Multi-Factor Authentication (MFA) Setup Guide for Students

Enabling Multi-Factor Authentication (MFA) will prevent scammers from getting access to the student's account by requiring authentication via another device. If the student's account gets marked as a spammer 3 times by Microsoft, Microsoft will permanently block the account. Please enable MFA to prevent this, and in cases where the account has been compromised and locked, so that IT can safely re-enable the account.

Note: It is highly recommended to set up two forms of authentication so that if access to one method of authentication is lost, access to security methods and access to the app for that account can still be granted.

- If access is lost, after confirming the identity of the student, please contact the IT helpdesk with the student's name, GRC email, and alternate email so that they can generate a case to configure the student's account to ask for new MFA contact options on their next logon attempt.

Setup MFA Using the Microsoft Authenticator App

1. Configure your GRC student email account to use the MS Authenticator app for MFA
    a. Ideally using a computer instead of your smartphone (though you can use your phone), sign into Outlook.com using your @student.greenriver.edu email
        i. If the user already has a Microsoft account logged in on their device, you may need to use an inprivate/incognito browser.
    b. Click on their User icon (picture or initials) > My account > Security Info > Add method > Select "Authenticator App" (use https://mysignins.microsoft.com/security-info as a shortcut for the previous two bullet points)
    c. Press "Add Method" – Figure App.1.c
    d. Select Authenticator App and press "Next" – Figure App.1.d
    e. Press "Next" – Figure App.1.e
    f. Press "Next" again and a QR code will come up – (Figures App.1.f.1 and App.1.f.2)
2. Install and configure the Microsoft Authenticator App on your smartphone
    a. Install the Microsoft Authenticator app from your phone's app store
    b. Open the app on the phone and press "I agree" on the Microsoft Privacy screen – Figure App.2.b
    c. Press "Scan a QR Code" – Figure App.2.c
        i. If the user presses "Add work or school account" or "Microsoft account" instead of "Scan a QR code", it will take them to an external site, do not continue. Direct them out of the external site and back to the app on their phone.
            1. If using an Android phone press "Finish."
            2. On iOS and Android press "Add Account" > press "Work or School" > press "Scan QR Code")
    d. Allow the Authenticator app to take pictures and record videos when it asks on the phone. On Android – Figure App.2.d.1 or on iOS – Figure App.2.d.2.
    e. Scan the QR code on your computer – Figure App.2.e

        i. If on iOS enable notifications here when prompted and skip the next two steps (steps 2.e.f and 2.e.g) – Figure App.2.e.i
        ii. If you cannot scan the QR code,
            1. On the website press "Can't scan image?" – Figure App.2e.ii.1
            2. On the app press "OR ENTER CODE MANUALLY" – Figure App.2.e.ii.2
            3. Enter Code located on the app into the box on the website
    f. Press "OK" on the Authenticator app and enable "App Lock" – Figure App.2.f
    g. Press "Got It" on the Authenticator app – Figure App.2.g
    h. On the app under Authenticator your Student Email will show up – Figure App.2.h
    i. On the computer, press "Next", you will be prompted to approve a notification sent to your Authenticator app. – Figure App.2.i
    j. On the Authenticator app press "Approve" – Figures App2.j.1 and App2.j.2
    k. On the computer press "Next" – Figure App.2.k
    l. On the website you will now see the new method set up – Figure App.2.l
3. Your Microsoft Authenticator App is now setup to receive MFA prompts.
    a. **Optional:** Please configure a second MFA contact option to a different device in case this one is lost or damaged.

For Android Devices

1. Make sure notifications are enabled for the Authenticator app on the Android device
    a. On the Authenticator app, press on the ellipsis in the upper right corner of the screen.
    b. Press on "Settings" – Figure Android.1.b
    c. Make sure "sound" or "vibrate" notifications are enabled – Figure Android.1.c

For iOS Devices

1. Make sure App Lock is enabled on the iOS device
    a. On the Authenticator app, press the hamburger button in the upper left corner of the screen. – Figure iOS.1.a
    b. Press "Settings", scroll to "Security", and find "App Lock", then toggle it on – Figures iOS.1.b.1 and iOS.1.b.2

Setup MFA Using a Phone Number

1. Configure your GRC student email account to use your phone for MFA
    a. Ideally using a computer instead of your phone (though you can use your phone), sign into Outlook.com using your @student.greenriver.edu email
        i. If the user already has a Microsoft account logged in on their device, you may need to use an inprivate/incognito browser.
    b. Click on their User icon (picture or initials) > My account > Security Info > Add method > Select "Authenticator App" (use https://mysignins.microsoft.com/security-info as a shortcut for the previous two bullet points)
    c. Press "Add Method" – Figure Phone.1.c
    d. Select "Phone" from the dropdown menu - Figure Phone.1.d
    e. Enter your phone number – Figure Phone.1.e

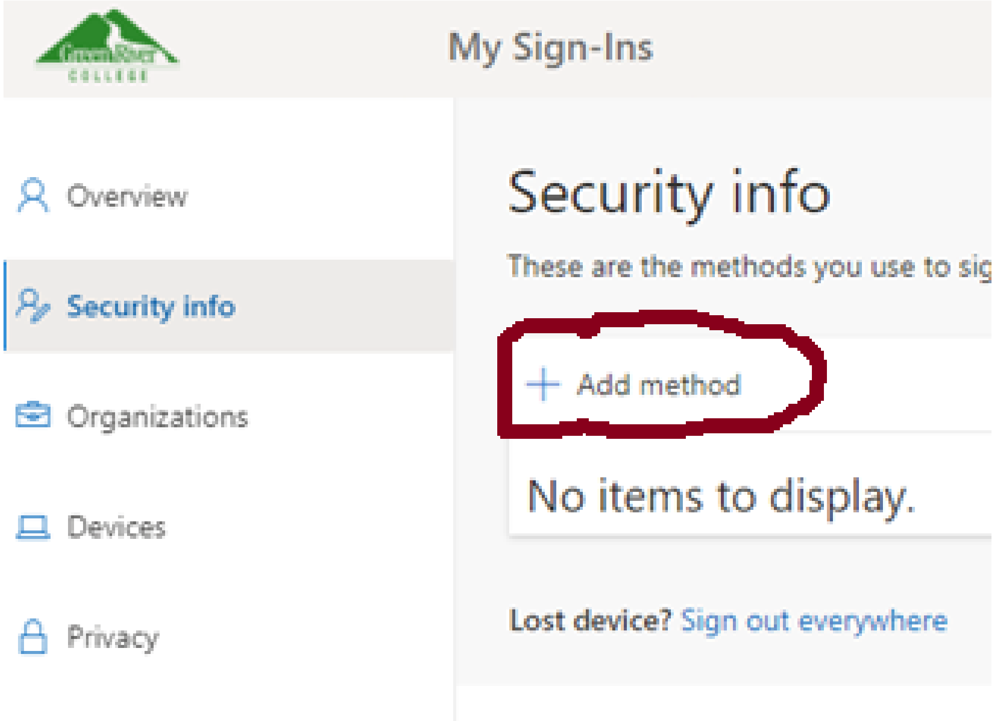
   f. Select “Text me a code” or “Call me” – Figure Phone.1.f
   g. Press “Next”
   h. Enter the code that was sent to the phone on the computer – Figure Phone.1.h
   i. Press “Next”
   j. On the computer press “Done” – Figure Phone.1.j

2. Your phone is now setup to receive MFA codes.
   a. **Optional:** Please configure a second MFA contact option to a different device in case this one is lost or damaged.

