

## How to Set Up Self-Service Microsoft MFA

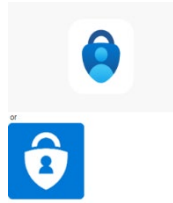
To add an additional layer of security to your student account, Mid-State requires multi-factor authentication (MFA). The MFA process combines two layers of security: something you know (your password) and something you have (your mobile device). If you do not have a mobile device, please submit a [Help Desk](#) ticket to discuss alternatives.

### How to set up Microsoft Authenticator

1. Open the Play Store or App Store on your mobile device. Search for **Microsoft Authenticator**. Select **Install**. (Below are examples of the logo for the application you need to install.)

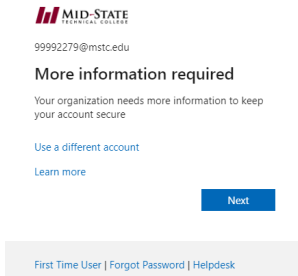
Once installed, in the Microsoft Authenticator app:

- Select **Agree** for *Microsoft needs basic app data*.
- Select **Add Account** and then choose **Work or School Account**.
- Select **Scan a QR code**.
- Select **OK** to allow permissions to your camera and set phone aside for now.

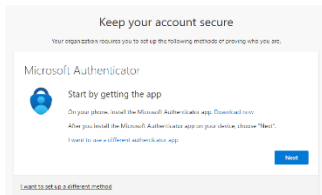


Your device will now be ready to scan a code in Step 6.

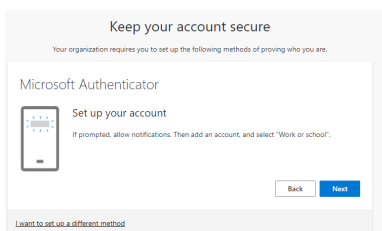
2. Using a separate device, like your laptop, desktop or tablet (**NOT your mobile device**), do the following:
  - Log into MyCampus.mstc.edu (username: studentID@mstc.edu and your network password)
3. You will be prompted to set up MFA. Click **Next**.



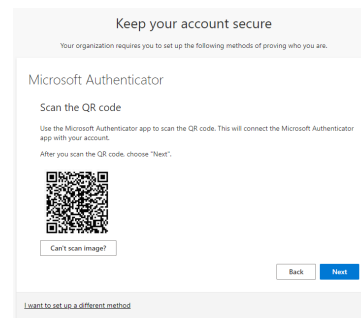
4. Click **Next** to continue setting up Microsoft Authenticator.



5. Click **Next** again.



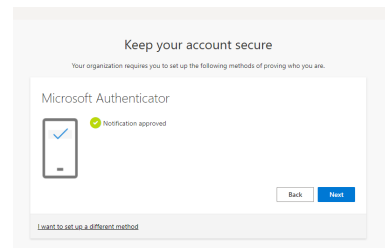
6. Scan the QR code on your screen with Microsoft Authenticator on your mobile device and click **Next**. It is very important to do the next steps.



7. Click **Next** again.

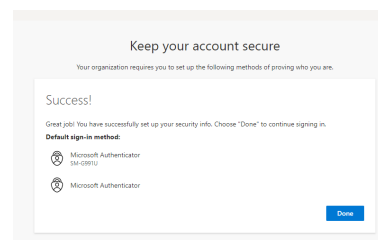
8. **DO NOT SKIP THIS STEP...** Let's try it out – You will be sent a push to the app on your phone to **Approve** or **Deny**. Approve, when you know that you are the one trying to log in. If you are not logging in, then choose deny.

9. Click **Approve** on your phone. Then **Next** on your computer.



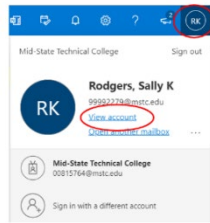
### 10. Success!

Now when you log into your Mid-State account you will be sent a push to your phone to approve or deny access to your account. Approve when it is you accessing your account. **Please see the next page to set up a secondary method to authenticate (text or call) in the event that you get a new phone and cannot use Microsoft Authenticator.**



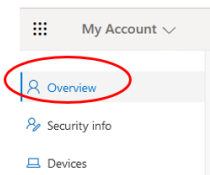
## How to Set Up Text or Call for MFA (Secondary MFA)

1. You can use the **View Account** functionality to manage your MFA settings. You can set up texting or call for a secondary authentication method. You can then use text or call if you get a new phone, but keep the same phone number. You can then set up Microsoft Authenticator again on your new device.

