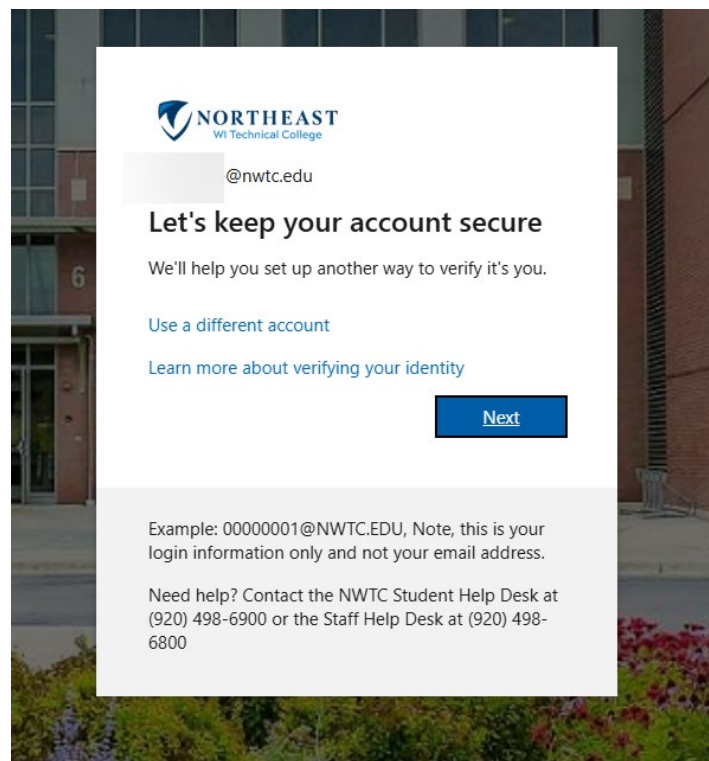


Microsoft MFA - Enrolling in Microsoft Multi-Factor Authentication

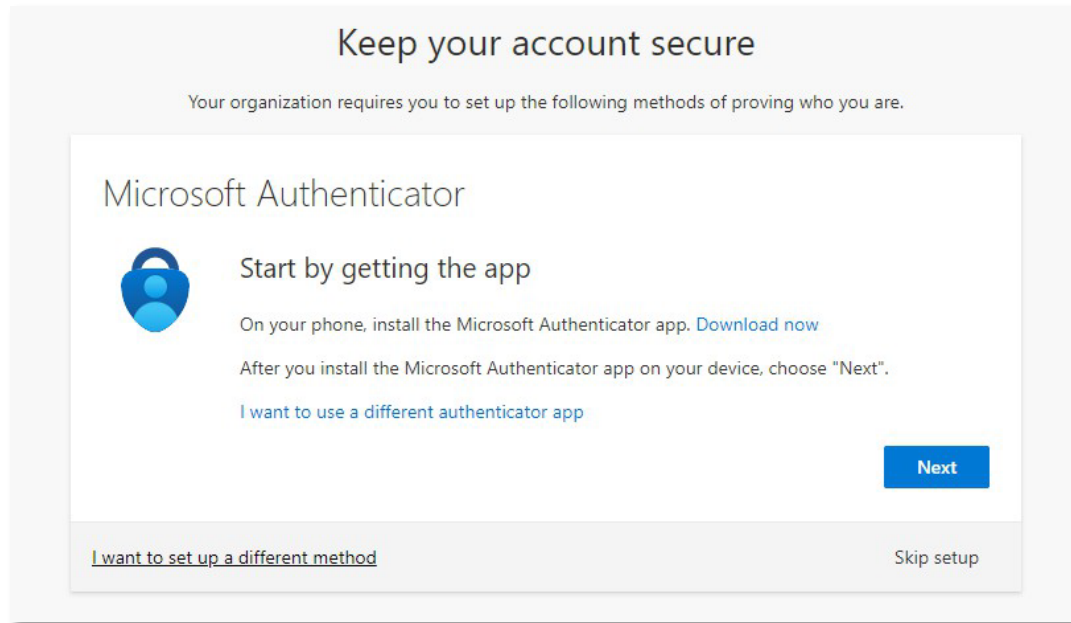
Multi-factor authentication or MFA is an extra layer of security for your NWTC account. MFA verifies your identity by asking you for a second factor to prove you are who you say you are. It uses two different forms of identity: your password, and a contact method (also known as security information). Even if someone else finds your password, they will be stopped if they do not have access to your security information. This is also why it is important to use different passwords for all your accounts. NWTC has chosen the Microsoft Authenticator app for that extra layer of security. Please review the following link for more information about how it works [here](#).

