

# IVCCD

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

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**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

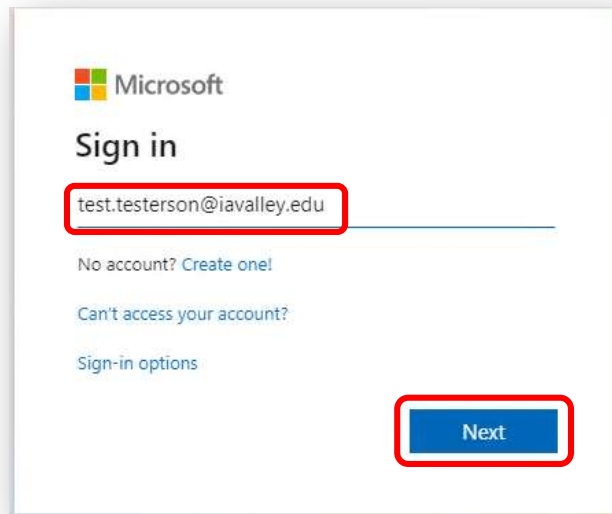
**Note: Do not launch the App until asked to do so later in this guide**

- 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:



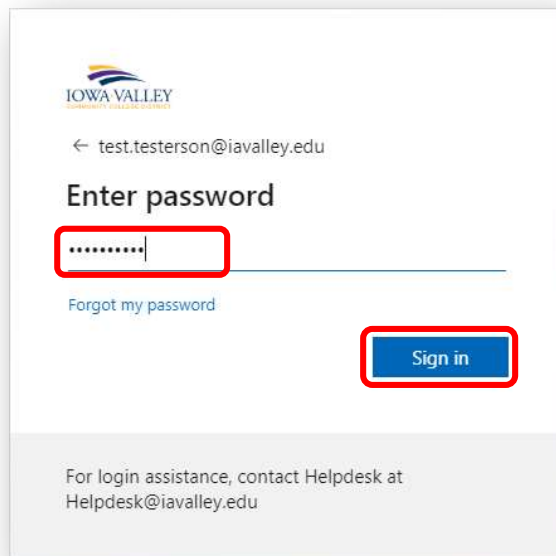
## Account Access/Login

- 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](mailto:test.testerson@iavalley.edu))



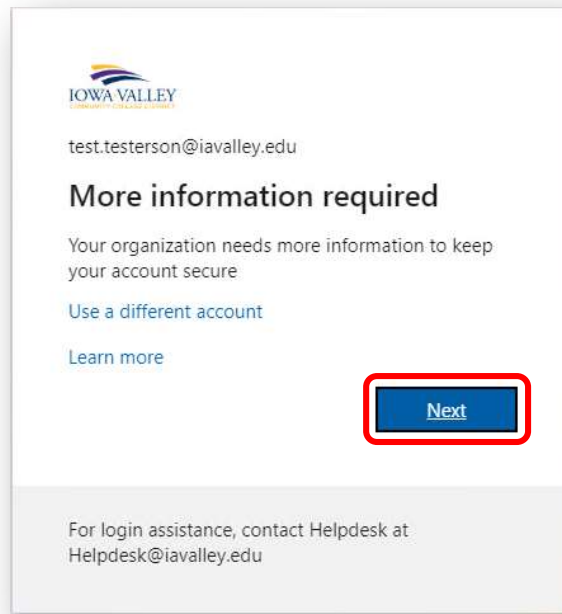
The image shows a Microsoft sign-in page. At the top is the Microsoft logo. Below it is the text "Sign in". A text input field contains the email address "test.testerson@iavalley.edu", which is highlighted with a red rectangle. Below the input field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom right is a blue button labeled "Next", also highlighted with a red rectangle.

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



The image shows an Iowa Valley login page. At the top is the Iowa Valley logo. Below it is a back arrow and the email address "test.testerson@iavalley.edu". The main heading is "Enter password". A password input field contains eight dots, highlighted with a red rectangle. Below the input field is a link that says "Forgot my password". At the bottom right is a blue button labeled "Sign in", highlighted with a red rectangle. At the very bottom, there is a footer that says "For login assistance, contact Helpdesk at Helpdesk@iavalley.edu".

- 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:** if you are unable or prefer not to use the Microsoft Authenticator App, skip to Text Message Authentication Setup (Option 2) section. Otherwise, continue with this section.

