MFA Enrollment – First Run

A shortened video tutorial of this material is available here

Getting Started

<u>M</u>ulti<u>f</u>actor <u>a</u>uthentication or MFA is just a better way to make sure it's really you signing onto your Delta account.

- We do this is by asking for two or more kinds proof.
- At Delta College, you will typically be asked to provide your password and prove you have a device with you, like your smartphone.

You 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.

<u>Preferred</u> <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.

<u>Optional</u> <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.

First time MFA Enrollment

This guide is intended to show the Multi-Factor Authentication (MFA) enrollment process a user would see if they have not enrolled before. The login process is interrupted in order to complete the MFA enrollment process.

1. In this example, a user logs onto Web-Based Email

   a. This example also applies to someone who launches the Outlook client on their computer.
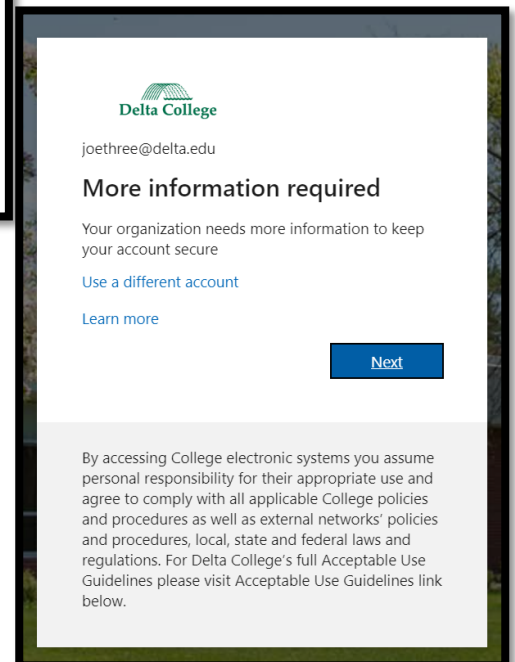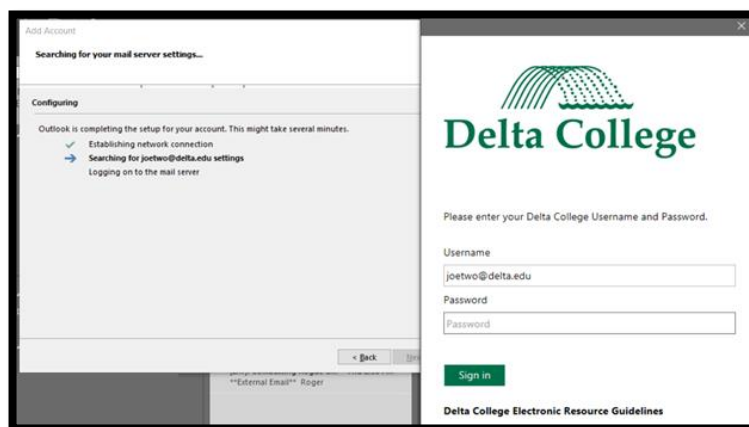

2. During the login sequence, the user will be notified that **More information is Required**.
   a. Click **Next** to continue.