Screenshots

Screenshots for MFA via Microsoft Authenticator App

App.1.c



My Sign-Ins

Security info

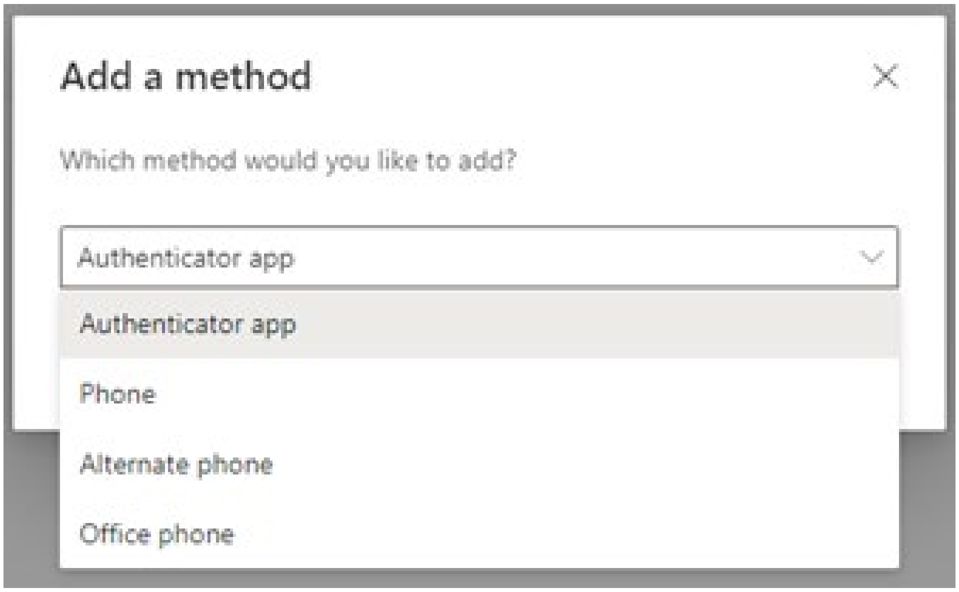
These are the methods you use to sig

No items to display.

Lost device? Sign out everywhere

Return to instructions

App.1.d



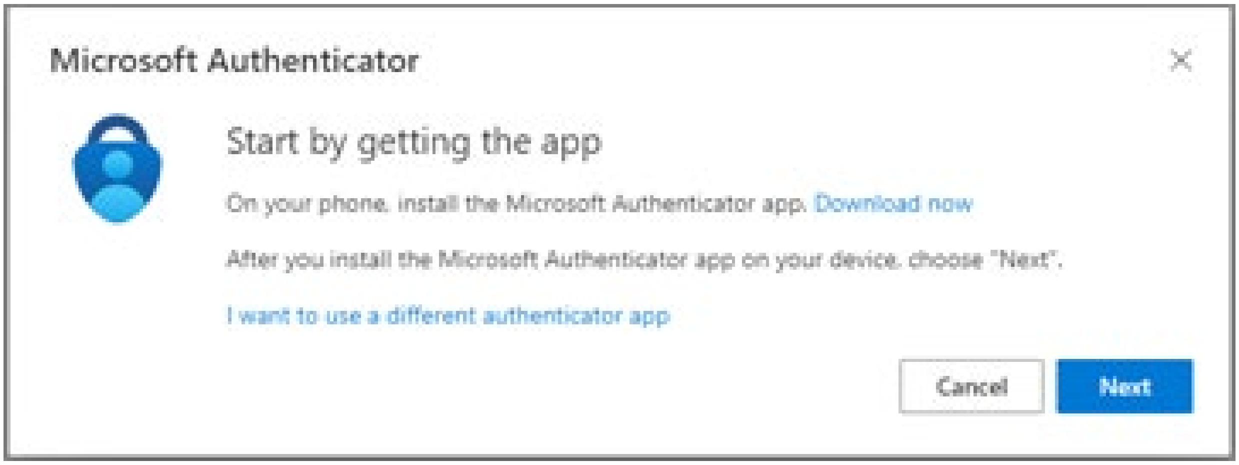
Add a method

Which method would you like to add?

Authenticator app

Return to instructions

App.1.e



Microsoft Authenticator

Start by getting the app

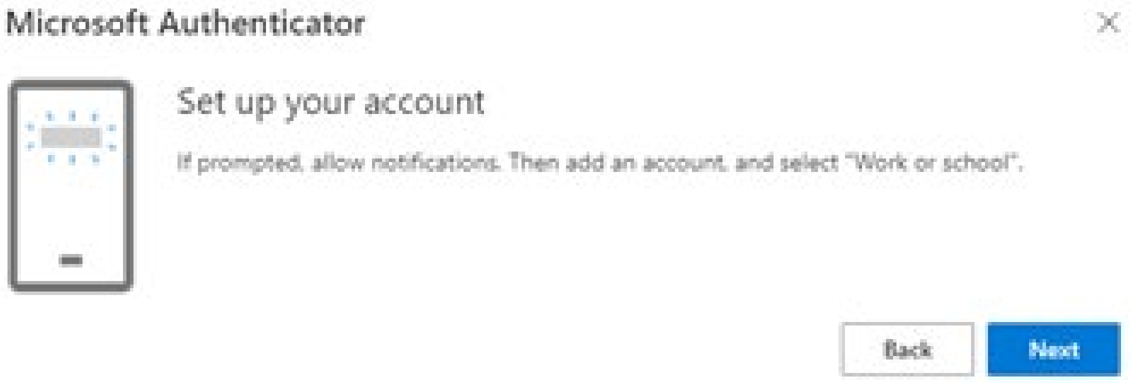
On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

Return to instructions

App.1.f.1 and App.1.f.2

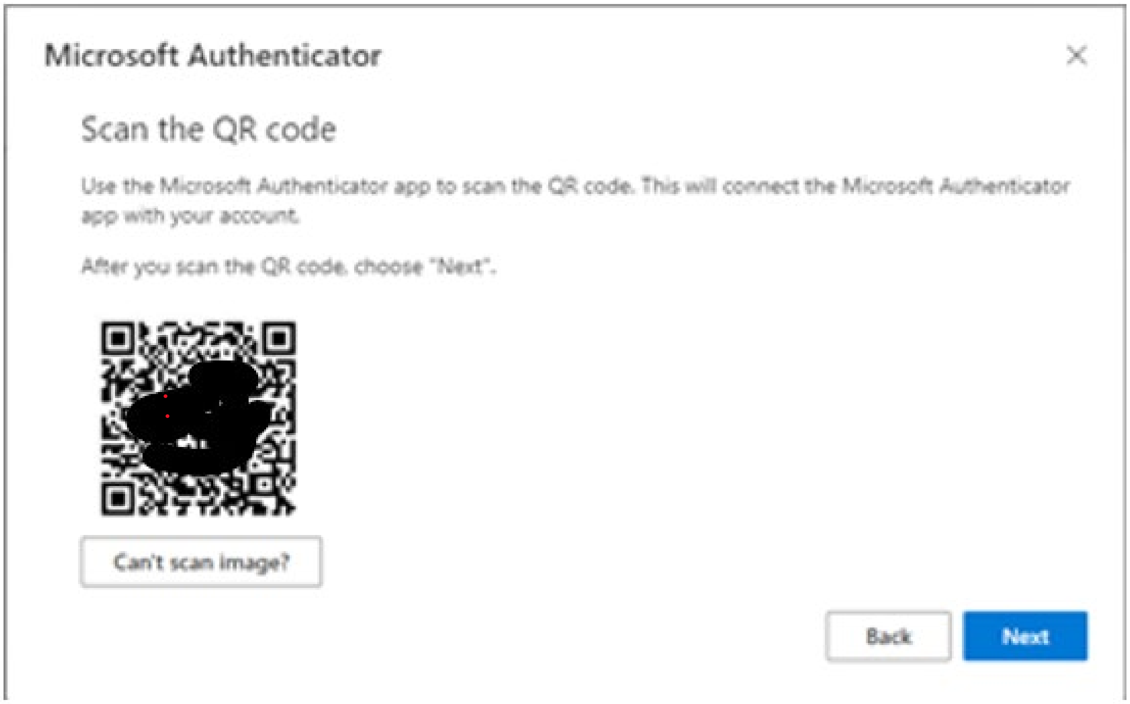


Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

(Sample QR code below, do not scan)



