Microsoft MFA - Enrolling in Microsoft Multi-Factor Authentication (Student MFA)

Multi-factor authentication or MFA is an extra layer of security for your NWTC account. MFA verifies your identity by asking you for a second factor to prove you are who you say you are. It uses two different forms of identity: your password, and a contact method (also known as security information). Even if someone else finds your password, they will be stopped if they do not have access to your security information. This is also why it is important to use different passwords for all your accounts. NWTC has chosen the Microsoft Authenticator app for that extra layer of security. Please review the following link for more information about how it works [here](#).

For assistance with setting up multi-factor authentication contact the NWTC Helpdesk.

- **The Student Help Desk is available 24/7. Call 920-498-6900 or 866-235-5037 (toll free) or** chat with us**.**

- **Contact the Staff NWTC Help Desk at 920- 498-6800 for assistance with MFA, or email** help.desk@nwtc.edu **to open a ticket in our Staff Help Desk system.**

Enrolling in Microsoft Multi-Factor Authentication using the Microsoft Authenticator App:

1. When logging in to your NWTC Microsoft account you will see the following prompt to enroll in Microsoft MFA:
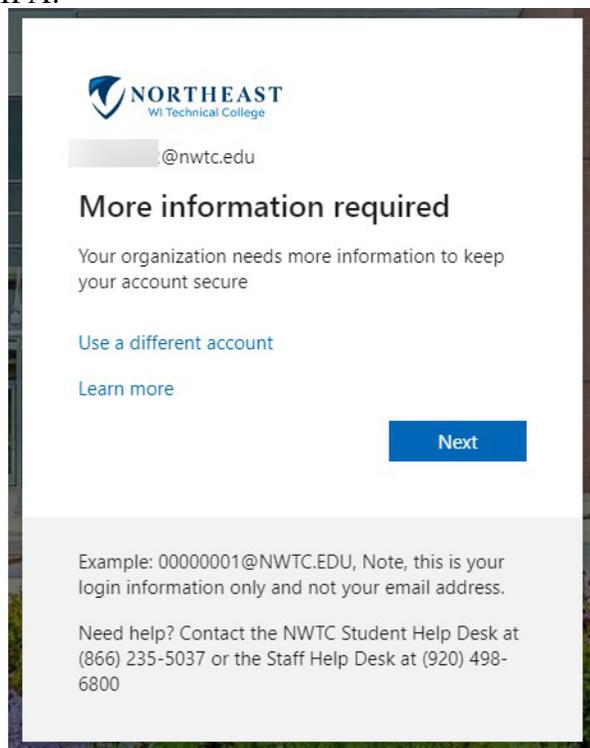

