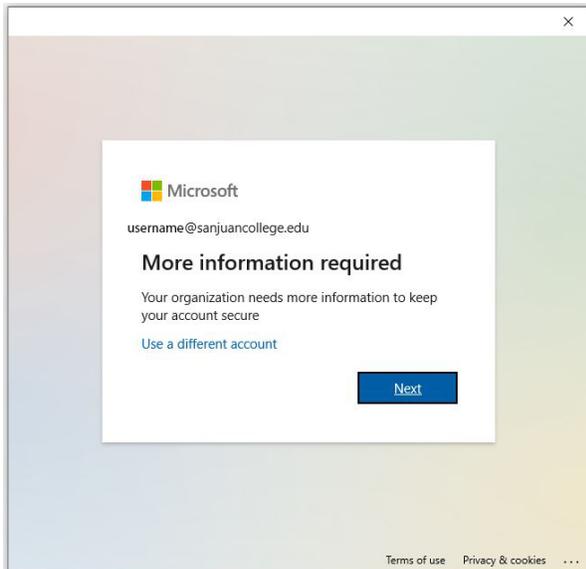


Multifactor Authentication (MFA)

First Time Set Up Guide

1. You will be able to choose a primary authentication method when you register, which you can change or update at any time by going to [MFA Set Up Page](#) and logging in using your SJC credentials (username and password). You may also see the following page requiring more information when signing into Canvas, Outlook, and other SJC applications.



2. Click **Next**.
3. Your available authentication methods are “Authentication phone”, “Office phone”, and “Mobile app”. All options are broken out in steps below. If you are unable to register or unable to satisfy two of the three requirements, contact ITC for help at (505) 566-3266.

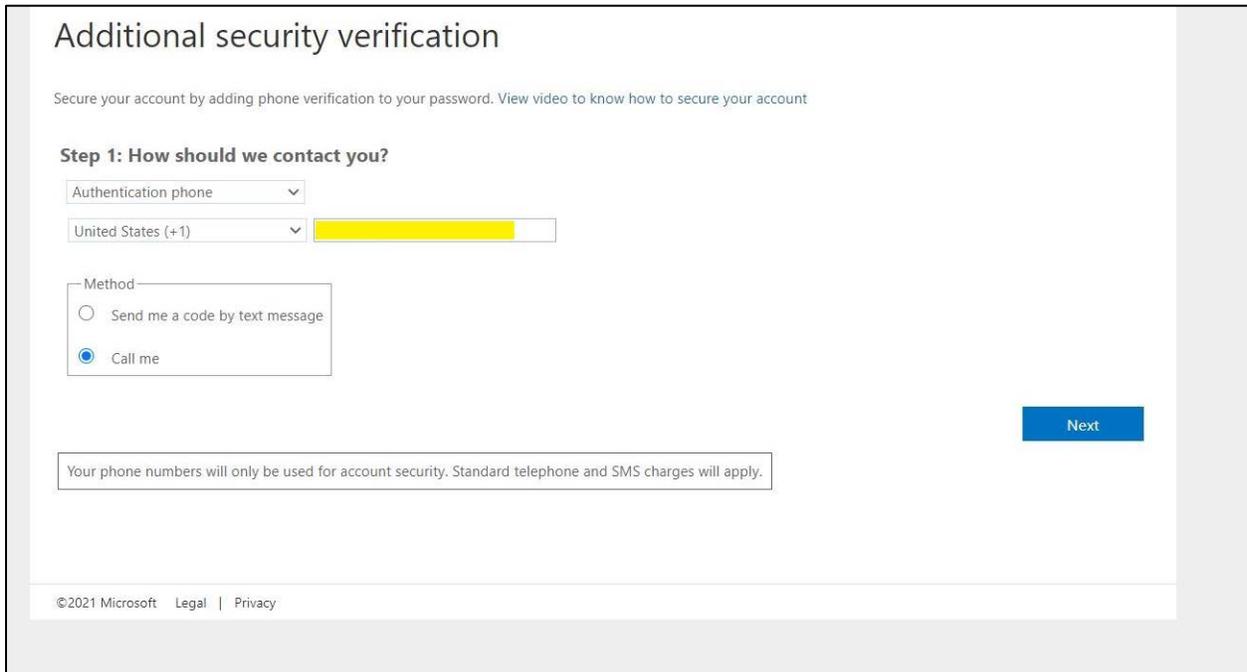
NOTE: *If you plan to travel internationally you will want to set up the mobile app, as text and phone calls may not work.*