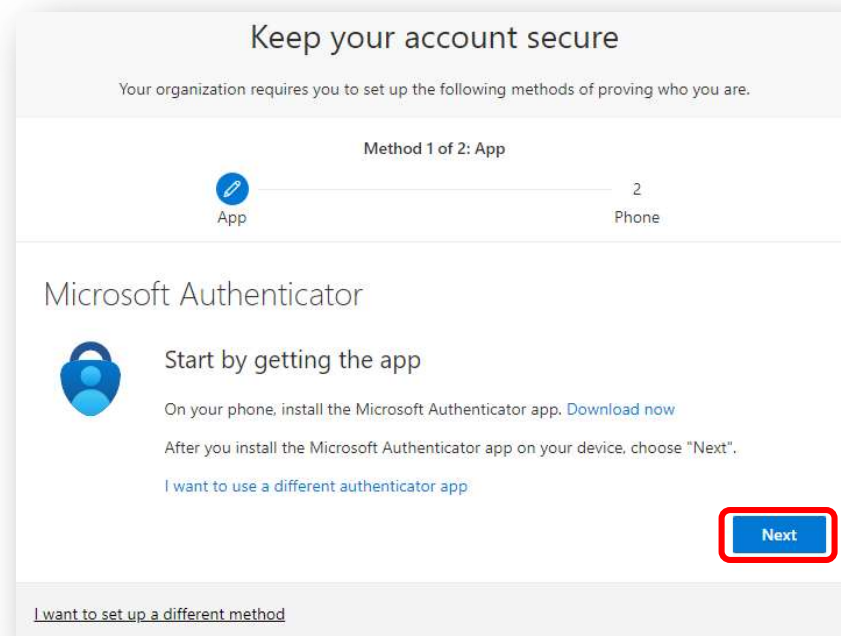
**Note:** before proceeding, you must have the Microsoft Authenticator App installed on your smartphone – **Do not launch the App until asked to do so**

**Note:** screenshots are from an iPhone, set up on an Android device may be slightly different

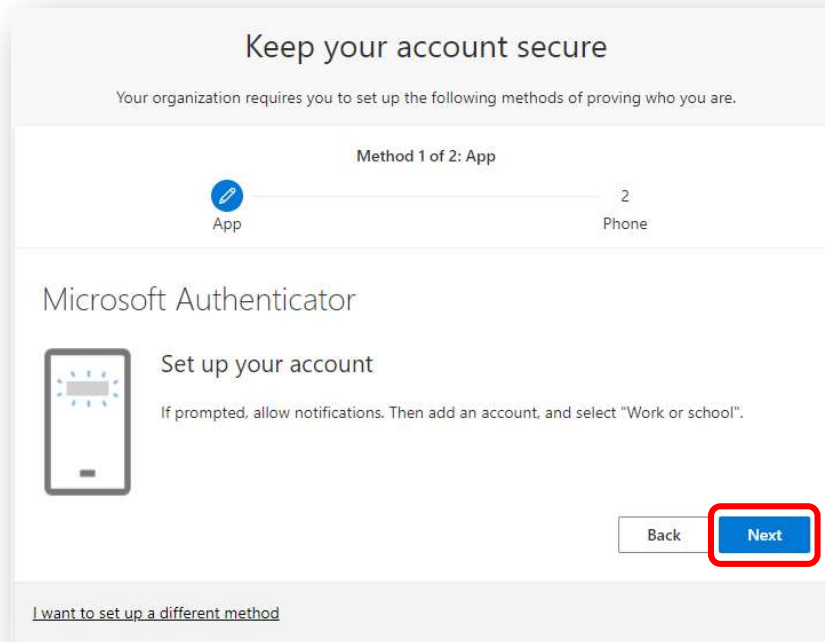
**Note:** when opening the App on your smartphone, make sure to **allow notifications**

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

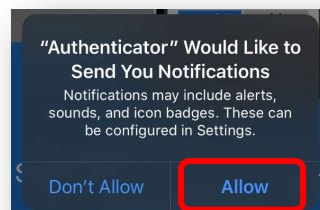
- Start the setup of the Microsoft Authenticator App by clicking Next



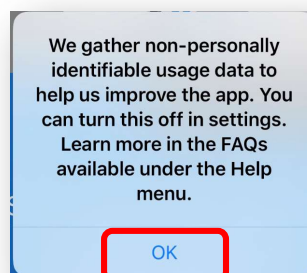
- Click Next



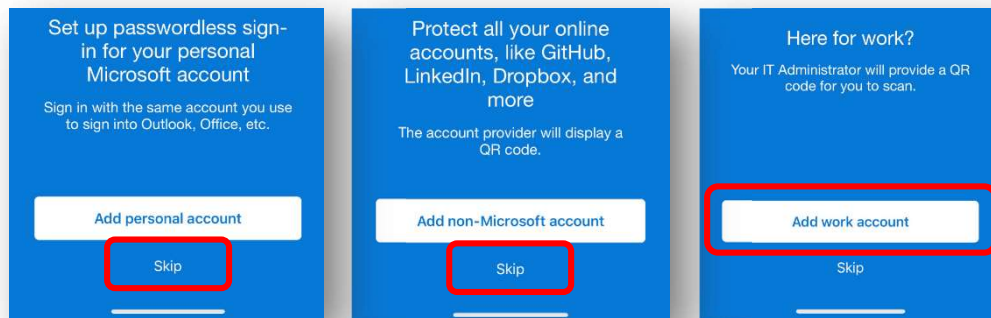
- Launch the Microsoft Authenticator App on your smartphone
- Click Allow to allow the Authenticator App to send notifications



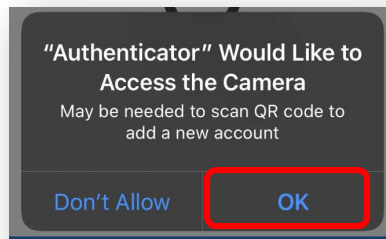
- Click OK if the following notification box appears



- 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".



