Information Technology Services
RANCHO SANTIAGO Community College District
SANTA ANA COLLEGE
Santiago Canyon College

Multi-Factor Authentication (MFA) Guide

Updated 09/29/2023

About

Multi-factor authentication (MFA) is a method of authentication that requires your password and an **additional verification method**, such as a code or token.

Below are instructions for how to set up Multi-Factor Authentication (MFA) for your Single Sign-on (SSO) login. **The approved methods for MFA are:**

SMS Text Message

Microsoft Authenticator

Google Authenticator

Phone Call

Hardware Token

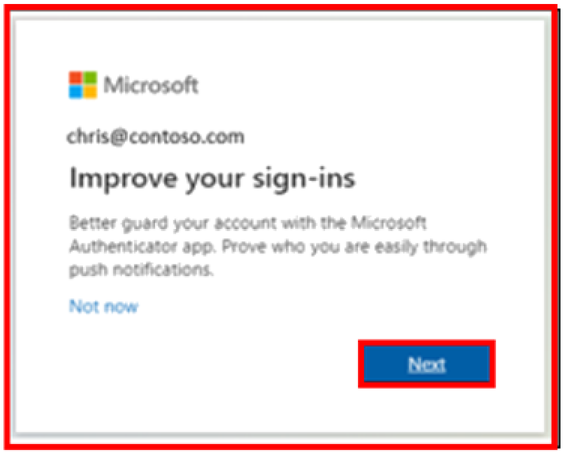
ITS strongly recommends for you to setup and manage your backup authentication methods.

09/15/23 - Important Changes when using SMS Text or Phone Call

NOTE: On September 15 2023, Microsoft will begin prompting users who authenticate using **SMS Text Message** **and** **phone call** to set up the **Microsoft Authenticator** when they sign into their work or school account.

You can select **"Not now"** to skip the "**Improve your sign-ins**" prompt up to 3 times, but after that, you will be forced to set up Microsoft Authenticator at the **"Protect your account"** screen.

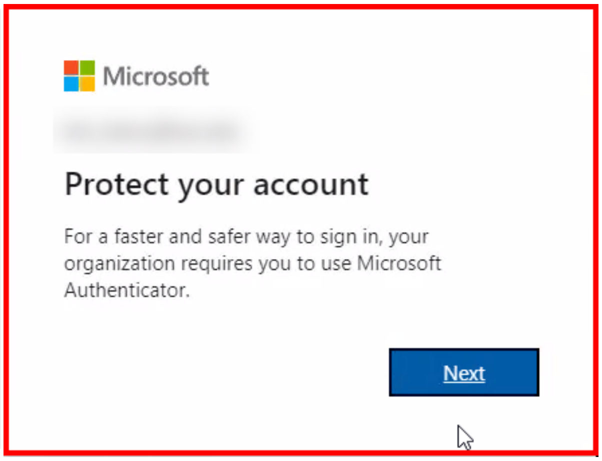
Please follow the instructions for how to use **Microsoft Authenticator** if you are prompted to **Improve your sign-ins** or **Protect your account.**



chris@contoso.com

Improve your sign-ins

Better guard your account with the Microsoft Authenticator app. Prove who you are easily through push notifications.



[redacted]

Protect your account

For a faster and safer way to sign in, your organization requires you to use Microsoft Authenticator.

Table of Contents

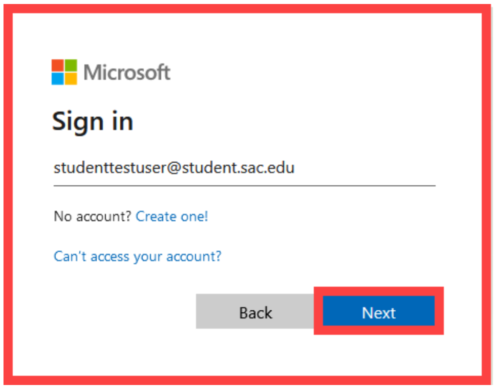
SMS Text Message

NOTE: *This requires a mobile device with a phone number that has SMS enabled.*

Step 1 – Login to Microsoft website

Go to www.office.com or Outlook Web Access at https://outlook.office.com**.** Sign into your account using your **Single Sign-On credentials**.

We recommend using a **desktop, laptop, or tablet**. Use Google Chrome or Microsoft Edge web browser for the best experience.



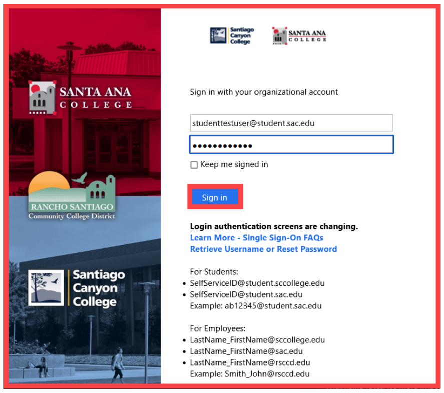
Microsoft

Sign in

studenttestuser@student.sac.edu

No account? Create one!

Can't access your account?



Sign in with your organizational account

studenttestuser@student.sac.edu

••••••••••••

□ Keep me signed in

Login authentication screens are changing.
Learn More - Single Sign-On FAQs
Retrieve Username or Reset Password

For Students:
- SelfServiceID@student.sccollege.edu
- SelfServiceID@student.sac.edu

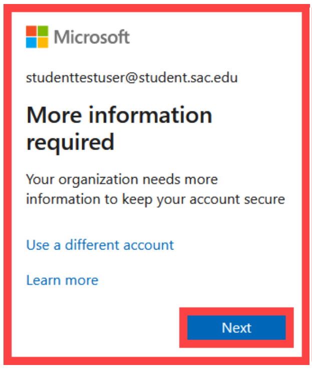
Example: ab12345@student.sac.edu

For Employees:
- LastName_FirstName@sccollege.edu
- LastName_FirstName@sac.edu
- LastName_FirstName@rsccd.edu

Example: Smith_John@rsccd.edu

Step 2 – A prompt appears for "More Information required," "Improve your sign-ins," or "Protect your account."

Select **Next.** *



Microsoft

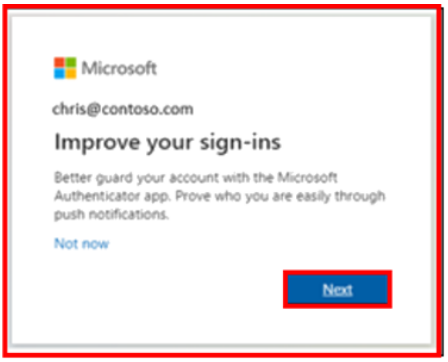
studenttestuser@student.sac.edu

More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more



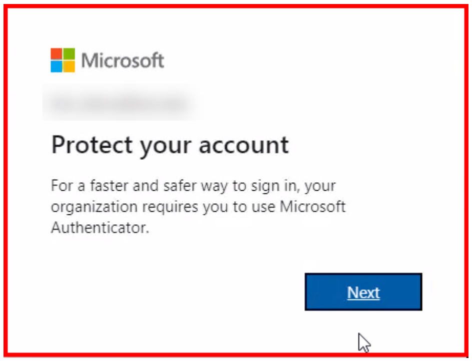
Microsoft

chris@contoso.com

Improve your sign-ins

Better guard your account with the Microsoft Authenticator app. Prove who you are easily through push notifications.

Not now



Microsoft

[redacted]

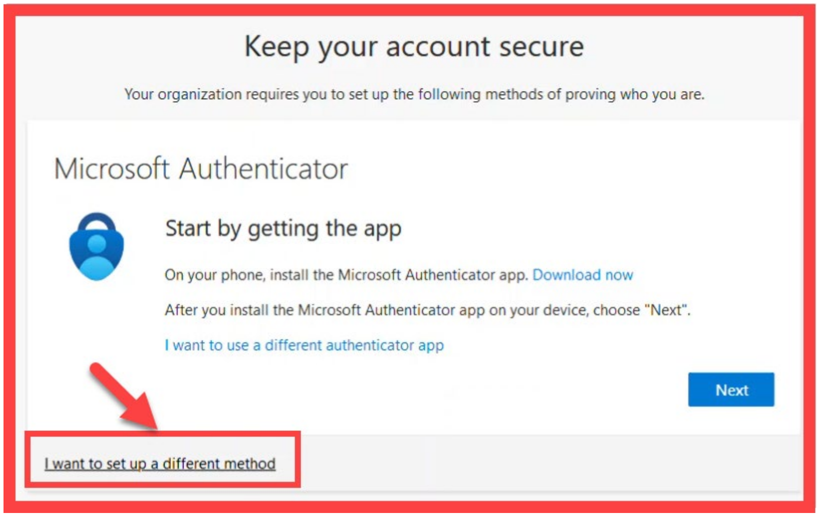
Protect your account

For a faster and safer way to sign in, your organization requires you to use Microsoft Authenticator.

