

HOW TO SET UP SELF-SERVICE MICROSOFT MFA

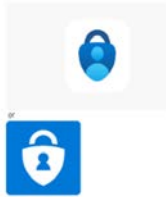
To add an additional layer of security to your student account, Mid-State requires multi-factor authentication (MFA). The MFA process combines two layers of security: something you know (your password) and something you have (your mobile device). If you do not have a mobile device, please call our help desk to request a token/fob. **877.469.6782.**

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.



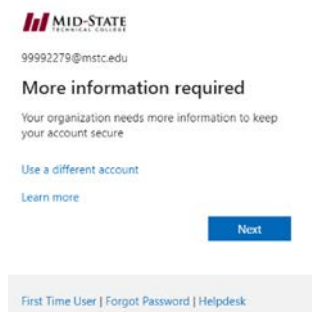
Your device will now be ready to scan a code in Step 6.

2. Using a separate device, like your laptop, desktop or tablet (**NOT your mobile device**), do the following:

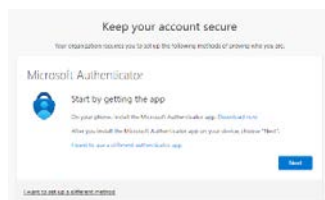
- Log into **MyCampus.mstc.edu**

(username: **studentID@mstc.edu** and your network password)

3. You will be prompted to set up MFA. Click **Next**.



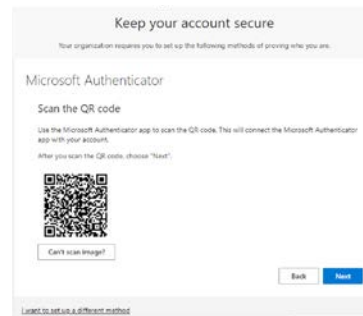
4. Click **Next** to continue setting up Microsoft Authenticator.



5. Click **Next** again.



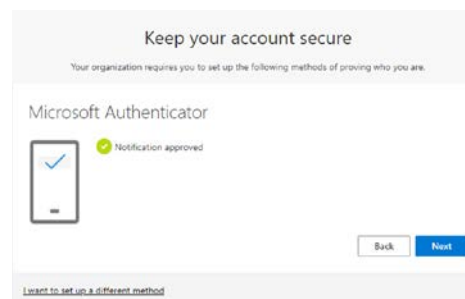
6. Scan the QR code on your screen with Microsoft Authenticator on your mobile device and click **Next**. It is very important to do the next steps.



7. Click **Next** again.

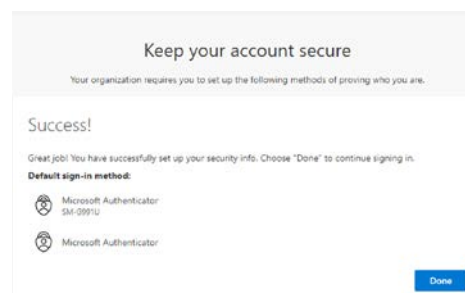
8. **DO NOT SKIP THIS STEP...** Let's try it out - You will be sent a push to the app on your phone to **Approve** or **Deny**. Approve, when you know that you are the one trying to log in. If you are not logging in, then choose deny.

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.



FREQUENTLY ASKED QUESTIONS

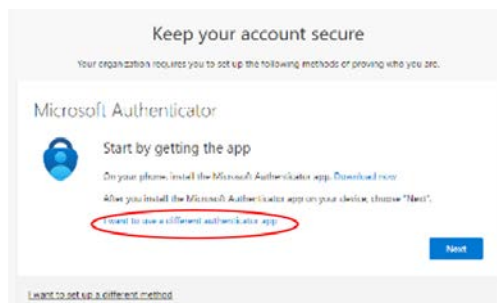
Q1: I don't want to download Microsoft Authenticator on my personal device. What can I do?

A: Please contact the help desk and request a token/fob device to use instead. You will be required to have the token/fob with you when logging in.

877.469.6782.

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 or no mobile device to use, please contact the help desk and request a token/fob device to use instead. You will be required to have the token/fob with you when logging in. **877.469.6782.**

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

A: Please contact the help desk and request a token/fob device to use instead. You will be required to have the token/fob with you when logging in.

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Q5: I don't have a cell phone of any kind, use a track phone and get rid of them often, or have no other mobile device (tablet or other) to download Microsoft Authenticator on, what can I do?

A: Please contact the help desk and request a token/fob device to use instead. You will be required to have the token/fob with you when logging in.

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

A: Please contact the help desk for a reset of your MFA. **877.469.6782.**

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

A: Please contact the help desk for a reset of your MFA. **877.469.6782.**