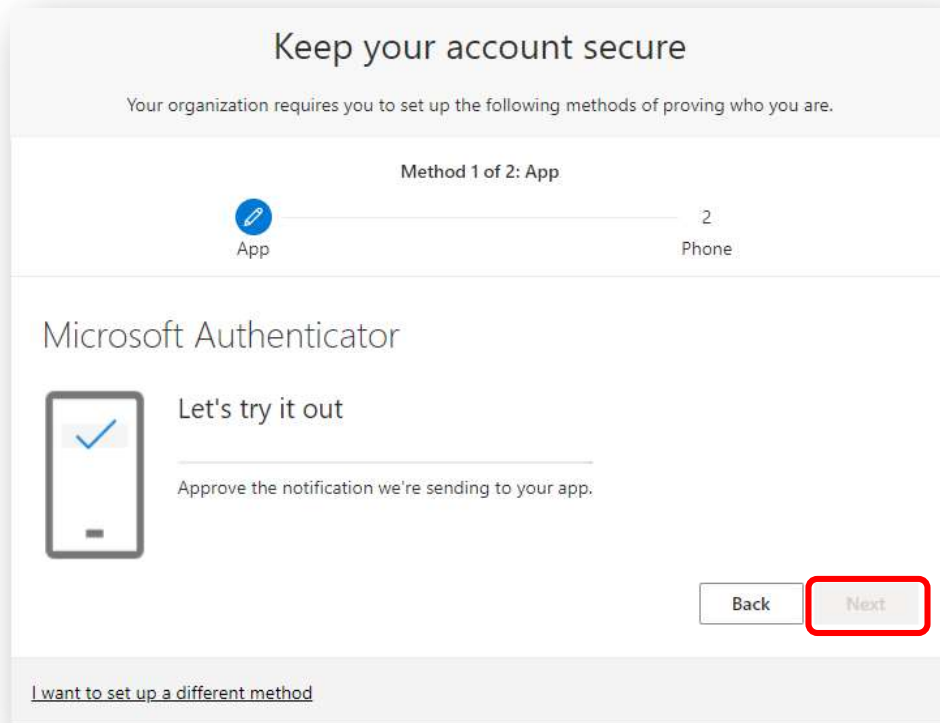
Can't scan image?

Back

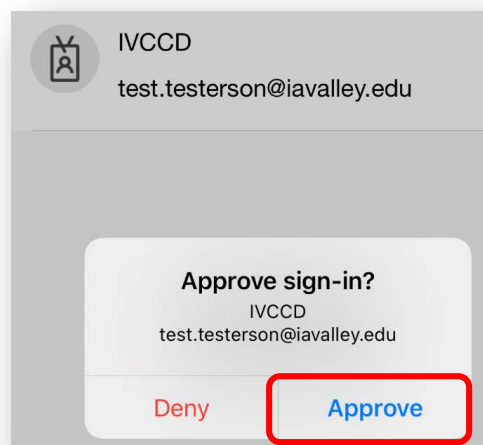
Next

[I want to set up a different method](#)

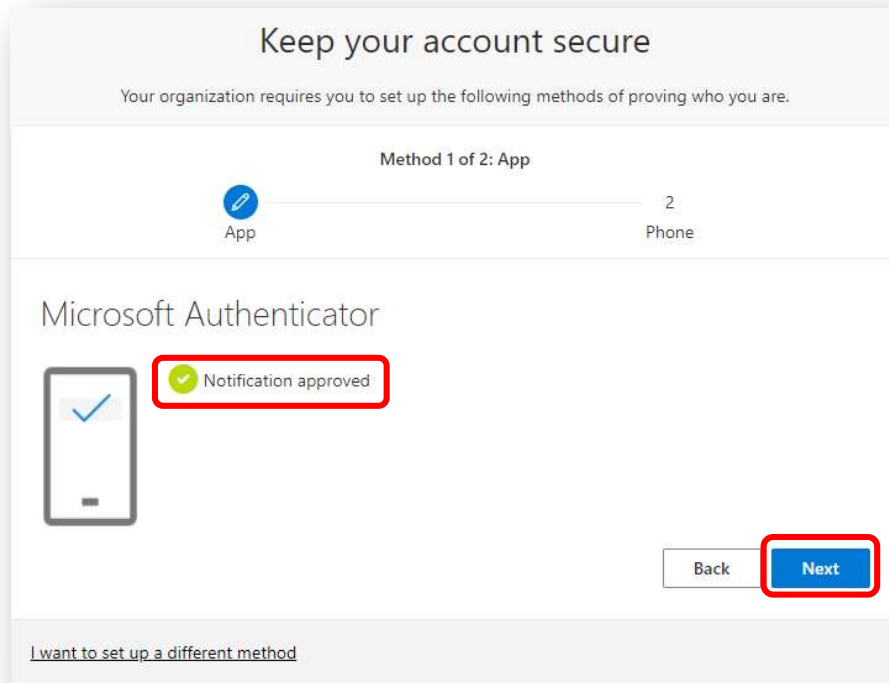
- You are asked to test/try out the Authenticator App
- You will notice that the Next button is grayed out



- 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

## Keep your account secure

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

Method 2 of 2: Phone

App

Phone

### 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)

641485

☒ 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](#).

