Wake Tech Community College

Registering and using Multi-factor Authentication

Contents

Introduction

The purpose of utilizing MFA (multi-factor authentication) is to secure your account by adding another layer of protection if your account is compromised. Sometimes MFA is a requirement for specific users because of compliance protocols, such as **PCI Compliance** for cashiers.

This document provides instructions on how to register your **Multi-Factor Authentication (MFA)** method for your account.

Registering MFA to your account

Choosing your Authentication method

To authenticate you will need to choose your primary method from one of these three below. Click on the link in your choice to go to those instructions.

- Using the Microsoft Authenticator app on your iPhone
- Receiving text message to your mobile phone
- Receiving a phone call to the phone of your choice

- If you are unable to use any of the three options, ask your supervisor to place a request ticket through Eagle Assist in the MFA category.

- If you are currently not using the MS Outlook app on your phone to access your work email, please refer to Accessing your Outlook email in the Troubleshooting section below.

Setting up with the Microsoft Authenticator app

1. The first step is to download the authentication app. Use the following to access your app store to download the Microsoft Authenticator app onto your cell phone. (**Note**: *It is a free app*)

> **ANDROID DEVICES**
> Google Play Store - Microsoft Authenticator

> **IOS DEVICES (IPHONE/IPAD)**
> iTunes App Store - Microsoft Authenticator

2. **After you have installed the Microsoft Authenticator app onto your mobile phone**, on your computer go to the My Security Info (https://aka.ms/mfasetup) page.

> (**Note**: *you can also reach this page using the following steps:*
> – *Log into "my.waketech.edu" on the Wake Tech Employee portal*
> – *Click on your name at the top right*
> – *Select "**View account**"*
> – *Click "UPDATE INFO**" on the **Security info tile**.*

3. Once the page opens, sign into your account (If you are not already signed in) and you will receive a message saying "**More information required**" Click the **Next** button.
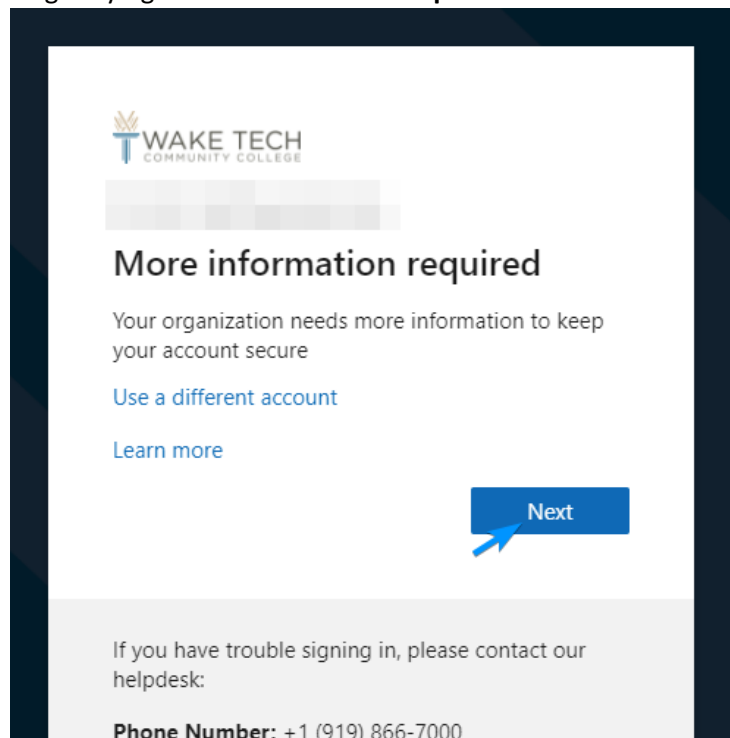
4. You should get a page like the one shown below. If you have already downloaded the app on your phone, click the **Next** button to continue. If you have not, go back to step #1.
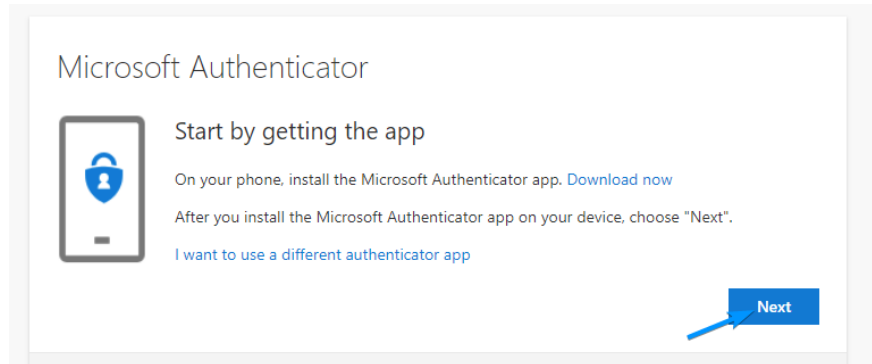

5. Open the **Microsoft Authenticator** app on your mobile device and click on the **+** button in the top right of the screen. Select the **Work or school account** option.
    a. If you receive a prompt on your mobile device asking either to **Sign in** or to **Scan QR Code**, choose the **Scan QR Code** option, then choose code again.
    b. If your mobile device asks for camera permissions, **be sure to approve it**. (*Note: If your camera does not open, go to "Settings" on your phone, scroll to the Authenticator app, and turn on your camera.*)
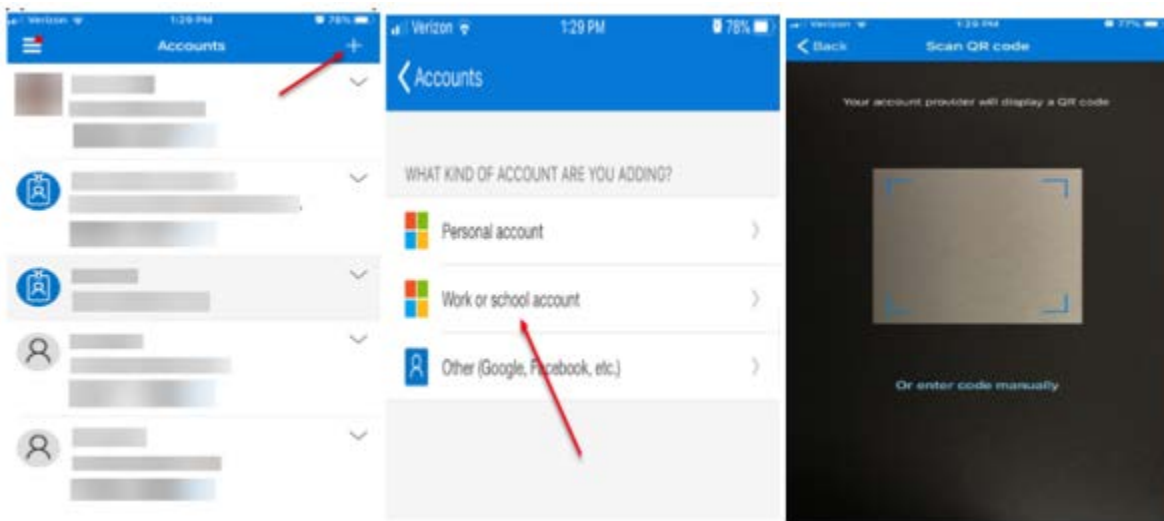

