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 <u>one</u> **preferred** verification method and <u>two</u> total verification methods. We recommend enrolling in as many verification methods that work for your situation.

Preferred <u>Verification Methods</u> - 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 <u>Verification Methods</u> **-** May be used for Password Reset <u>Only</u>

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.
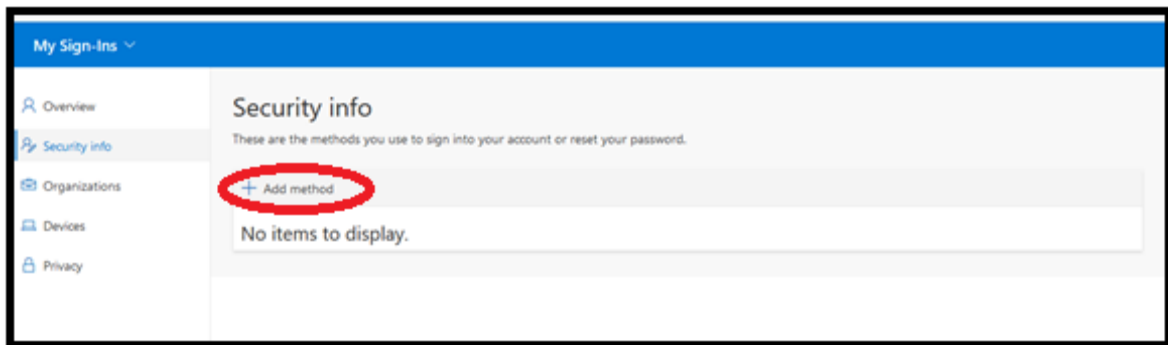
Add a Verification Method