If you select “Authentication phone”:

1. Choose either to receive a text message or voice call for authentication.

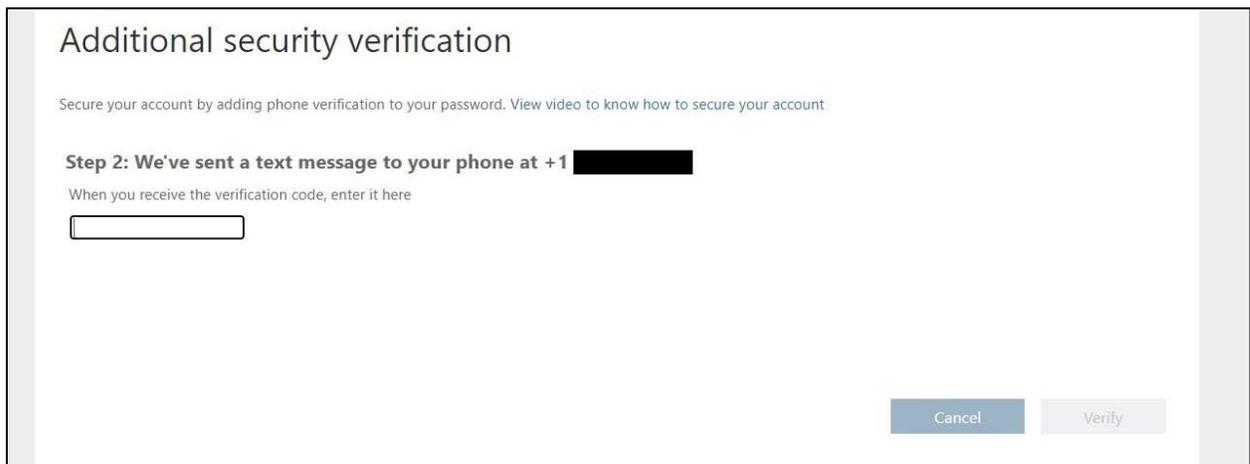
NOTE: This is how MFA will contact you to verify your identity. Please consider which works best for you, receiving a text message with a 6-digit code to enter or a computer-generated call that asks you to hit the pound button to authenticate.

2. Enter your cell phone number with the area code you wish to use.
3. Choose “Send me a code by text message” or “call me.”



The screenshot shows a web page titled "Additional security verification". Below the title is a sub-header "Step 1: How should we contact you?". There are two dropdown menus: "Authentication phone" and "United States (+1)". Below these is a "Method" section with two radio buttons: "Send me a code by text message" (unselected) and "Call me" (selected). A blue "Next" button is on the right. At the bottom, there is a disclaimer: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply." and a footer with "©2021 Microsoft Legal | Privacy".