You will get another prompt, like the one shown below Click the **Next** button to continue.
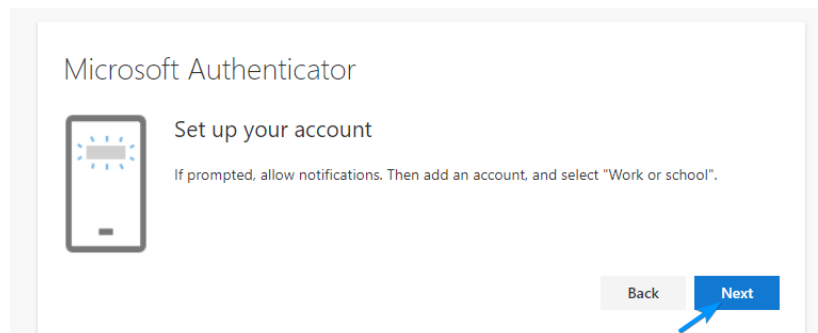
6. **You should now see a prompt to scan a QR code** that will connect your Microsoft Authenticator app to your Wake Tech account. **Scan the QR code that is shown on your computer's webpage**. (**Note:** Your mobile device may request permission to send a notification, **be sure to allow it**.)
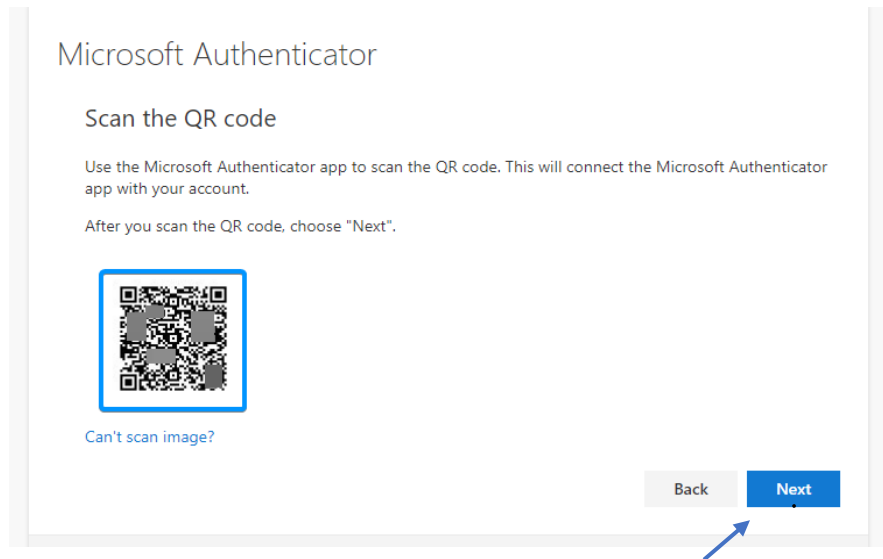

7. Once your phone registers the account, click **Next** on your computer.

8. The setup process will send a notification to your mobile device to test that it works.
   a. On your mobile device click on the **Approve** button.
   b. Click the **Next** button after it verifies the test was successful.
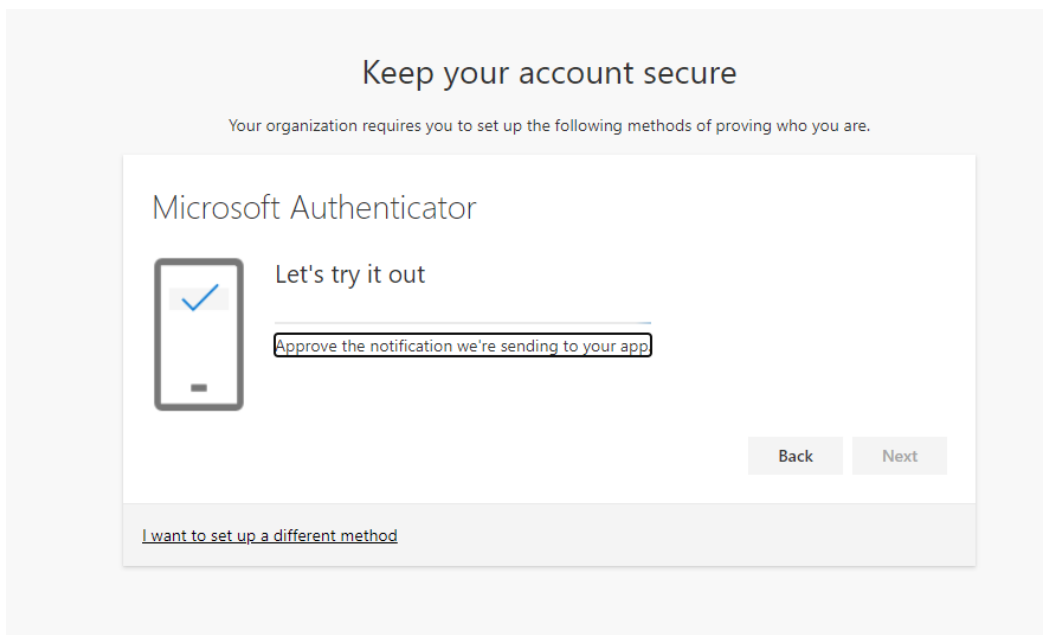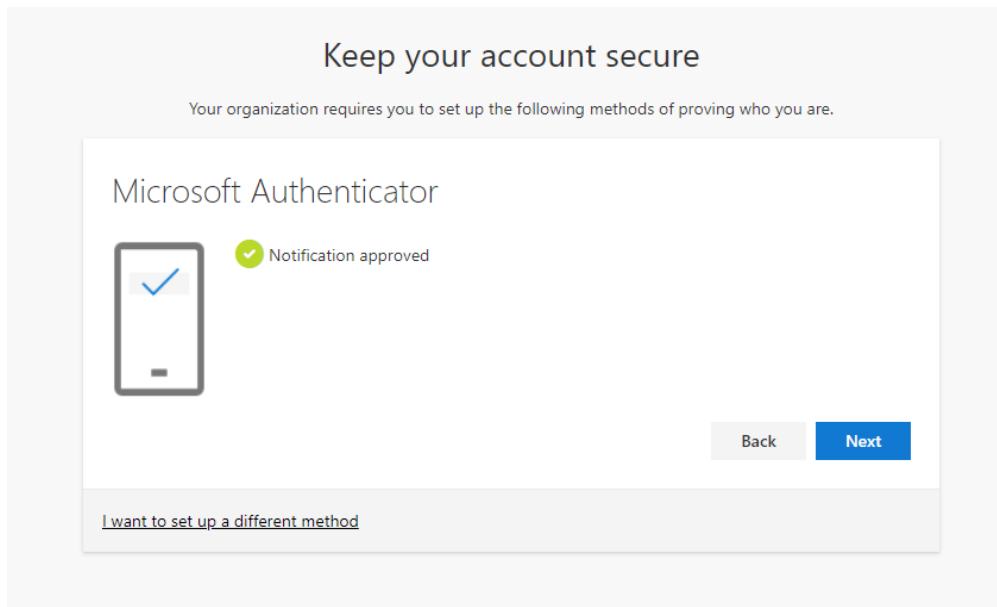
9. Once you click **Next**, you will be allowed to set up a text or call-in option.