1. Navigate to your web based email [(Outlook)](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.
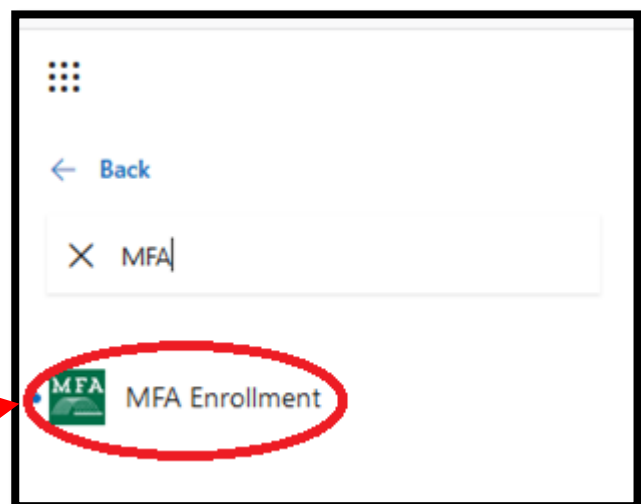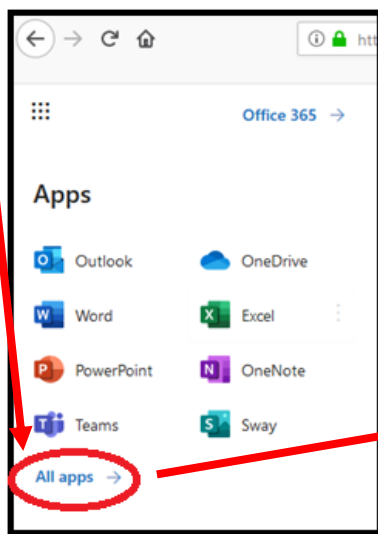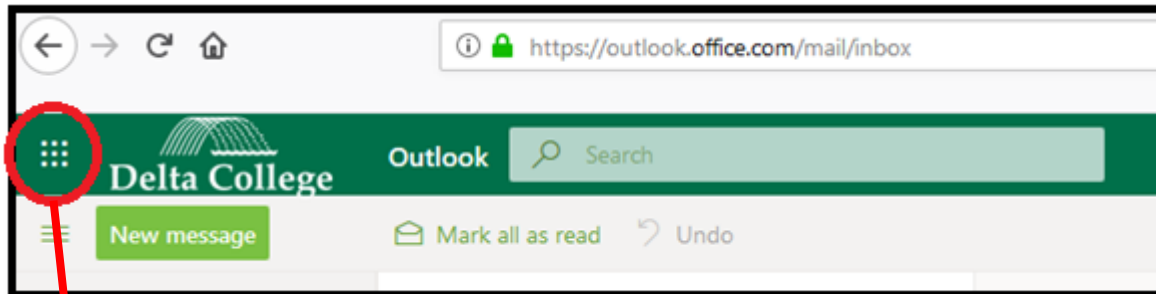
3. Once you land in the My Account section, click **Security Info** link from the left navigation menu or **Update Info** from the Security Info Tile.
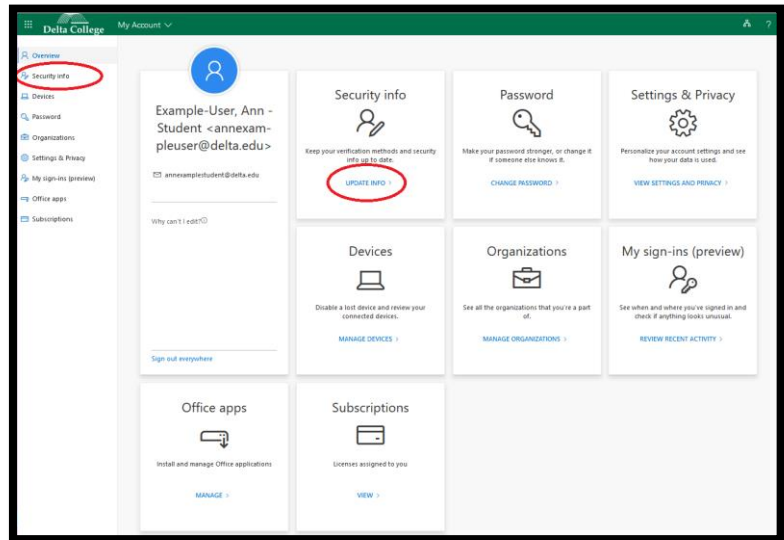
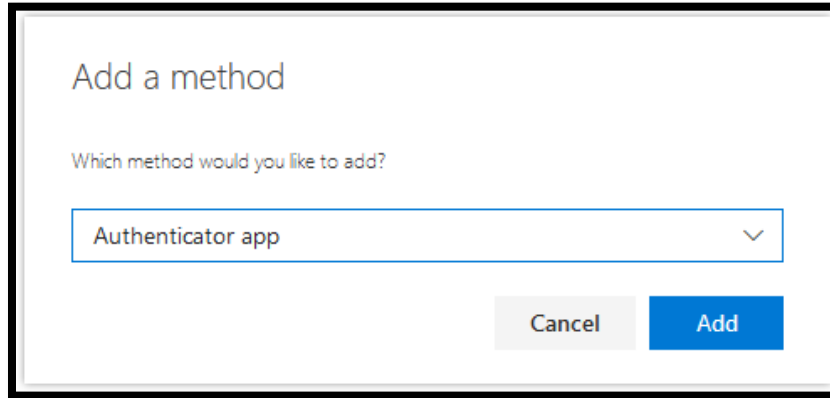4. Enroll in as many verification methods as you can by clicking **+ Add Method**.