3. By Default you will be prompted to enroll using the Microsoft Authenticator App. This allows for a convenient push notification style verification.
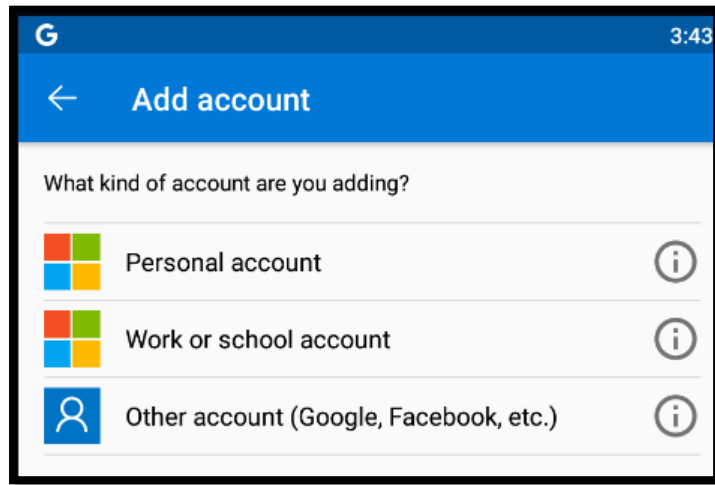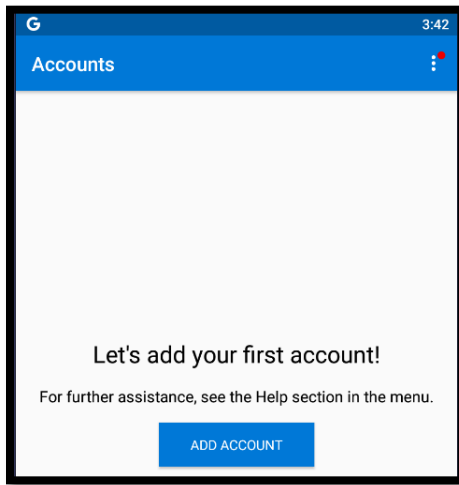
4. Download Microsoft Authenticator on your phone or tablet. Click **Next**, as shown below, to continue.
   a. Alternatively, you may click **I want to set up a different method** if Authenticator is not your preference. This guide does not cover making an alternative choice.
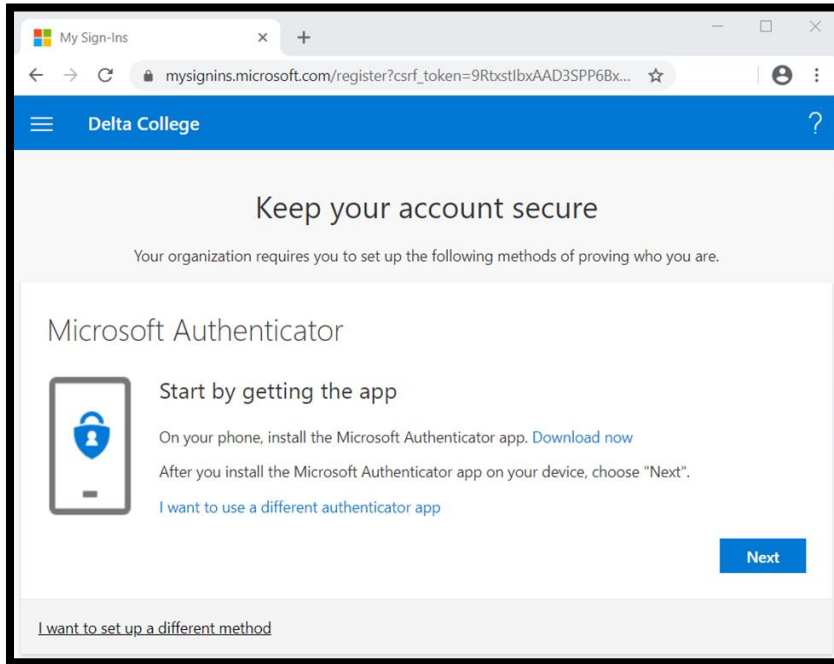