10. Enter the phone number you would like to use.
    a. Ensure that the **Text me a code** option is selected and then click the **Next** button.
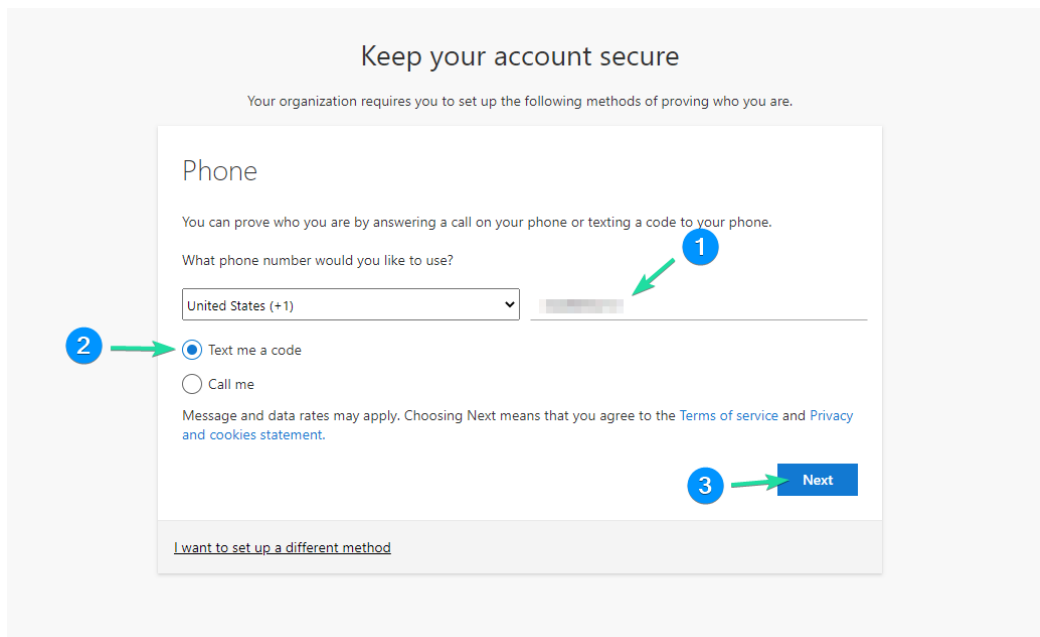
11. You will then receive a text message on your phone with a **6-digit code**. Enter the verification code into the text box on the web page, and then click the **Next** button. (**Note**: it is a 6-digit code, no dash)

12. You will receive a message saying that the registration was successful on the web page. Click the **Next** button to continue.

13. You are now set up with MFA through text messaging on your mobile phone. You can click the **Done** button to finish the setup.

14. Check to make sure "***App Lock***" is turn off on your phone, click App Lock for instructions.

Setting up with text messages to your mobile phone

1. On your computer, go to My Security Info (https://aka.ms/mfasetup).

   (**Note**: *you can also reach this page using the following steps:*
   - *Log into "my.waketech.edu" on the Wake Tech Employee portal*
   - *Click on your name at the top right*
   - *Select "**View account**"*
   - *Click "UPDATE INFO**"** on the **Security info tile**.*

2. Once the page opens, sign into your account (If you are not already signed in) and you will receive a message saying, "**More information required"** Click the **Next** button.

3. You should now see a page like the one below. Click on **I want to set up a different method**.
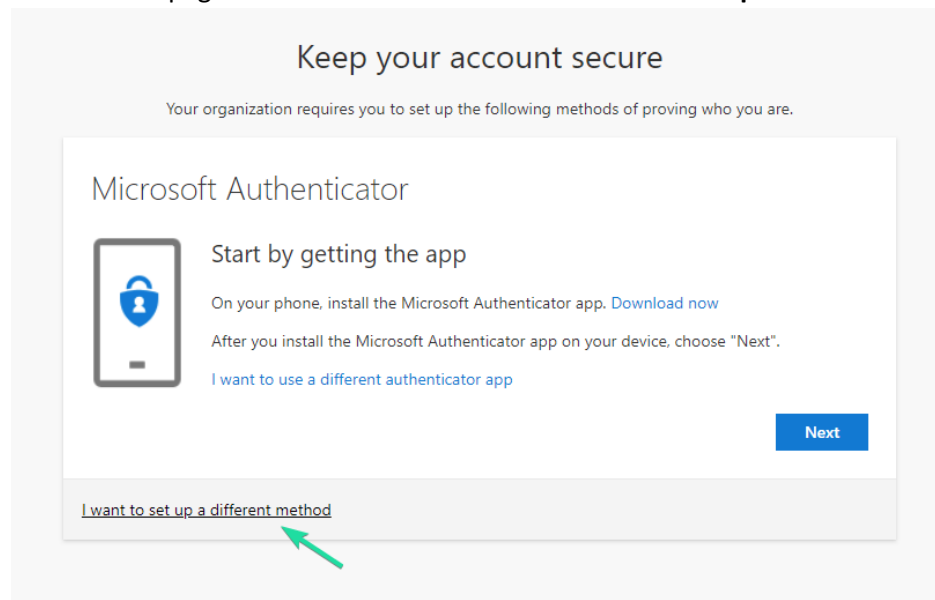
4. In the drop-down menu, select the **Phone** option and then click the **Confirm** button.