* **NOTE:** You can select "Not now" to skip the **"Improve your sign-ins"** prompt up to 3 times, but after that, you will be forced to set up Microsoft Authenticator.

Step 2 – Select “I want to set up a different method”, then select Phone.

Select **I want to set up a different method.** Select **Phone.**



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

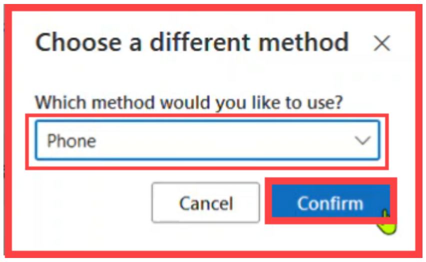
Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

I want to set up a different method



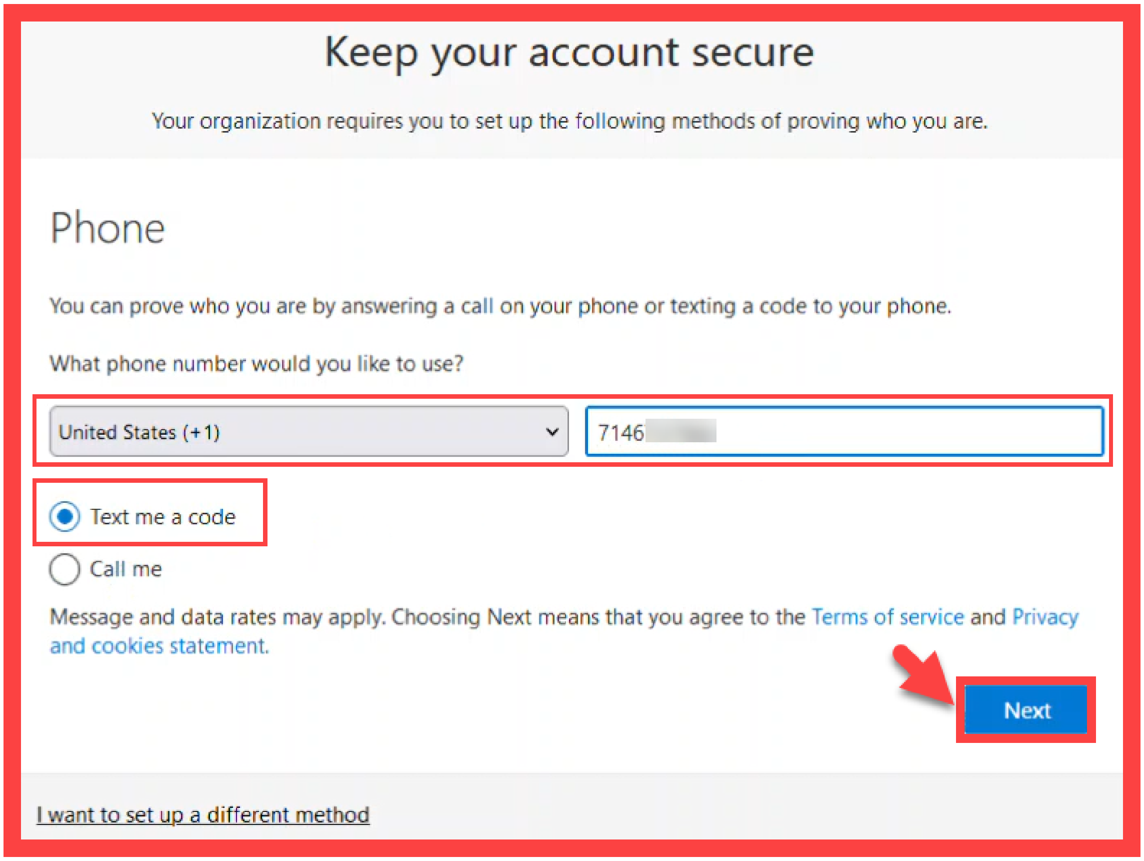
Choose a different method

Which method would you like to use?

Phone

Step 3 – Enter phone number, then select “Text me a code”

Enter your **phone number** and select **Text me a code.** Select **Next**.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) | 7146[redacted]

● Text me a code

○ Call me

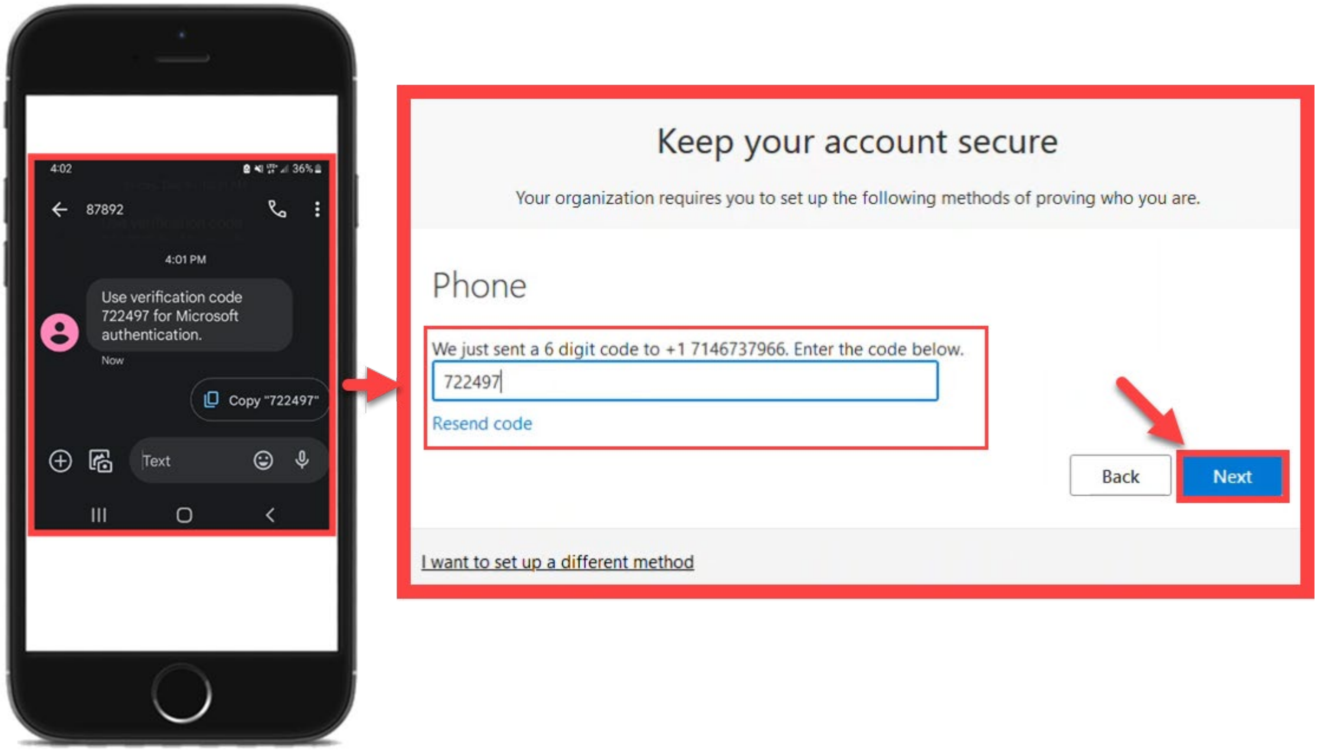
Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

I want to set up a different method

Step 4 – Enter verification code sent through SMS text to your phone

On your phone, check for a **verification code** sent from Microsoft, sent through **SMS Text message.**

Enter the verification code on the website. Select **Next** to continue.