Microsoft Authenticator

Scan the QR code

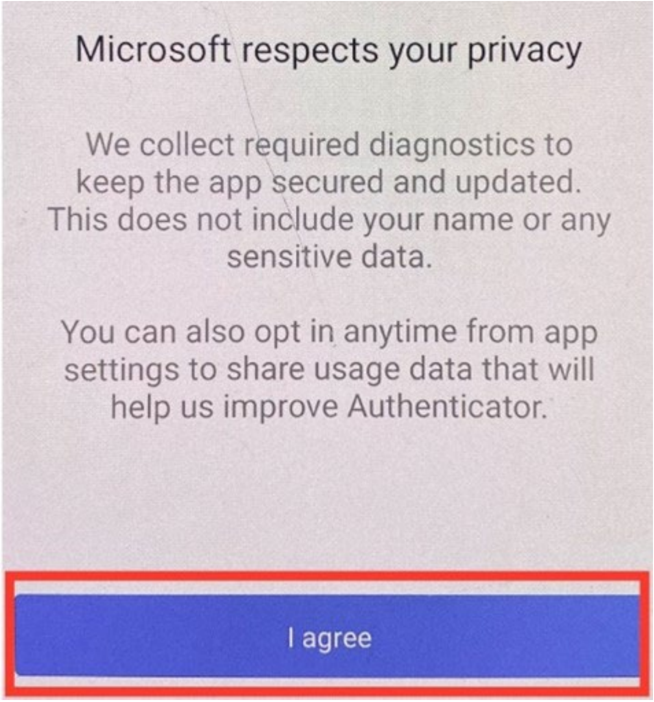
Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

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

[redacted]

Return to instructions

App.2.b



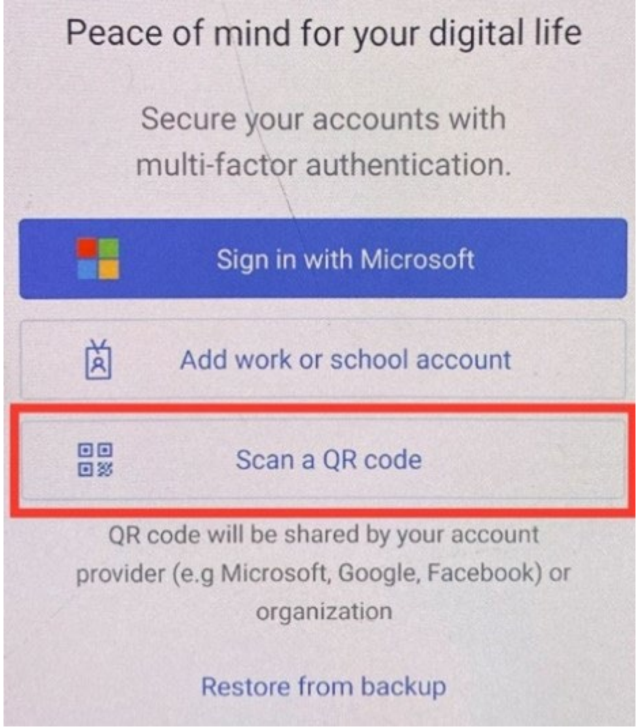
Microsoft respects your privacy

We collect required diagnostics to keep the app secured and updated. This does not include your name or any sensitive data.

You can also opt in anytime from app settings to share usage data that will help us improve Authenticator.

Return to instructions

App.2.c



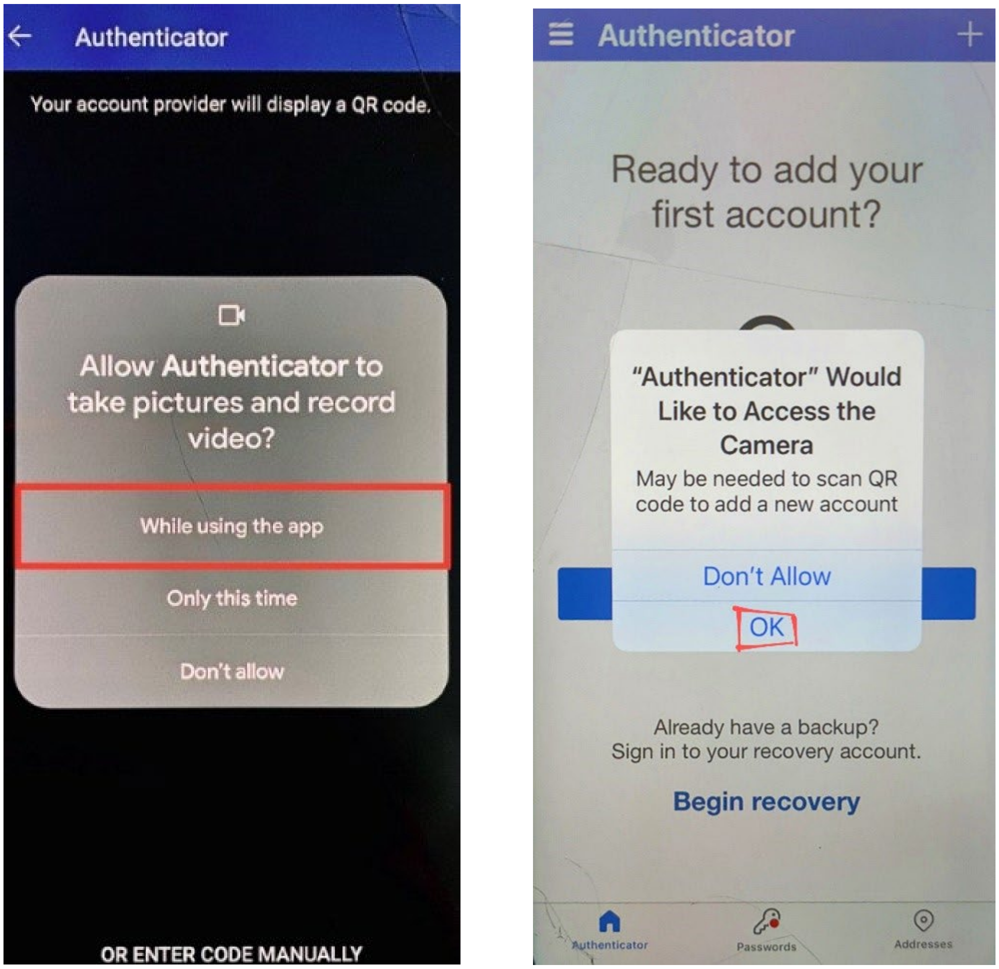
Peace of mind for your digital life

Secure your accounts with multi-factor authentication.

QR code will be shared by your account provider (e.g Microsoft, Google, Facebook) or organization

Return to instructions

App.2.d.1 and App.2.d.2



Authenticator

Your account provider will display a QR code.

Allow Authenticator to take pictures and record video?

[✓ While using the app]

Only this time

Don't allow

OR ENTER CODE MANUALLY

Authenticator

Ready to add your first account?