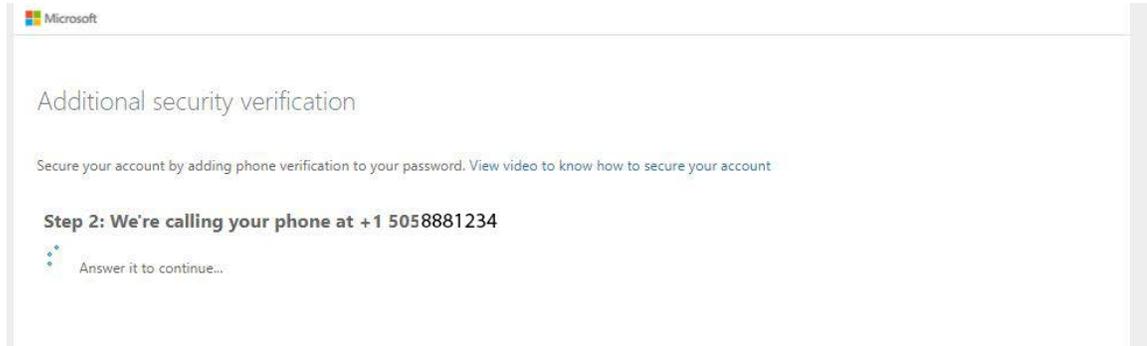
4. Then click **Next**.
5. Follow the prompts to verify by the phone method selected.
 - a. For the “**Send me a code by text message**” option:
 - i. You will receive a text message with a 6-digit code, enter it to complete set up and select verify.



The screenshot shows a web page titled "Additional security verification". Below the title is a sub-header "Step 2: We've sent a text message to your phone at +1 [REDACTED]". Below this is the text "When you receive the verification code, enter it here" followed by an empty input field. At the bottom right, there are two buttons: "Cancel" and "Verify".

b. For the “**Call me option**”:

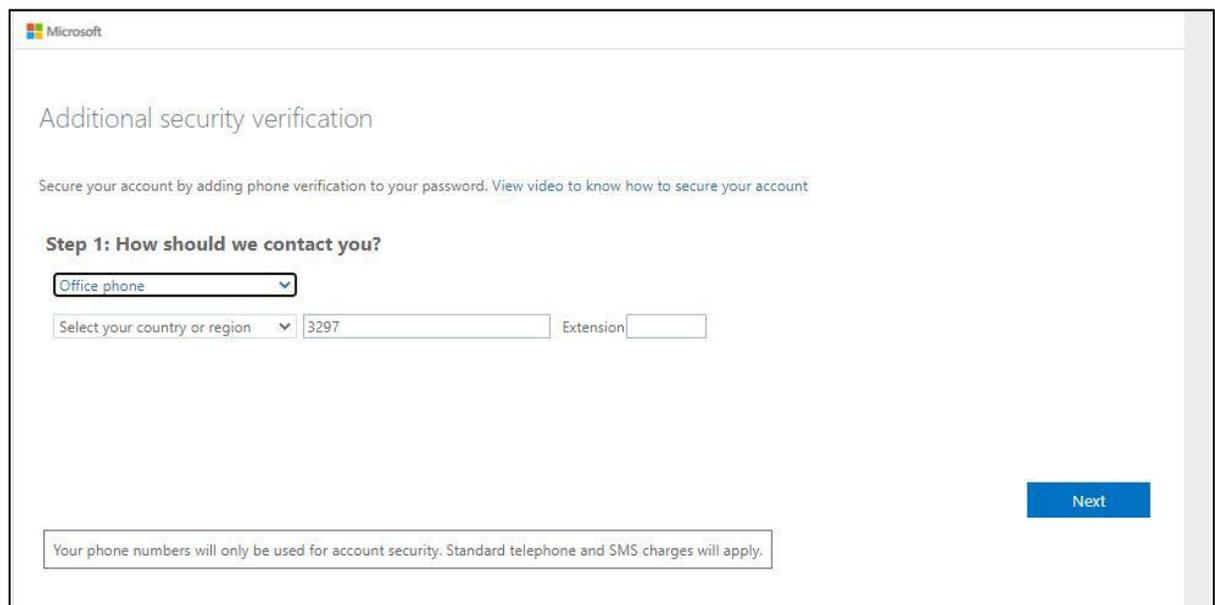
- i. You will receive a phone call from (855)330-8653
- ii. When you answer the phone, an automated voice message will say, "thank you for using the Microsoft sign-in verification system, please press the pound key to finish your verification".
- iii. If you press the pound key and are successfully authenticated, then you will receive this message, "your sign-in was successfully verified".