Next

[I want to set up a different method](#)

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

## Keep your account secure

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

Method 2 of 2: Phone

App

Phone

### Phone

We just sent a 6 digit code to +1 641485- Enter the code below.

172493

[Resend code](#)

Back

Next

[I want to set up a different method](#)

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

## Keep your account secure

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

Method 2 of 2: Phone

App

Phone

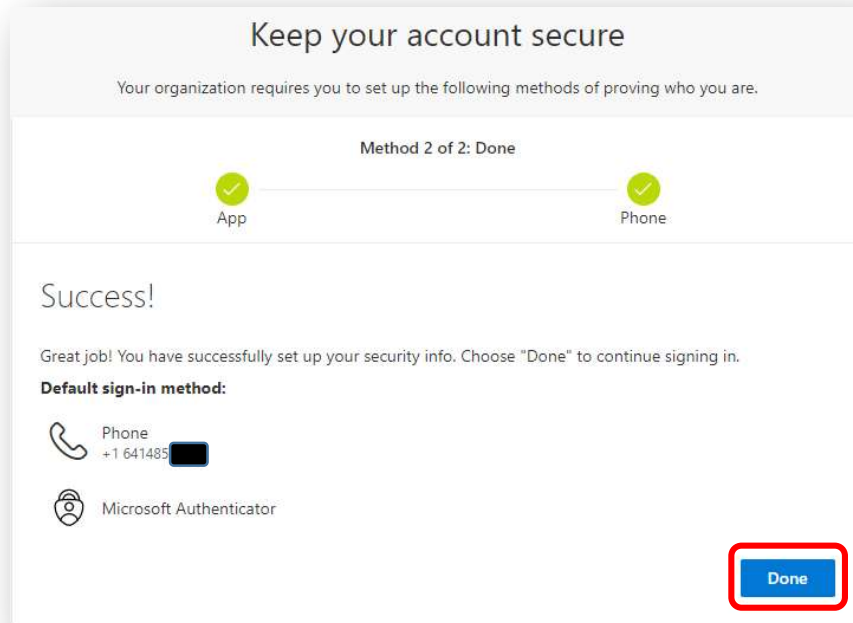
### Phone

✓ SMS verified. Your phone was registered successfully.

Next

12

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



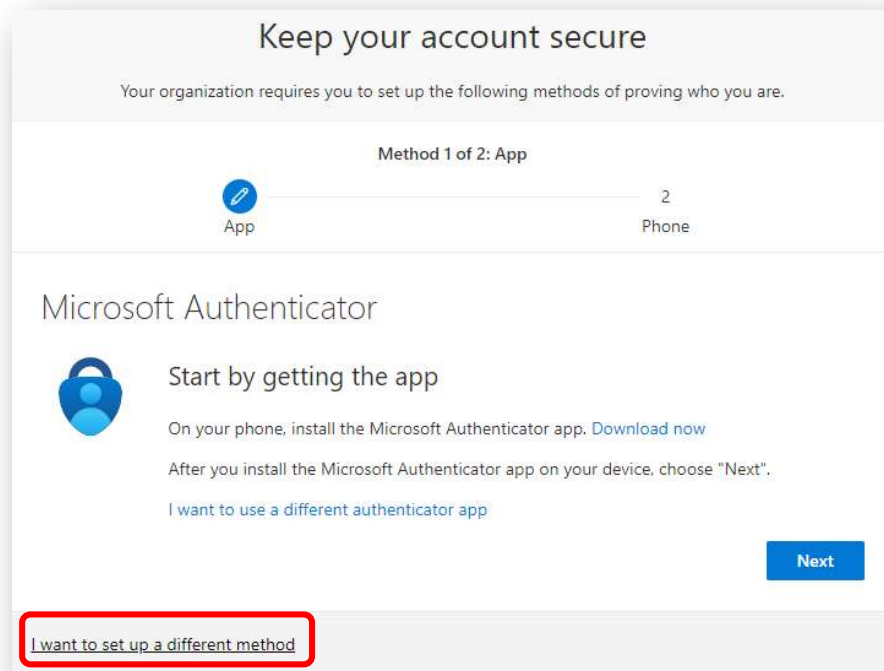
## Text Message Authentication Setup (Option 2)

**Note:** if you are unable or prefer not to use the Microsoft Authenticator App, continue with this section to set up Text Message Authentication.