"Authenticator" Would Like to Access the Camera

May be needed to scan QR code to add a new account

Don't Allow

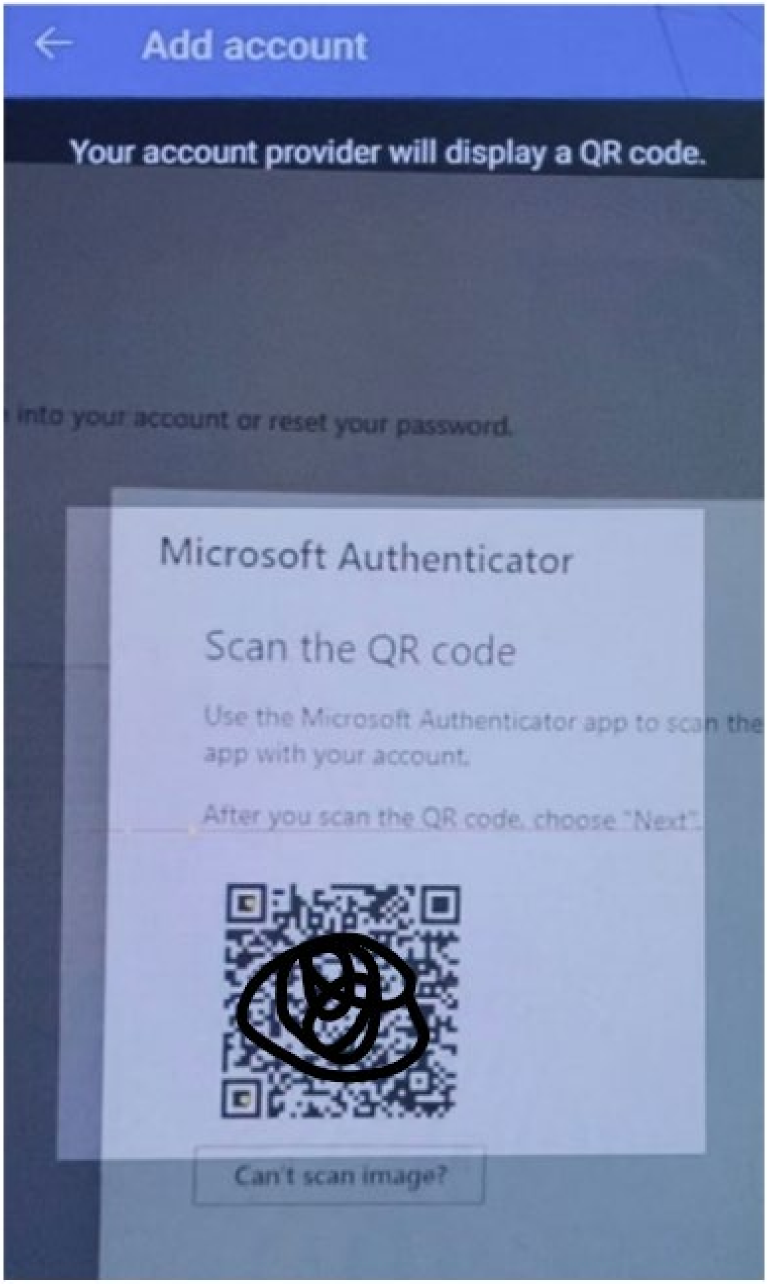
[✓ OK]

Already have a backup?
Sign in to your recovery account.

Begin recovery

[Return to instructions](#)

App.2.e



Your account provider will display a QR code.

into your account or reset your password.

Microsoft Authenticator

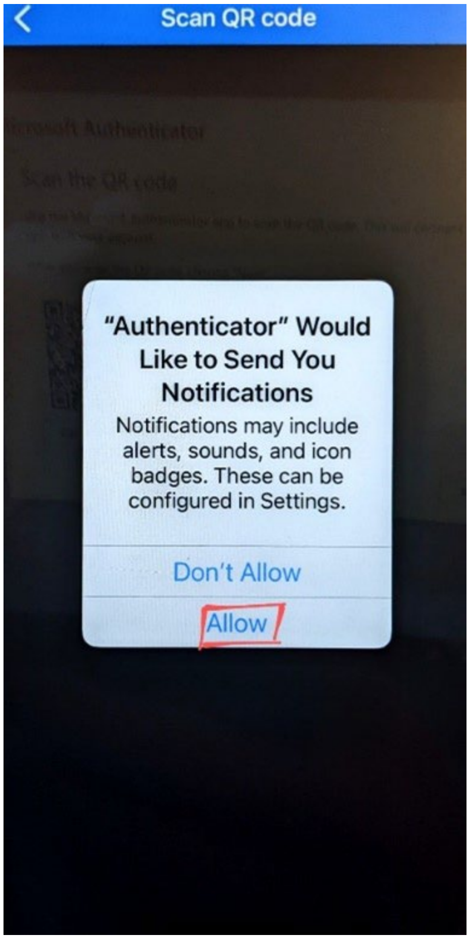
Scan the QR code

Use the Microsoft Authenticator app to scan the
app with your account.

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

Return to instructions

App.2.e.i

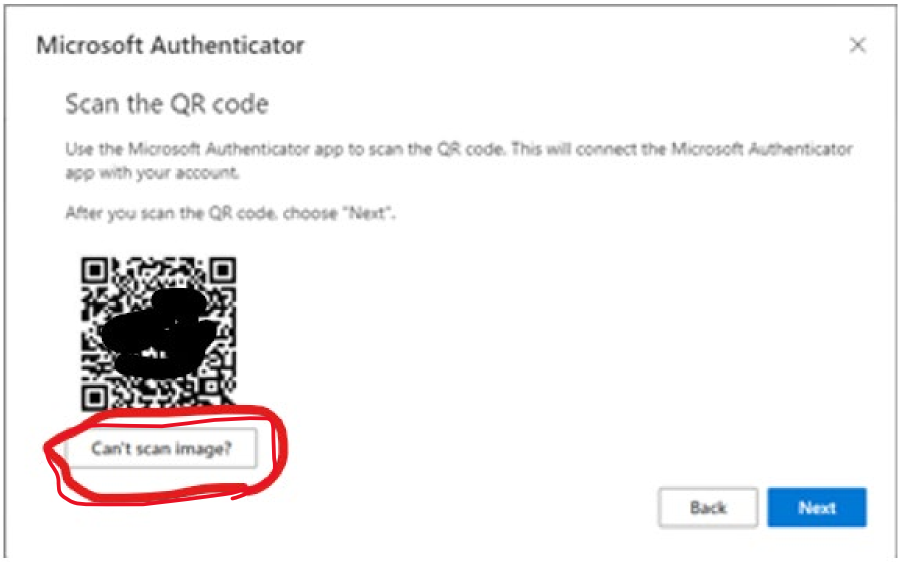


"Authenticator" Would Like to Send You Notifications

Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.