Enrolling in Microsoft Multi-Factor Authentication using the Microsoft Authenticator App:

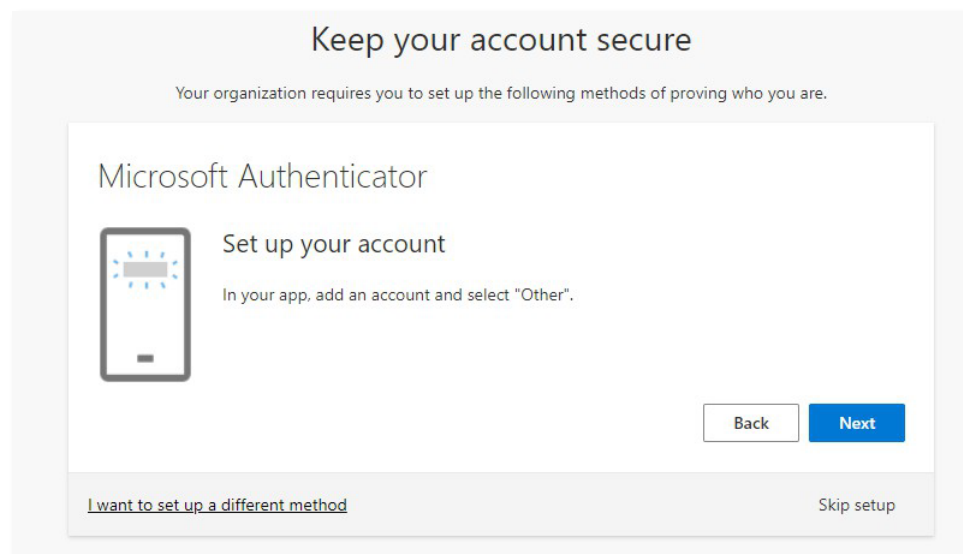
1. When logging in to your NWTC Microsoft account you will see the following prompt to enroll in Microsoft MFA:



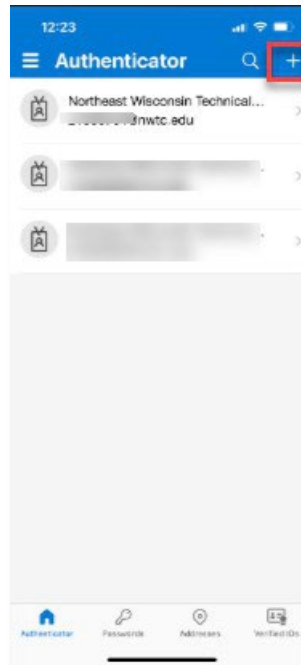
2. Click **Next** and be prompted to provide an additional security method.



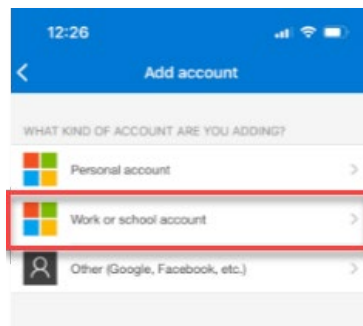
3. Stop here on your computer screen and install the Microsoft Authenticator app for your device. Details on how to install the app are [here](#).
4. On your computer screen, click **Next**.
5. You will be prompted to set up your account on the Microsoft Authenticator App. Click **Next**.