Use verification code 722497 for Microsoft authentication.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

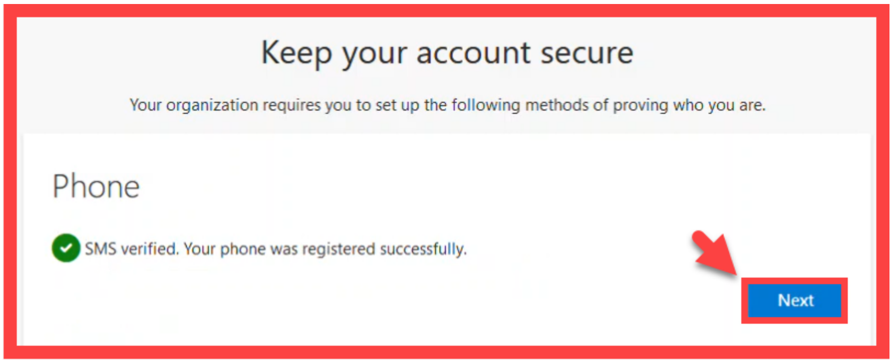
We just sent a 6 digit code to +1 7146737966. Enter the code below.

722497

***NOTE**: If you receive an error message here, select **Resend code**. The verification code may have expired if it took too long to enter it.*

Step 5 – Complete setup and Office.com login

Select **Next** to continue.



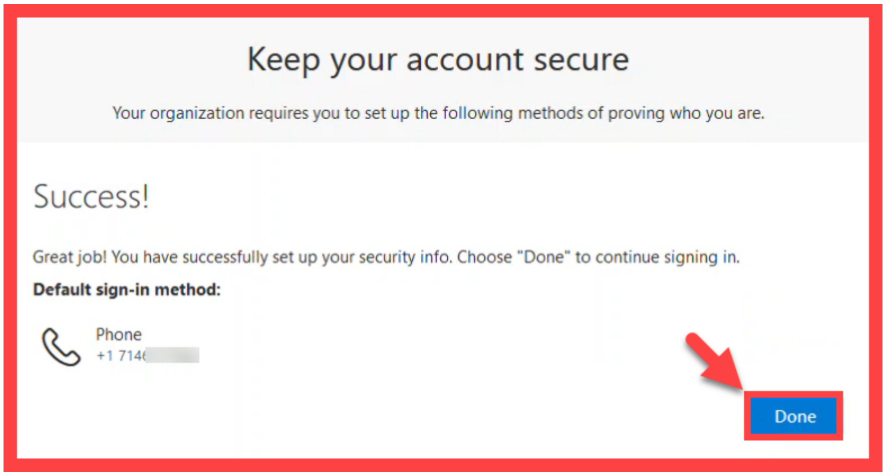
Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

✓ SMS verified. Your phone was registered successfully.

Select **Done** to finish the set up.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

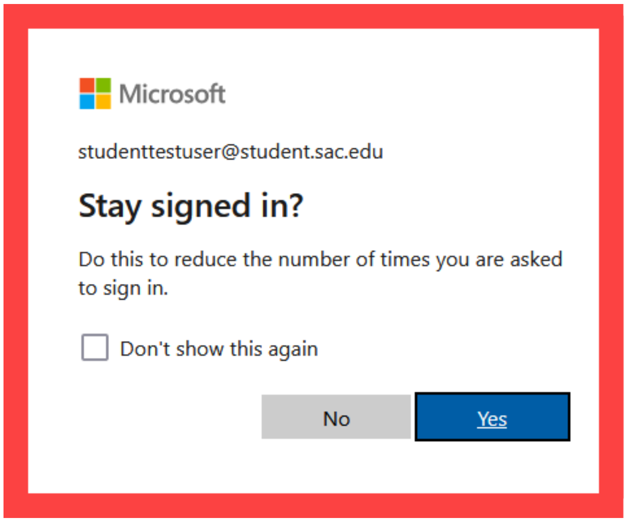
Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

☎ Phone
+1 714[redacted]

If prompted, select **Yes** or **No** for whether to **Stay signed in** with your account.



studenttestuser@student.sac.edu

Stay signed in?

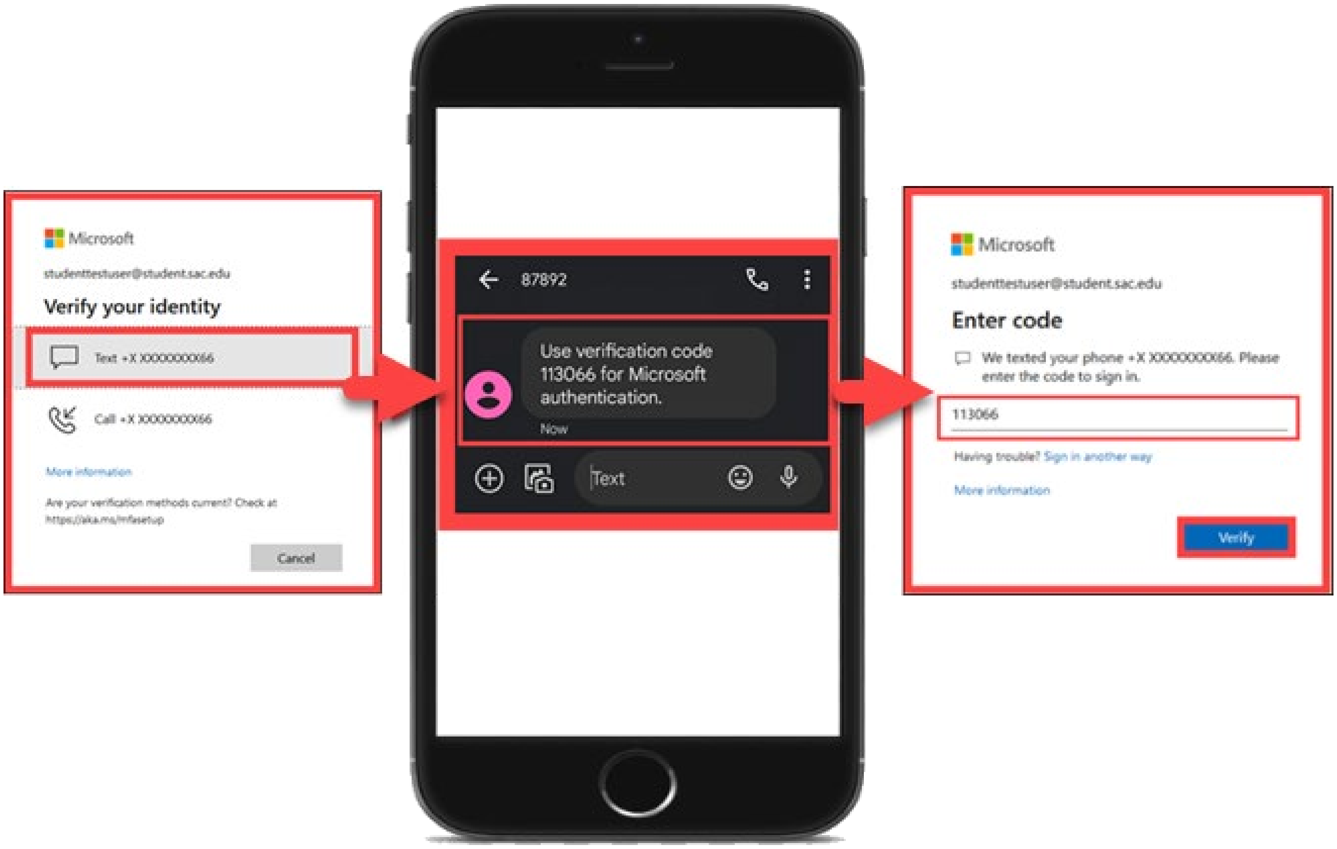
Do this to reduce the number of times you are asked to sign in.

□ Don't show this again

Step 6 - Verify your identity with SMS Text Message on next login

The next time you login to and are prompted to **Verify your Identity:**

1. Select the **Text +X XXXXXXXX** option.
2. **Check your mobile device for a text message from Microsoft.**
3. **Input the verification code.**
4. Select **Verify** to continue.



Microsoft

studenttestuser@student.sac.edu

Verify your identity

Text +X XXXXXXXX66

Call +X XXXXXXXX66

More information

Are your verification methods current? Check at https://aka.ms/mfasetup

87892

Use verification code 113066 for Microsoft authentication.

Now

Microsoft

studenttestuser@student.sac.edu

Enter code

We texted your phone +X XXXXXXXX66. Please enter the code to sign in.

113066

Having trouble? Sign in another way

More information

NOTE: Only "Verify" SMS text message codes that you have initiated yourself.

If you receive an unknown text prompting you to input a verification code that you did not initiate, ignore the prompt, and contact the **ITS Help Desk**.