Return to instructions

App.2.e.ii.1


Microsoft Authenticator

Scan the QR code

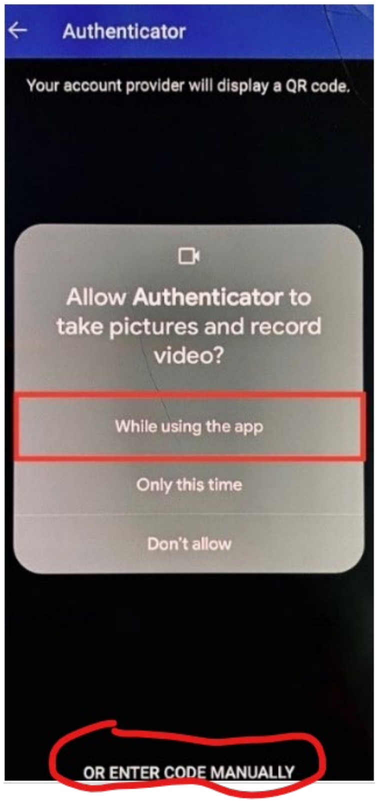
Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

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

[redacted]

Return to instructions

App.2.e.ii.2



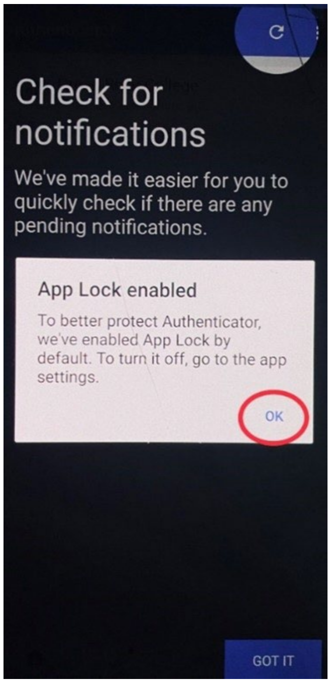
Authenticator

Your account provider will display a QR code.

Allow Authenticator to take pictures and record video?

Return to instructions

App.2.f



Check for notifications

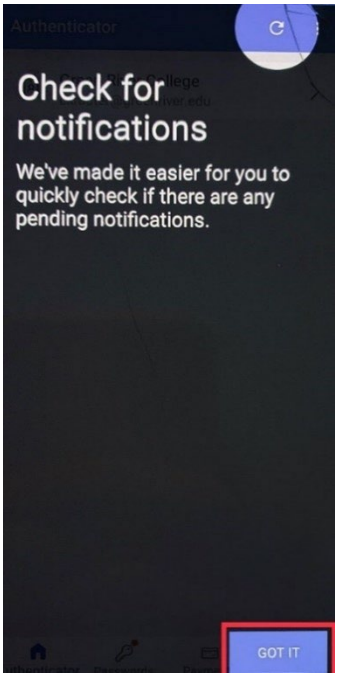
We've made it easier for you to quickly check if there are any pending notifications.

App Lock enabled

To better protect Authenticator, we've enabled App Lock by default. To turn it off, go to the app settings.

Return to instructions

App.2.g

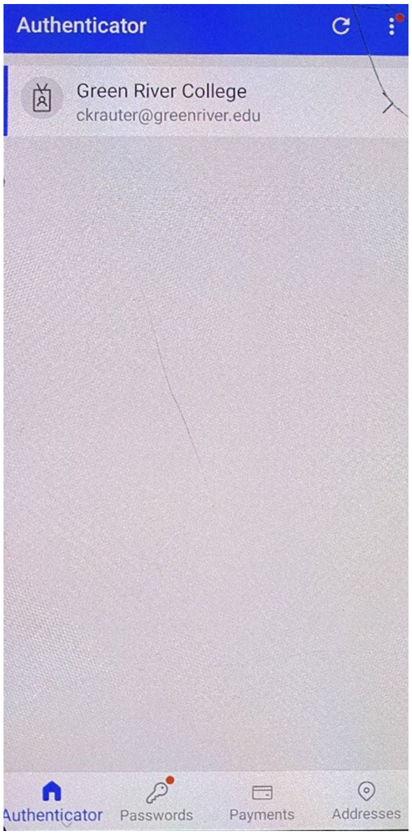


Check for notifications

We've made it easier for you to quickly check if there are any pending notifications.

[Return to instructions](#)

App.2.h

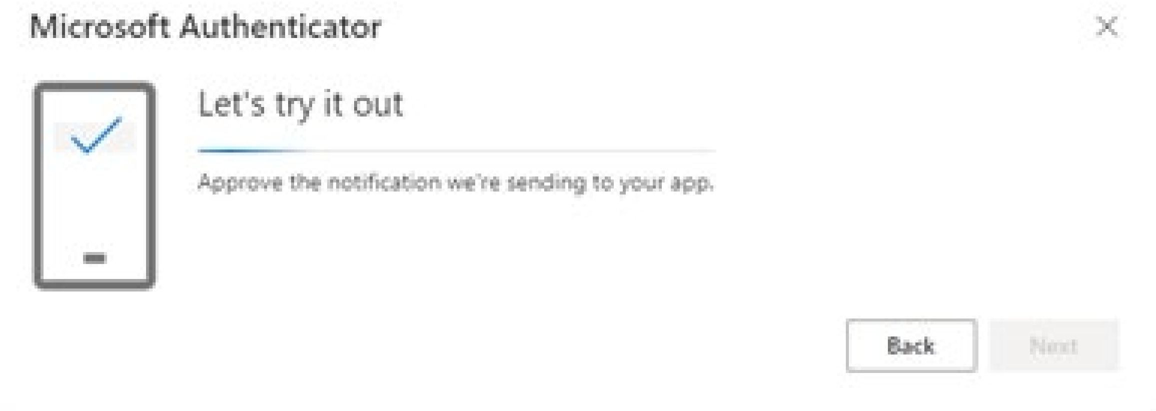


Authenticator

Green River College
ckrauter@greenriver.edu

[Return to instructions](#)

App.2.i



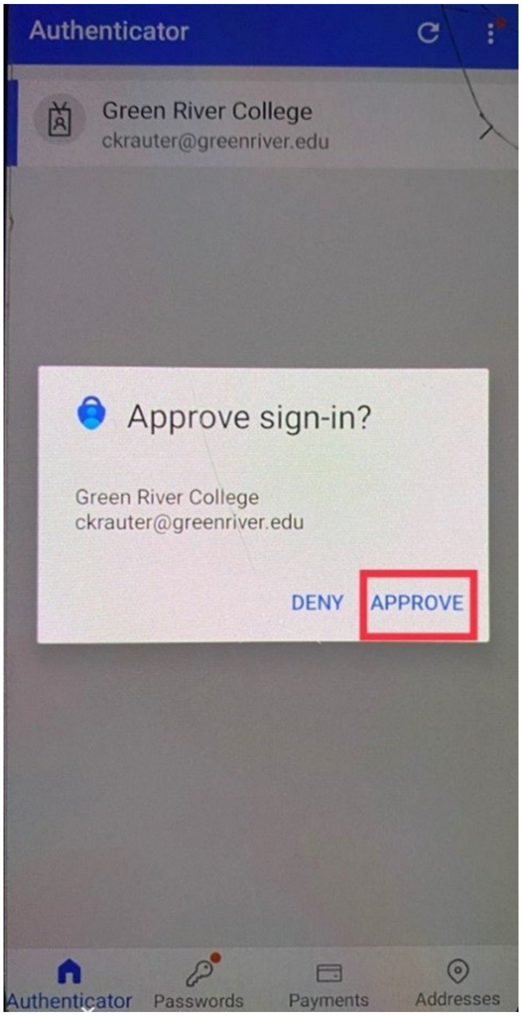
Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app.

Return to instructions

App.2.j.1 and App.2.j.2

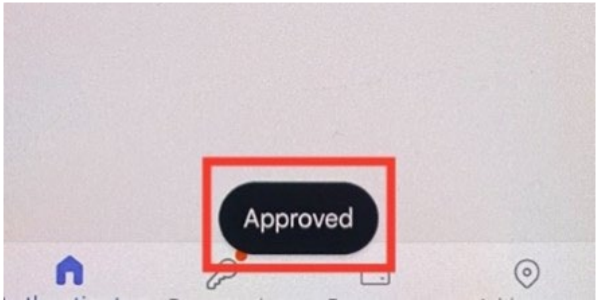


Authenticator

Green River College
ckrauter@greenriver.edu

Approve sign-in?