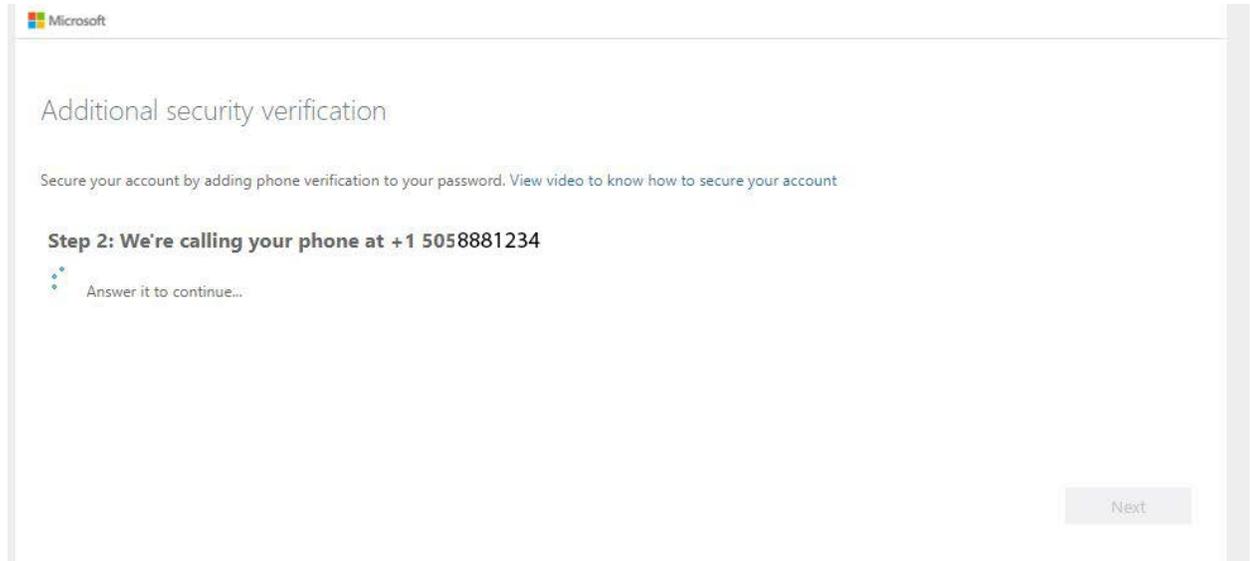
If you select “Office phone”:

1. Your San Juan College office phone number should be displayed on the screen. If it is incorrect or not shown you will need to update your office number.

NOTE: To get your office phone number corrected in the SJC system, please submit a [Help Desk Ticket](#). Or call the Help Desk at (505) 566-3266. This change could take 24 hours to be added.

A screenshot of a Microsoft account security verification page. At the top left is the Microsoft logo. The main heading is "Additional security verification". Below it is a sub-heading: "Secure your account by adding phone verification to your password. View video to know how to secure your account". The main content area is titled "Step 1: How should we contact you?". Below this, there is a dropdown menu with "Office phone" selected. Below the dropdown menu, there are two input fields: "Select your country or region" with a dropdown arrow and "3297" entered, and "Extension" with an empty input field. At the bottom right, there is a blue "Next" button. At the bottom left, there is a small text box that says "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply."

2. Select the country/region you are in (most likely United States).
3. Click Next.



3. MFA will prompt verification via a phone call to your office phone. Follow the prompts on the phone call.
 - a. You will receive a phone call from (855)330-8653
 - b. When you answer the phone, an automated voice message will say, "thank you for using the Microsoft sign-in verification system, please press the pound key to finish your verification".
 - c. If you press the pound key and are successfully authenticated, then you will receive this message, "Your sign-in was successfully verified."

