IVCCD
Multifactor Authentication (MFA) and
Self-Service Password Reset (SSPR)
Enrollment Guide

Contents

Note: two options are available for setting up Multifactor Authentication (MFA). Option 1 uses the Microsoft Authenticator App which must be installed on your smartphone. This option will send approval notifications to your smartphone and is the most secure MFA method. If you are unable or prefer not to use the Microsoft Authenticator App, a test message option (Option 2) is available. With this method, you will receive a code via text message.

Note: this setup process was done on an Apple iPhone. The process is similar for Android smartphones.
Note: please complete all steps.

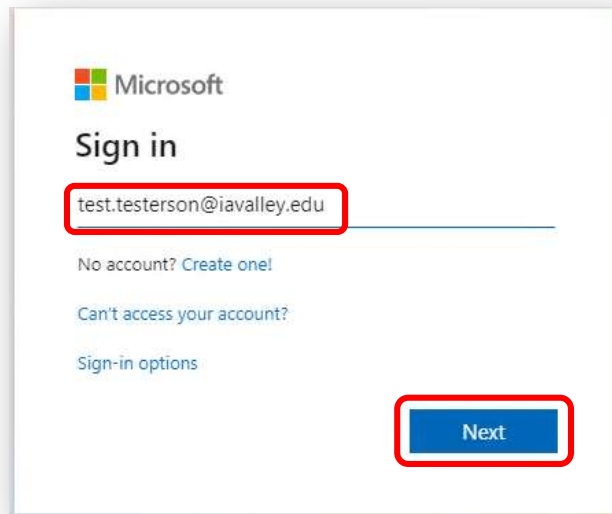## Install the Microsoft Authenticator App

Note: Do not launch the App until asked to do so later in this guide

- On your smartphone (Android and iOS are supported), download the Microsoft Authenticator App from the appropriate App Store:
    - iOS - https://apps.apple.com/app/microsoft-authenticator/id983156458
    - Android - https://play.google.com/store/apps/details?id=com.azure.authenticator
    - App icon should look similar to this:
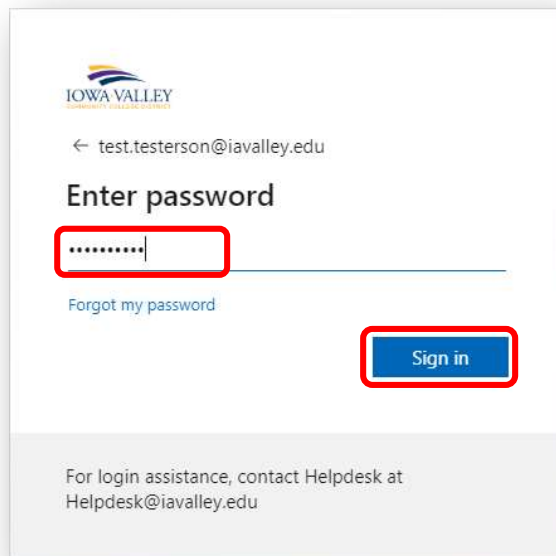
Account Access/Login

- In your web browser open the following link: https://aka.ms/ssprsetup
- A Microsoft login page will open
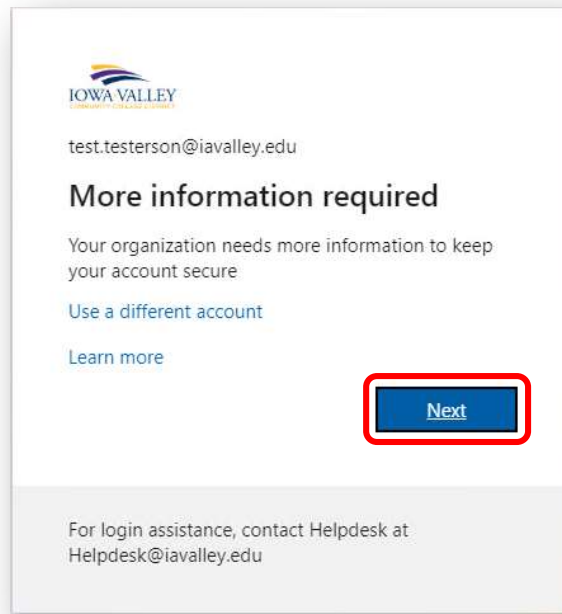- If asked for your username/email, enter your Iowa Valley email address (example: test.testerson@iavalley.edu)

- Click Next
- Enter your Active Directory (Windows/Canvas/PawPass) password

- Click Sign In
- A notification box will open indicating that more information is required

- Click Next
- Proceed to either the Microsoft Authenticator App Setup (Option 1) section or the Text Message Authentication Setup (Option 2) section