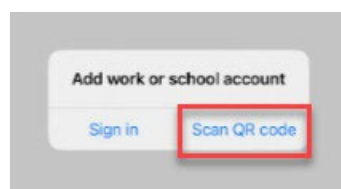
6. Open the Microsoft Authenticator app on your device and click the + in the upper right corner of the screen.



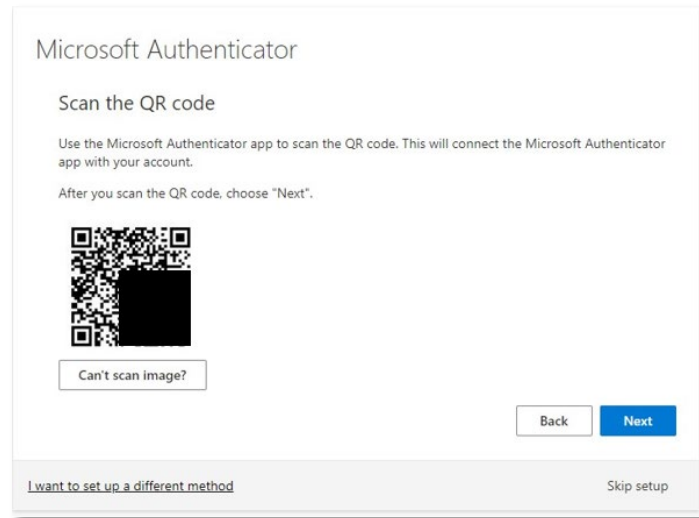
7. Select **Work or school account**.



