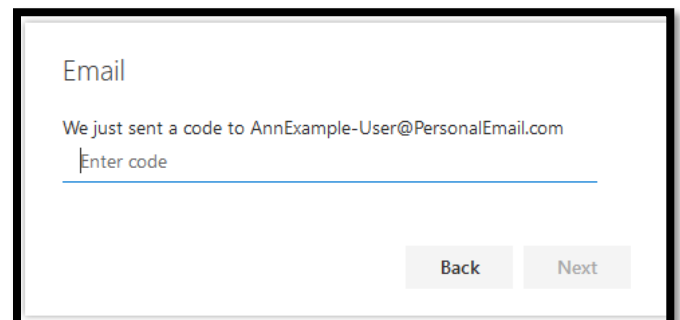
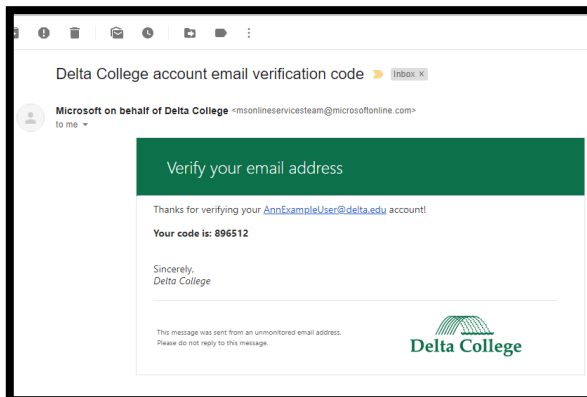
If you selected the **Email** verification method:



1. Click **Add**.

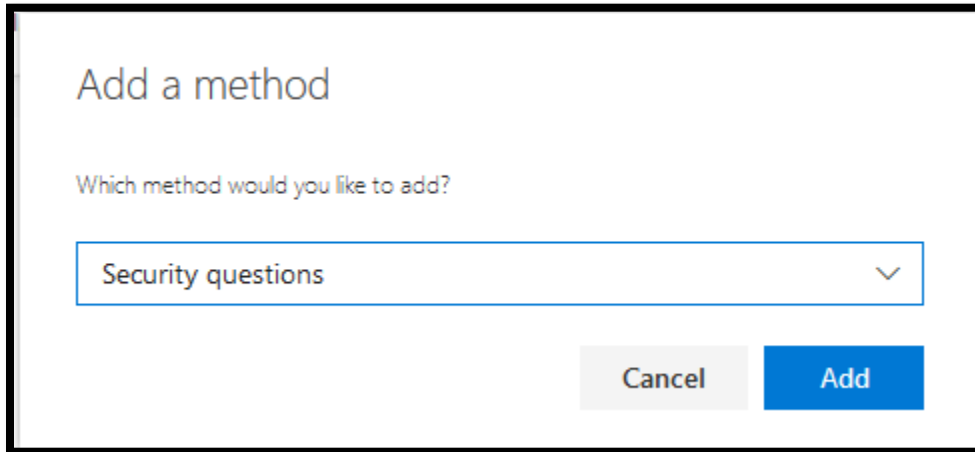


2. Enter an alternative email, such as a personal email account such as one you may have with an **@gmail.com**, **@yahoo.com** or **@icloud.me** extension.
3. Retrieve the message from your alternative/personal email account and copy the 6 digit code within the email.



4. Type in the 6 digit code and click **Next**.
5. You have successfully added the alternative email verification method.

If you selected the **Security questions** verification method:



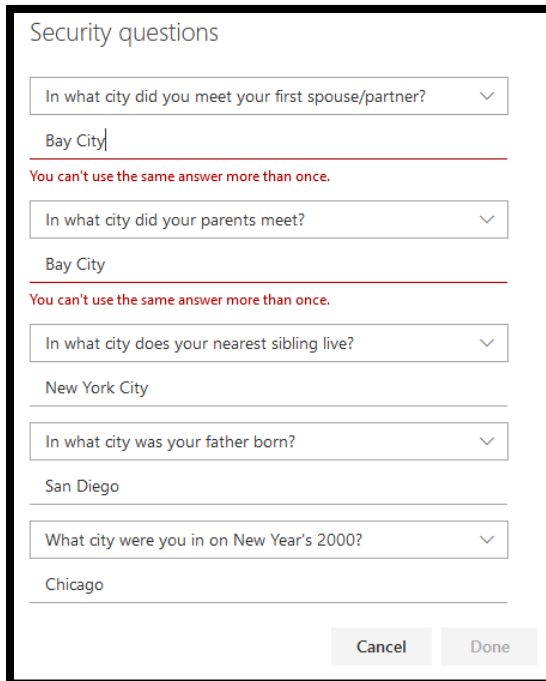
Add a method

Which method would you like to add?