5. On the next page, enter the phone number you would like to use and then click the **Next** button.
   a. Ensure that the **Text me a code** option is selected.
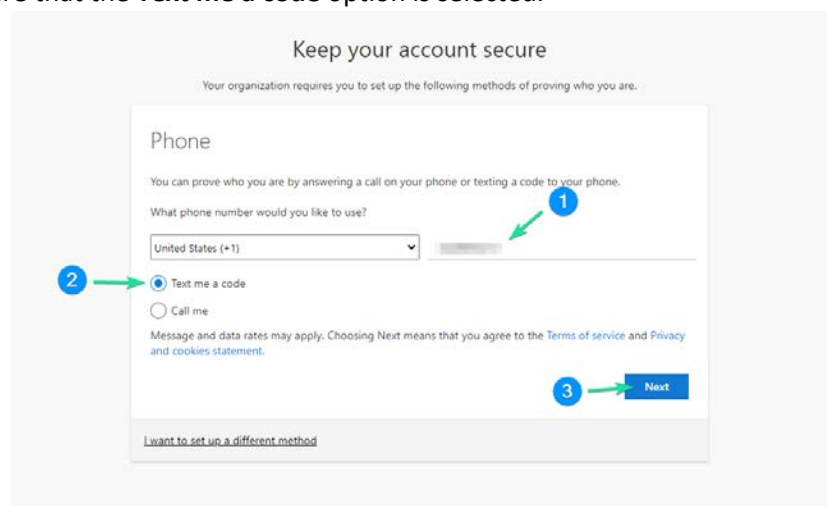
15. You will then receive a text message on your phone with a **6-digit code**. Enter the code into the text box and then click the **Next** button. (**Note**: it is a 6-digit code, no dash)

6. You will receive a message saying that the registration was successful on the page. Click the **Next** button to continue.

7. You are now set up with MFA through text messaging on your mobile phone. You can click the **Done** button to finish the setup.

Setting up with phone calls to your mobile phone, and Desk phone

1. You must have immediate access to your phone to verify a phone call
2. On your computer, go to the My Security Info (https://aka.ms/mfasetup). page.

    (**Note**: *you can also reach this page using the following steps:*
    - *Log into "my.waketech.edu" on the Wake Tech Employee portal*
    - *Click on your name at the top right*
    - *Select "**View account**"*
   - *Click "UPDATE INFO**" on the **Security info tile**.*

3. Once the page opens, sign into your account (If you are not already signed in) and you will receive a message saying, "**More information required"** Click the **Next** button.

4. You should now see a page like the one below. Click on **I want to set up a different method**.
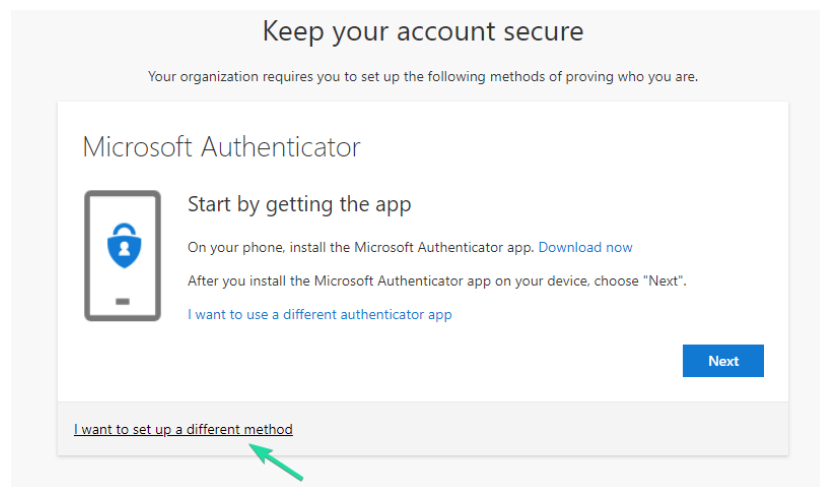