2. Click **Next** and be prompted to provide an additional security method.
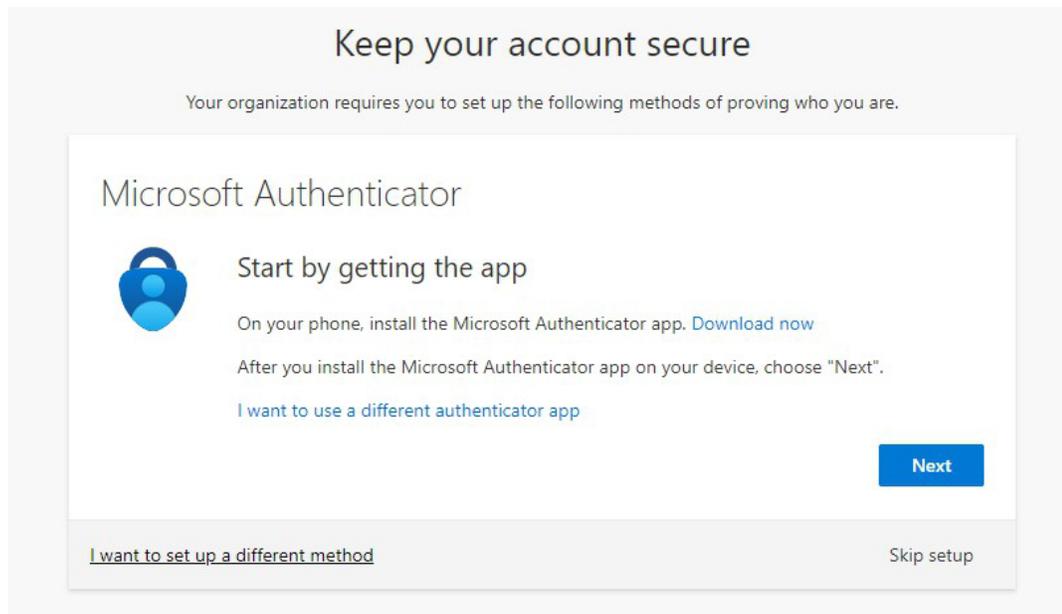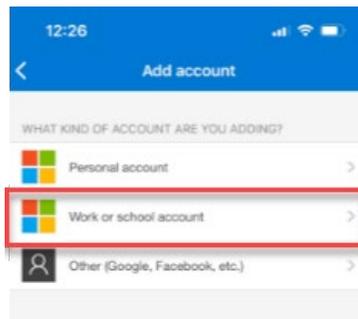
3. Install the Microsoft Authenticator app for your device. Details on how to install the app are here.
4. On your computer screen, click **Next**.
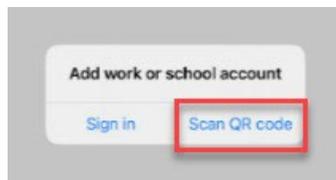5. You will be prompted to set up