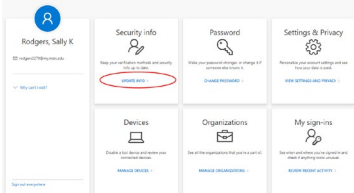


- While logged into MyCampus, look for your initials in the upper right-hand corner.
- Click on your initials, then click on **View Account**.

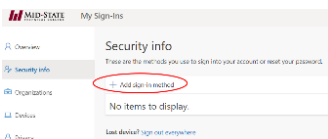
2. Click **Overview**.



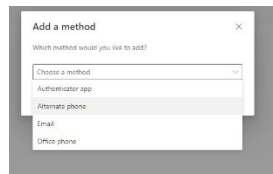
3. On the Security Info tile, click on Update Info.



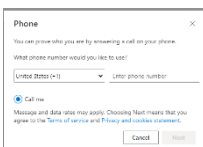
4. Click + **Add a sign-in method**.



5. Choose your desired method of authentication. Choose **Phone** or **Alternate phone** and click **Add**. (Do not choose email, though email can also be set up as another method, it is only useful when trying to reset your password).



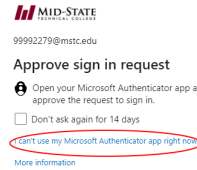
6. Add your mobile device number and choose **Call me** or **Text me a code** and click **Next**. You will receive a call or text on your mobile device. Answer the call or enter the code sent to you.



Then click **Done**.

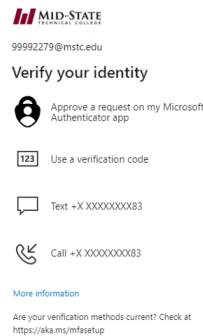
## How to use Texting or Calling instead of the Authenticator App (Secondary MFA)

1. Sign into MyCampus(MyApps). Choose **I can't use my Microsoft Authenticator app right now**.



First Time User | Forgot Password | Helpdesk

2. Choose **Call** or **Text**. (To choose **Use verification code**, you will need access to Microsoft Authenticator to get the one-time password code.)



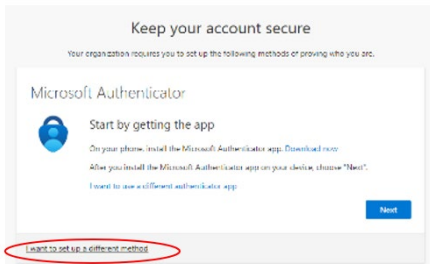
Cancel

3. Take the call or enter the code sent as a text.

## Frequently Asked Questions

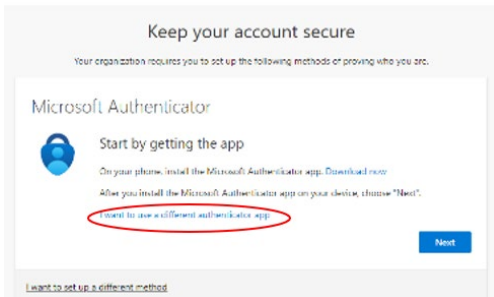
**Q1:** I don't want to download Microsoft Authenticator on my personal device. What can I do?

**A:** On the setup screen, click on **I want to use a different method**. This will walk you through setting up a text or call.



**Q2:** I already use a different authenticator app on my phone. Can I use that one?

**A:** Yes, on the setup page, click on **I want to use a different authentication app**. This will walk you through setting up a different authentication app with similar steps provided to use Microsoft Authenticator.



**Q3:** I don't have a smart phone, what can I do?

**A:** If you have a flip phone, you can set up texting or calling. See Q1 above.

**Q4:** I don't have enough signal at home to get the push from an authenticator app. What can I do?

**A:** You can set up texting or calling. See Q1 above. If you also do not have enough signal get a call or text at home, contact our help desk to discuss options. 877.469.6782.

**Q5:** I don't have a cell phone of any kind, or I use track phones and get rid of them often, what can I do?

**A:** Contact our help desk to discuss other options. 877.469.6782

**Q6:** I bought a new phone with the same phone number so my MFA does not work, what can I do?

**A:** See **How to use Texting or Calling instead of the Authenticator App**. This will only work if you set up texting or calling prior to getting new phone. If you do not have texting or calling set up, contact our help desk. 877.469.6782 and be sure to set up texting or calling in the future.

See: **How to Set Up Text or Call for MFA (Secondary MFA)**

**Q7:** I bought a new phone and have a new phone number so my MFA does not work.

**A:** Contact our help desk. 877.469.6782

**Q8:** Sometimes I use a different phone; can I use more than one device for MFA?

**A:** Yes, set up your second phone as an Alternate phone. See **How to Set Up Text or Call for MFA (Secondary MFA)**.