5. In the drop-down menu, select the **Phone** option and then click the **Confirm** button.

6. On the next page, enter the phone number you would like to use and then click the **Next** button.
    a. Ensure that the **Call me** option is selected.
    b. **NOTE:** If adding a desk phone, make sure to remove the extra "**9**" before you click Next.
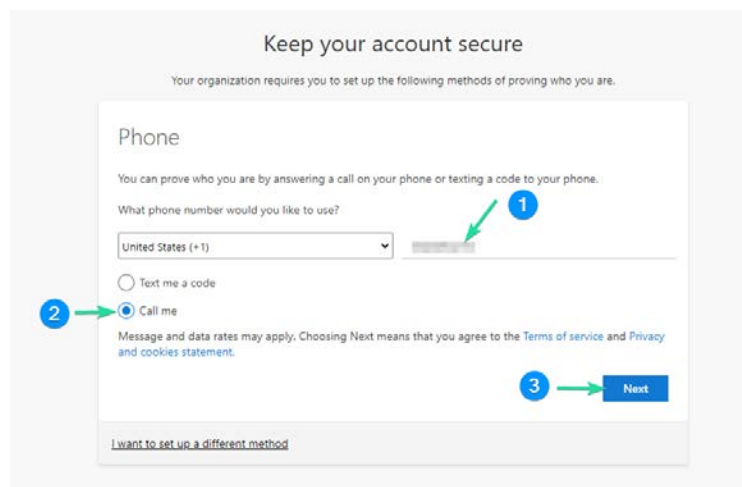
7. You will then receive a call from Microsoft on your phone. Follow the prompts on the phone call.
   a. Usually, it will tell you to press the **pound key (#)** to approve the request.
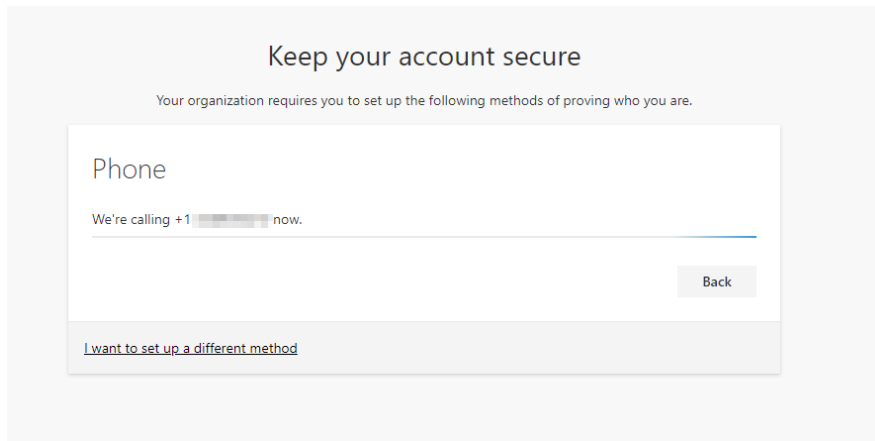
8. You will receive a message saying that the registration was successful on the page. Click the **Next** button to continue.
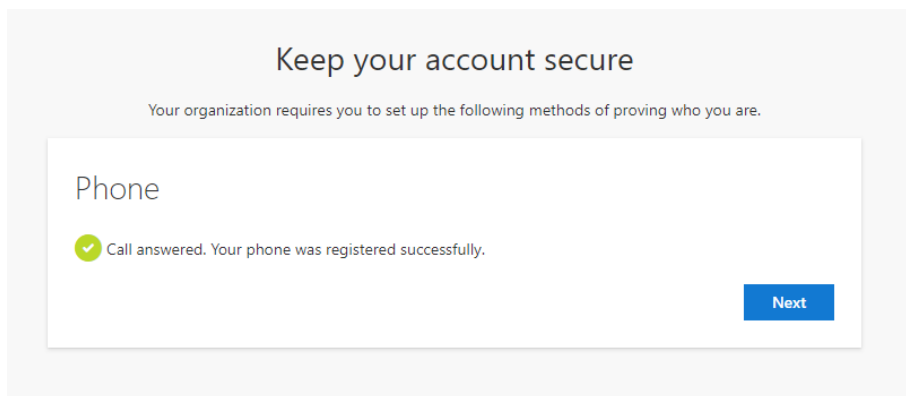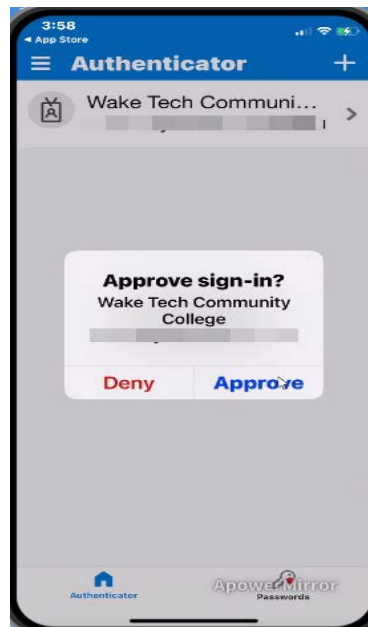
Using MFA when signing into your account

Microsoft Authenticator

1. After signing into your account, you will be presented with an **Additional security verification** prompt. This will send a notification to your mobile device.
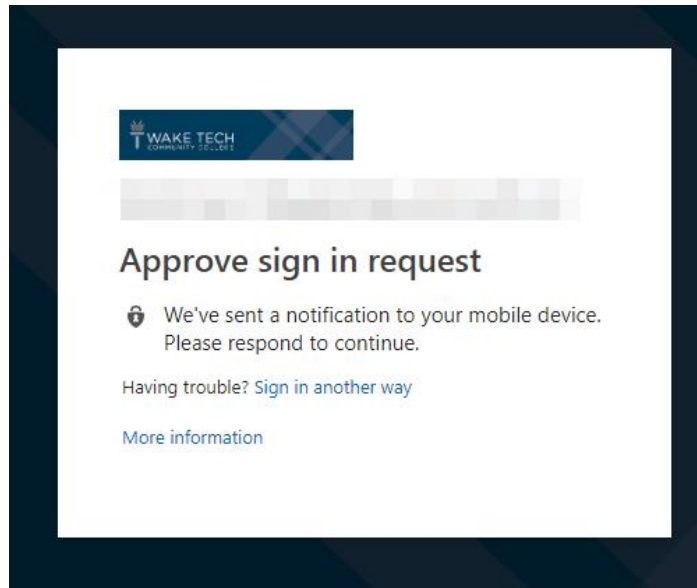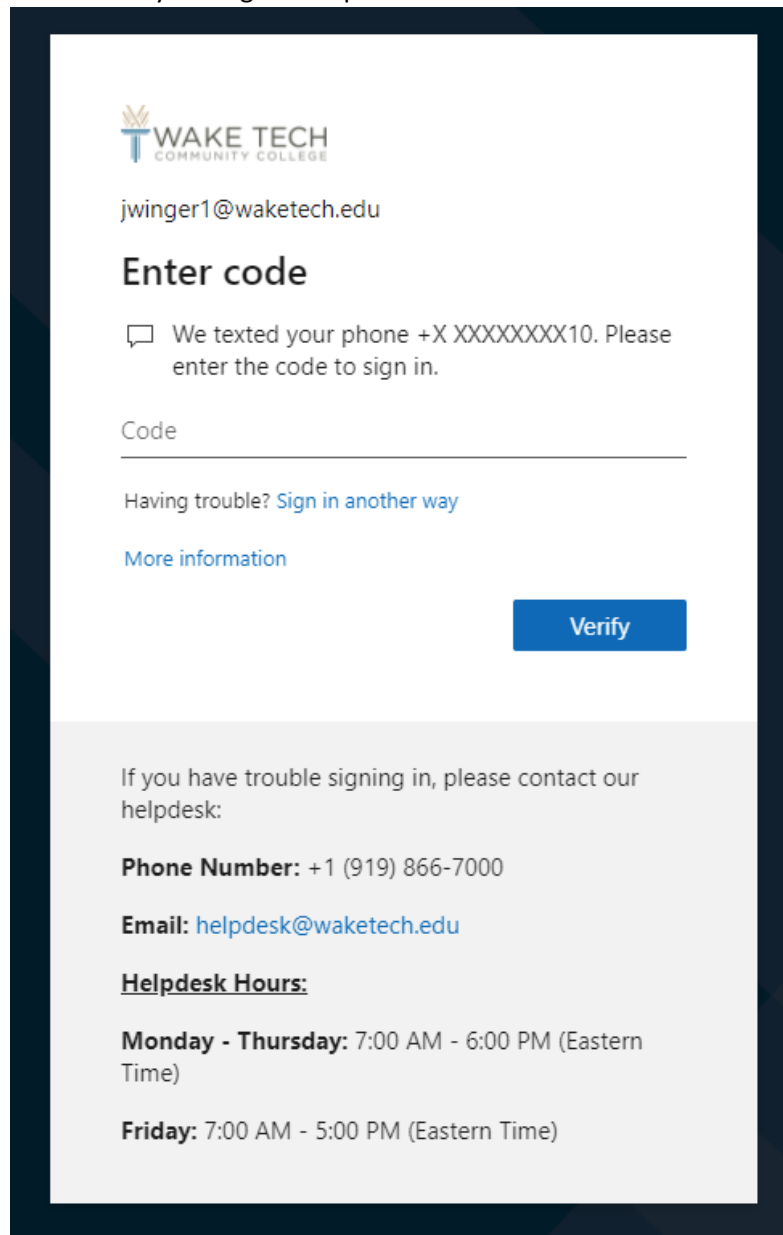

