MS Multi-factor Authentication User Guide

END-USER GUIDE

Version history

Date	Version	Author	Changes
16-Aug-2022	1.3	L. Prévost	Revised
19-Apr-2022	1.4	L. Prévost	Page number revised
15-Sep-2023	1.5	L. Prévost	Modified answer to question 2. Modification to step 4) on page 5. Removed instructions for SMS and call options (Page 9 and 10)

MS Multi-factor Authentication User Guide

<u>Introduction</u>

What is Multi-factor Authentication (MFA)?

A "Multi-factor Authentication" (MFA), also called a "Two-Step Verification" (2FA), is an additional step in signing into your account which ensures authenticity of your identity. With Microsoft MFA, it will be a one-time 6-digit number. This additional security measure is being used with most online services now, such as banks, social media, and shopping sites, because usernames and passwords are often easily compromised, as people tend to use simple ones, or use the same passwords for many different sites.

What are the choices to set up the multi-factor authentication?

There is only one way to set up your MFA is to download the **Microsoft Authenticator App** on your mobile phone. Accessing your phone using a password, fingerprint, or face recognition to get to the Authenticator app adds another layer of security. Triple protection!

Install the free **Microsoft Authenticator app** on your phone. To get started, see the attached user guide.

What if I don't have a cell phone or don't want to use my personal phone for school?

The Information Systems & Technology Department can provide you with a physical device the size of a key chain (a token), that will receive the verification code. You will need to carry this device with you to be able to login when prompted to enter the MFA code.
<u>If you prefer to use a separate physical token, you must:</u>

⚡ **Pick up** a token at the IST Service Desk located on the second floor, room B-223.

Please note that there is a $25 fee if the token is not returned to the IST department after you graduate or if it is lost.