If you select “Mobile App”:

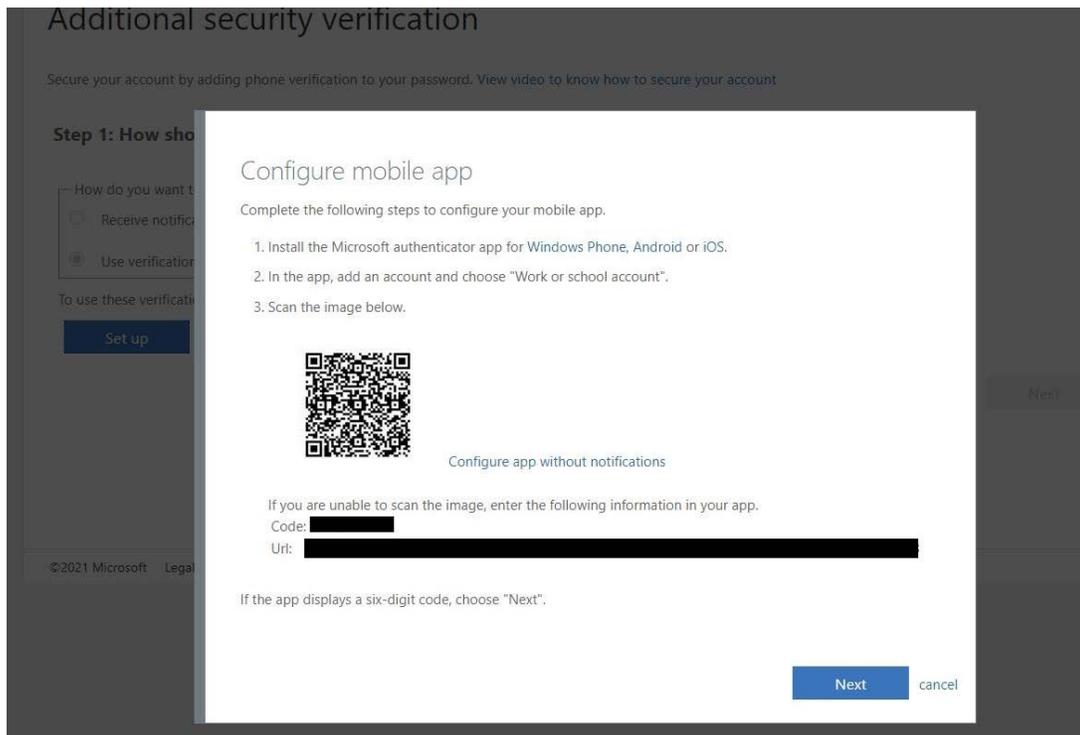
Follow the instructions below or watch Microsoft’s [How to register for Azure Multi-Factor Authentication](#).

NOTE: *If you use a phone lock on your device you may be asked during the set-up process to enter your phone lock authentication (pin, fingerprint, etc.) and every time MFA needs to be authenticated via the app.*

1. Select “Receive notifications for verification.”
 - a. “Receive notifications for verification” means your phone will pop up with a push notification to tap a button to approve future sign-ins.
 - b. “Use verification code” means you’ll be prompted to enter a 6-digit code from your phone to approve the device.

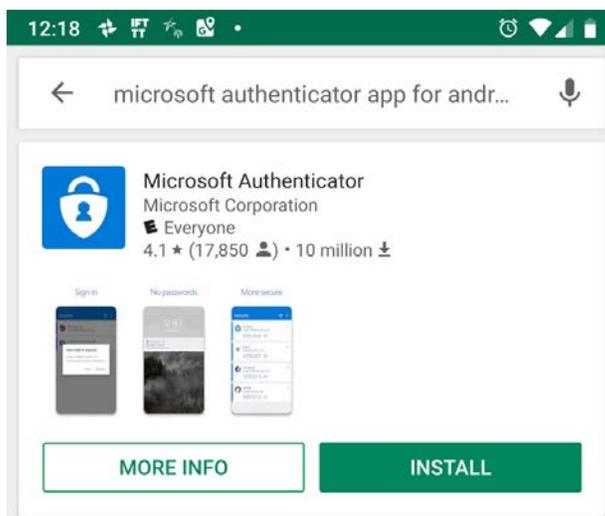
NOTE: We recommend “Receive notifications for verification” as it is simpler and has less time constraint for users to enter the code before a new code is generated every 30 seconds.