5. On your mobile device, launch the Microsoft Authenticator app. Add an account to the app. If prompted, choose **Work or School Account.**
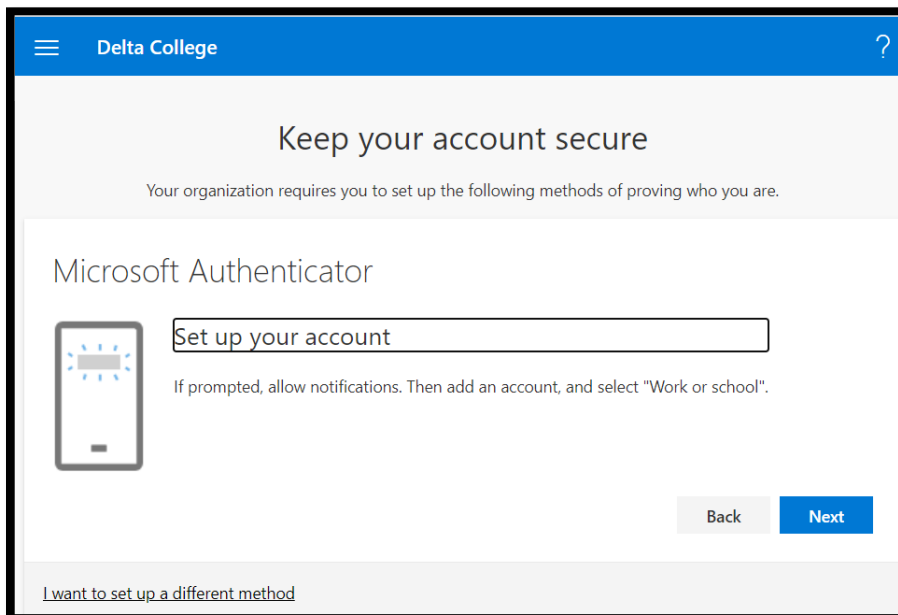
6. On your Mobile device, you may see Microsoft Authenticator Menus such as these.
   NOTE: iPhone users may see a significantly different app experience. Watch the video referenced above to see an example of the iPhone app.


7. 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.
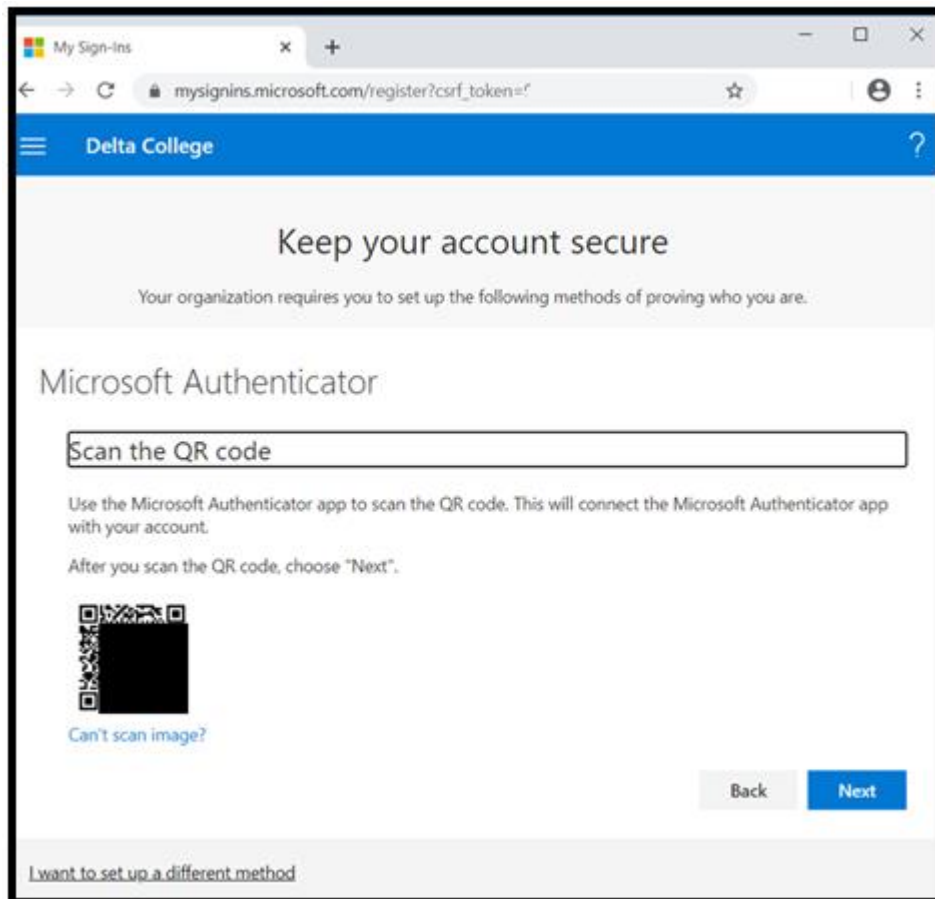