Setting up MFA

1) 💻 On your computer

Go to https://myaccount.microsoft.com/ and sign in with your college credentials (student ID number @cegep-heritage.qc.ca or College work email address).
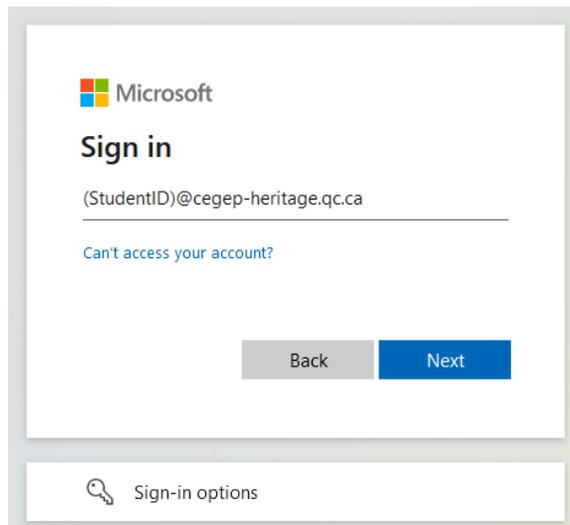
2) You'll be asked **Sign in** to your College account here:
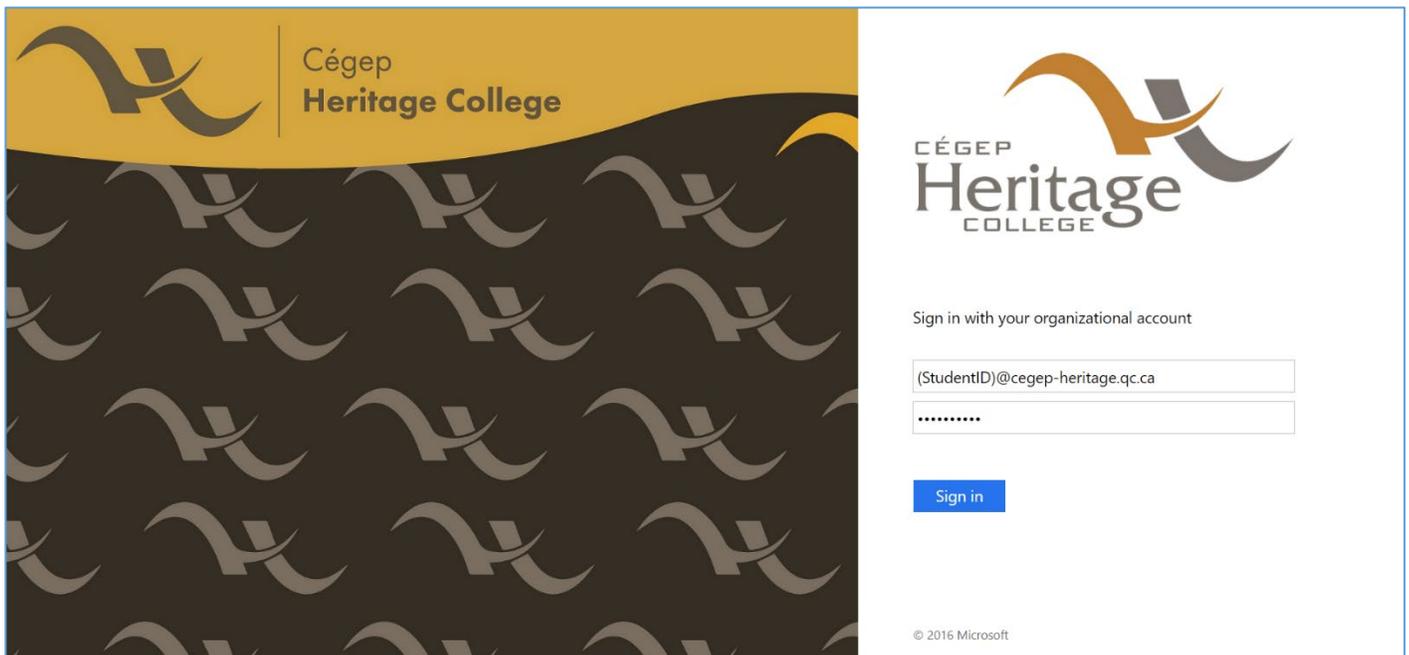
3) This window will appear, click on the **NEXT** button to continue.
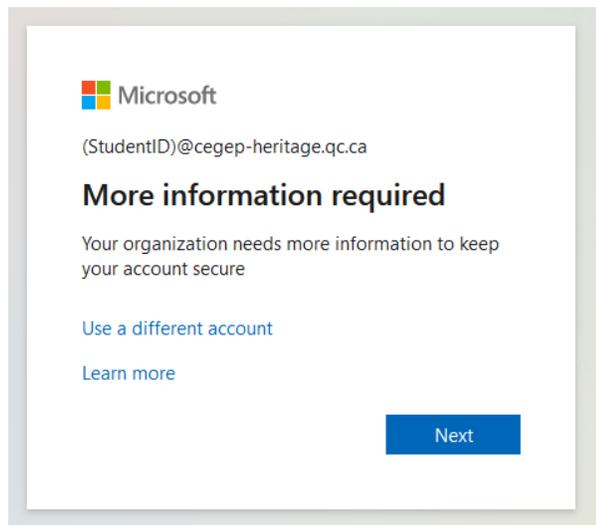
4) Choose how the Multifactor notification will contact you.