8. Click **Scan QR code**.

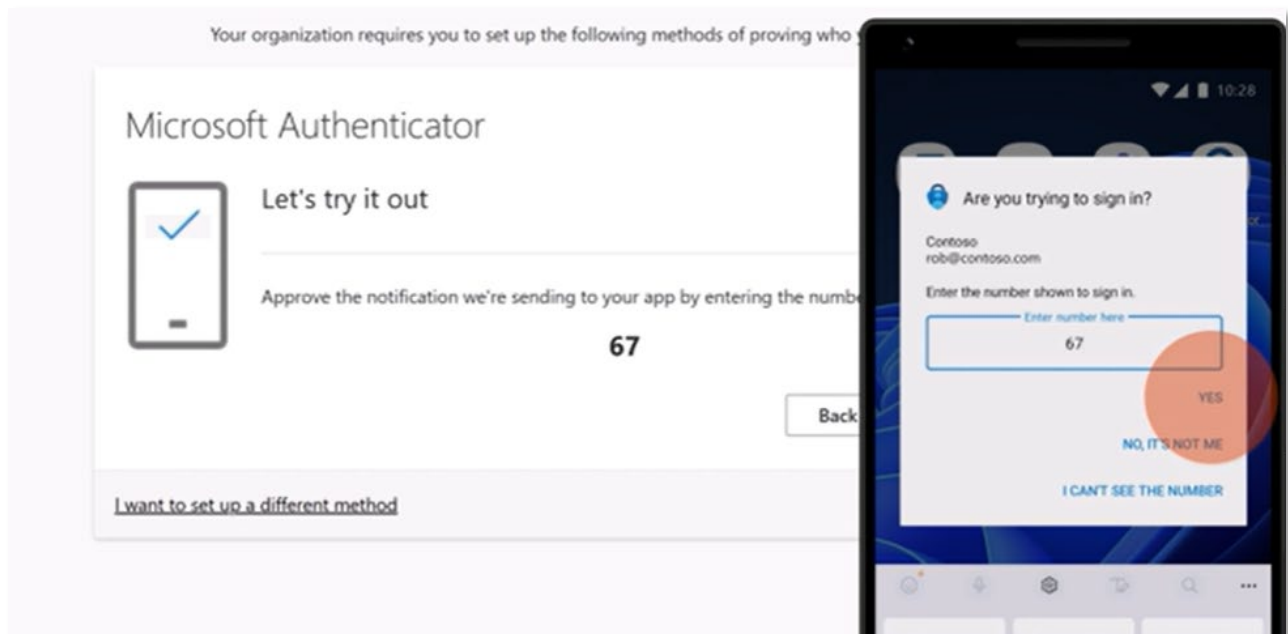


9. Use the Microsoft Authenticator app to **scan the QR code on your computer screen**.

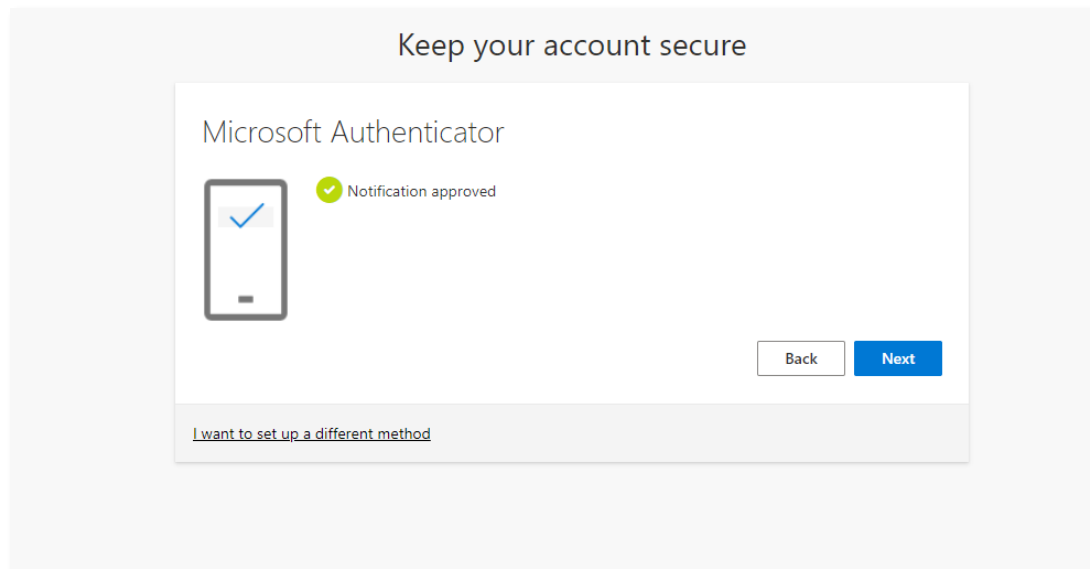


10. Click **Next**.

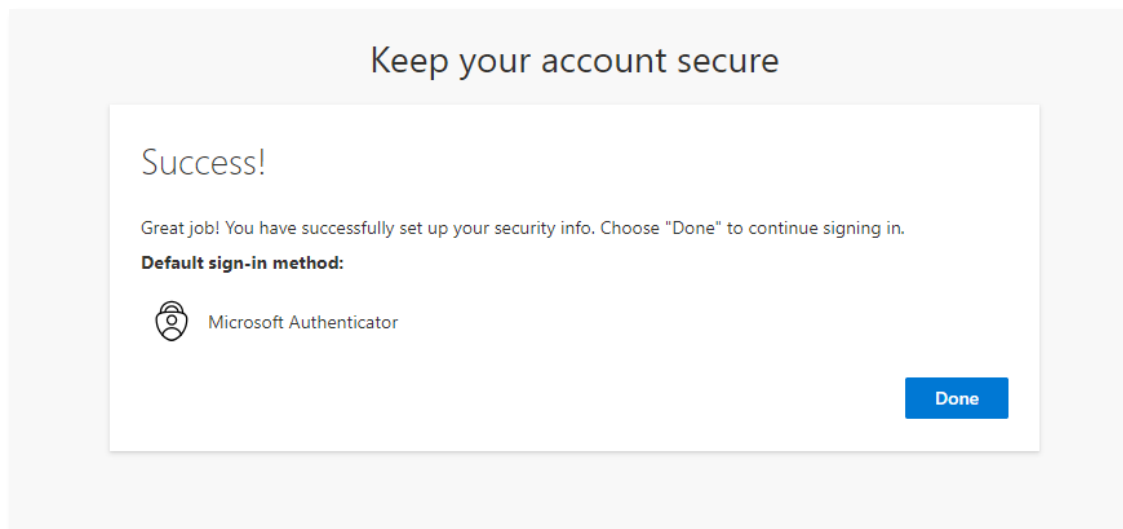
11. You will test your app setup now. Enter the 2-digit code shown on your computer screen into the Microsoft Authenticator app.