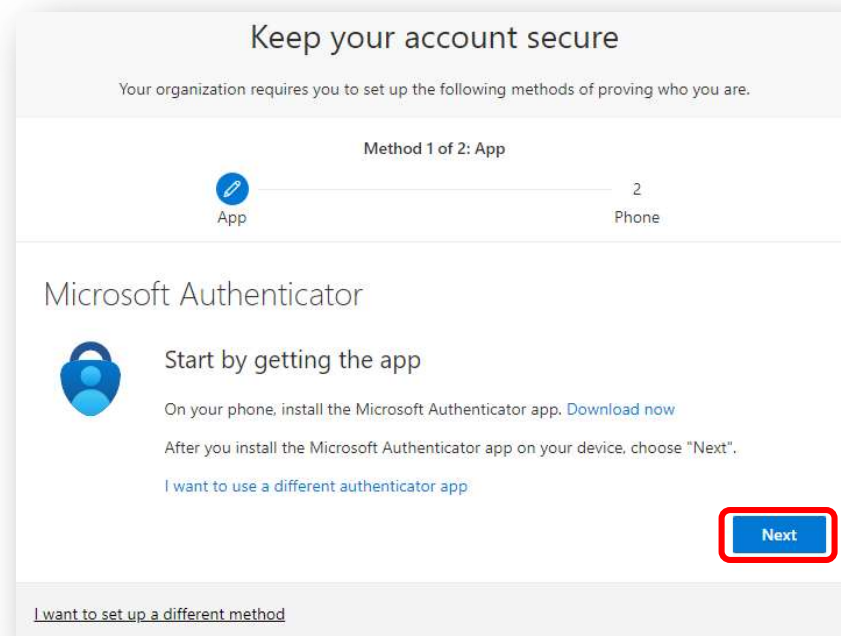# Microsoft Authenticator App Setup (Option 1)

Note: before proceeding, you must have the Microsoft Authenticator App installed on your smartphone – **Do not launch the App until asked to do so**
Note: screenshots are from an iPhone, set up on an Android device may be slightly different
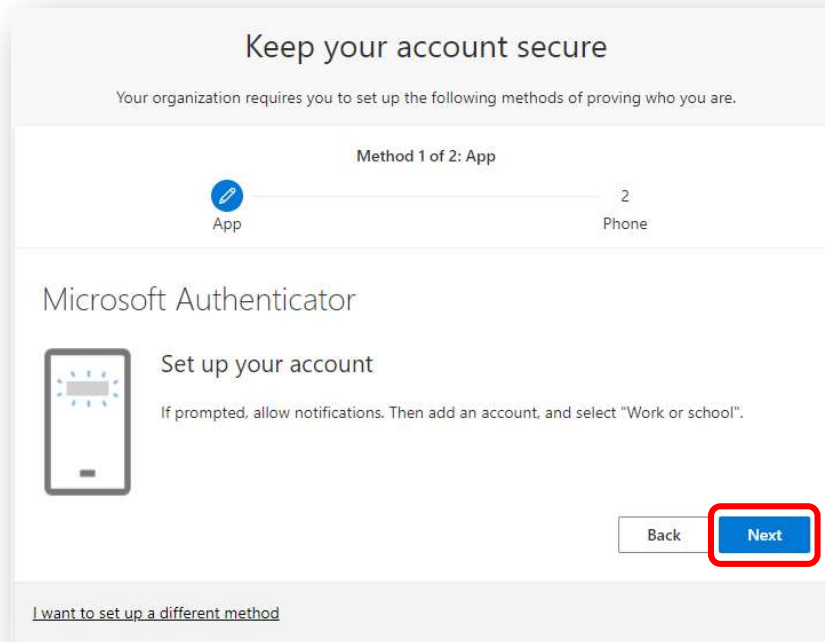**Note:** when opening the App on your smartphone, make sure to **allow notifications**

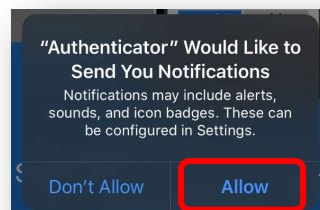**Microsoft Authenticator App Setup (primary authentication method)**

- Start the setup of the Microsoft Authenticator App by clicking Next
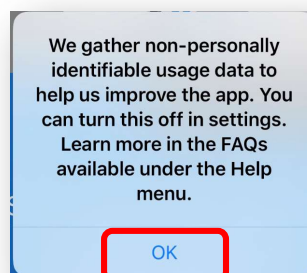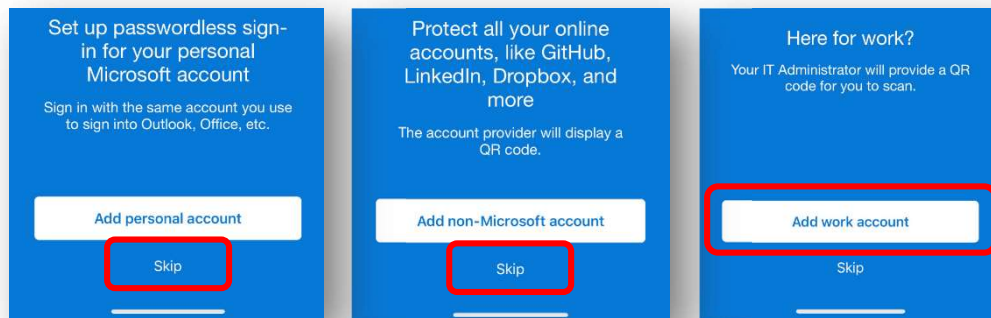