The QR Code above is intentionally obfuscated

8. 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.
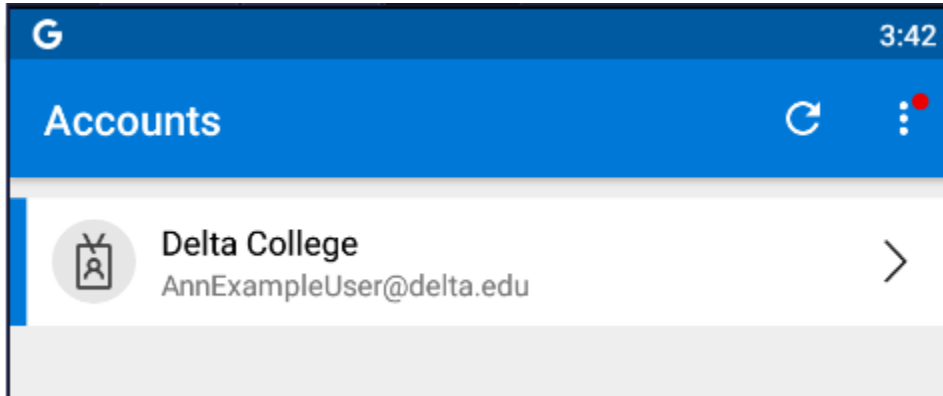
9. Clicking **NEXT** on the screen shown in #7 above will initiate a push notification to confirm you have successfully configured the Microsoft Authenticator app with your Delta College account.
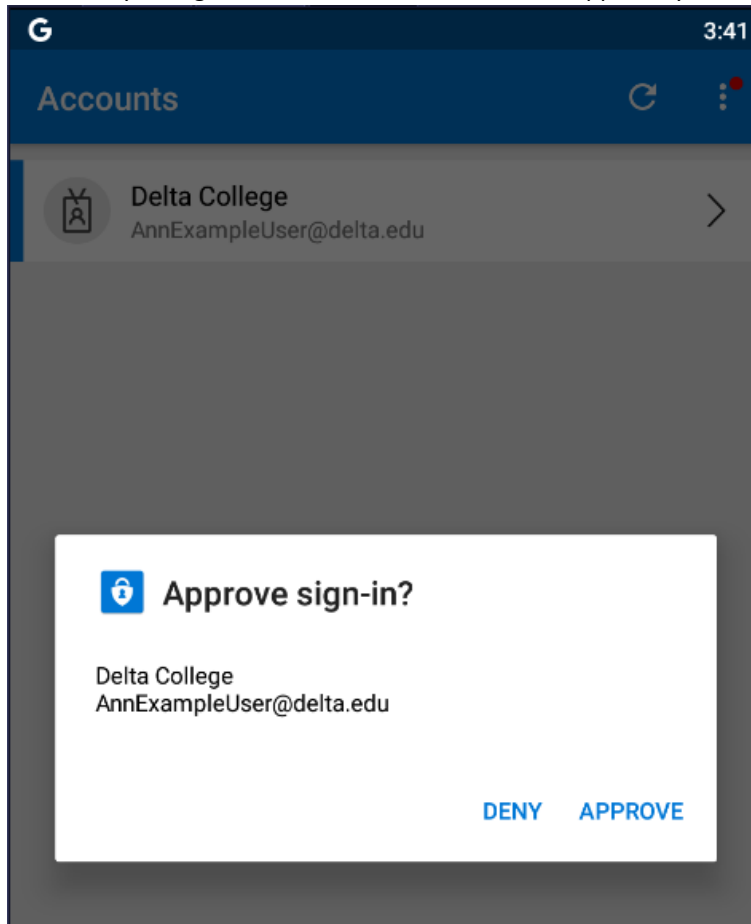
10. Click **Approve** to confirm the sign in.