12. Click **Next** on your computer screen.
13. It should say Notification approved for a successful test. If it does not, choose the back button and try again starting at step 11. If it was successful, click Next on the notification approval page.

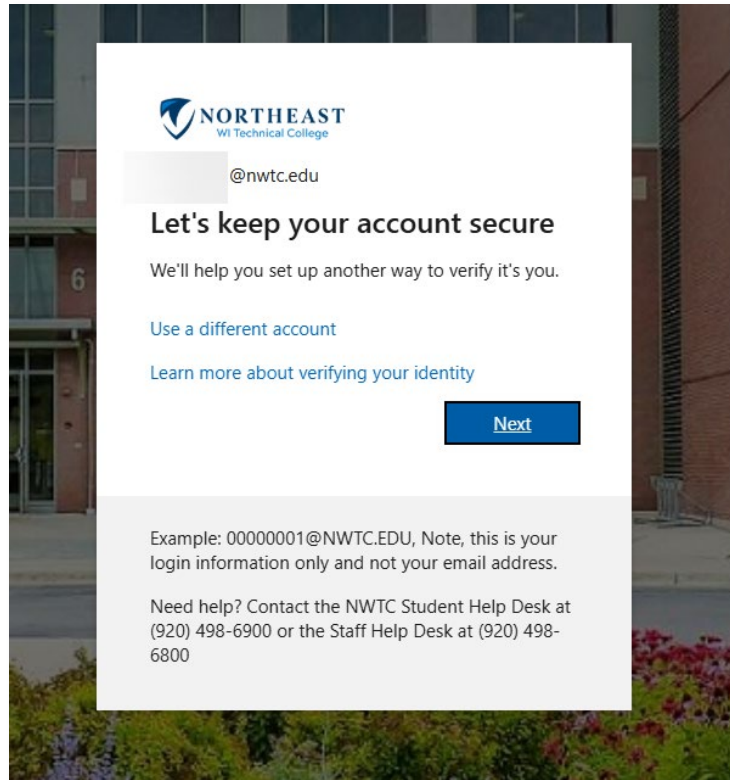


14. You have completed enrollment of MFA. Click **Done**.

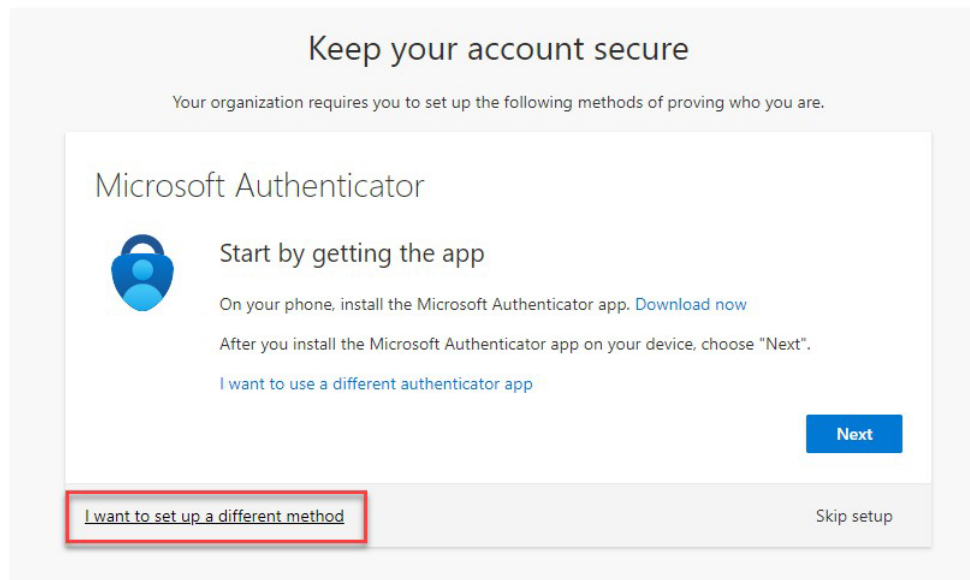


Enrolling in Microsoft Multi-Factor Authentication using Phone Call/SMS texting:

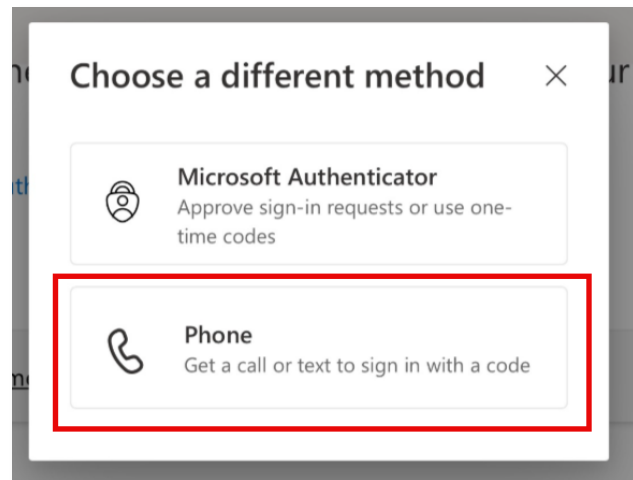
1. When logging in to your NWTC Microsoft account you will see the following prompt to enroll in Microsoft MFA:



2. Click **Next** and be prompted to provide an additional security method.
3. Click the link in the lower left corner of the screen: **I want to set up a different method.**



4. In the popup box to select **Phone**.

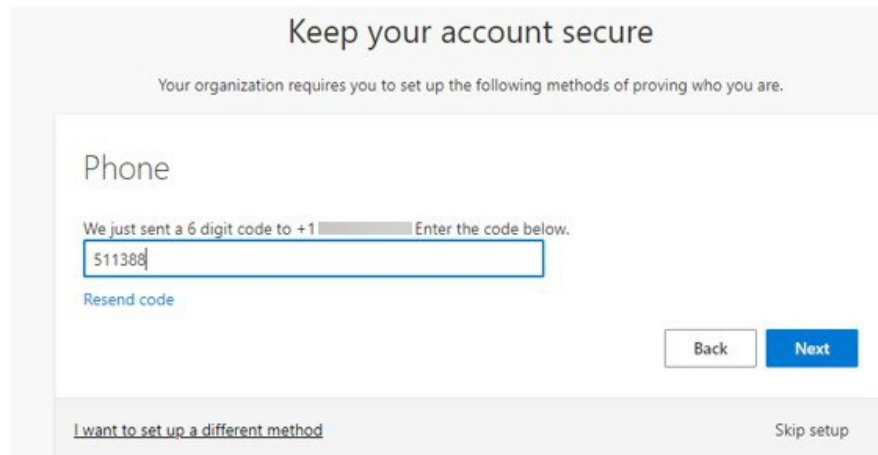


5. Enter your phone number **without** dashes. Example: 1234567890

A screenshot of the "Phone" verification screen. At the top is the title "Phone". Below it is the text: "You can prove who you are by answering a call on your phone or receiving a code on your phone." followed by "What phone number would you like to use?". There is a "Country code" dropdown menu showing "United States (+1)". Below that is the "Phone number" input field containing "123456789", which is highlighted with a red rectangular border. Underneath is the "Choose how to verify" section with two radio buttons: "Receive a code" (selected) and "Call me". At the bottom, there is a disclaimer: "Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#)." and a "Next" button.