- Click Next

- Launch the Microsoft Authenticator App on your smartphone
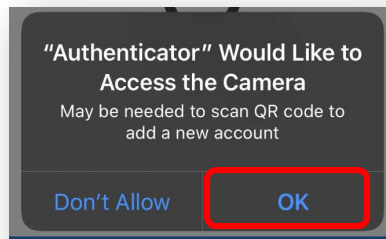- Click Allow to allow the Authenticator App to send notifications

- Click OK if the following notification box appears

- Click Skip twice until you get to the screen asking you to setup a **Work Account** (do not add a personal account or a non-Microsoft account)

- Click OK to allow the Authenticator App to access your Camera

- Using the camera on your smartphone, scan the QR code displayed on your web browser
- Click Next

Keep your account secure

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

Method 1 of 2: App

App — 2 Phone

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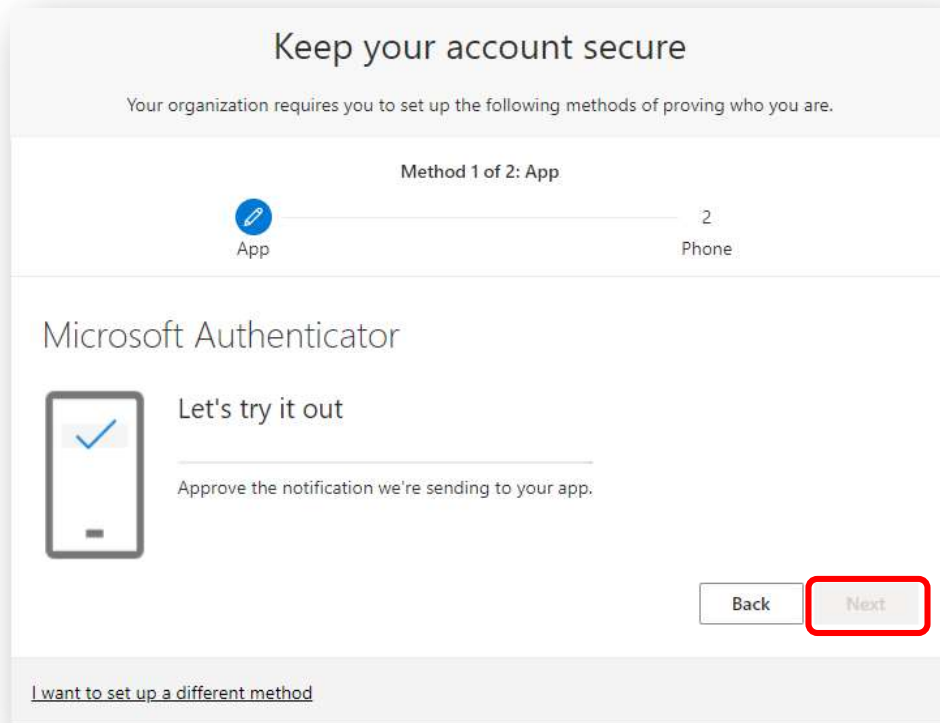
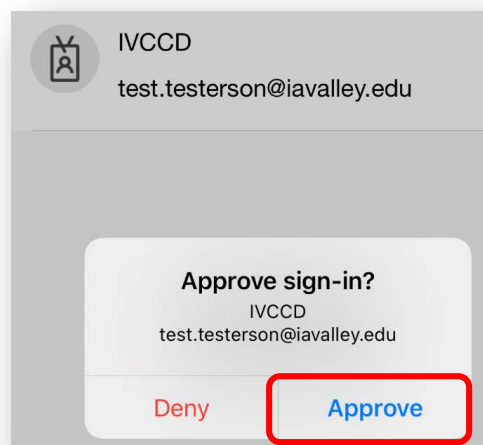After you scan the QR code, choose "Next".