2. Hit **Next** and a pop up will appear with more instructions.



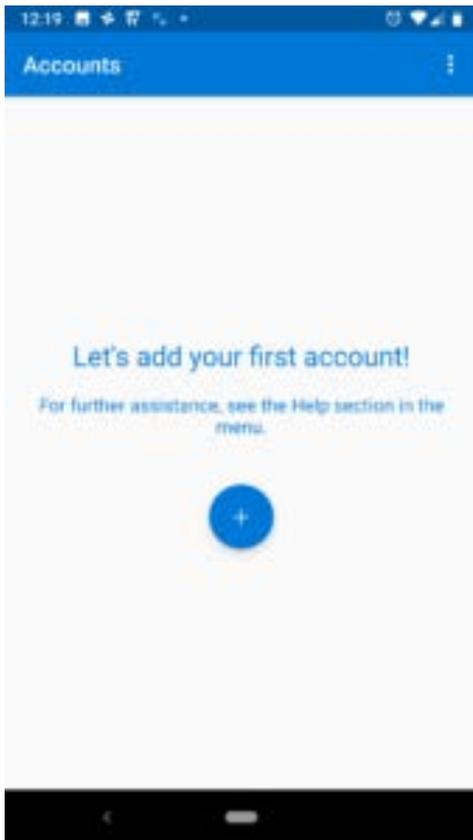
3. Follow the pop-up instructions or look below for the same instructions in detail.

- a. You must download the Microsoft Authenticator App on your phone for iPhone or Android.
- b. Android example:



After opening the app, follow the introduction or select ‘skip’.

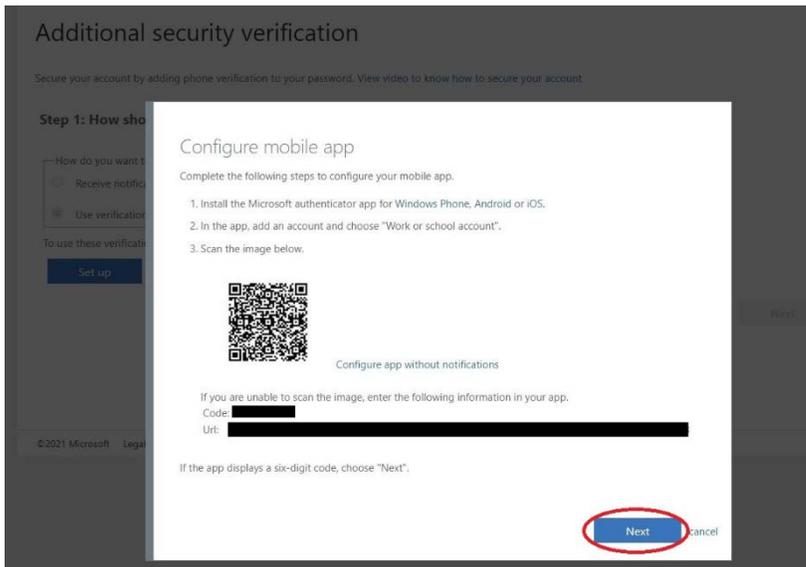
- c. Select the ‘+’ icon to add your account and choose work or school account.”