- If you want to use the Microsoft Authenticator app (highly recommended): choose **Mobile app**, then go to page 6**.**
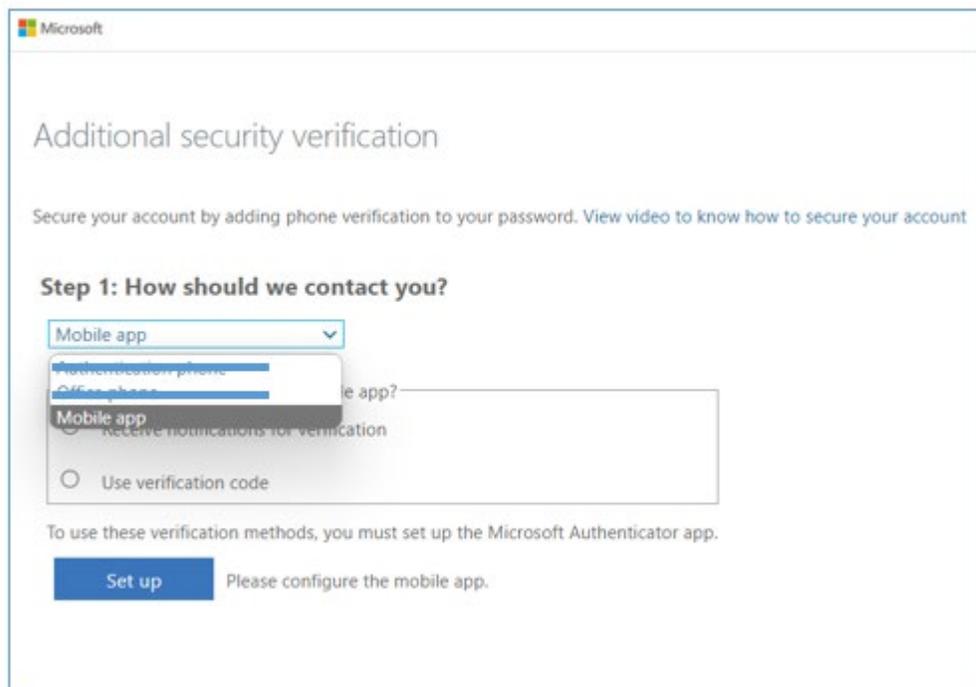
Setting up MFA with Mobile App

1) [laptop icon] On your computer

If you have selected the **Mobile App** option, you'll be prompted with this screen. We recommend you select **Receive notification for verification** and click **Set-up**.
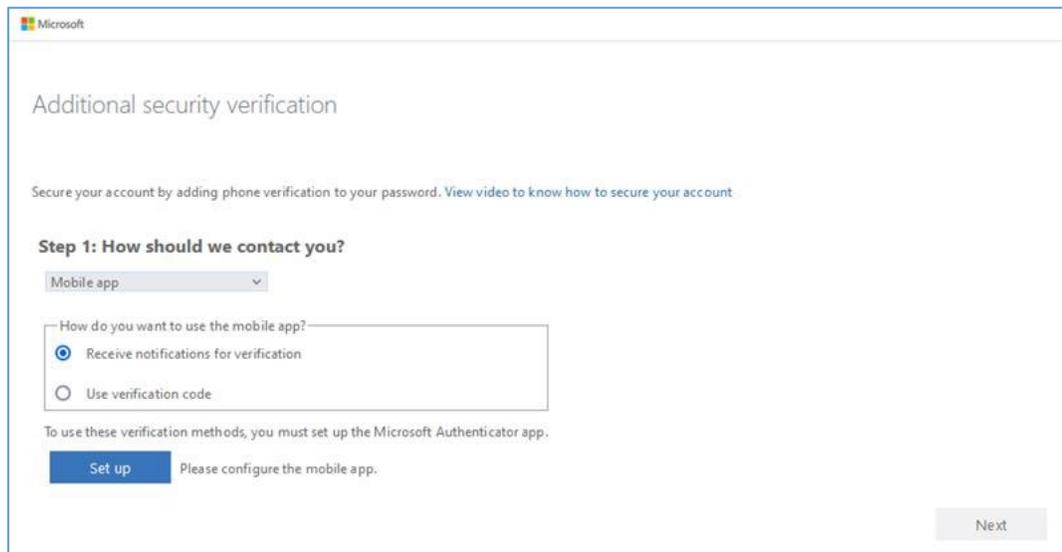
This window will appear on your screen. You'll need your phone for **Step 2** to download the app.
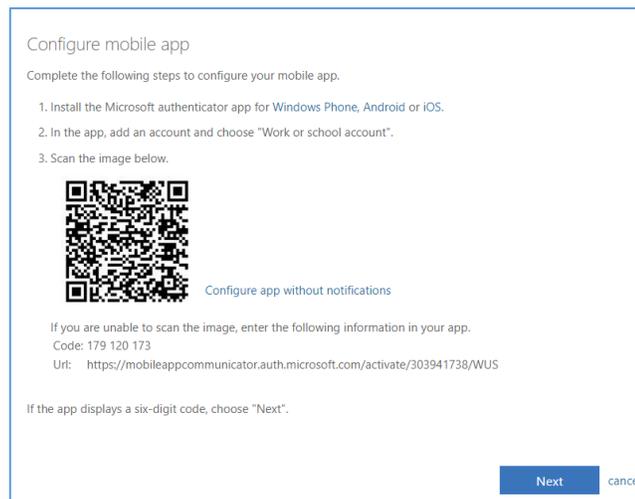
2) 📱 On your phone

Download the **Microsoft Authenticator app** from the Google Play store (Android phones) or from the Apple App Store (Apple iPhone).