Microsoft Authenticator

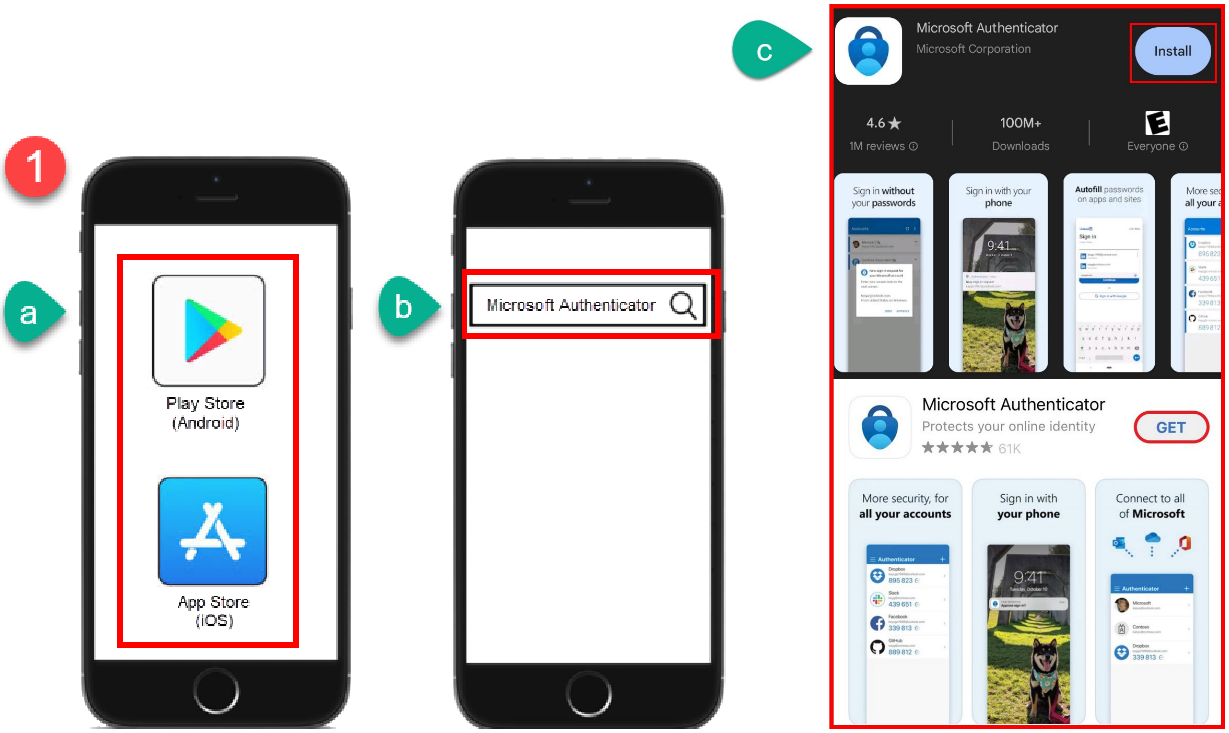
NOTE: *This requires a mobile device with access to* ***Microsoft Authenticator app****.*

Step 1 – Download the Microsoft Authenticator app.

How to download the Microsoft Authenticator app:

a. On your phone, open the **App Store** or **Play Store**.
b. Search for **Microsoft Authenticator.**
c. **Install or Get** the **Microsoft Authenticator app**. *

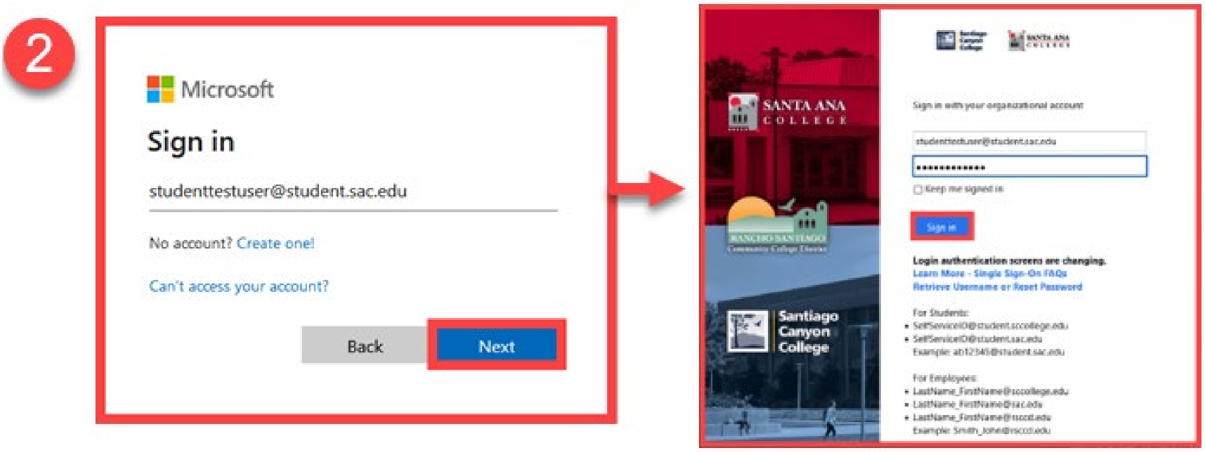
* ***NOTE:*** *Check that the app is from* ***Microsoft Corporation****. The app is* ***free.***



Step 2 – Sign into your Microsoft account

Go to www.office.com or Outlook Web Access at https://outlook.office.com. Sign into your account using your **Single Sign-On credentials**.

We recommend using a **desktop, laptop, or tablet**. Use Google Chrome or Microsoft Edge web browser for the best experience.



Microsoft

Sign in

studenttestuser@student.sac.edu

No account? Create one!

Can't access your account?

Sign in with your organizational account

studenttestuser@student.sac.edu

•••••••••••••

□ Keep me signed in

Login authentication screens are changing.
Learn More - Single Sign-On FAQs
Retrieve Username or Reset Password

For Students:
- SelfServiceID@student.sccollege.edu
- SelfServiceID@student.sac.edu

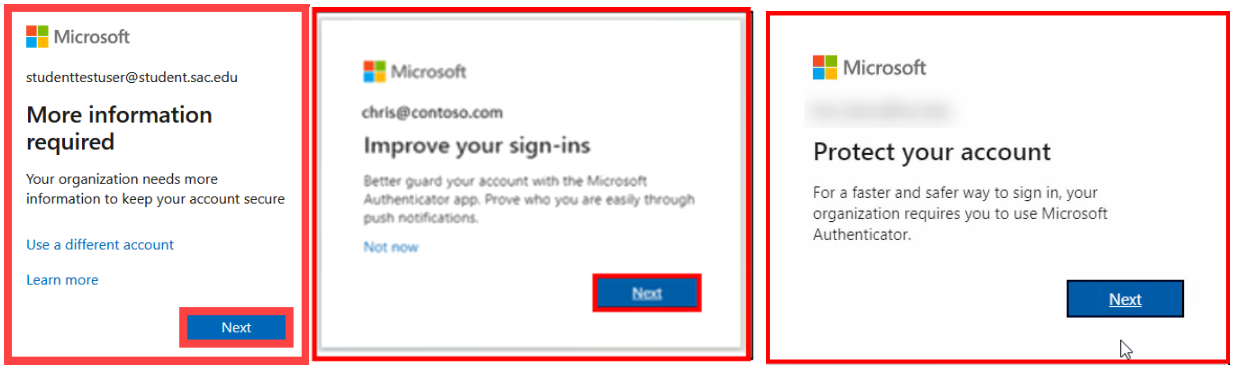
Example: ab12345@student.sac.edu

For Employees:
- LastName_FirstName@sccollege.edu
- LastName_FirstName@sac.edu
- LastName_FirstName@rsccd.edu

Example: Smith_John@rsccd.edu

Step 3 - A prompt appears for "More Information required," "Improve your sign-ins," or "Protect your account."

Select **Next.** *


Microsoft

studenttestuser@student.sac.edu

More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more

Microsoft

chris@contoso.com

Improve your sign-ins

Better guard your account with the Microsoft Authenticator app. Prove who you are easily through push notifications.