5. Choose a verification method from the **Add a method** drop down, then click **ADD.** Follow the method-specific instructions below.
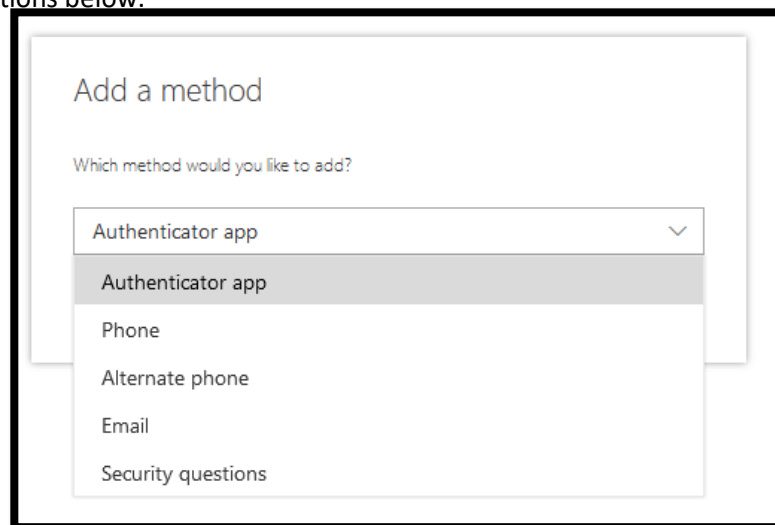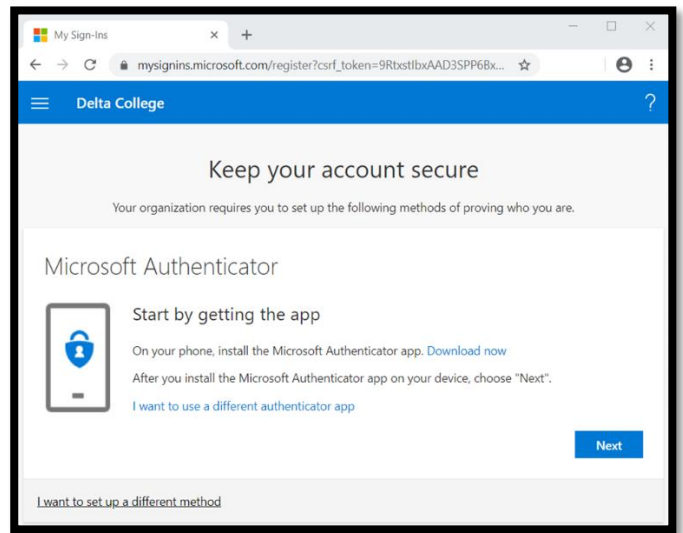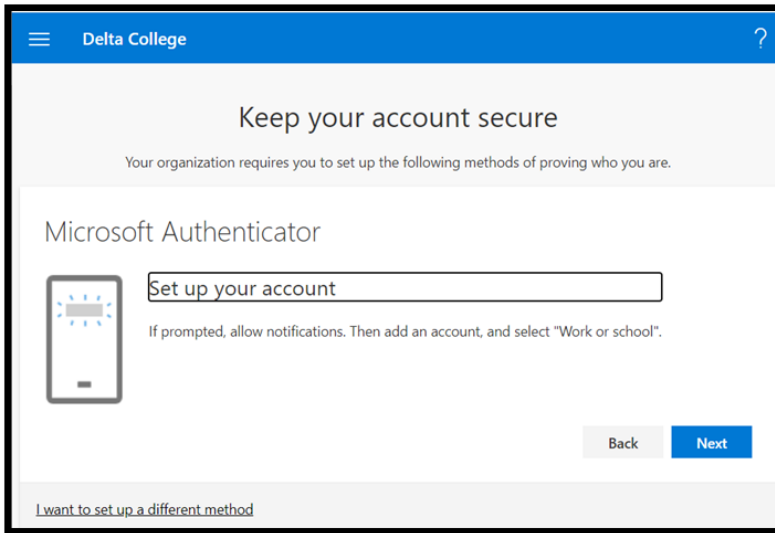
## If you chose the Authenticator App method:

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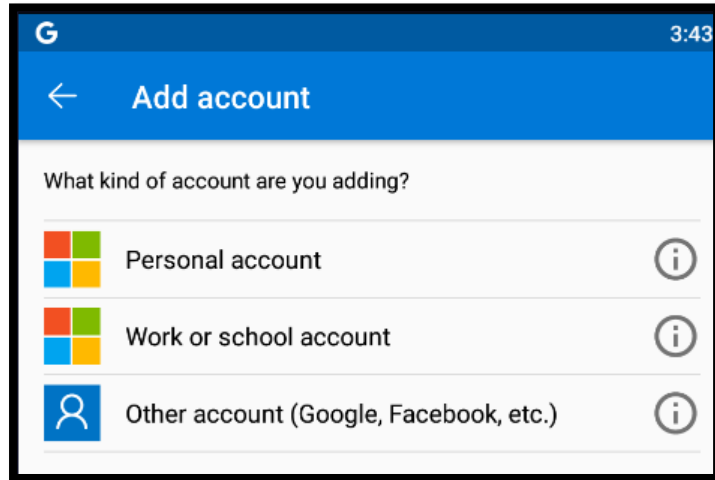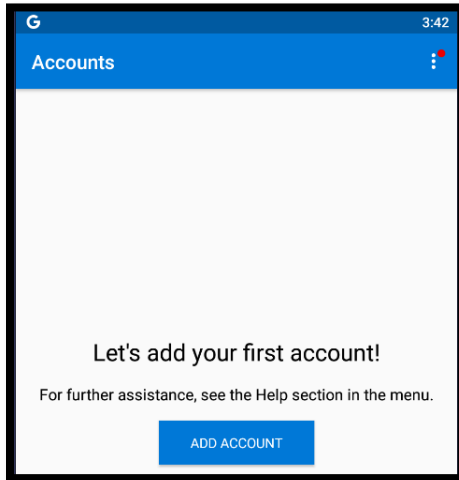
5. After adding an new **work or school account** within the Microsoft Authenticator App on your phone, when prompted, point your phone's camera at the QR code on your screen.
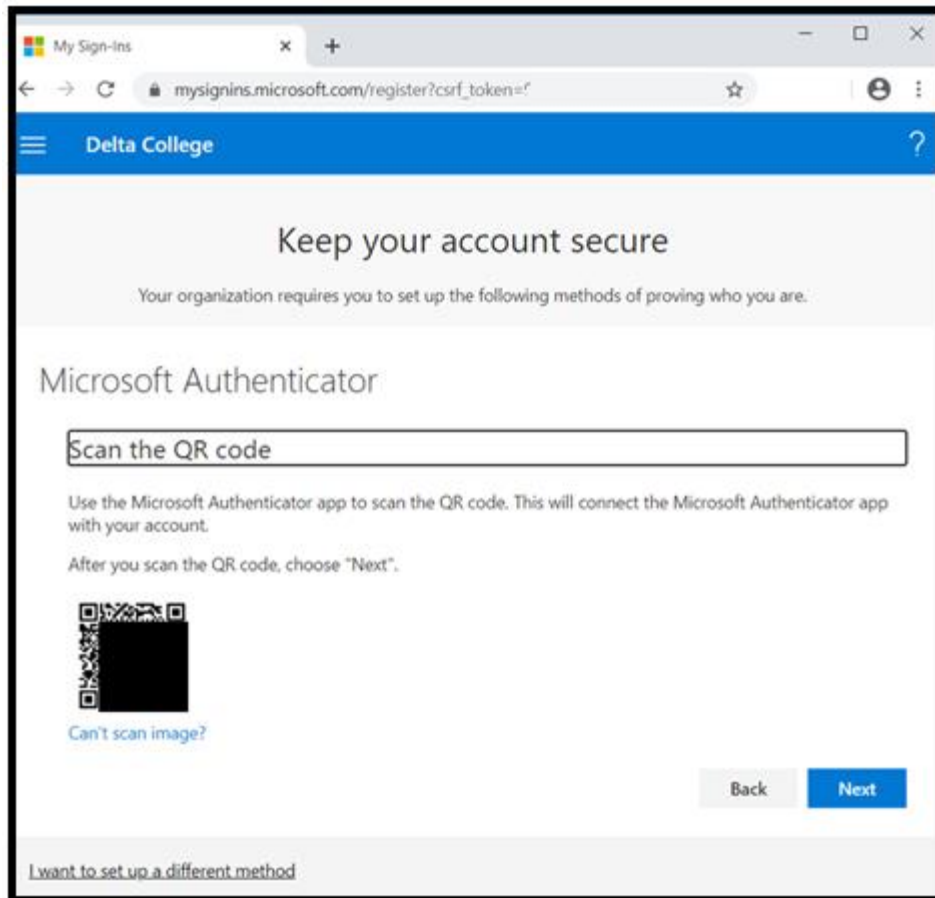