Can't scan image?
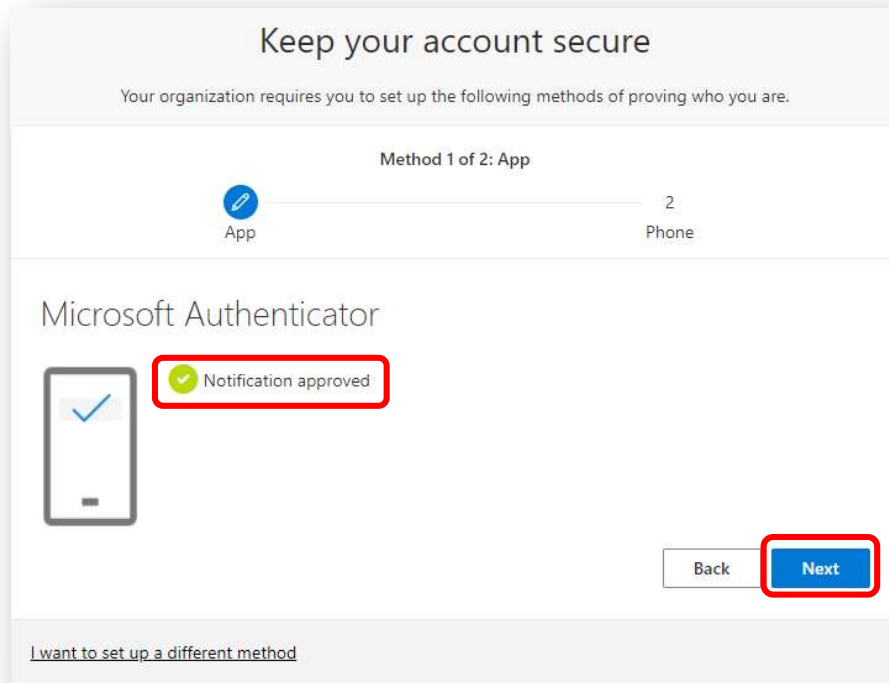
Back   Next

I want to set up a different method

- You are asked to test/try out the Authenticator App
- You will notice that the Next button is grayed out

- Within the Authenticator App on your Smartphone, click the Approve button

- Once you click Approve and after a few seconds, you will be notified that the notification was approved
- You can now click Next

- The Authenticator App on your smartphone is now set up

Text Authentication Setup (secondary authentication method)

- Start the setup of text authentication using a mobile (cell) phone by entering your cell number
- Click Next

- A six-digit code will be sent to your cell phone
- Enter the code and click Next

- Text authentication is now setup as an approved authentication method
- Click Next

- A summary of your settings will be displayed
- Click Done
- Continue to the Account Management - Security Info Page below (page 19)

Text Message Authentication Setup (Option 2)

Note: if you are unable or prefer not to use the Microsoft Authenticator App, continue with this section to set up Text Message Authentication.
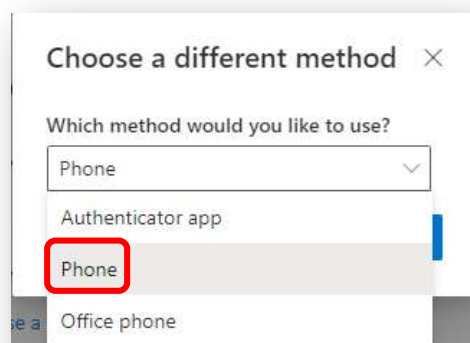
Note: screenshots are from an iPhone, set up on an Android device may be slightly different

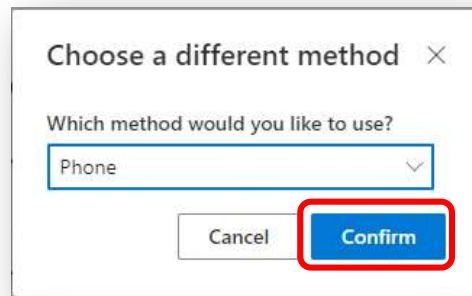## Text Message Authentication Setup (primary authentication method)