your account on the Microsoft Authenticator App. Click **Next**.
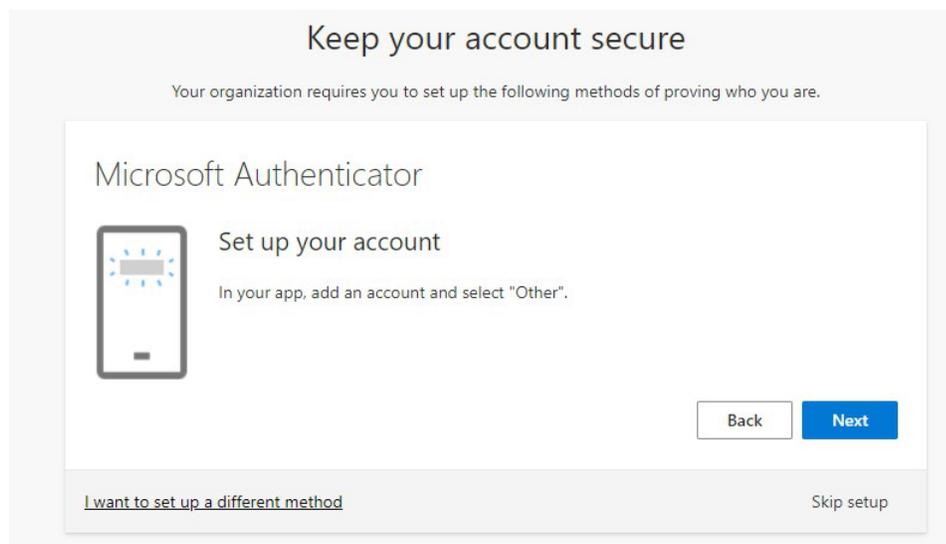
6. Open the Microsoft Authenticator app on your device and click the + in the upper right corner of the screen.
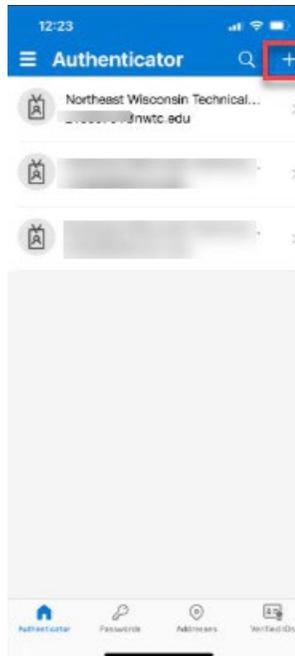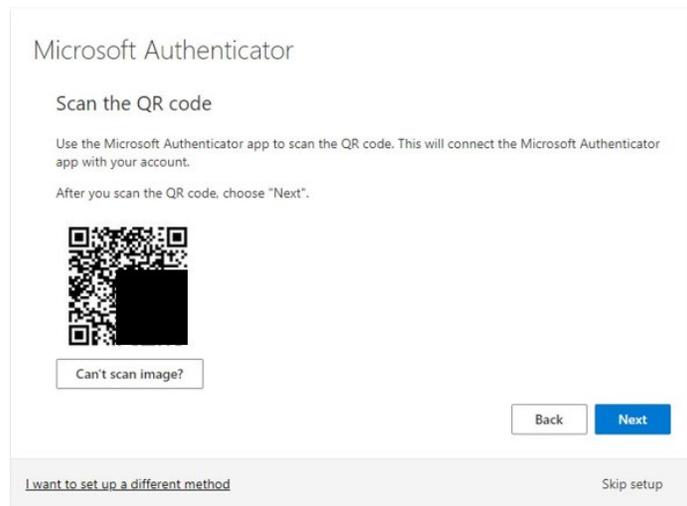
7. Select **Work or school account.**
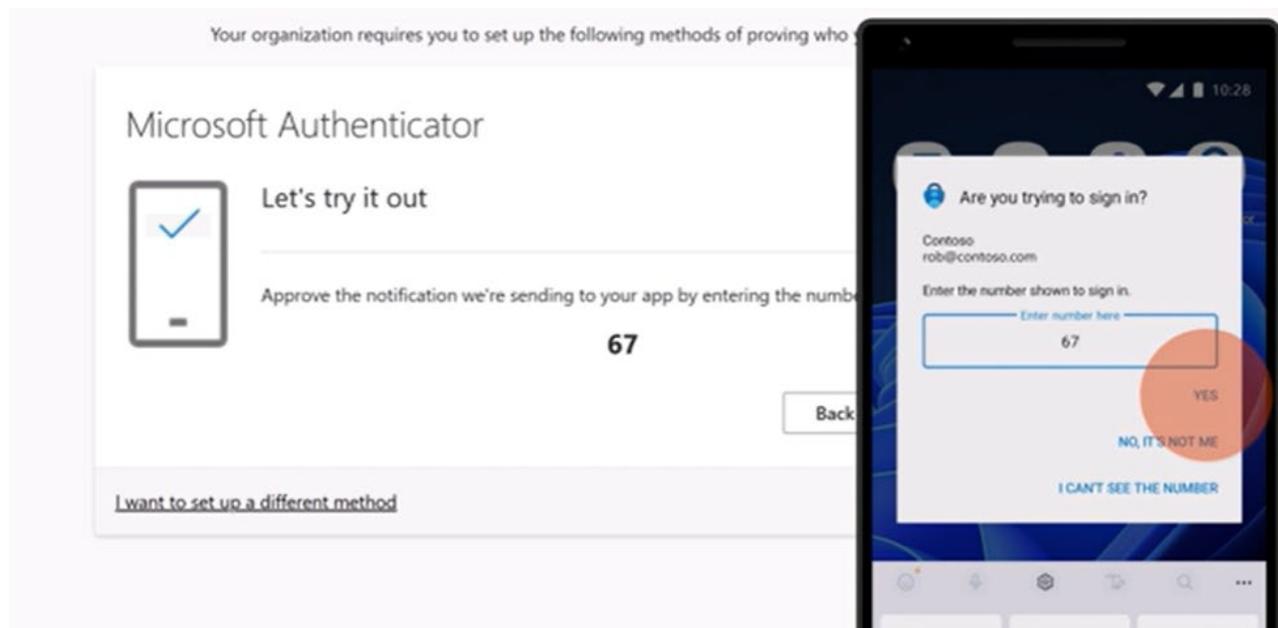