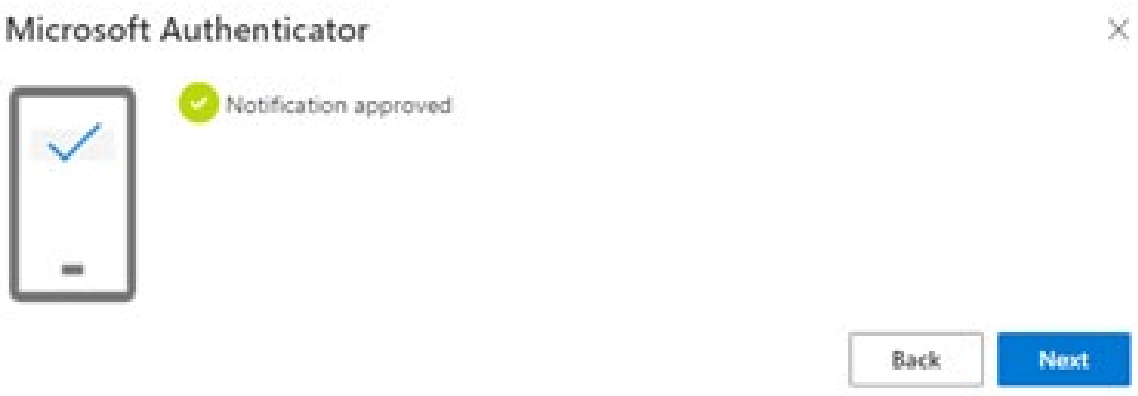
Green River College
ckrauter@greenriver.edu



Approved

Return to instructions

App.2.k

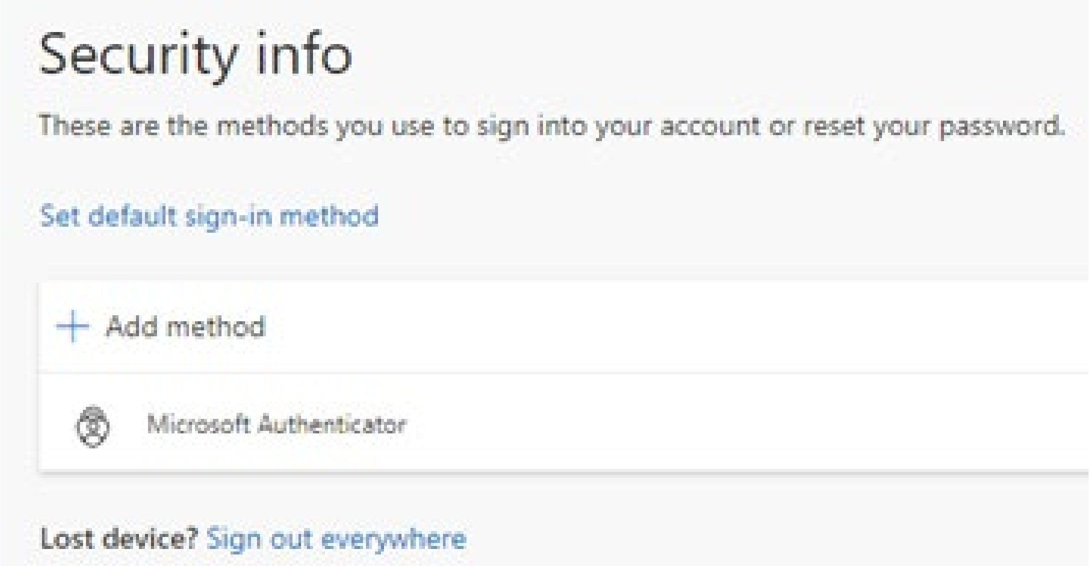


Microsoft Authenticator

✓ Notification approved

Return to instructions

App.2.l



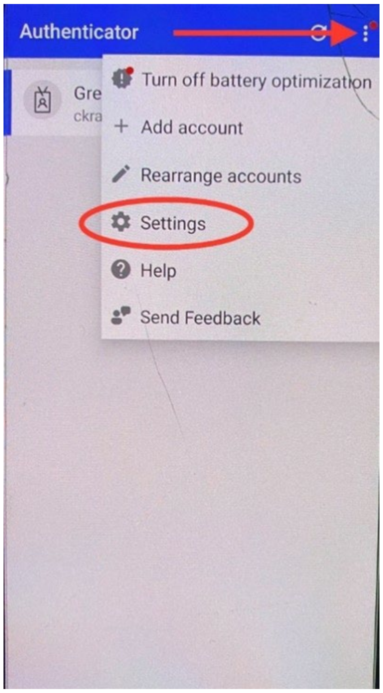
Security info

These are the methods you use to sign into your account or reset your password.

Return to instructions

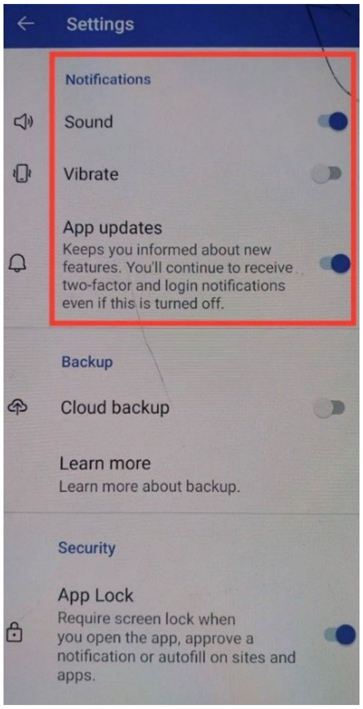
Screenshots for Android Devices

Android.1.b



Return to instructions

Android.1.c



Notifications

Sound ●

Vibrate ○

App updates
Keeps you informed about new features. You'll continue to receive two-factor and login notifications even if this is turned off. ●

Backup

Cloud backup ○

Learn more
Learn more about backup.

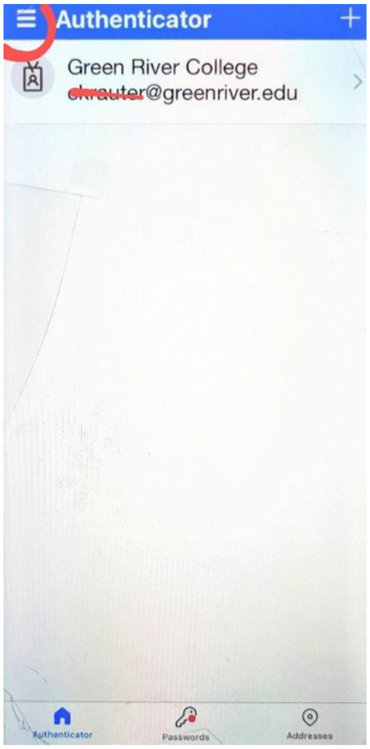
Security

App Lock
Require screen lock when you open the app, approve a notification or autofill on sites and apps. ●