- Start the setup by clicking **I want to set up a different method** link
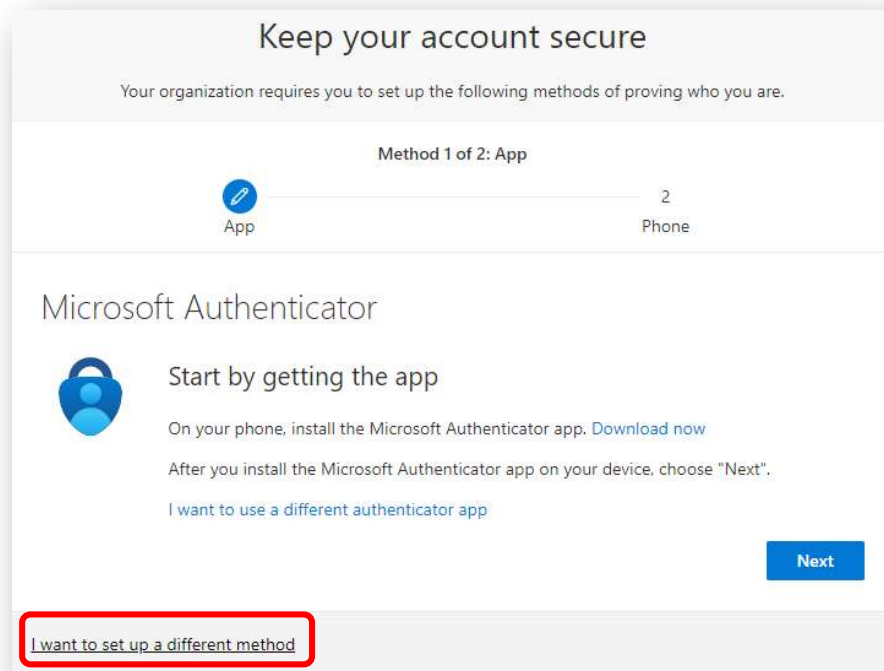
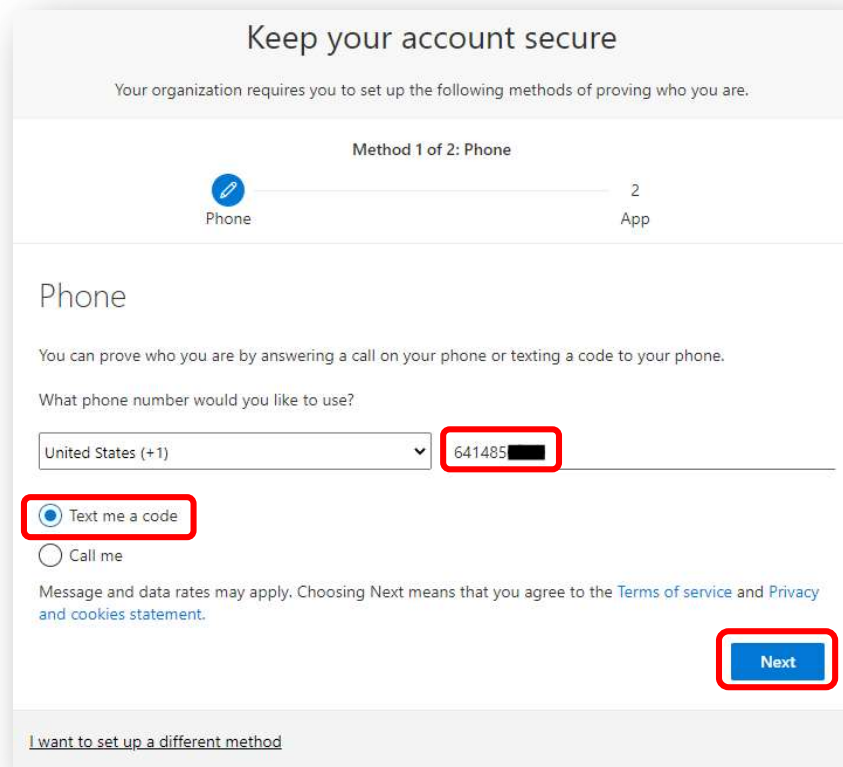
- Select Phone from the dropdown

- Click Confirm

- Enter your cell phone number
- Make sure Text me a code is selected
- Click Next

- A six-digit code will be sent to your cell phone
- Enter the code and click Next

- Text authentication is now setup as an approved authentication method
- Click Next

Personal Email Authentication Setup (secondary authentication method)

- If the Microsoft Authenticator window pops up, click the **I want to set up a different method** link; otherwise continue on

- Select Email from the dropdown

- Click Confirm

- Enter a personal email address (must be a non-Iowa Valley email address)
- Click Next

- Enter the code emailed to the provided email address
- Click Next

- Your personal email address is now registered as an approved authentication method
- A summary of your settings will be displayed
- Click Done
- Continue to the Account Management - Security Info Page below (page 19)

Keep your account secure

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

Method 2 of 2: Done

✓ Phone   ✓ Email

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

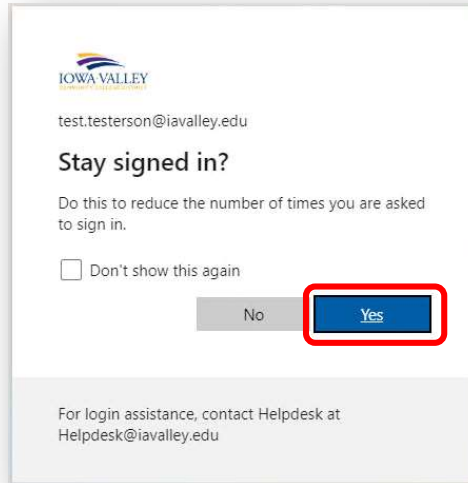**Default sign-in method:**

📞 Phone
   +1 641485█████

✉ Email
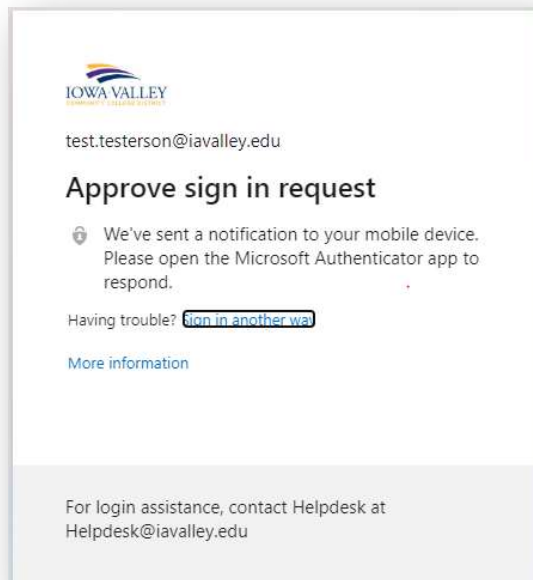   ██████████████

Done

Account Management

Security Info Page

- If asked if you want to stay signed in – click Yes

- If asked to approve your sign in request, do so by clicking the Approve request on your smartphone
  - In many cases, the Approve request will appear in your notifications
  - If it does not, open the Microsoft Authenticator App
  - **Click Approve on your smartphone as quickly as possible – the request will timeout**