2. Open the Microsoft Authenticator app on your mobile device and select **Approve**.

3. Afterward, it will log you in.

Text message

1. After signing into your account, you will be presented with a screen that will request you to enter a code that is sent to your registered phone number.

2. Enter the verification code in the text message into the text box that says **Code**. Then click the **Verify** button to finish the sign-in.

Phone call

1. After signing into your account, you will receive a page, like the one below, asking you to **Approve the sign-in request**. You should receive a call on the phone that you registered to your account.
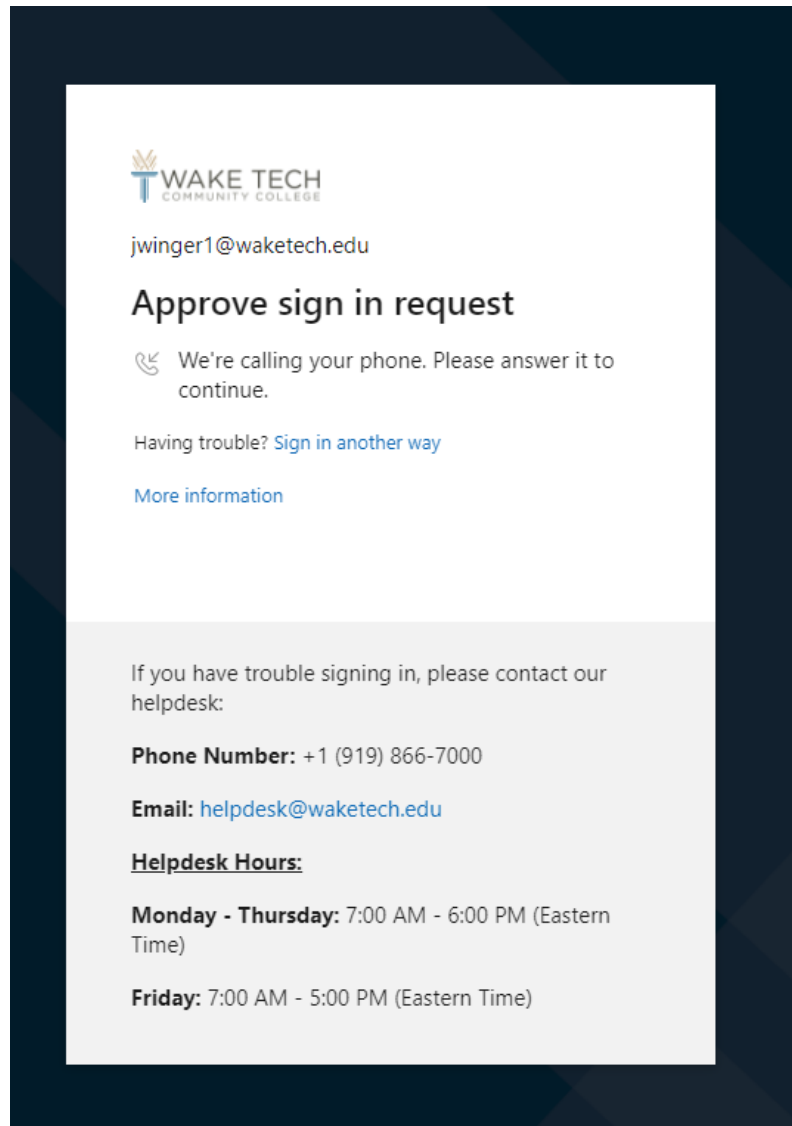
2. Follow the prompts on the call to approve the request.