8. Click **Scan QR code.**

9. Use the Microsoft Authenticator app to **scan the QR code on your computer screen**.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

Can't scan image?

Back   Next

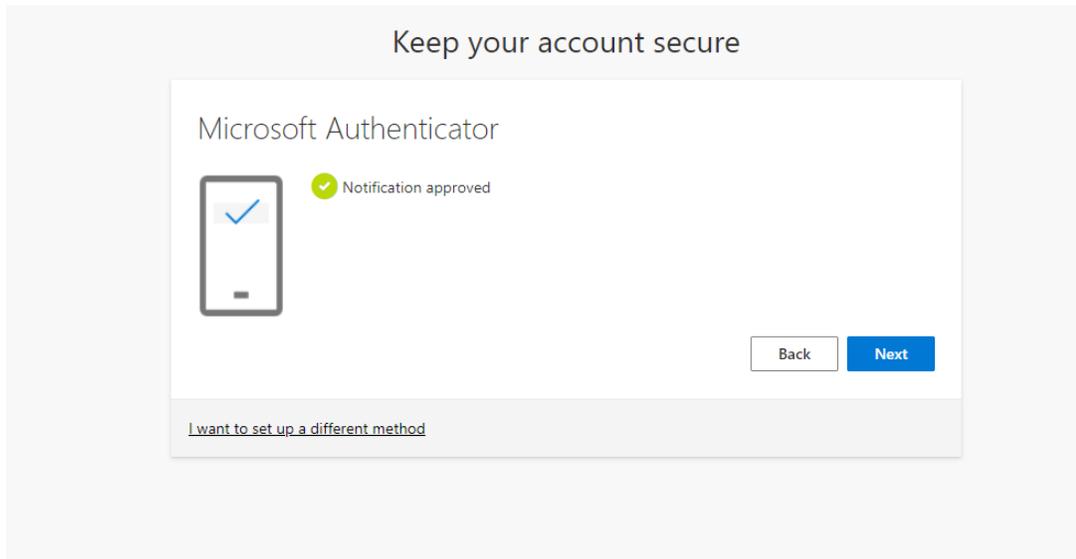I want to set up a different method   Skip setup

10. Click **Next**.
11. You will test your app setup now. Enter the 2-digit code shown on your computer screen into the Microsoft Authenticator app.

Your organization requires you to set up the following methods of proving who

Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app by entering the numb

67

Back

I want to set up a different method

Are you trying to sign in?

Contoso
rob@contoso.com

Enter the number shown to sign in.