- You should now be on the Security Info page
  - If you are not, navigate to: https://aka.ms/mysecurityinfo
  - Log into your account (enter email address, password, and approve request if needed)
  - Click on the Security Info tab if it does not open to the Security Info screen
  - This page displays all your approved authentication methods
  - You can edit, add, and delete methods (see Setup Additional Email below)
  - You can change your default Sign-In Method (see Confirm Default Sign-In Method below)
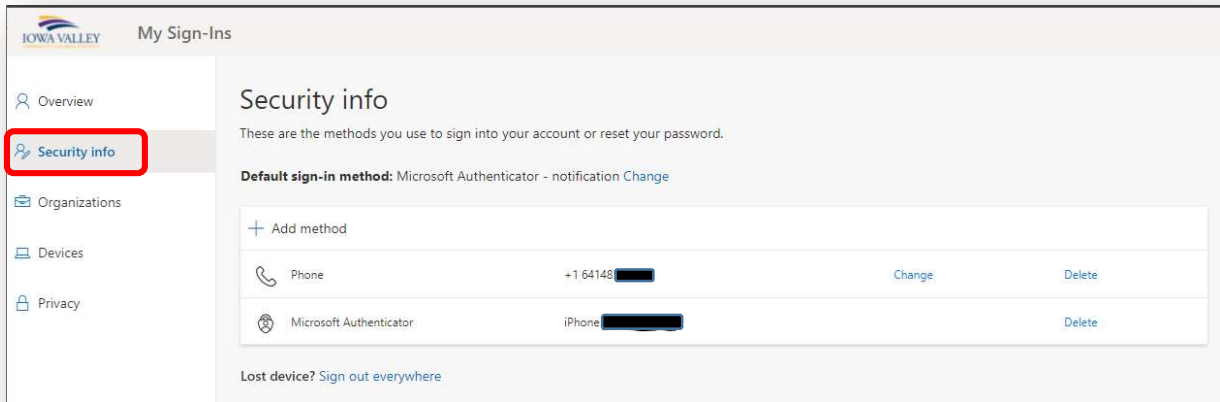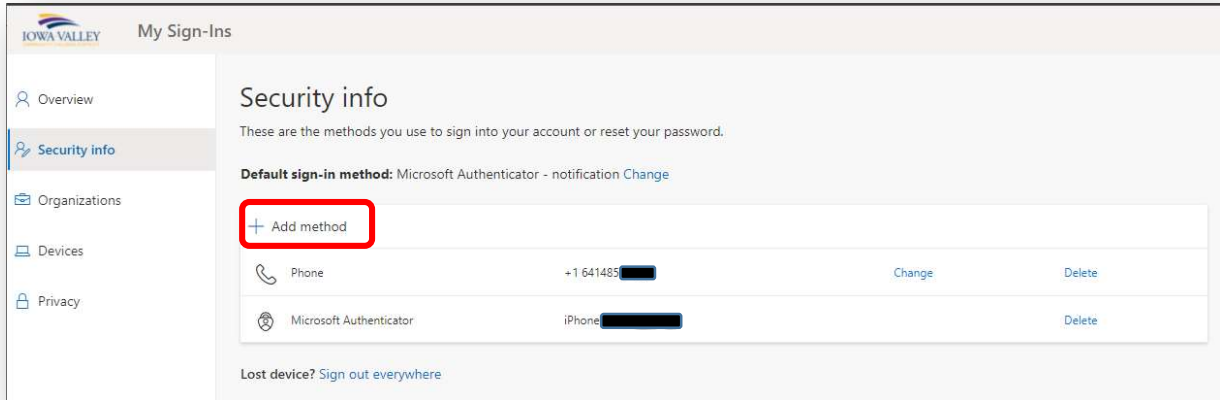