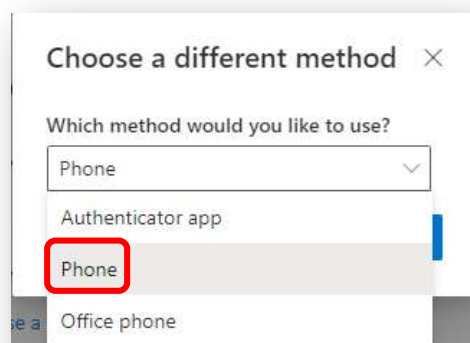
**Note:** screenshots are from an iPhone, set up on an Android device may be slightly different

### Text Message Authentication Setup (primary authentication method)

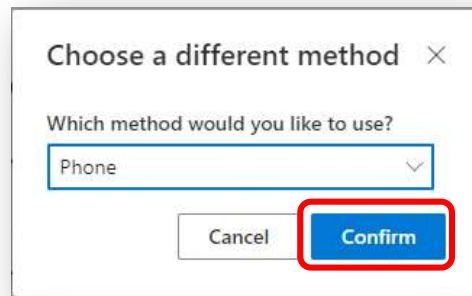
- Start the setup by clicking **I want to set up a different method** link



- Select Phone from the dropdown



- Click Confirm



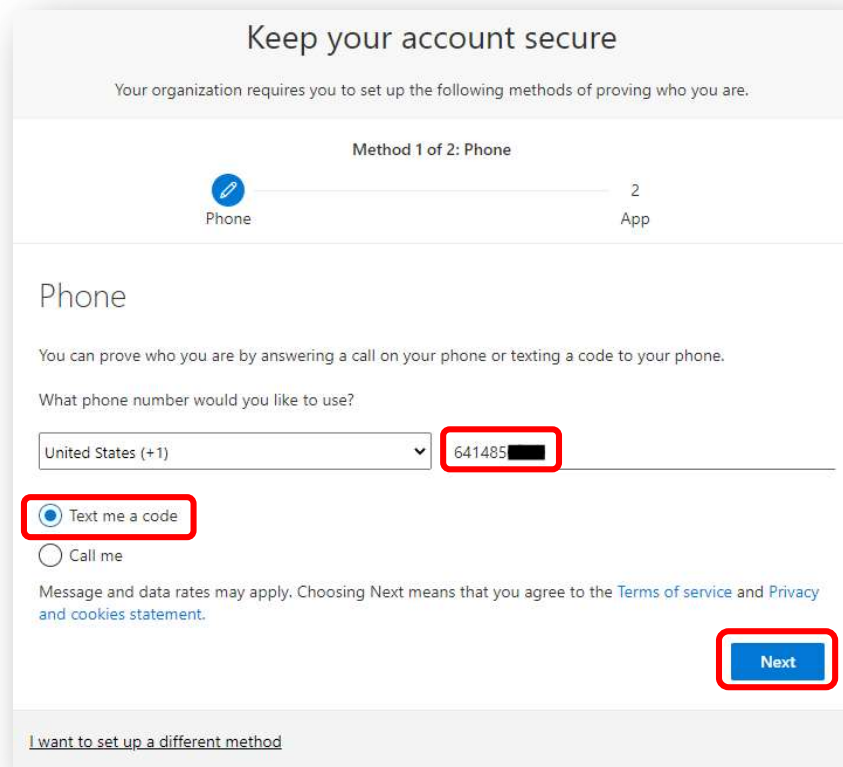
Choose a different method ×

Which method would you like to use?

Phone

Cancel Confirm

- Enter your cell phone number
- Make sure Text me a code is selected
- 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: Phone

Phone 2 App

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) 641485

☒ 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](#).

Next

[I want to set up a different method](#)

- A six-digit code will be sent to your cell phone
- Enter the code and 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: Phone

Phone 2 App

Phone

We just sent a 6 digit code to +1 641485 [redacted] Enter the code below.

040867

[Resend code](#)

[Back](#) [Next](#)

[I want to set up a different method](#)

- Text authentication is now setup as an approved authentication method
- 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: Phone

Phone 2 App

Phone

✓ SMS verified. Your phone was registered successfully.

[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


**Keep your account secure**

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

Method 2 of 2: App

Phone App

### 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](#)

[I want to set up a different method](#)

Next

- Select Email from the dropdown

**Choose a different method** ✕

Which method would you like to use?

Email

Authenticator app

Office phone

Email

- Click Confirm

**Choose a different method** ✕

Which method would you like to use?

Email

Cancel Confirm

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

Keep your account secure

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

Method 2 of 2: Email

Phone Email

Email

What email would you like to use?

test.testerson@gmail.com

Next

[I want to set up a different method](#)

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

Keep your account secure

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

Method 2 of 2: Email

Phone Email

Email

We just sent a code to [redacted]

090039

[Resend code](#)

Next

[I want to set up a different method](#)

- 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 [REDACTED]

Email

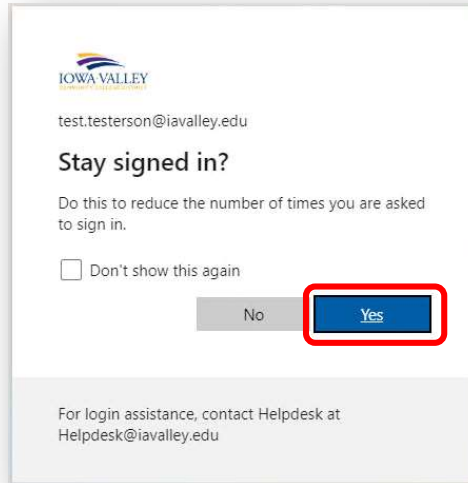
[REDACTED]