Not now

Microsoft

[redacted]

Protect your account

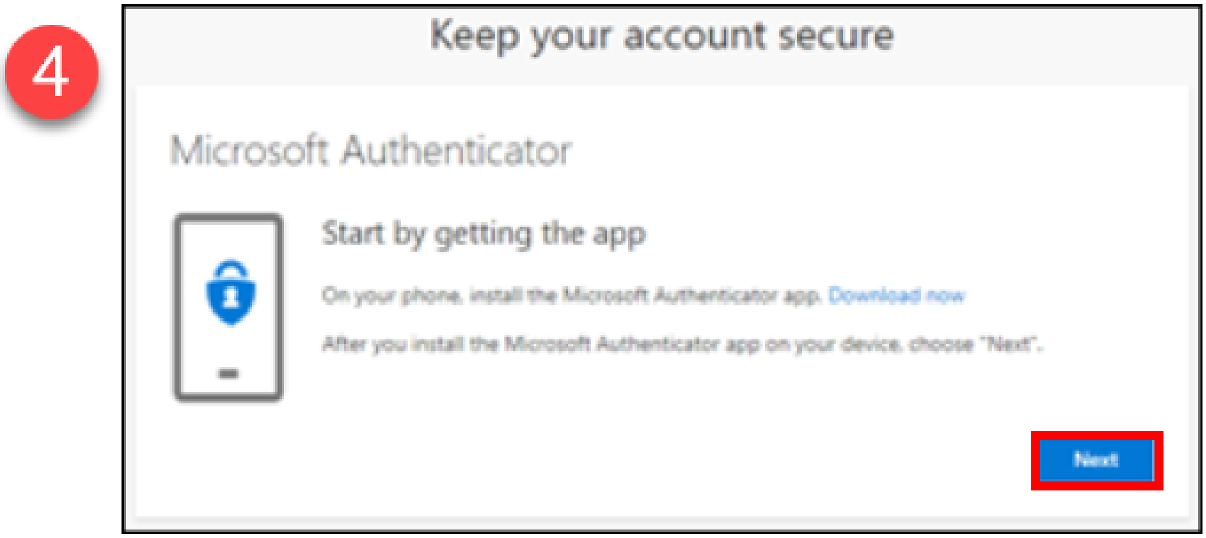
For a faster and safer way to sign in, your organization requires you to use Microsoft Authenticator.

* **NOTE:** You can select "Not now" to skip the **"Improve your sign-ins"** prompt up to 3 times, but after that, you will be forced to set up Microsoft Authenticator.

Step 4 - At “Keep your account secure” screen, make sure you have the Microsoft Authenticator app already installed on your phone.

If you don’t already have the Microsoft Authenticator app, **download it now** following the instructions from [Step 1 – Download the Microsoft Authenticator app.]()

Once you have the app downloaded on your phone, select **Next**.



Keep your account secure

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

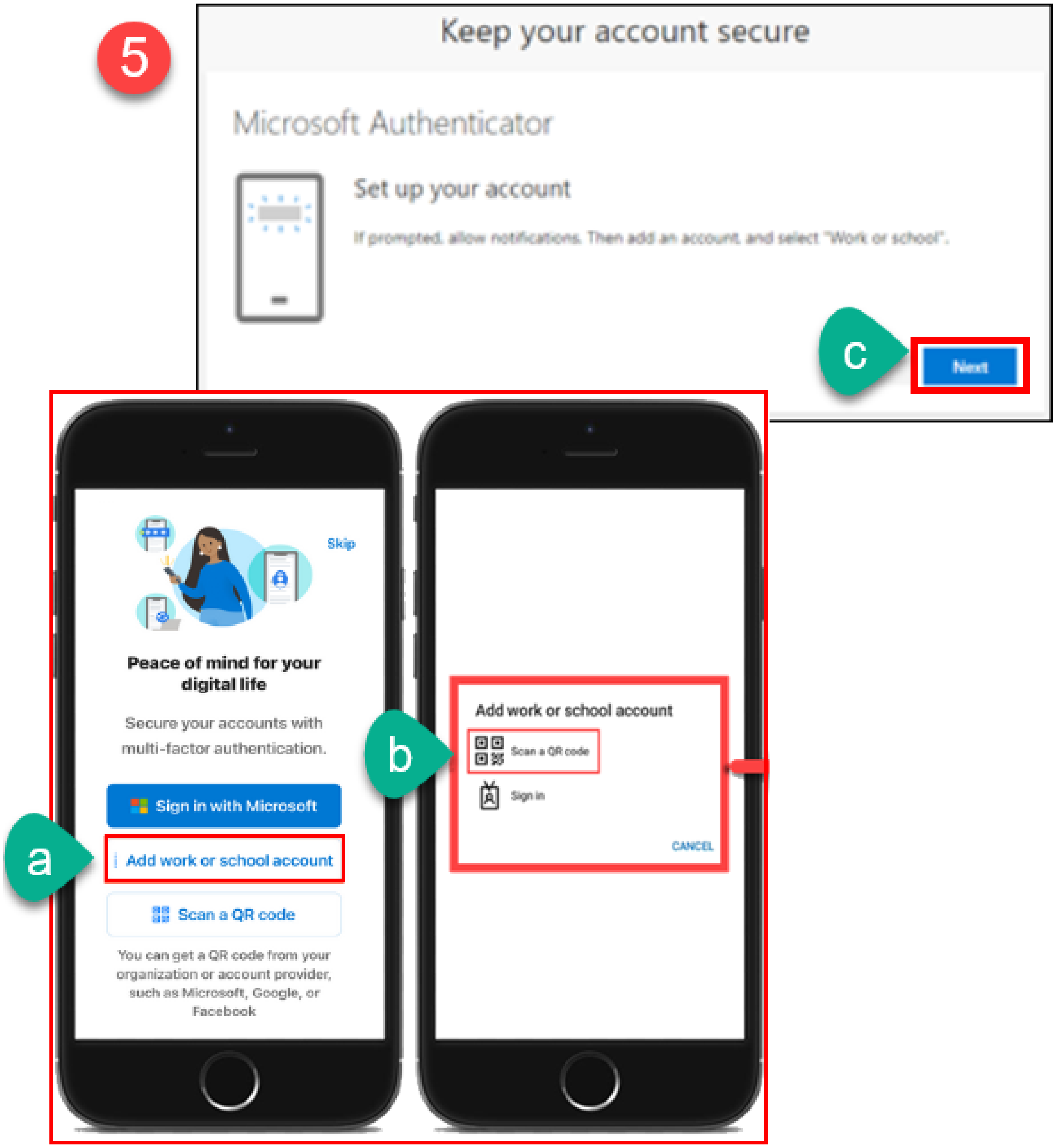
Step 5 - Follow the prompts to "Set up your account."

a. On your phone, **open the Microsoft Authenticator app**. Tap **"Add work or school account."**

  i. If prompted, **allow notifications.**

b. Select **"Scan a QR Code"**

c. Select **Next.**



Keep your account secure

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Peace of mind for your digital life

Secure your accounts with multi-factor authentication.

You can get a QR code from your organization or account provider, such as Microsoft, Google, or Facebook