Security questions

Cancel Add

1. Click **Add**.
2. You will be prompted to choose 5 of the pre-defined security questions and provide unique, case-sensitive answers to those questions.
 - a. Once you submit your questions and answers, you will not be able to see what they were.
 - b. You will have to option to start over and choose new questions and answers if you forget them.
3. If you try to use the same answer to more than one question, your responses will not be accepted.



Security questions

In what city did you meet your first spouse/partner? Bay City

You can't use the same answer more than once.

In what city did your parents meet? Bay City

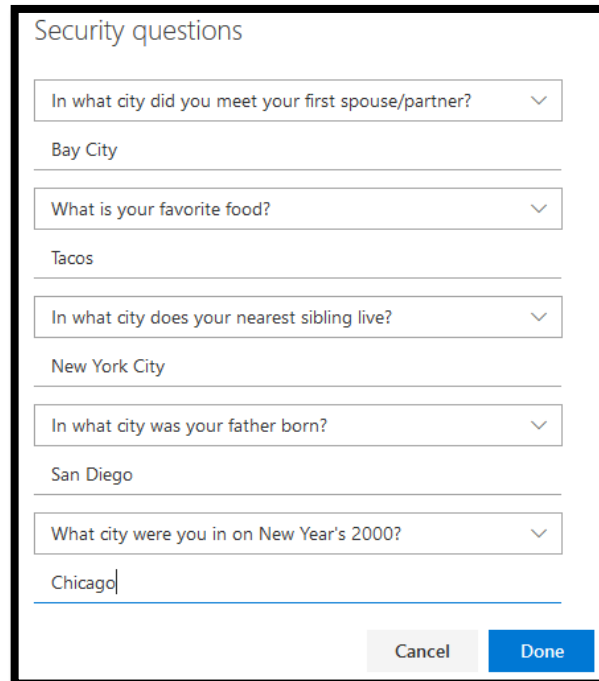
You can't use the same answer more than once.

In what city does your nearest sibling live? New York City

In what city was your father born? San Diego

What city were you in on New Year's 2000? Chicago

Cancel Done



Security questions

In what city did you meet your first spouse/partner? Bay City

What is your favorite food? Tacos

In what city does your nearest sibling live? New York City

In what city was your father born? San Diego

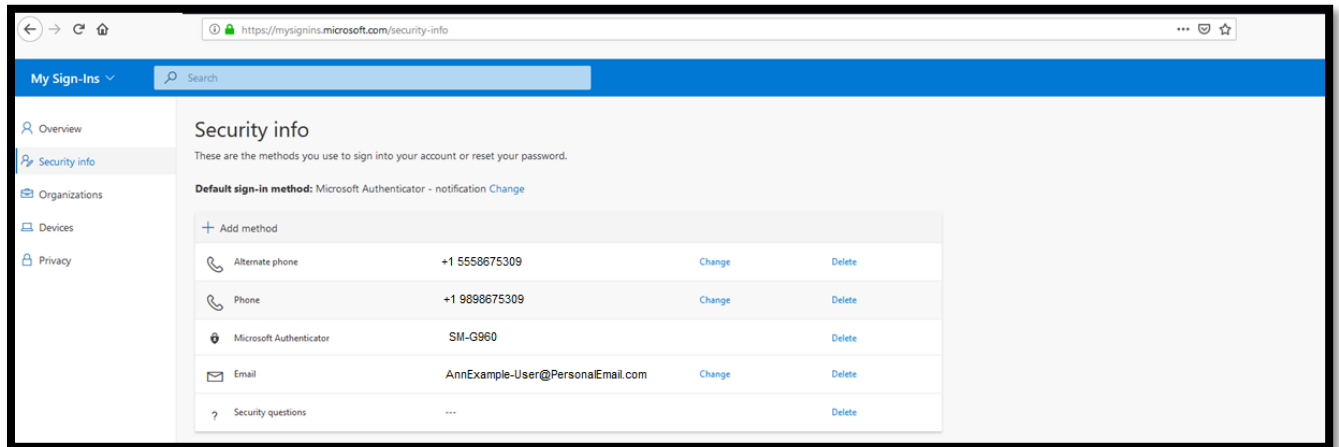
What city were you in on New Year's 2000? Chicago

Cancel Done

4. Once you have selected your questions and provided unique answers to each question, click **Done**.
5. You have successfully added the **Security Questions** verification method.

Review or Change your Verification Methods

Once you have added several verification methods, you may review or change the settings by clicking on **Change** or **Delete**.



You may also change your **Default Sign-in Method** from this screen by clicking **Change**.