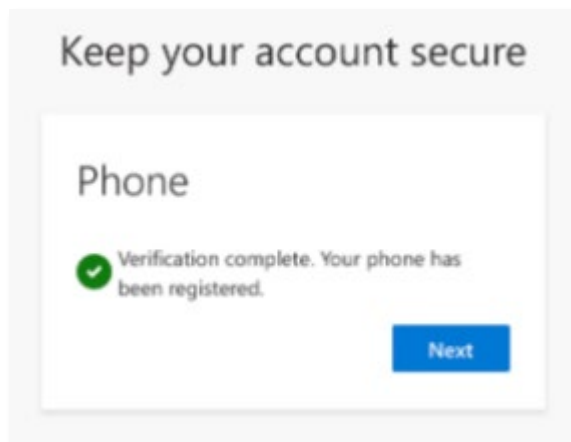
6. Select the radio button for Receive a code (SMS text message) or Call me (phone call).
7. Click **Next**.
8. For **Call me**: You will receive a phone call from Microsoft, tap the # key to confirm the sign in.

For **Receive a code**: You will be sent a 6-digit code from Microsoft to your phone as a text message. Enter the 6-digit code into the box.



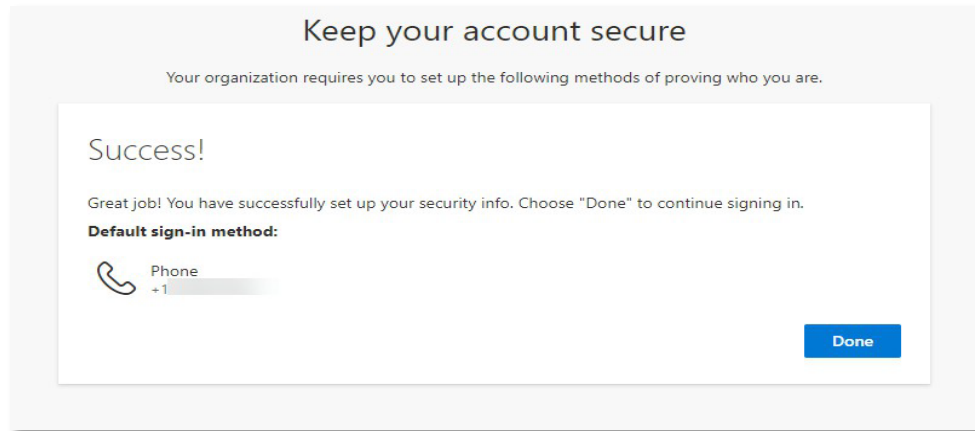
The screenshot shows a web interface titled "Keep your account secure" with a subtitle "Your organization requires you to set up the following methods of proving who you are." Below this, the "Phone" method is selected. A text input field contains the code "511388". Above the field, it says "We just sent a 6 digit code to +1 [redacted] Enter the code below." Below the field is a "Resend code" link. At the bottom right are "Back" and "Next" buttons. At the bottom left is a link "I want to set up a different method" and at the bottom right is a "Skip setup" link.

9. Click **Next**.
10. Your phone will be registered. Click **Next**.



The screenshot shows the same "Keep your account secure" interface, but now with a green checkmark icon and the text "Verification complete. Your phone has been registered." Below this message is a blue "Next" button.

11. Click **Done**.



This completes your enrollment of MFA. You are encouraged to enroll multiple devices in MFA. You can add additional methods or change security information at <https://mysignins.microsoft.com/security-info>.

Help with Multifactor Authentication:

- Instructions to enroll a new or replacement phone with Microsoft Authenticator: [How to setup authenticator on a new phone](#)
- Common troubleshooting tips for Microsoft Authenticator App: [Common problems with two verification and your work or school account.](#)
- To change provided Microsoft security information or add backup authentication methods for your NWTC account, log in to your [security options page.](#)
- **If you feel you do not have the technology to successfully enroll, please call the NWTC Help Desk for support.**
- If you have lost your device, left it at home, or are experiencing difficulties authenticating please call the NWTC Help Desk for support.

For assistance with multi-factor authentication contact the NWTC Helpdesk.

- The Student Help Desk is available 24/7. Call [920-498-6900](#) or [866-235-5037](#) (toll free) or [chat with us](#).
- Contact the Staff NWTC Help Desk at [920- 498-6800](#) for assistance with MFA, or email help.desk@nwtc.edu to open a ticket in our Staff Help Desk system.