Return to instructions

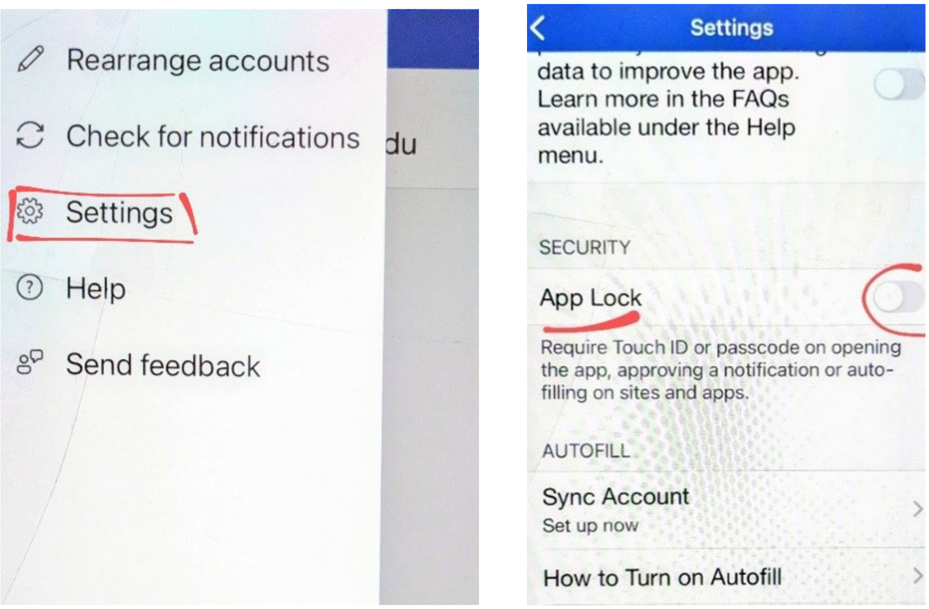
Screenshots for iOS Devices

iOS.1.a



[Return to instructions](#)

iOS.1.b.1 and iOS.1.b.2



data to improve the app. Learn more in the FAQs available under the Help menu.

SECURITY

App Lock

Require Touch ID or passcode on opening the app, approving a notification or auto-filling on sites and apps.

AUTOFILL

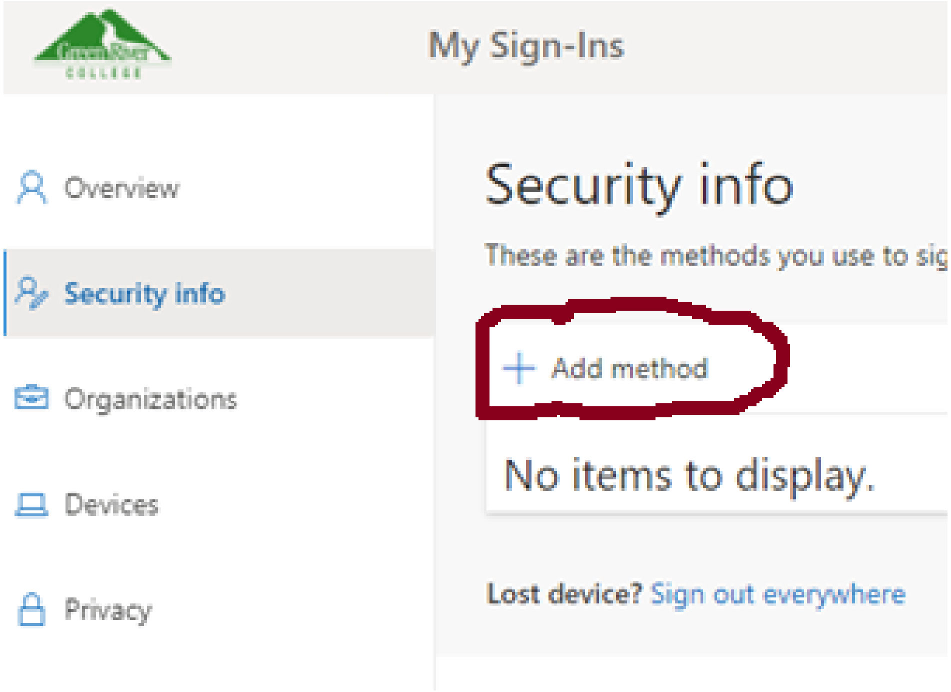
Sync Account
Set up now

How to Turn on Autofill

[Return to instructions](#)

Screenshots for MFA via a Phone Number

Phone.1.c



Green River COLLEGE

My Sign-Ins

Overview

Security info

Organizations

Devices

Privacy

Security info

These are the methods you use to sig

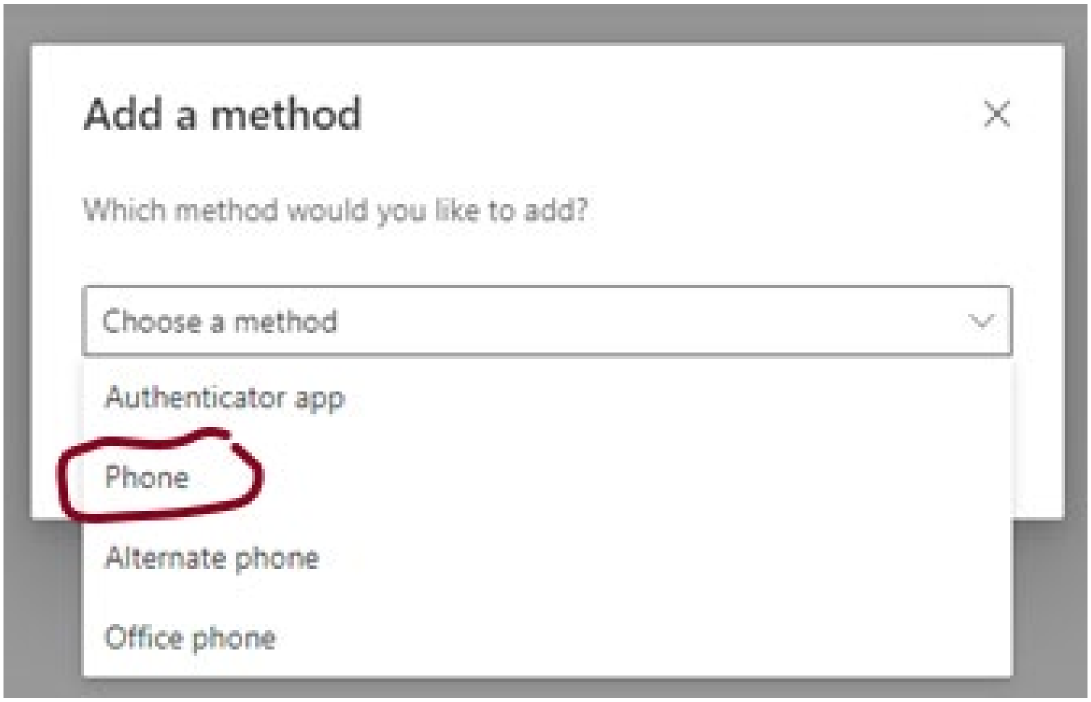
+ Add method

No items to display.

Lost device? Sign out everywhere

Return to instructions

Phone.1.d



Add a method

Which method would you like to add?

Choose a method

Authenticator app

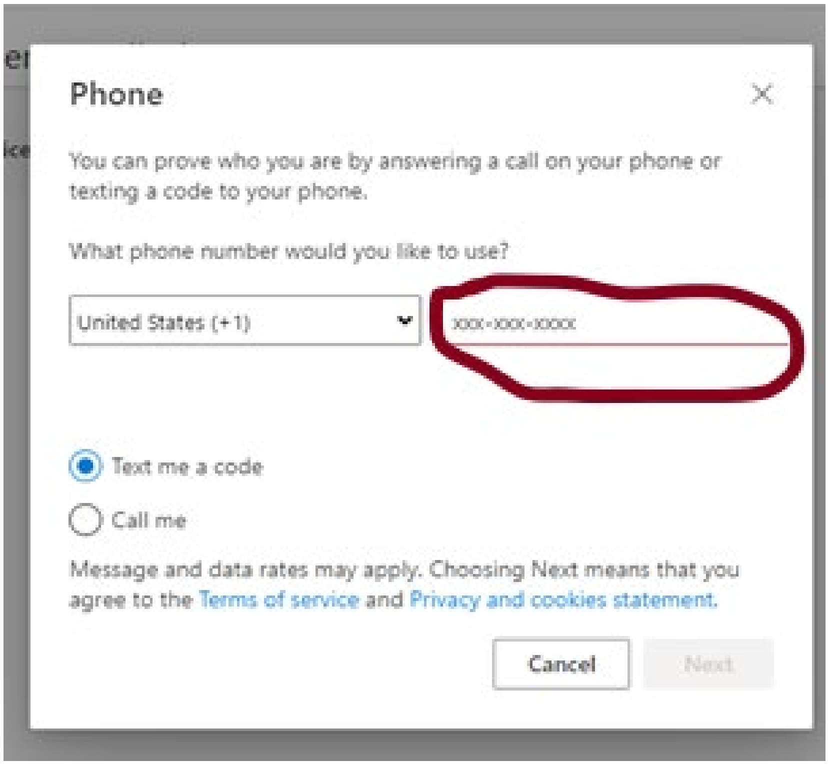
[✓ Phone]