Congratulations! You've successfully configured your Delta College account for Multi-Factor Authentication using Microsoft Authenticator app.

But Wait! You're NOT quite done.

11. Next you'll be prompted to set up a second method, which is by default a Phone.

12. Enter your phone number in box the right of the United States (+1) drop down and choose either **Text me a code** or **Call me.**
    a. **NOTE:** Landline (home) phones and office phones cannot receive text messages.

13. Your phone will receive either a phone call or a text message, depending on your selection above.
    a. If you chose **Call Me**, you'll receive a phone call.
        i. Simply answer and press the # key.
    b. If you chose **Text me a code**, your phone will receive a text message containing a 6-digit code.
        i. Enter the code and click **Next.**

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

14. If the code you entered was valid, the next screen will indicate **SMS Verified**
    a. If you chose the **Call me** method you'll receive a **Call Answered** indication.
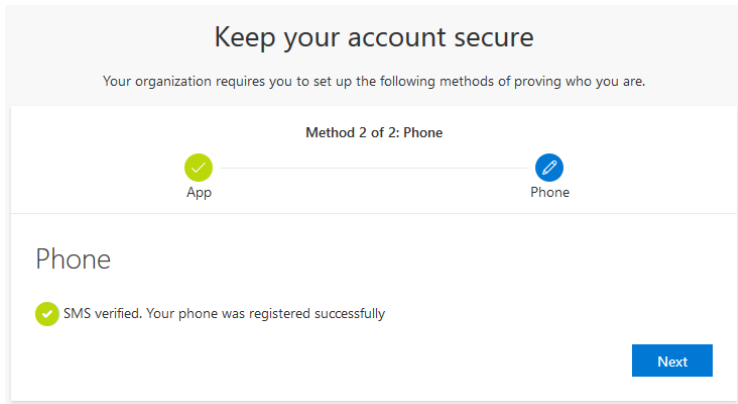
15. Click **Next** to finish your enrollment.
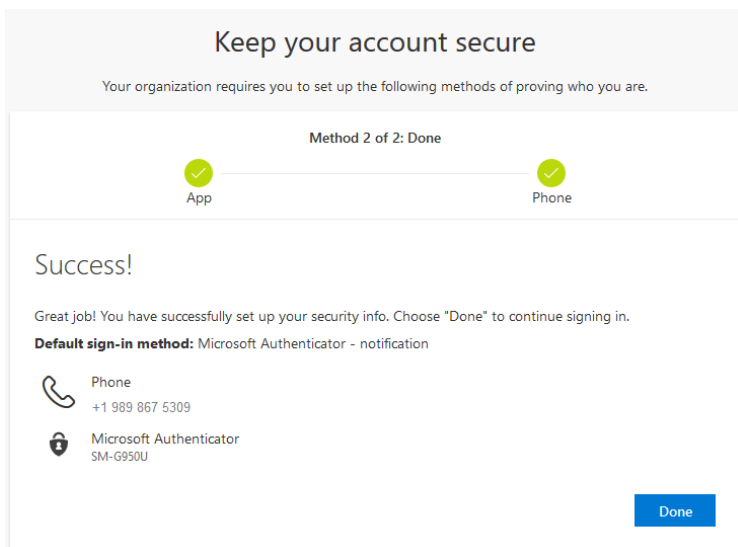
16. You have successfully registered **two** authentication methods to be used with Multifactor Authentication (MFA).
17. You are encouraged to register additional methods, if possible, in case this one isn't available when you need it or for when it's time to reset your password.
18. For detailed instructions on how to enroll in additional verification methods, review the **MFA Enrollment – Add or Change** documentation.