3. Once the request has been approved, you will have successfully logged into your account.

Managing your MFA method

Note: If you no longer have access to any of your MFA methods, please contact the ITS Helpdesk at (919) 866-7000 or by email at helpesk@waketech.edu to have your MFA methods reset.
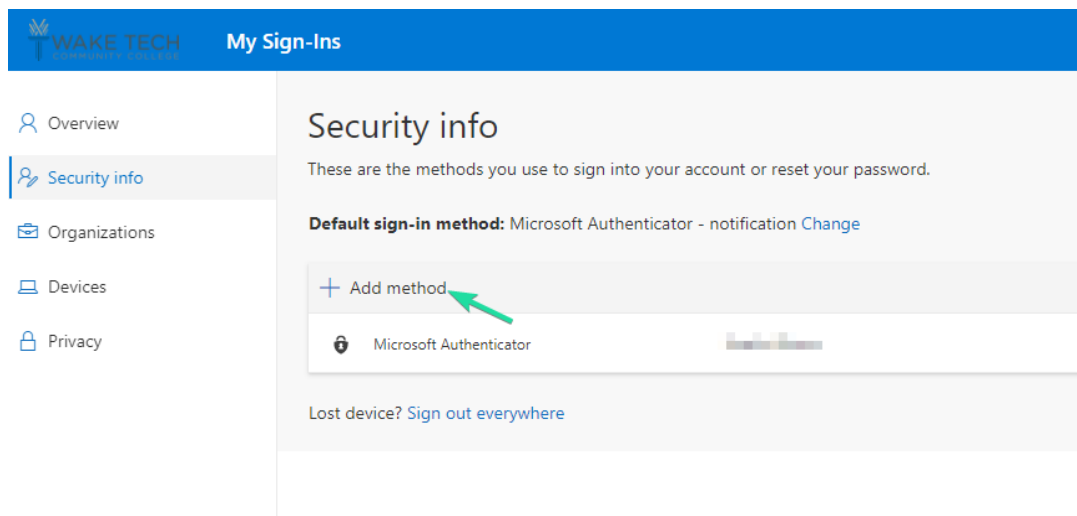
Go to My Security Info (https://aka.ms/mfasetup) to make add, remove or change an MFA method.

(**Note**: *you can also reach this page using the following steps:*
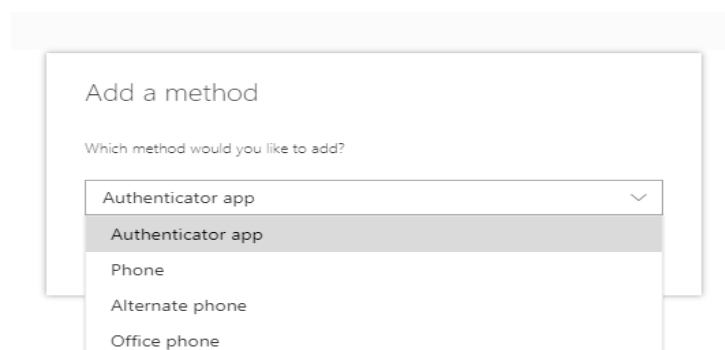- *Log into "my.waketech.edu" on the Wake Tech Employee portal*
- *Click on your name at the top right*
- *Select "**View account**"*
- *Click "UPDATE INFO**" on the **Security info tile**.*

Add a new method
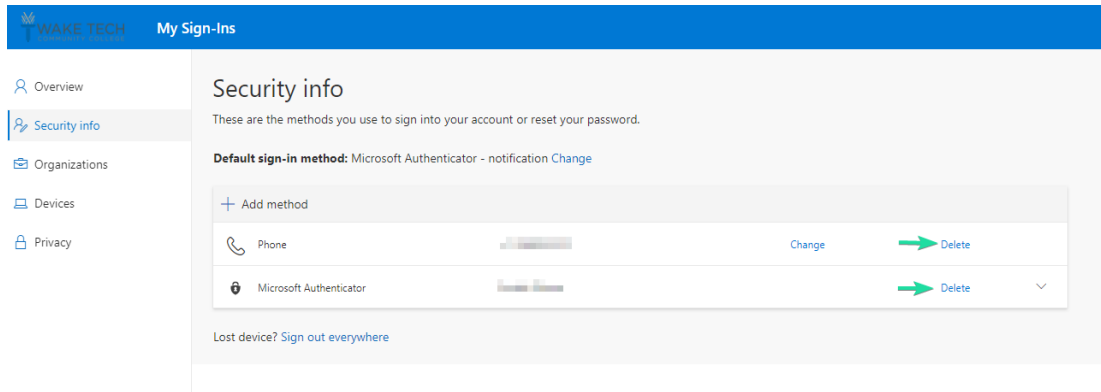
1. Click on the **Add method** button.

2. A window will open with a dropdown menu. Select the method you want to add and then click the **Add** button.
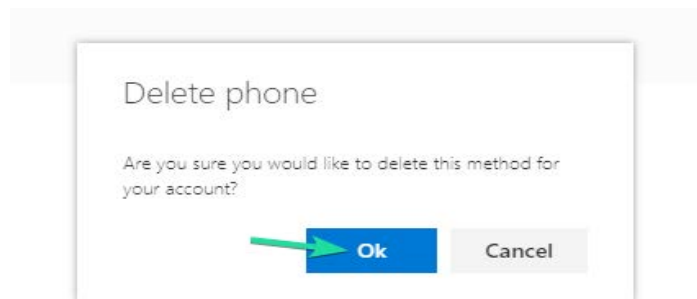