The QR Code above is intentionally obfuscated

6. 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.
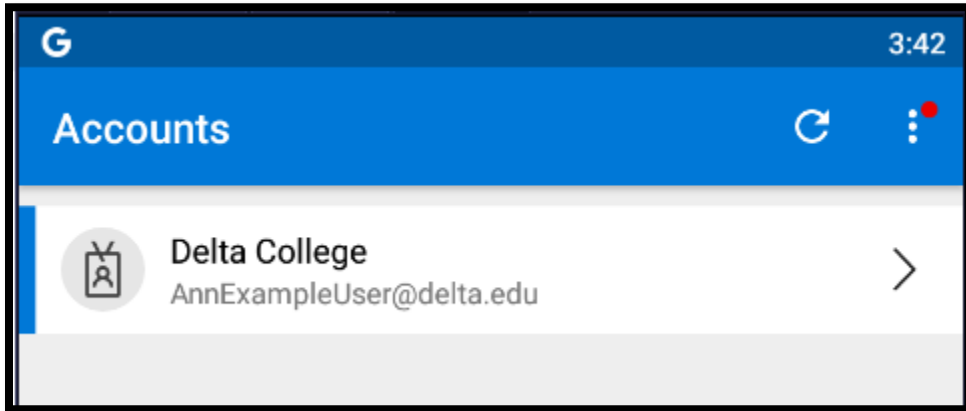
7. Clicking **NEXT** on the screen shown in 5 above will initiate a push notification to confirm you have successfully configured the Microsoft Authenticator app with your Delta College account.
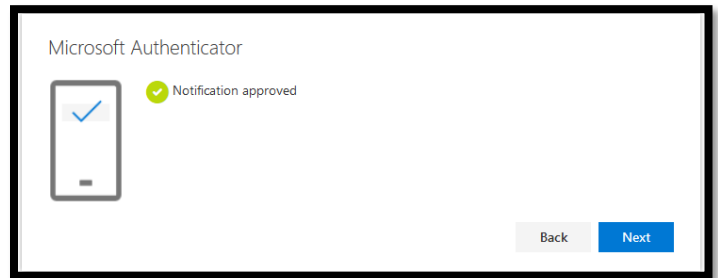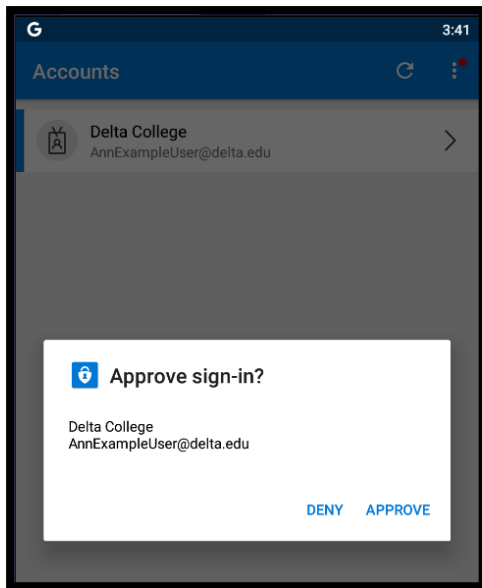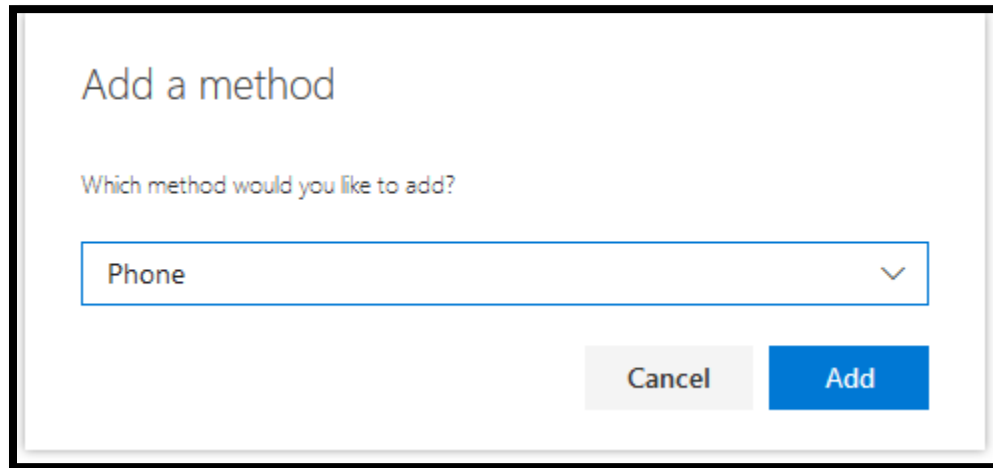