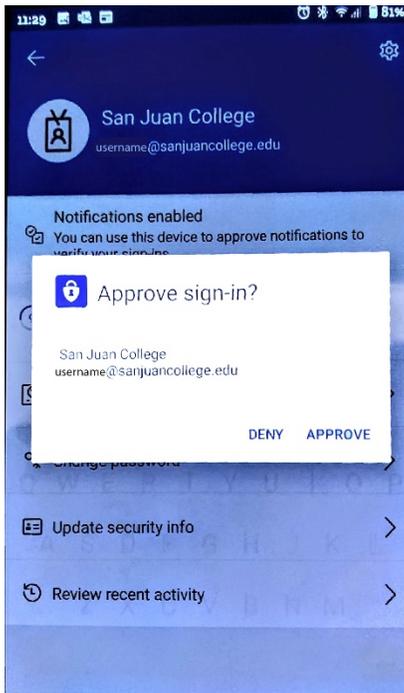
- d. Select 'Allow' when prompted to let the app open the camera.
- e. Scan the QR code or enter the code and URL seen on your computer.
- f. If the Microsoft Authenticator App displays a six-digit code, as seen in the example below, MFA has been correctly set up on your mobile application.



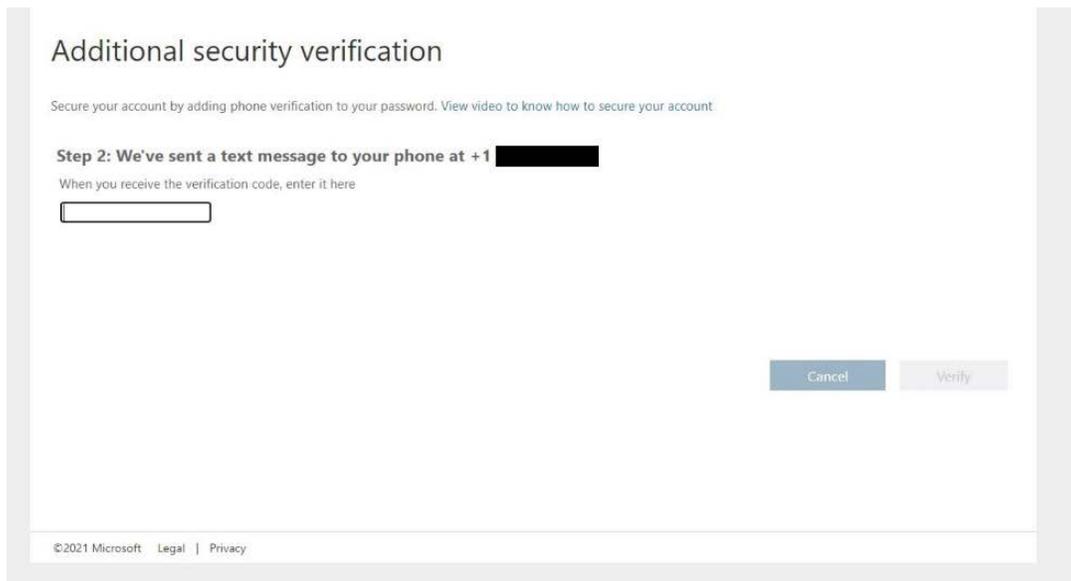
- g. Click **Next** on your computer screen circled below.



4. A pop-up push notification will display on your phone screen. Select Approve to complete the verification process. (This is what will be seen each time you authenticate MFA)