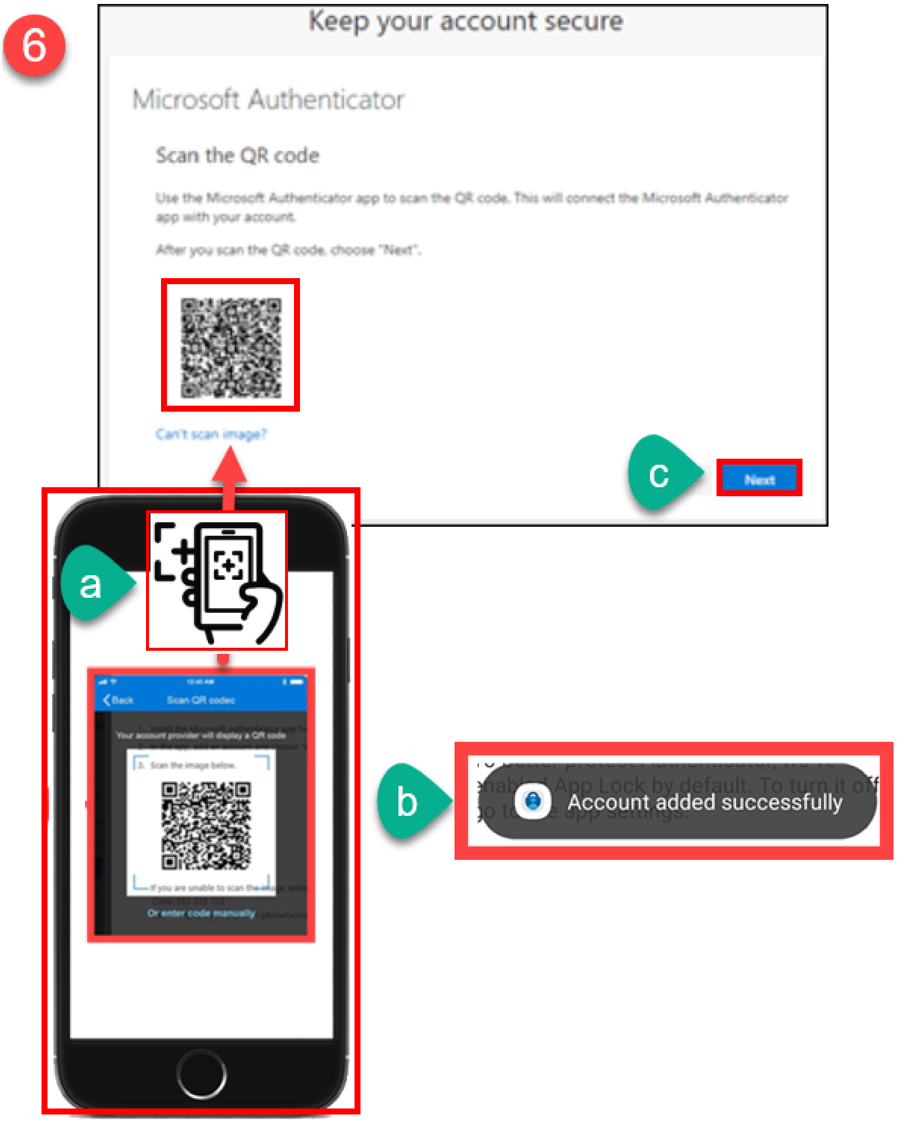
Add work or school account

Step 6 - Scan the QR code displayed on the Microsoft website.

a. Point your phone’s camera at the QR code on screen. *

b. The Microsoft Authenticator app will show **“Account added successfully.”** The account name shows **Rancho Santiago Community College District** **

c. Select **Next.**



Keep your account secure

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

Can't scan image?

Next

Scan QR codec

Your account provider will display a QR code

3. Scan the image below.

Or enter code manually

Account added successfully

*** NOTE:** *Scan the QR Code shown on the Microsoft website, not this guide.*

**** NOTE:** *If Step 5b fails, select “Can’t scan image” on the Microsoft webpage, or “enter code manually” from the Microsoft Authenticator app, then following the prompts. You may also contact* **ITS Help Desk** *for help.*

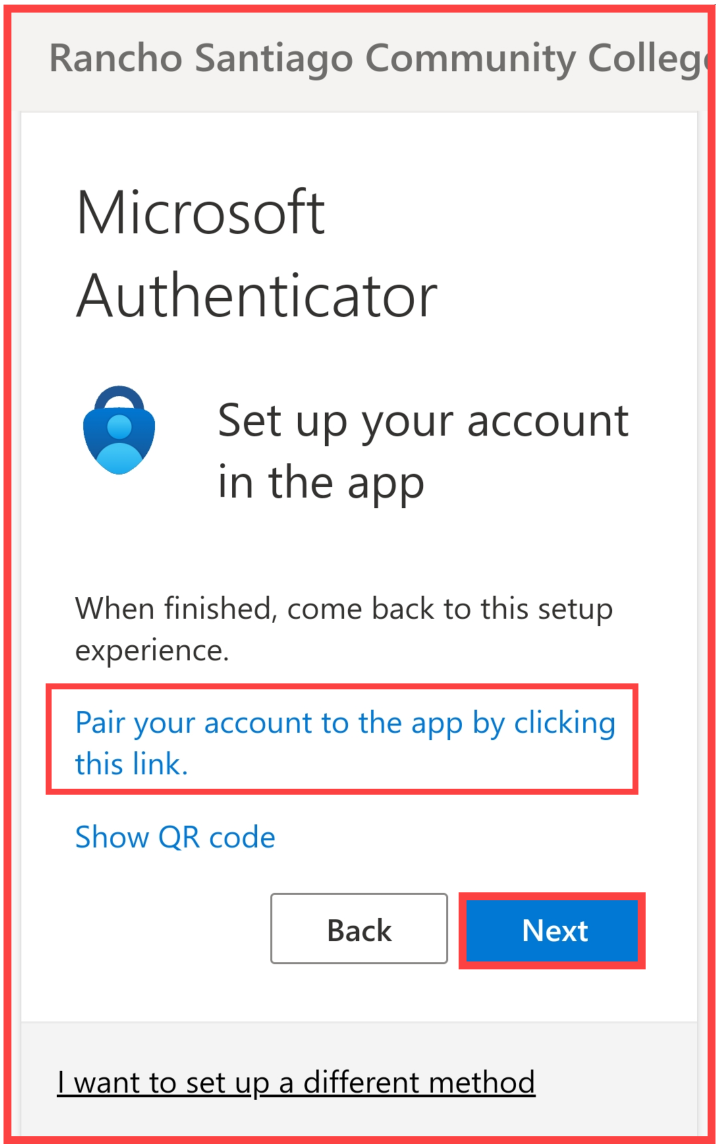
If you initiated MFA setup from your phone instead of a computer:

You’ll be prompted with a screen to **“Pair your account to the app by clicking this link”** instead of the QR code.

If you see this, click the link to pair the app, then click Next.

Please make sure you installed Microsoft Authenticator app or this won’t work.

If you don’t already have the Microsoft Authenticator app, **download it now** following the instructions from **Step 1 – Download the Microsoft Authenticator app**.



Rancho Santiago Community Colleg

Microsoft Authenticator

Set up your account in the app

When finished, come back to this setup experience.

Pair your account to the app by clicking this link.

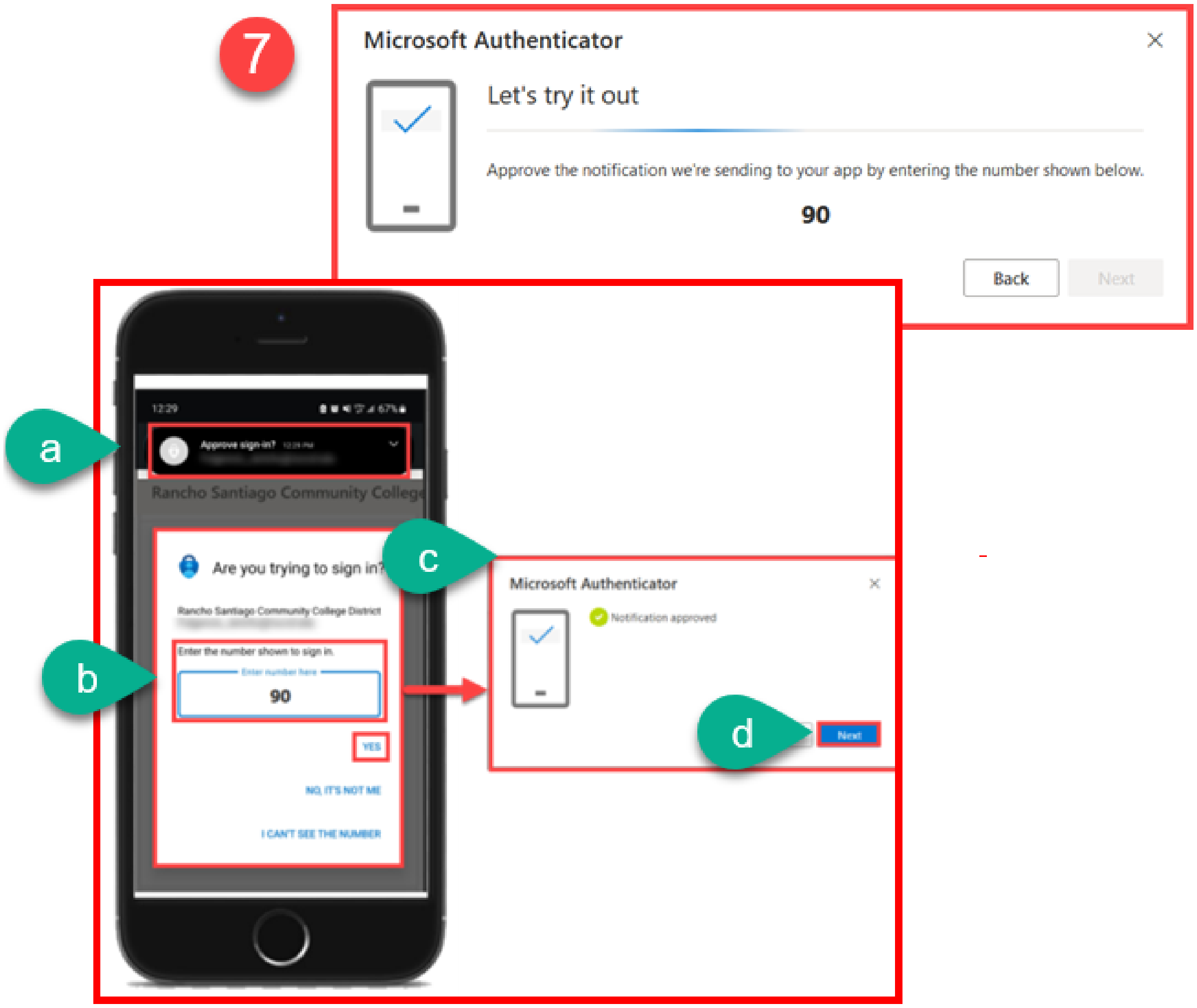
Show QR code

I want to set up a different method

Step 7 – Follow the “Let’s try it out” prompts.