Done

## Account Management

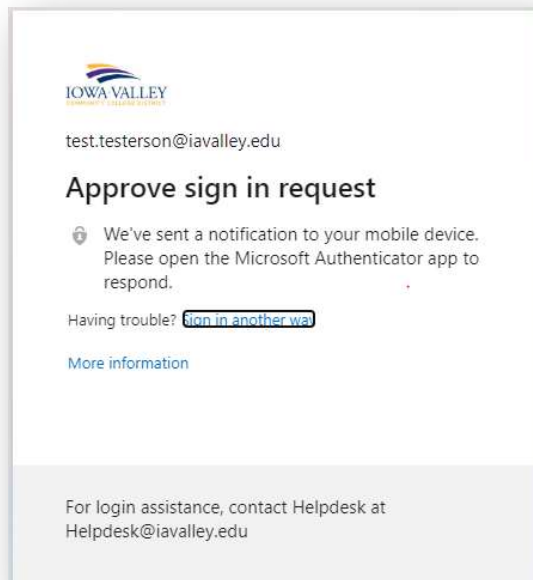
### Security Info Page

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



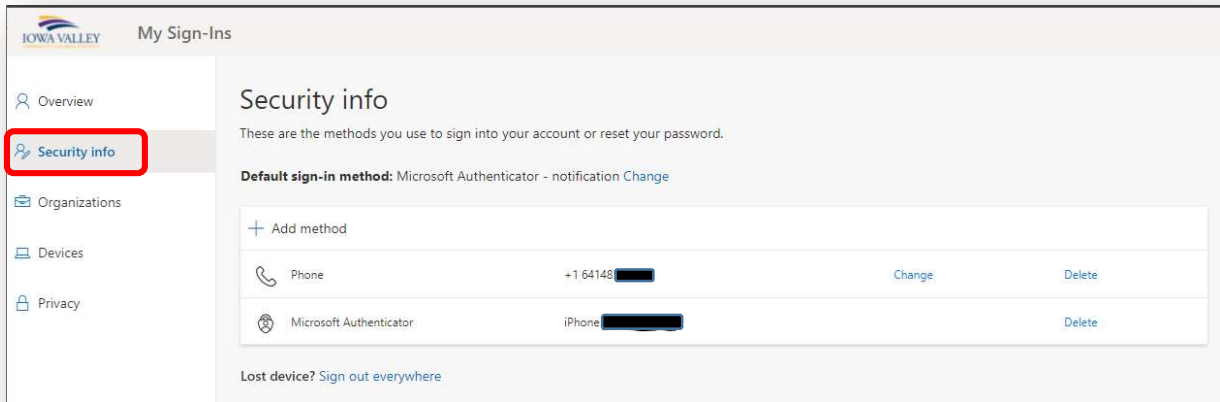
The screenshot shows a dialog box from Iowa Valley Community College. At the top is the college's logo and the email address test.testerson@iavalley.edu. The main heading is 'Stay signed in?'. Below it, a message says 'Do this to reduce the number of times you are asked to sign in.' There is a checkbox labeled 'Don't show this again' which is currently unchecked. At the bottom, there are two buttons: a grey 'No' button and a blue 'Yes' button. The 'Yes' button is highlighted with a red rectangular box. At the very bottom, there is a footer with the text 'For login assistance, contact Helpdesk at Helpdesk@iavalley.edu'.

- 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**



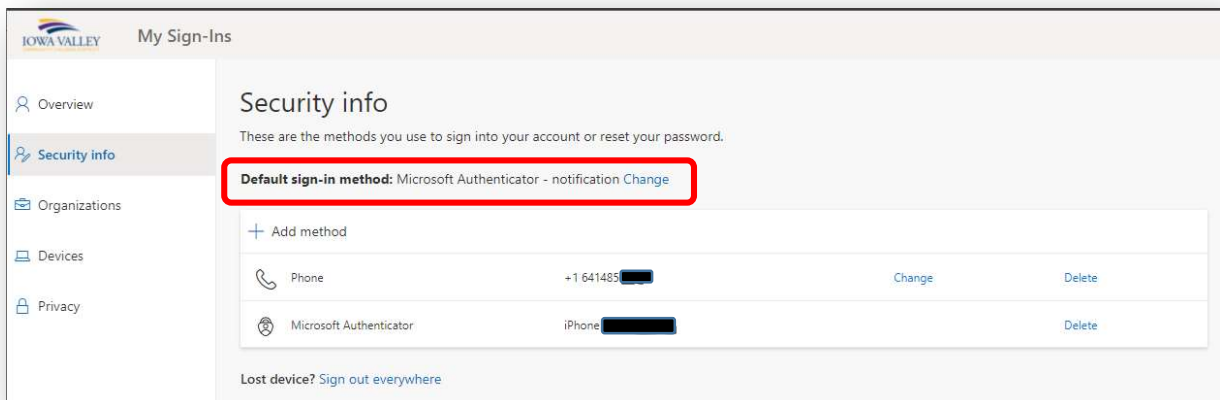
The screenshot shows a dialog box from Iowa Valley Community College. At the top is the college's logo and the email address test.testerson@iavalley.edu. The main heading is 'Approve sign in request'. Below it, a message with a lock icon says 'We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.' There is a link 'Having trouble? Sign in another way' where 'Sign in another way' is underlined. Below that is a link 'More information'. At the very bottom, there is a footer with the text 'For login assistance, contact Helpdesk at Helpdesk@iavalley.edu'.