8. Click **Approve** to confirm the sign in.
9. If successful, a **Notification approved** message will appear on the screen.
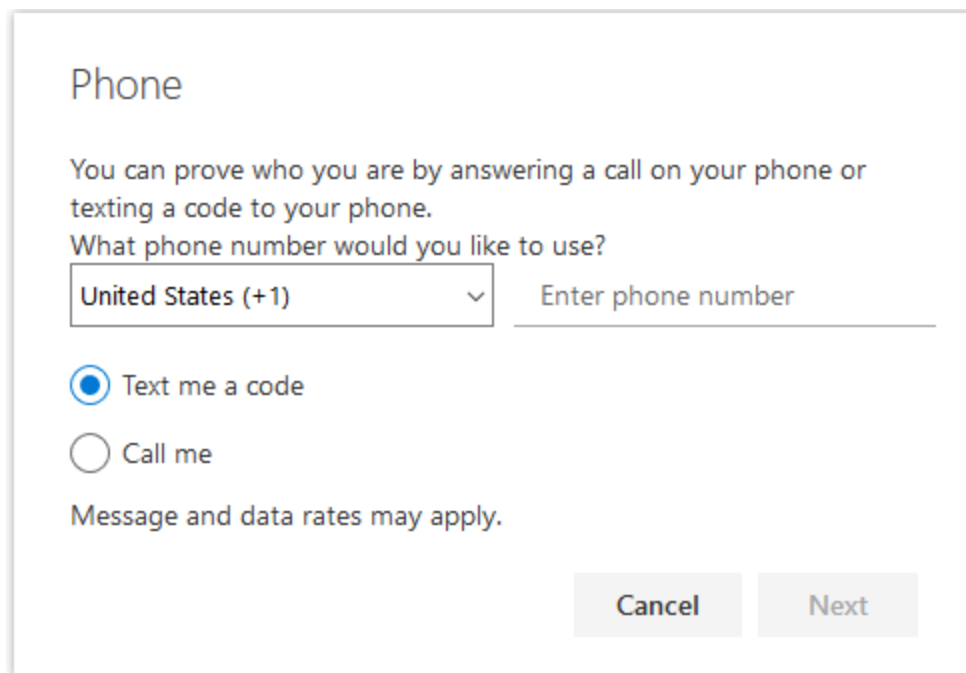10. Back on the **Security Info** screen, you'll see that Microsoft Authenticator is configured.
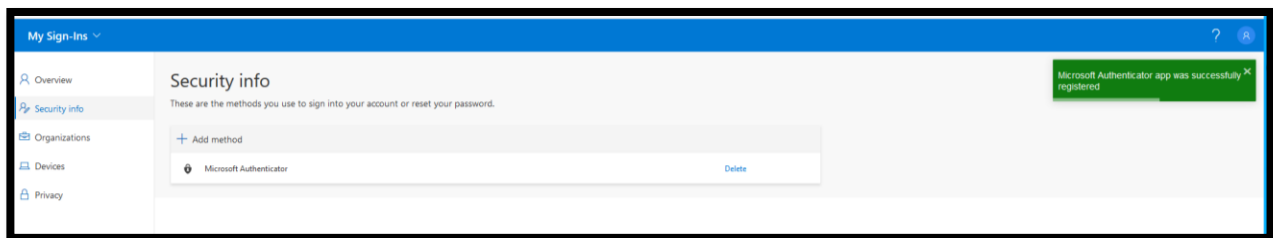
If you selected the Phone method:

1. Click **Add**

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.

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:

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

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

b. If the code you entered was correct you'll see a **SMS verified** message.
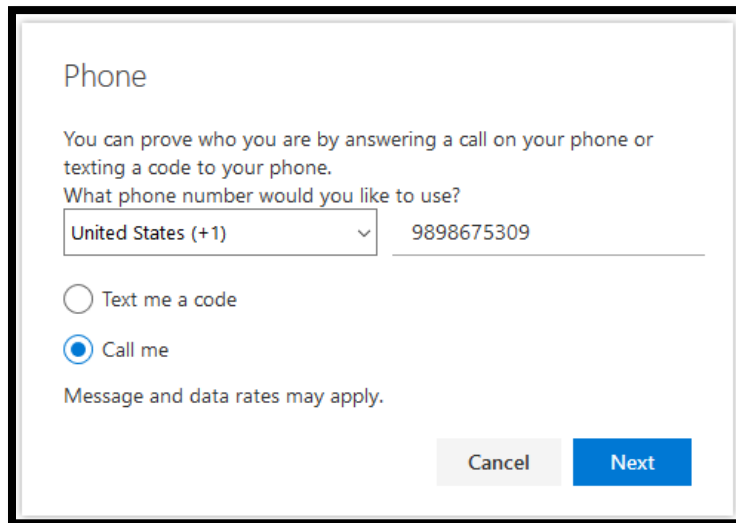
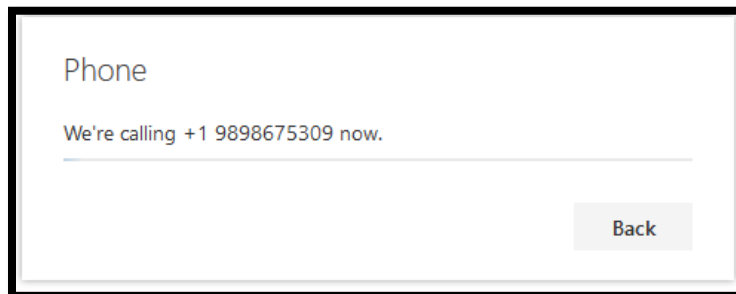c. If the code is incorrect you receive the **we ran into a problem** message similar to below.
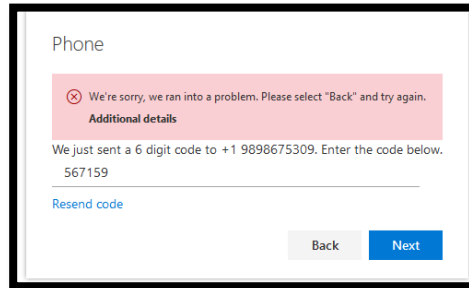
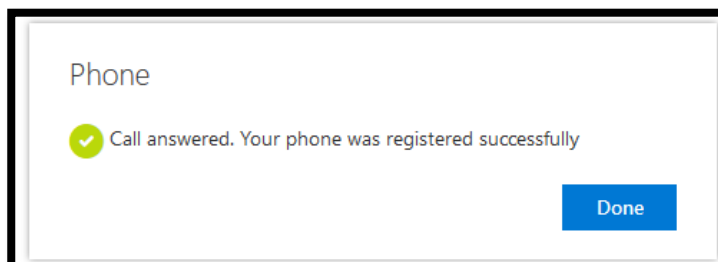d. You can request a new code be sent by clicking **Resend code**.
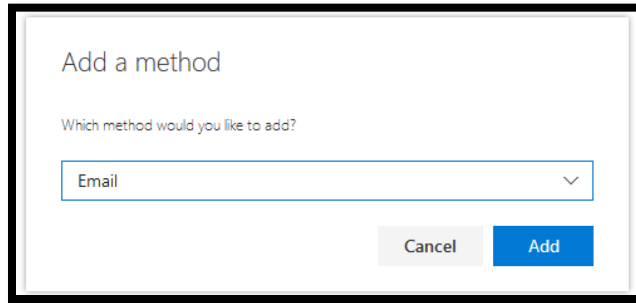
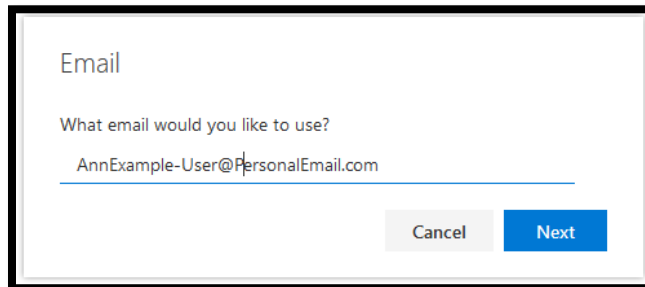If you chose the Call me verification option:

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

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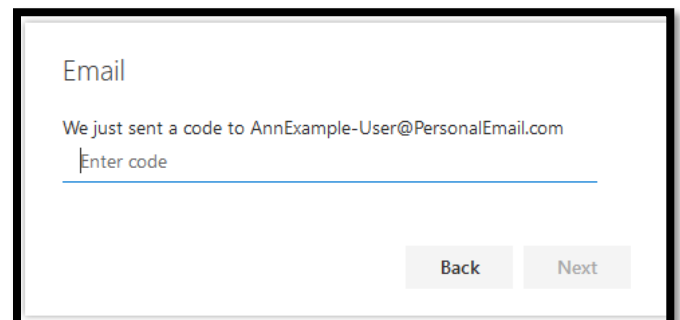b. You will see the **Call answered** success message.

If you have any questions about the Multifactor Authentication (MFA) Enrollment please contact the OIT Helpdesk.
Phone: 989.686.9575 | Email: help@delta.edu

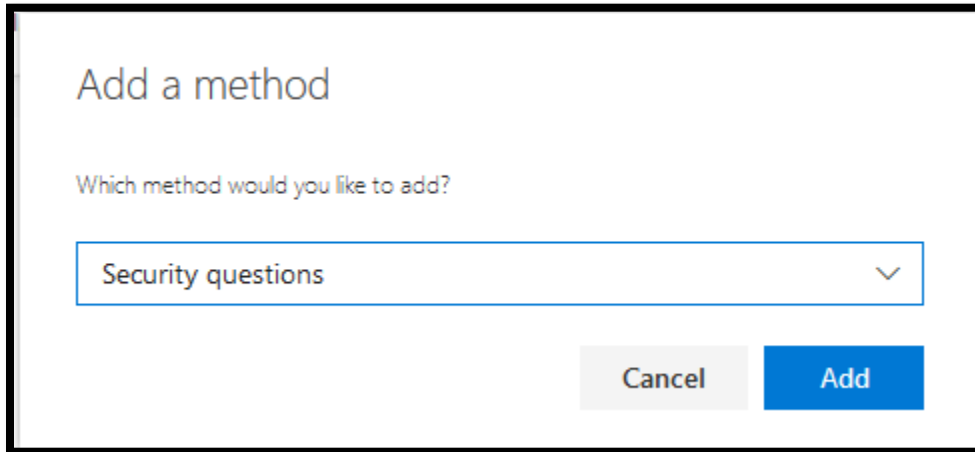## If you selected the Email verification method:

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.
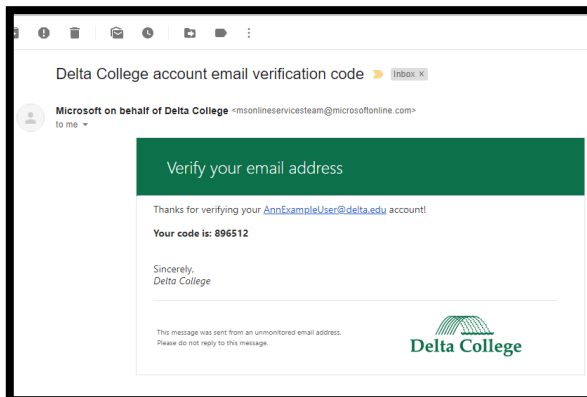
4. Type in the 6 digit code and click **Next.**

5. You have successfully added the alternative email verification method.

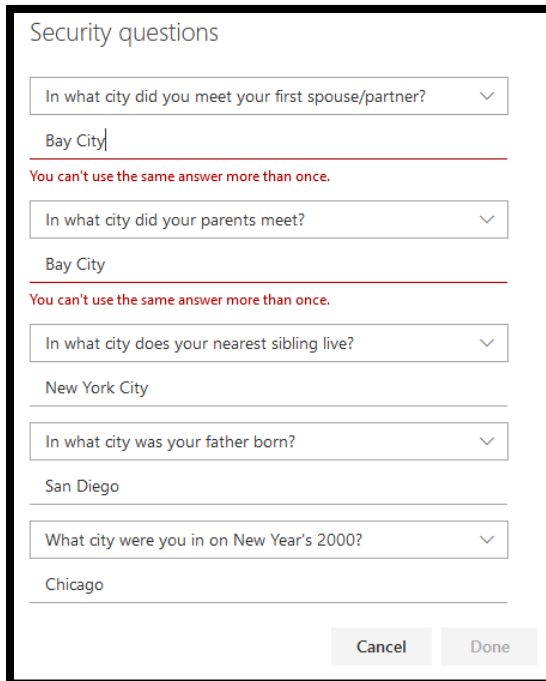If you selected the **Security questions** verification method:

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.

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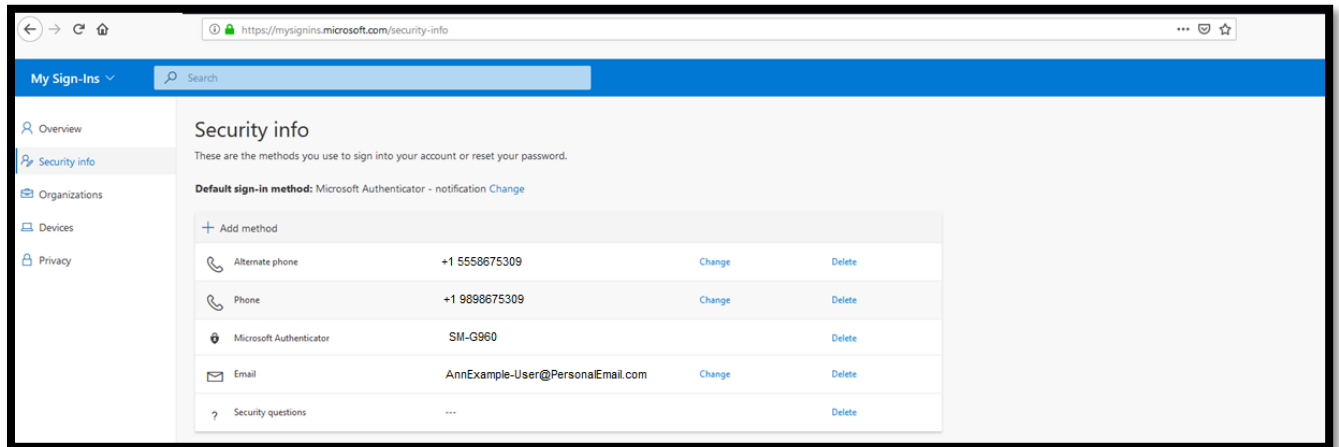
You may also change your **Default Sign-in Method** from this screen by clicking **Change**.