On your phone:

a. Select the **Push Notification** asking you to **“Approve sign-in?”**
b. **Enter the two-digit number** shown and **select “Yes.”** *
c. After approving the sign-in, it will show ***Notification approved*****.** **
d. Select **Next** on the notification approved screen to continue.



Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

90

Approve sign-in?

Rancho Santiago Community College

Are you trying to sign in?

Rancho Santiago Community College District

Enter the number shown to sign in.

Enter number here: 90

Microsoft Authenticator

Notification approved

* ***NOTE:*** *Enter the number shown from the Microsoft site, not this guide.*

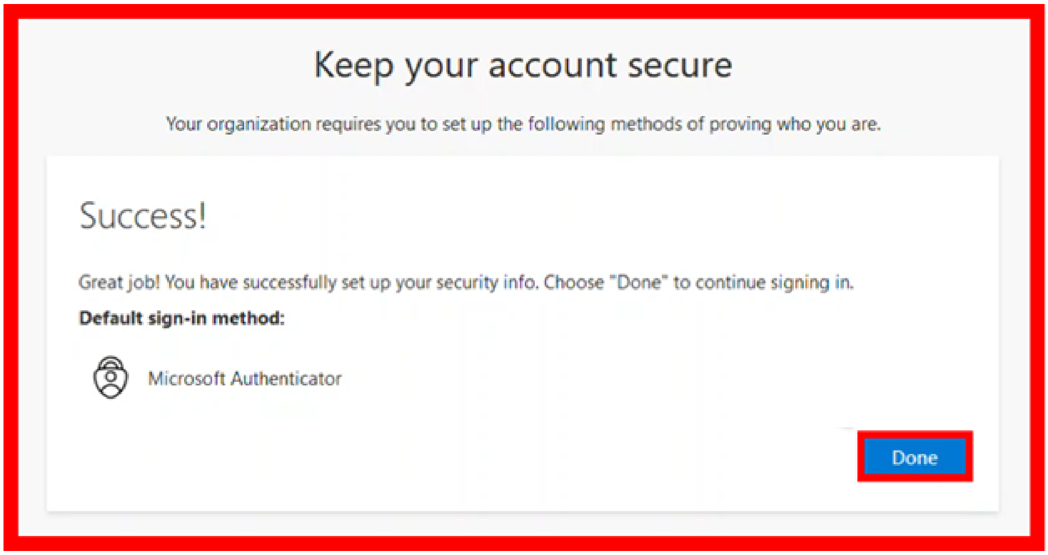
** ***NOTE:*** *If you can’t see the numbers, select “I can’t see the number” option from the Microsoft Authenticator prompt app. You may also contact* **ITS Help Desk** *for help.*

Step 8 – Complete setup and Office.com login

The next screen prompts "*Success! Great job! You have successfully set up your security info. Choose 'Done' to continue signing in.* ***Default sign-in method: Microsoft Authenticator.***"

Select **Done** to finish the set up.

8



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

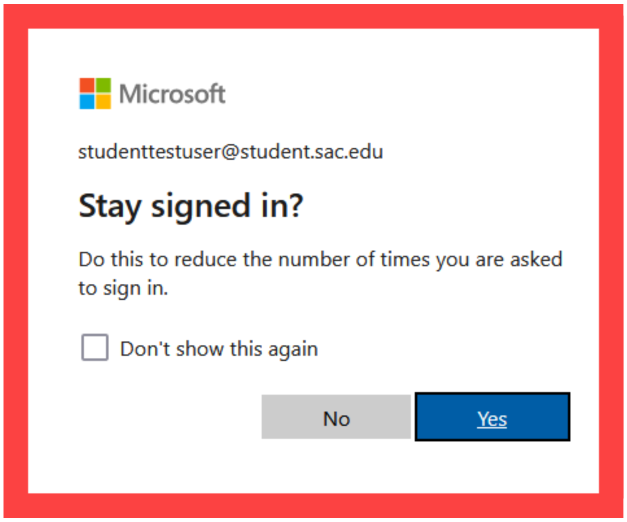
Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

Microsoft Authenticator

If prompted, select **Yes** or **No** for whether to **Stay signed in** with your account.



Microsoft

studenttestuser@student.sac.edu

Stay signed in?

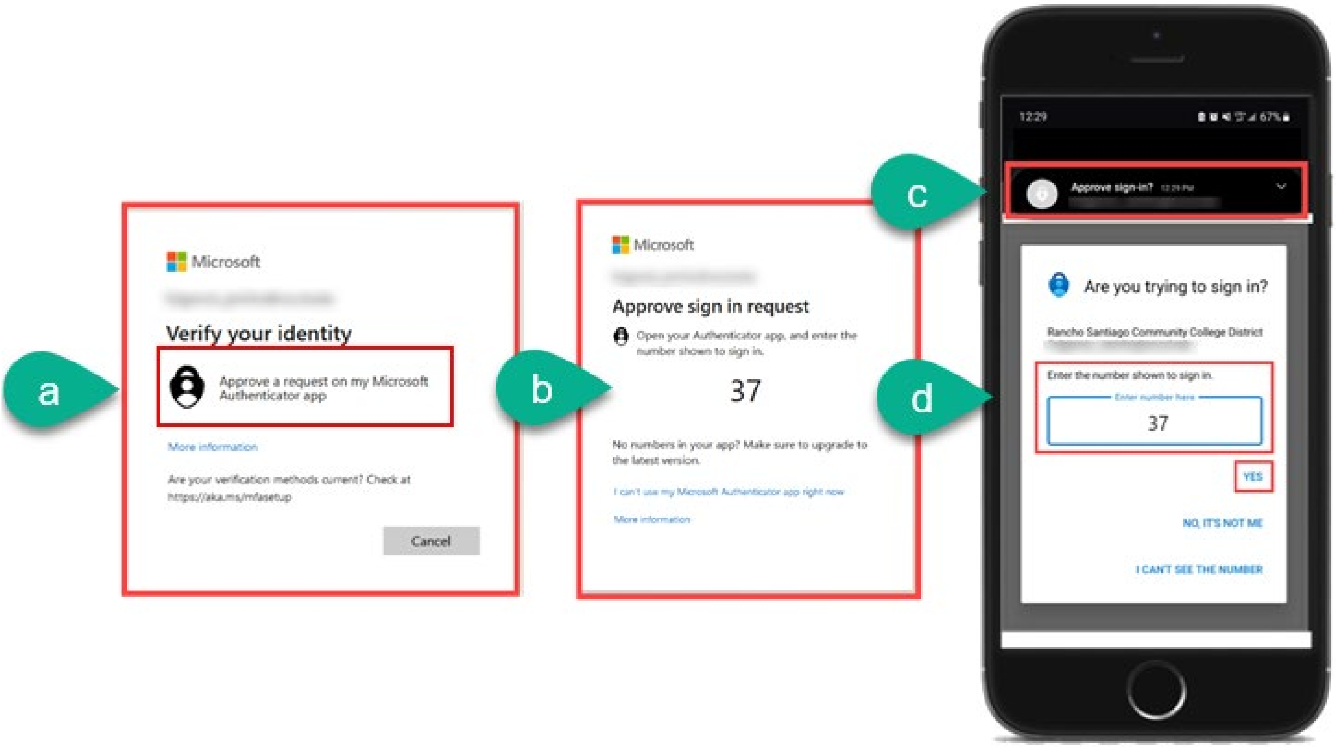
Do this to reduce the number of times you are asked to sign in.