View of the Apple App Store   View of the Google Play store
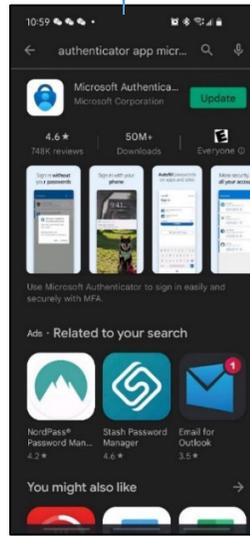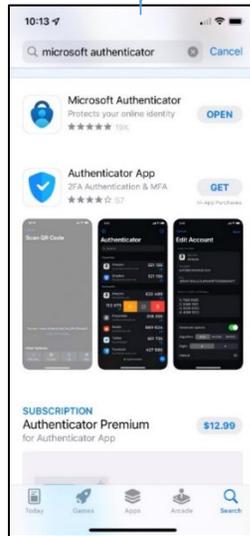
3) 📱 On your phone

Open the Microsoft Authenticator app, **allow** notifications (if prompted) and select **I Agree** for the privacy statement, and then select **Add work or School account**.
Note: You must select **Allow** so the authenticator app can access your camera to take a picture of the QR code in the next step.
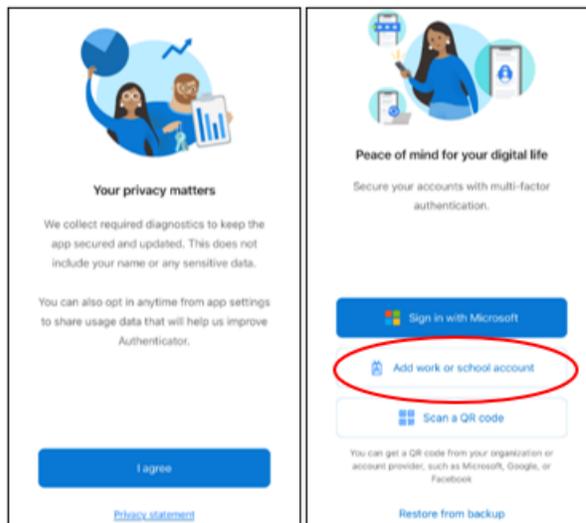
4) 📱 Using your phone, scan the QR code you see on your computer with the Microsoft Authenticator app QR code reader.

The Authenticator app should successfully add your Heritage account without requiring any additional information from you. However, if your camera could not scan the QR code, you can select **Can't scan image?** and manually enter the code and URL into the Microsoft Authenticator app.

5) 💻 On your computer

Select **Next** on the **Scan the QR code** page. A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account.

6) 📱 On your phone

Approve the notification by tapping **Yes** in the Microsoft Authenticator app, and then select **Next**. Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.
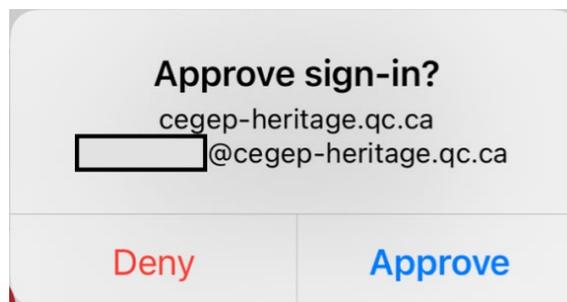
If you experience any difficulty with MFA, please send us an email at Techsupport@cegep-heritage.qc.ca or come by the IST Service Desk (B-223) and an IST technician will assist you.
We are open from 7:30h to 17:00h Monday to Friday.