Alternate phone

Office phone

Return to instructions

Phone.1.e



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) xxx-xxx-xxxx

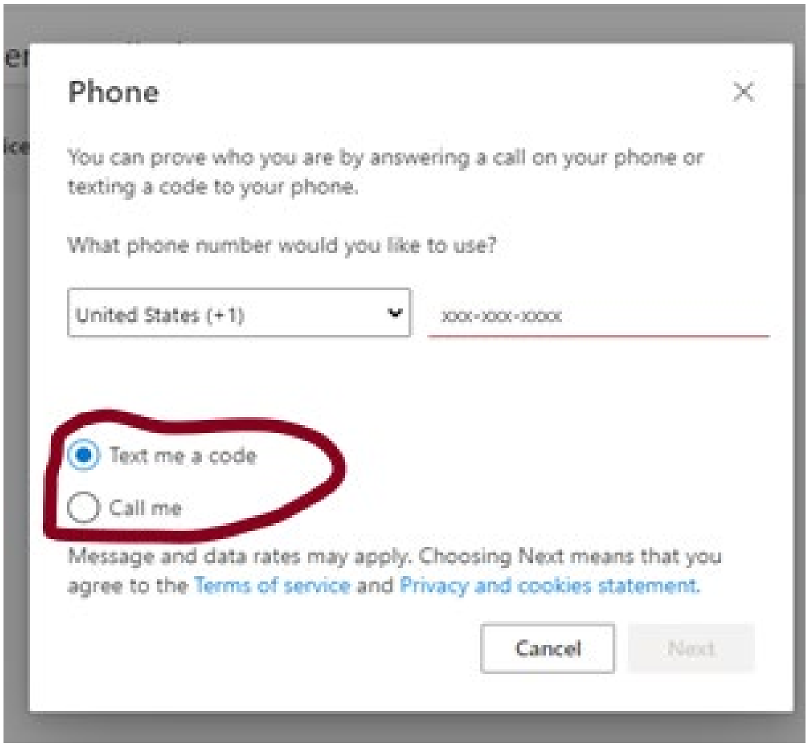
● Text me a code

○ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Return to instructions

Phone.1.f



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) xxx-xxx-xxxx

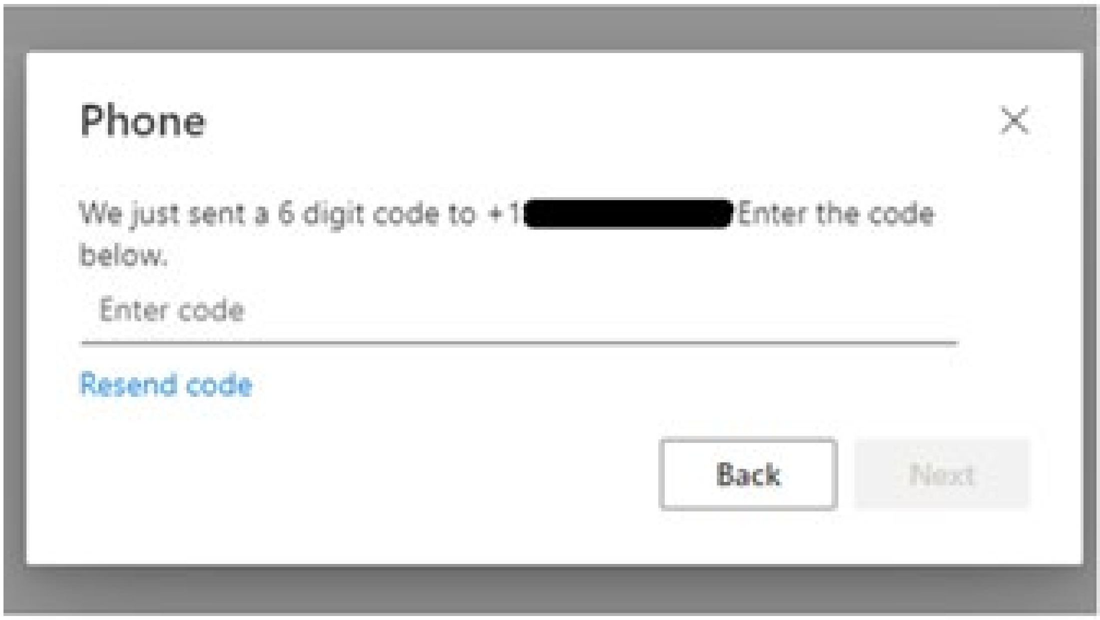
● Text me a code

○ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Return to instructions

Phone.1.h

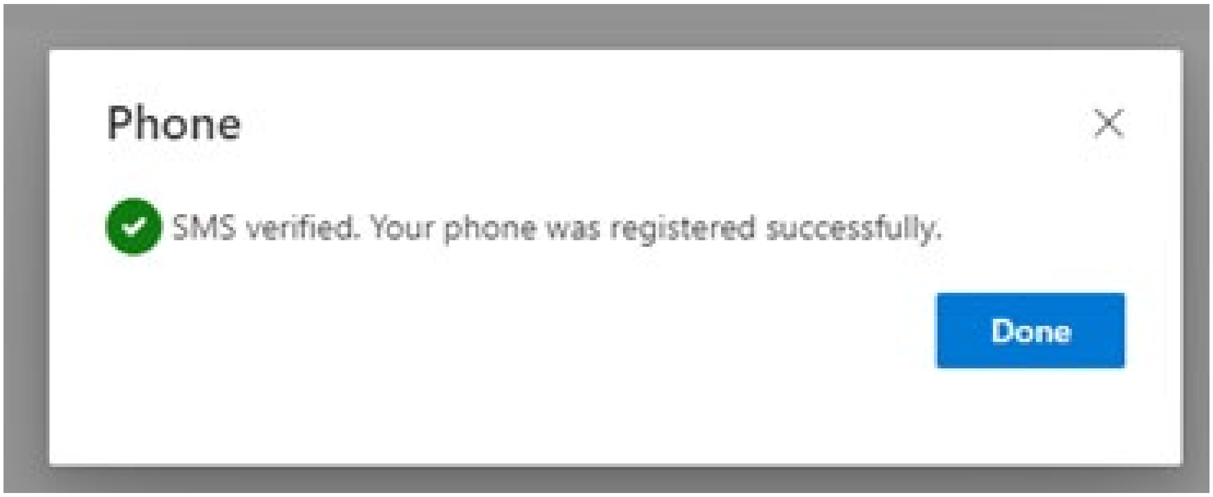


Phone

We just sent a 6 digit code to +1[redacted]Enter the code below.

Return to instructions

Phone.1.j



Phone

SMS verified. Your phone was registered successfully.

Return to instructions