Confirm Default Sign-In Method

- Confirm that the Default Sign-In Method is Microsoft Authenticator – notification
- If the method needs to be changed, click the Change link
- Select Microsoft Authenticator – notification from the dropdown and click Confirm
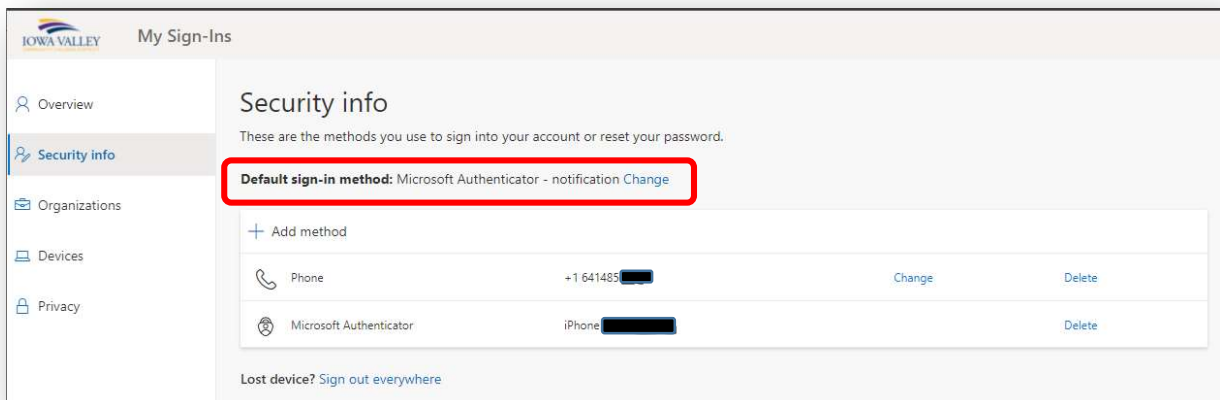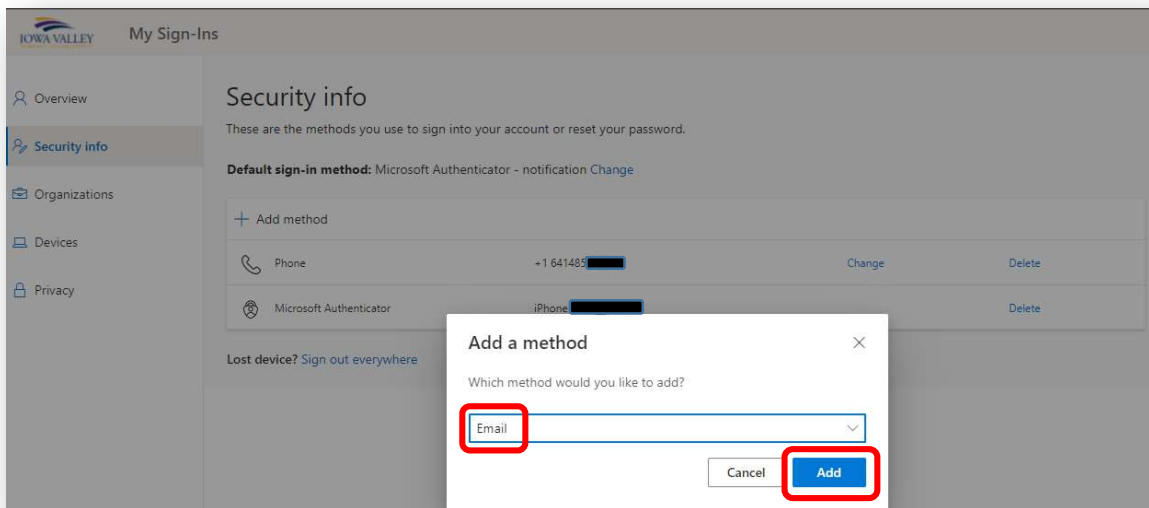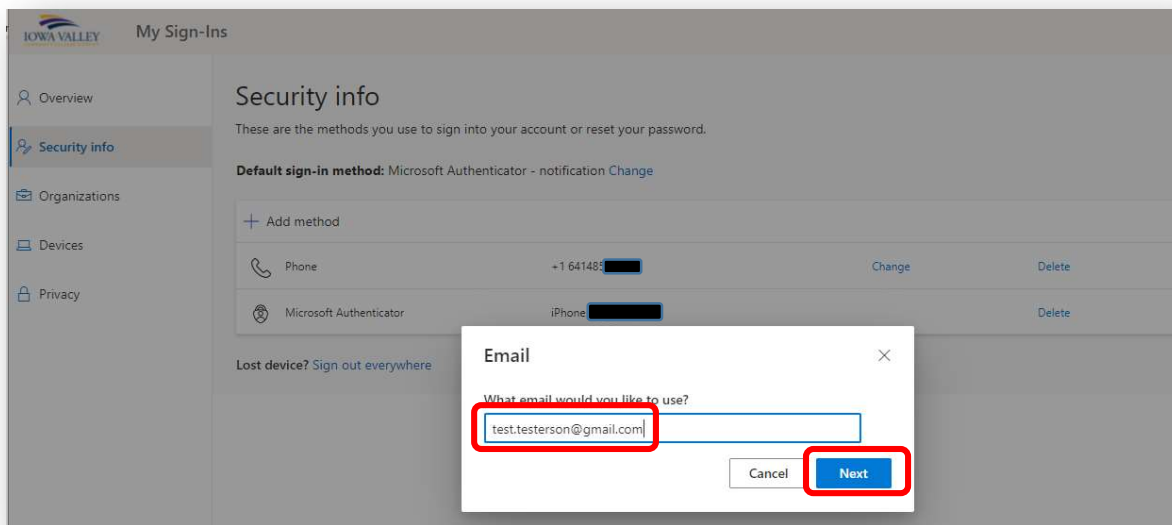
Setup Additional Email