3. Follow the setup prompts to complete the registration.

Remove a method

1. Click the **Delete** link on the method you want to delete.
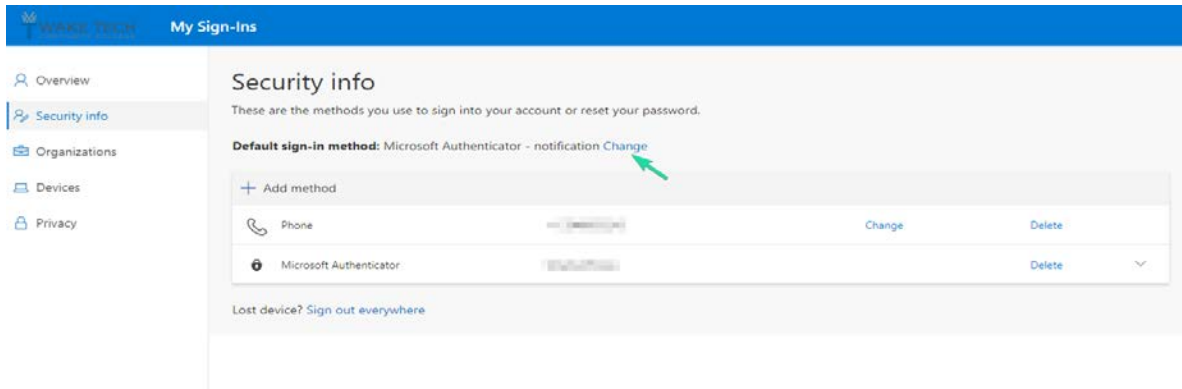

2. A window will open asking if you want to delete it. Click the **Ok** button if you are sure you want to delete it.
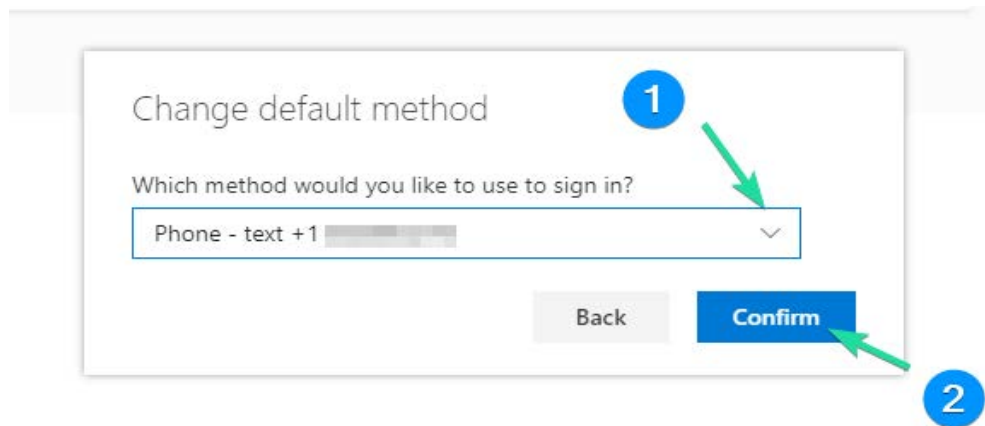
Change default sign-in method

1. Click the **Change** link next to the *Default sign-in method* header.

2. A window will open with a dropdown menu of your registered MFA methods.

3. Select the method you want to be your default and then click the **Confirm** button.

Replace an authentication device (when using New Phone)

Note: Use the instructions below in the event you are replacing a device that you are using for authentication.

1. Add your new device by adding a new method. Refresh the Security Info screen. You will see the new device list. Click on the **Add method** button.

2. Change your default sign-in method to make the new device your default authentication method.

3. Remove your old device if you will no longer use it for authentication.

Troubleshooting

Accessing your work email (Outlook) on your smartphone

Once you register for MFA you can only use the MS Outlook app on your phone to access your work email. This means you need to:

- Remove your work email account from your existing smartphone email app.
- Setup the Outlook app on your smartphone.
- Log in to the app using your UserID and password.

How to set up the Outlook app on your Android phone

1. Tap the Play Store **app**, then.

2. Tap **in** the Search Box.

3. Type **Outlook** and tap Microsoft **Outlook**.

4. Tap **Install**, then tap Accept.

5. **Open** the **Outlook app** and tap Get Started.

6. Enter your full WTCC e-mail address.

7. Enter your WTCC password, then tap Sign **in**.

How to set up the Outlook app on your iPhone

1. Tap the App Store **icon**, then.

2. Tap **in** the Search Box.

3. Type **Outlook** and tap Microsoft **Outlook**.

4. Select **Get**, and then select **Install**.

5. Sign in with your Apple ID or create an Apple ID if you don't have one.

6. **Open** the **Outlook app** and select Get Started

7. Enter your full WTCC e-mail address.

8. Enter your WTCC password, then tap Sign **in**

Turning off App lock

Microsoft Authenticator now has "App Lock" enabled by default and you can see this in action below. This option means that you'll be asked to put in your mobile pin (or biometric) every time you open the Microsoft Authenticator app.
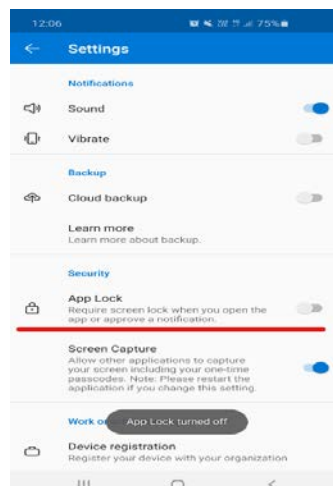
App Lock helps to make your Microsoft account more secure. If you find this PIN request annoying you can turn it off by following the below instructions.

Android

1. Open the Authenticator app and click the hamburger menu in the top right, then select Settings.
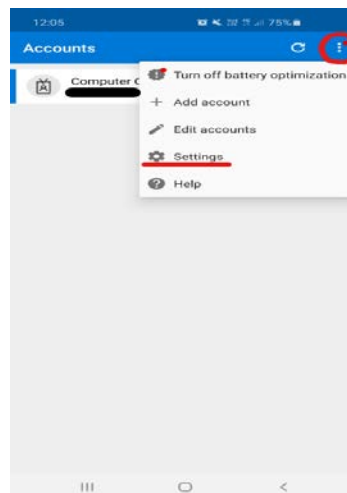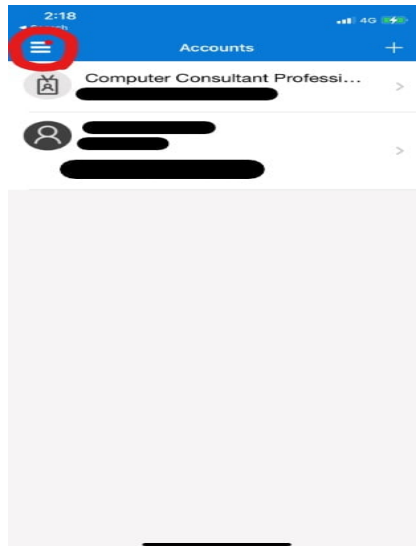

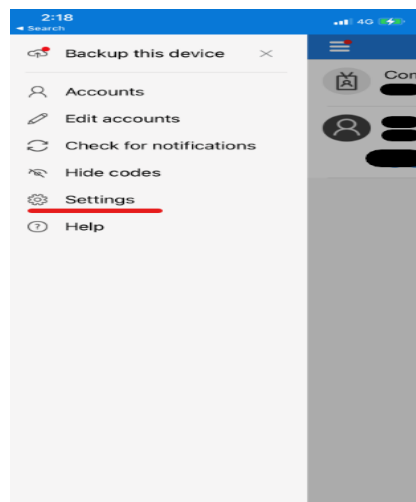2. Under Security, find the setting for App Lock and turn it off.

iPhone

1. Open the Authenticator app and click the hamburger menu in the top left.

2. Select 'Settings' from the menu.

3. Turn off App Lock under the Security settings.