- 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)



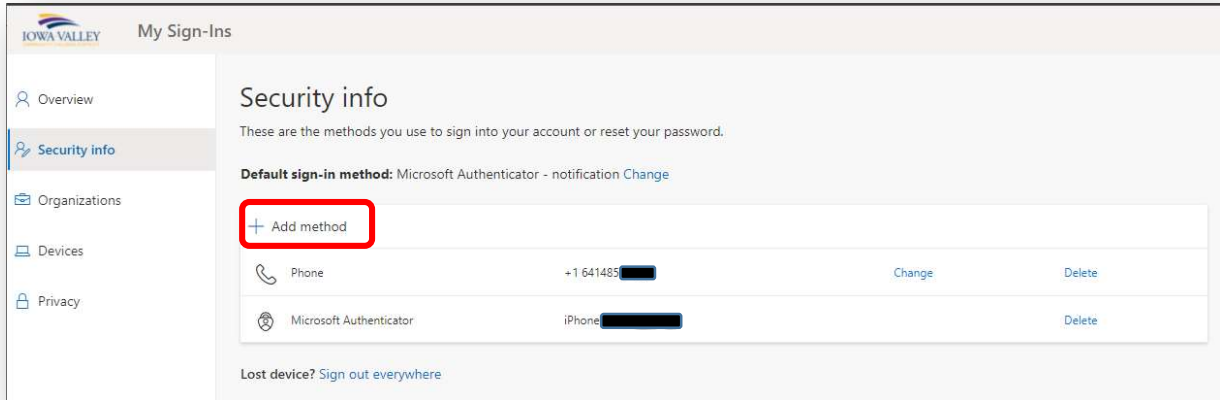
### Confirm Default Sign-In Method

- 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

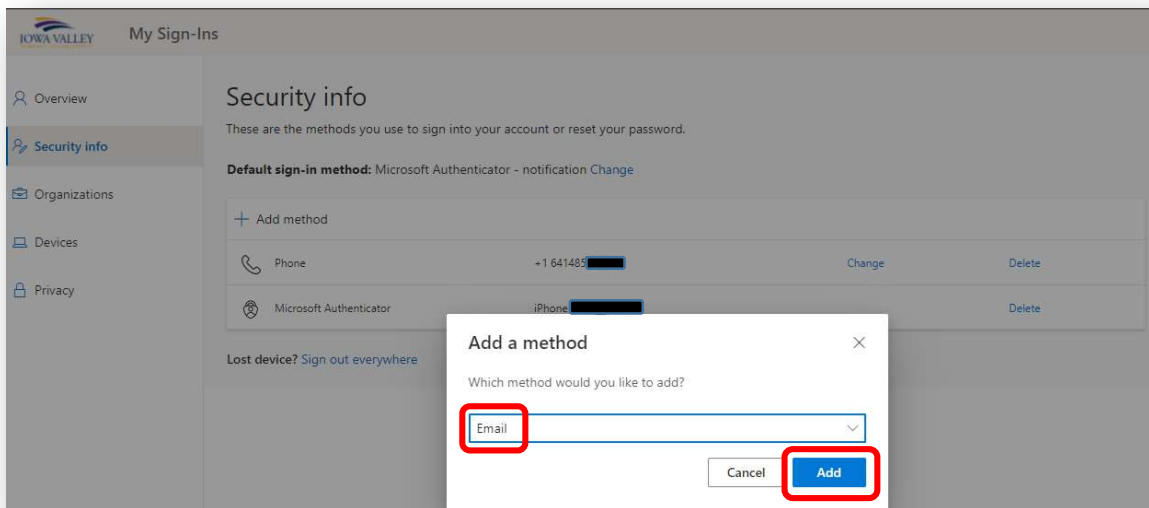


## Setup Additional Email

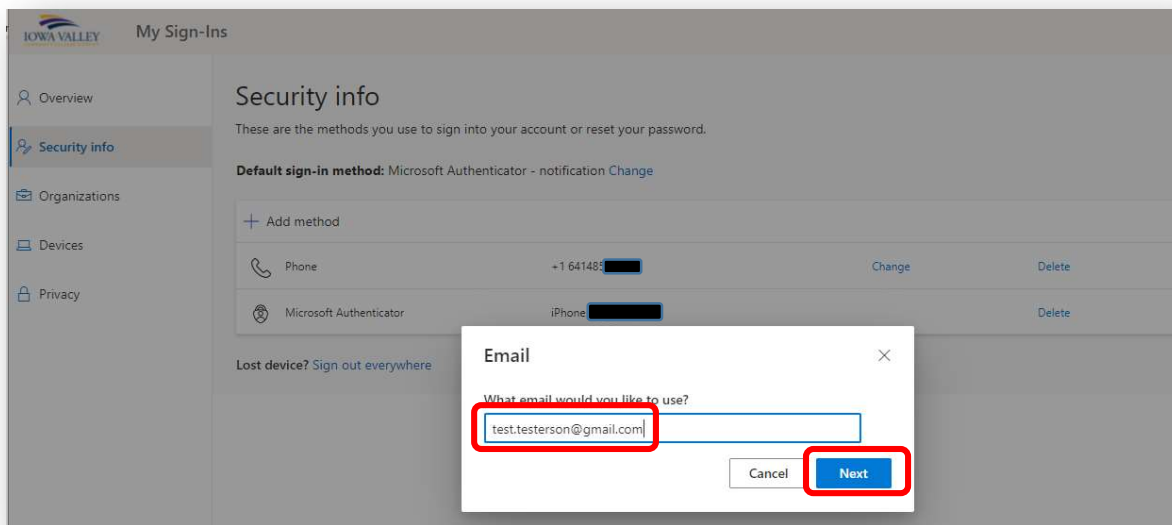
- Add a secondary (personal) email address
- Click Add method