Enter number here

67

YES

NO, IT'S NOT ME

I CAN'T SEE THE NUMBER

12. Click **Next** on your computer screen.
13. Click **Next** on the notification approval page.

14. You have completed enrollment of MFA. Click **Done**. You are encouraged to **add your mobile device phone number** to act as a backup if you are unable to access or use the Microsoft Authenticator app for any reason. Additionally, you could provide a phone number to a different device, or landline as a backup if your phone is lost or stolen. After completing enrollment, you can add additional methods or change security information at https://mysignins.microsoft.com/security-info.
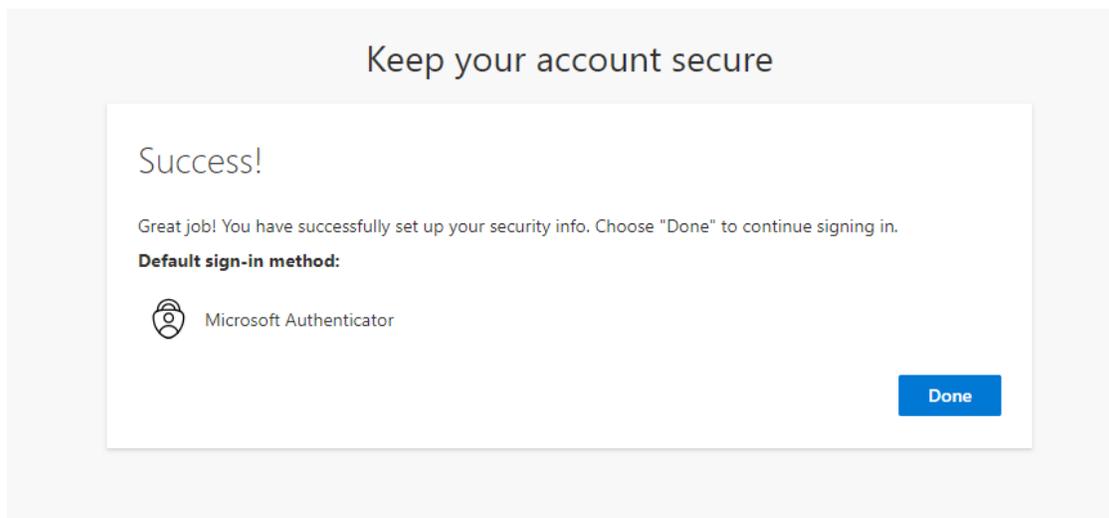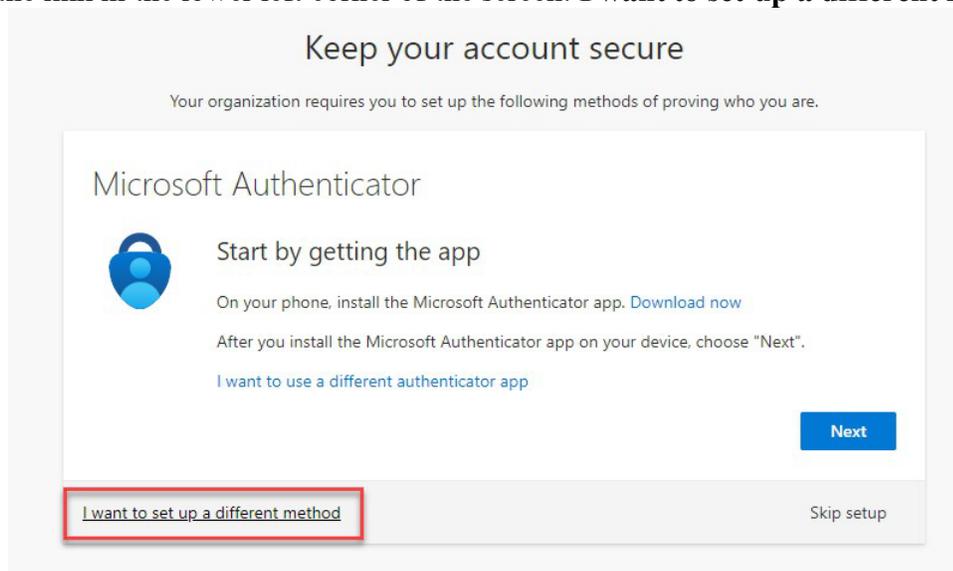