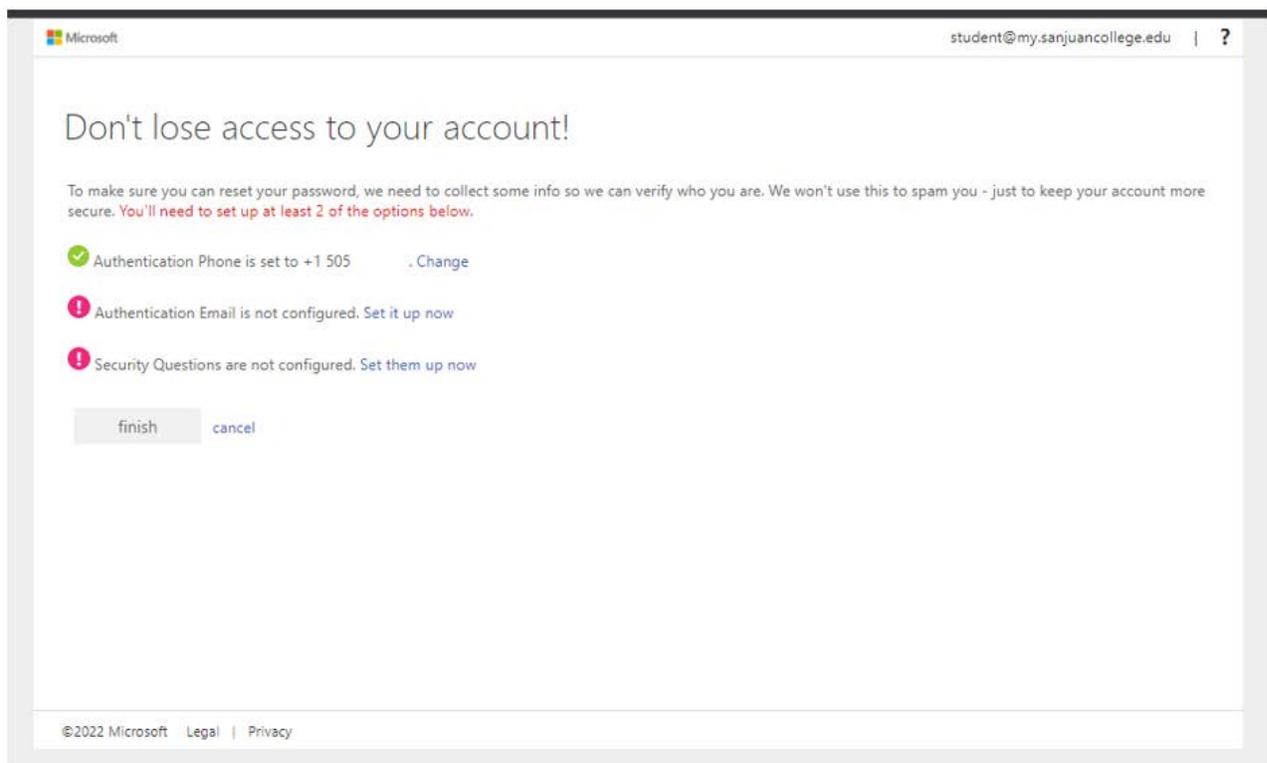


5. You'll be asked to provide your cell phone number in case you're unable to use the Authenticator app. Enter your cell phone number with the area code and click **Next**.



Set up Security Questions and E-mail to Register for Self Service Password Reset

To finish setting up your account and to be able to reset your password on your own, be sure to verify your phone number, set up an alternate non-SJC email and security questions for your account.



- To set up an alternate e-mail address
 1. click “Set it up now” next to the email warning.
 2. Enter a personal e-mail account (@gmail.com, @outlook.com, etc.).
 3. Enter the verification code that got set to your e-mail and click verify.
- To set up your Security Questions:
 1. Click the “Set them up now” link following the security question warning.
 2. Choose a question and type an answer for each question.
 3. Make sure you remember your answers so you can recover your account if your password does not work.

The screenshot shows a Microsoft account setup page titled "Don't lose access to your account!". The page is for a user with the email address "student@my.sanjuacollege.edu". It prompts the user to select three security questions. Each question is presented with a dropdown menu for the question and a text input field for the answer. Red exclamation mark icons next to the answer fields indicate that the answers are currently empty. A "save answers" button is disabled, and a "back" button is visible. The footer contains copyright information for Microsoft and links to "Legal" and "Privacy" pages.

Microsoft student@my.sanjuacollege.edu | ?

Don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.**

Security question 1

!

Security question 2

!

Security question 3

!

save answers

back

©2022 Microsoft Legal | Privacy

Need additional help? [Submit a Ticket](#) or call the ITC Help Desk at 505-566-3266.
You can also find more information about MFA on SJC's [Online Technology Guide](#).