- Add a secondary (personal) email address
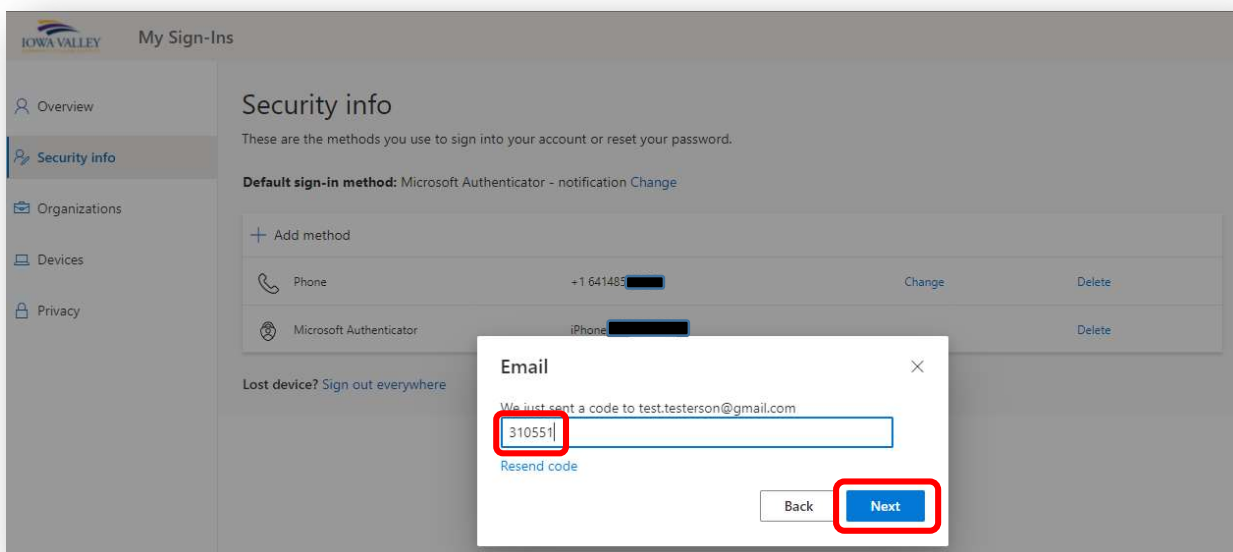- Click Add method

- Select Email from the dropdown and click Add
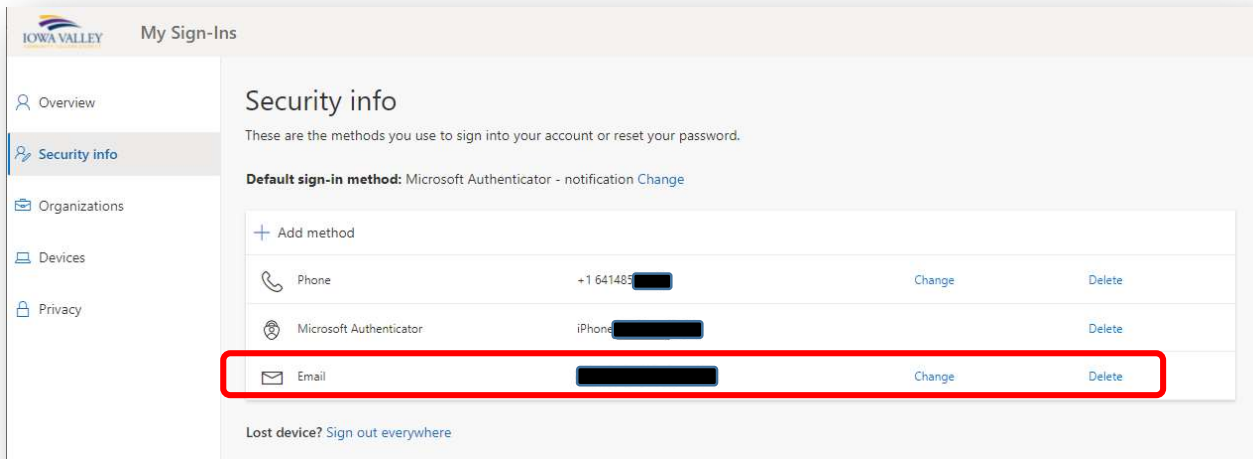

- Enter your email address and click Next

- Enter the code emailed to the provided email address
- Click Next

- Once confirmed, you will be notified that the email registration was successful
- Your email address will be added to the list of verification methods

- **The registration process is now complete**