## Enrolling in Microsoft Multi-Factor Authentication using Phone Call/SMS texting:

1. When logging in to your NWTC Microsoft account you will see the following prompt to enroll in Microsoft MFA:
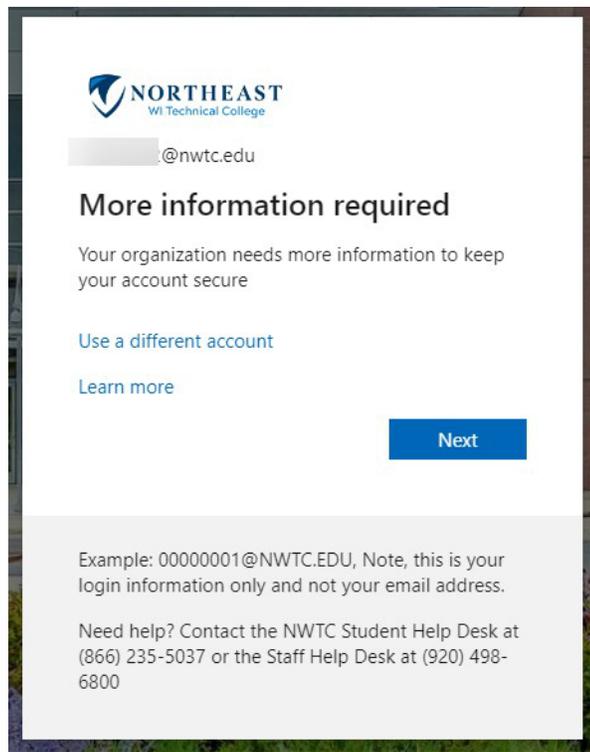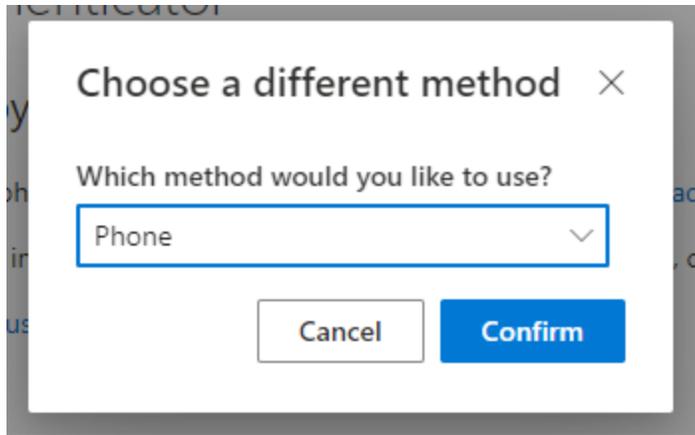
2. Click **Next** and be prompted to provide an additional security method.
3. Click the link in the lower left corner of the screen: **I want to set up a different method**.

4. Use the drop-down box to select **Phone**.
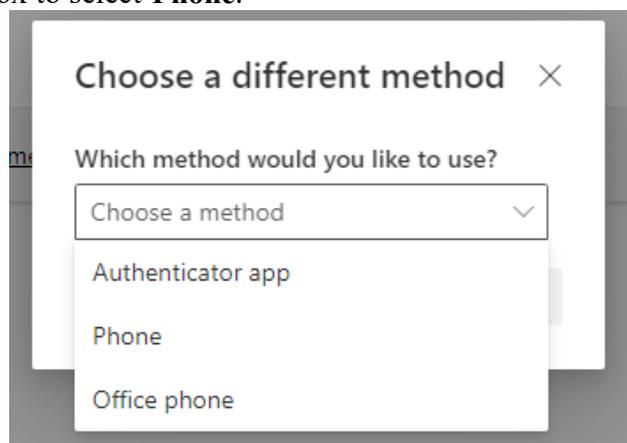
5. Click **Confirm**.

6. Enter your phone number **without** dashes. Example: 123456789

7. Click **Next**.
8. You will be sent a 6-digit code from Microsoft to your phone as a text message. Enter the 6-digit code.
9. Click **Next**.

10. Your phone will be registered. Click **Next**.

11. Click **Done.**

This completes your enrollment of MFA. You are encouraged to enroll multiple devices in MFA. You can add additional methods or change security information at https://mysignins.microsoft.com/security-info.

Help with Multifactor Authentication:

- Instructions to enroll a new or replacement phone with Microsoft Authenticator: How to setup authenticator on a new phone
- Common troubleshooting tips for Microsoft Authenticator App: Common problems with two verification and your work or school account.
- To change provided Microsoft security information or add backup authentication methods for your NWTC account, log in to your security options page.
- If you feel you do not have the technology to successfully enroll, please call the NWTC Help Desk for support.
- If you have lost your device, left it at home, or are experiencing difficulties authenticating please call the NWTC Help Desk for support.

For assistance with multi-factor authentication contact the NWTC Helpdesk.

- **The Student Help Desk is available 24/7. Call** 920-498-6900 **or** 866-235-5037 **(toll free) or** chat with us**.**

- **Contact the Staff NWTC Help Desk at** 920- 498-6800 **for assistance with MFA, or email** help.desk@nwtc.edu **to open a ticket in our Staff Help Desk system.**