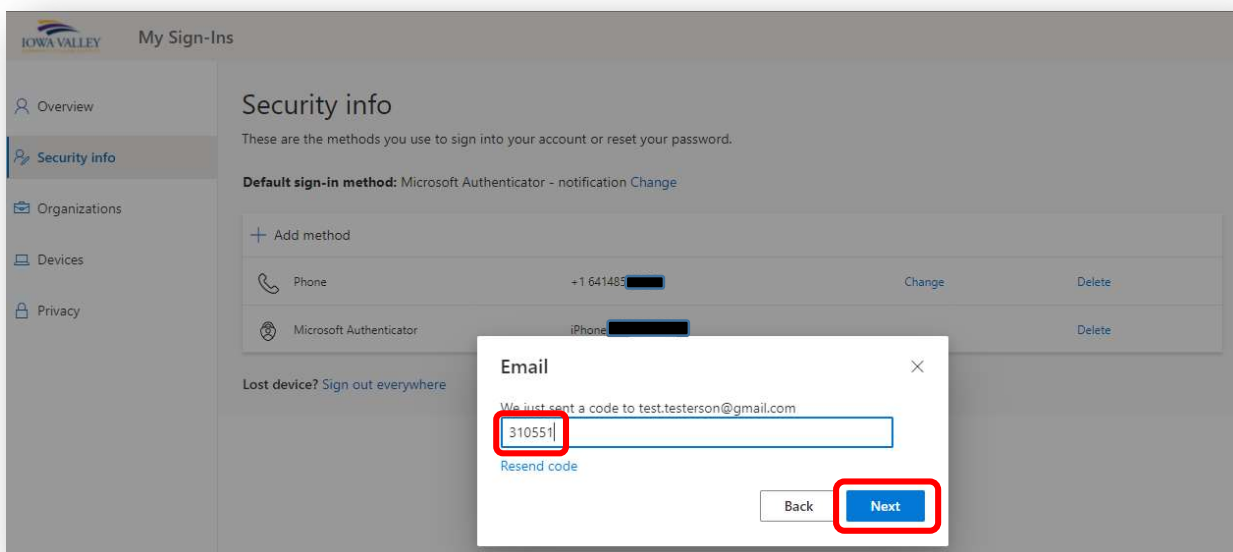
- Select Email from the dropdown and click Add



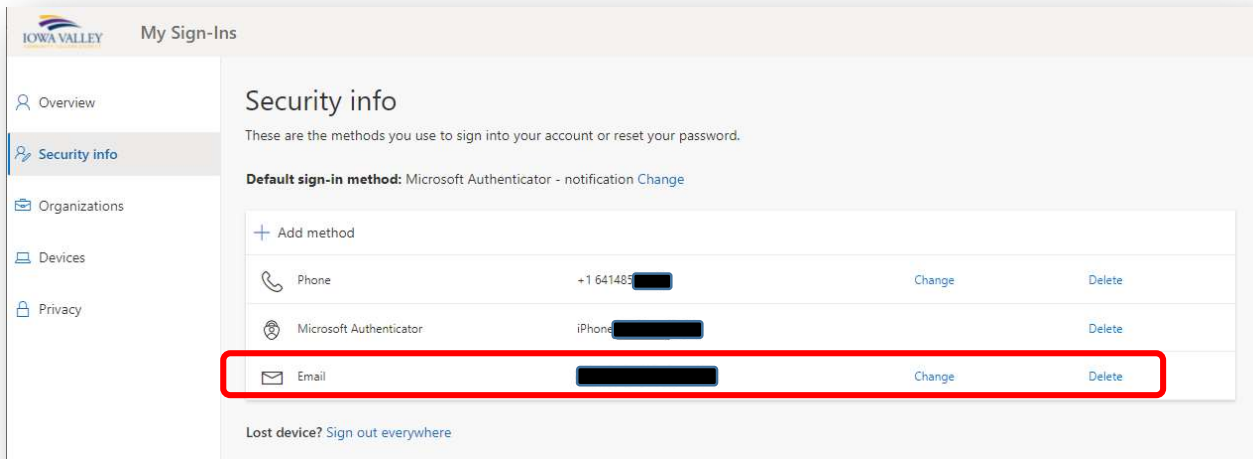
- Enter your email address and click Next



- 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