□ Don't show this again

Step 9 - Verify your identity with Microsoft Authenticator on next login

The next time you login and are prompted to **Verify your Identity:**

a. Select **"Approve a request on my Microsoft Authenticator app."**
b. A two-digit code will appear on the screen.
c. On your phone, select the push notification to **"Approve sign-in?"**, or **open the Microsoft Authenticator app** yourself. *
d. **Enter the number shown on the screen**, then **select "Yes."** **



Microsoft

[redacted]

Verify your identity

Approve a request on my Microsoft Authenticator app

More information

Are your verification methods current? Check at https://aka.ms/mfasetup

Cancel

Microsoft

[redacted]

Approve sign in request

Open your Authenticator app, and enter the number shown to sign in.

37

No numbers in your app? Make sure to upgrade to the latest version.

I can't use my Microsoft Authenticator app right now

More information

12:29 67%

Approve sign-in? 12:29 PM

[redacted]

Are you trying to sign in?

Rancho Santiago Community College District

[redacted]

Enter the number shown to sign in.

Enter number here

37

YES

NO, IT'S NOT ME

I CAN'T SEE THE NUMBER

* **NOTE:** If your mobile phone locks with a PIN, password, fingerprint, facial recognition, etc., you may need to verify with that to Approve sign-in.

** **NOTE: Only** "**Approve**" Microsoft Authenticator prompts that you initiate yourself. If you receive an unknown prompt, you did not initiate, select "**No, it's not me"** on the prompt and contact the **ITS Help Desk**.

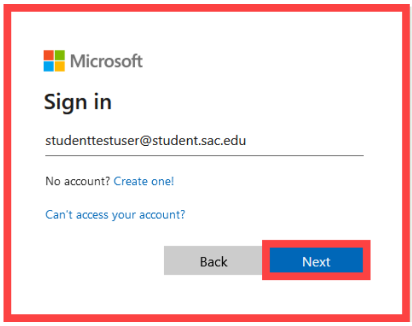
Google Authenticator

NOTE: *This requires a mobile device with access to the Google Authenticator app.*

Step 1 – Login to Microsoft website

Go to www.office.com or Outlook Web Access at https://outlook.office.com. Sign into your account using your **Single Sign-On credentials**.

We recommend using a **desktop, laptop, or tablet**. Use Google Chrome or Microsoft Edge web browser for the best experience.



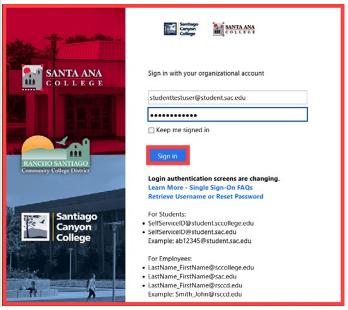
Microsoft

Sign in

studenttestuser@student.sac.edu

No account? Create one!

Can't access your account?



Sign in with your organizational account

studenttestuser@student.sac.edu

•••••••••••••

□ Keep me signed in

Login authentication screens are changing.
Learn More - Single Sign-On FAQs
Retrieve Username or Reset Password

For Students:
- SelfServiceID@student.sccollege.edu
- SelfServiceID@student.sac.edu

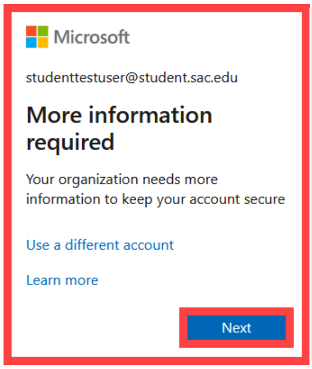
Example: ab12345@student.sac.edu

For Employees:
- LastName_FirstName@sccollege.edu
- LastName_FirstName@sac.edu
- LastName_FirstName@rsccd.edu

Example: Smith_John@rsccd.edu

Step 2 - A prompt appears for “More Information required,” “Improve your sign-ins,” or “Protect your account.”

Select **Next.** *



Microsoft

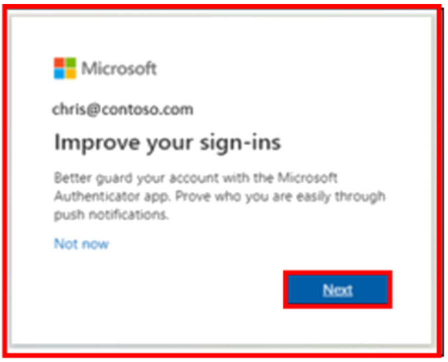
studenttestuser@student.sac.edu

More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more



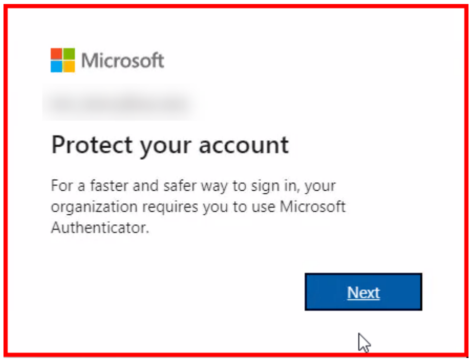
Microsoft

chris@contoso.com

Improve your sign-ins

Better guard your account with the Microsoft Authenticator app. Prove who you are easily through push notifications.

Not now



Microsoft

[redacted]

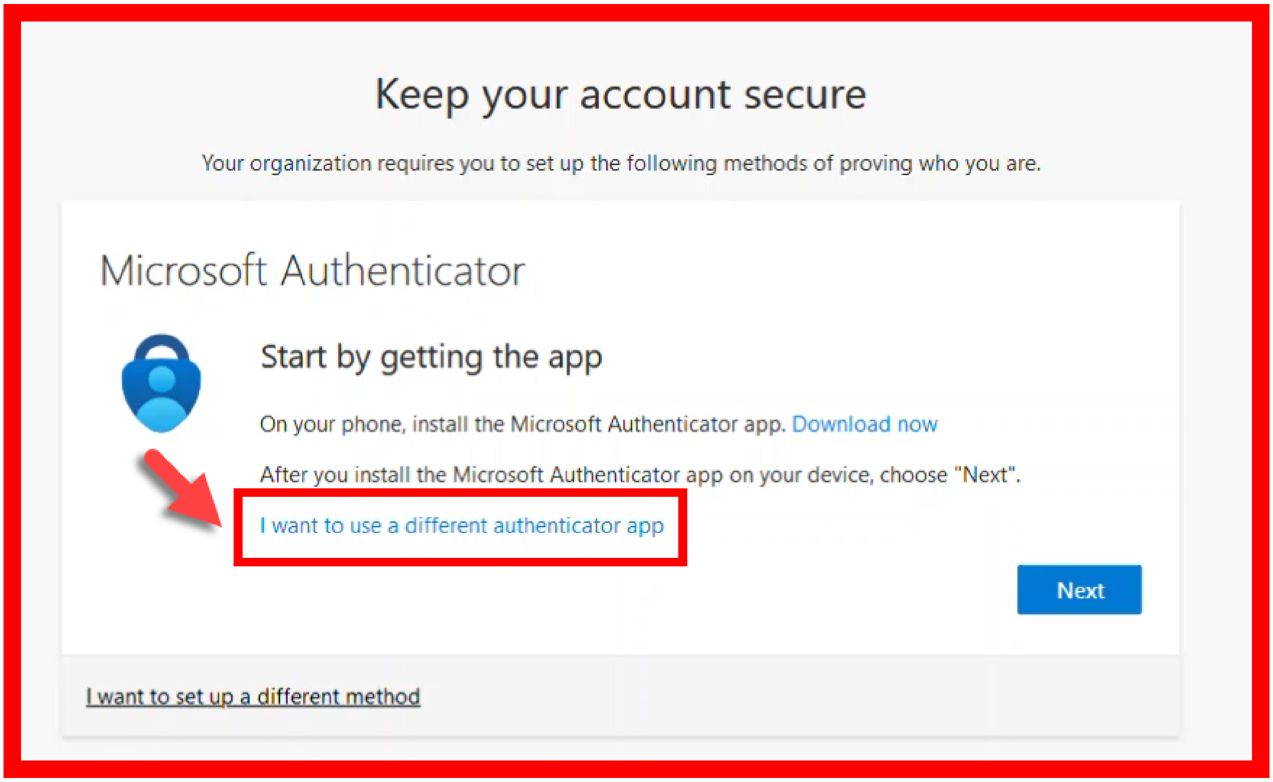
Protect your account

For a faster and safer way to sign in, your organization requires you to use Microsoft Authenticator.

* **NOTE:** You can select “Not now” to skip the **“Improve your sign-ins”** prompt up to 3 times, but after that, you will be forced to set up Microsoft Authenticator.

Step 3 – Select “I want to set up a different authenticator app.

Select **I want to use a different authenticator app.**



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

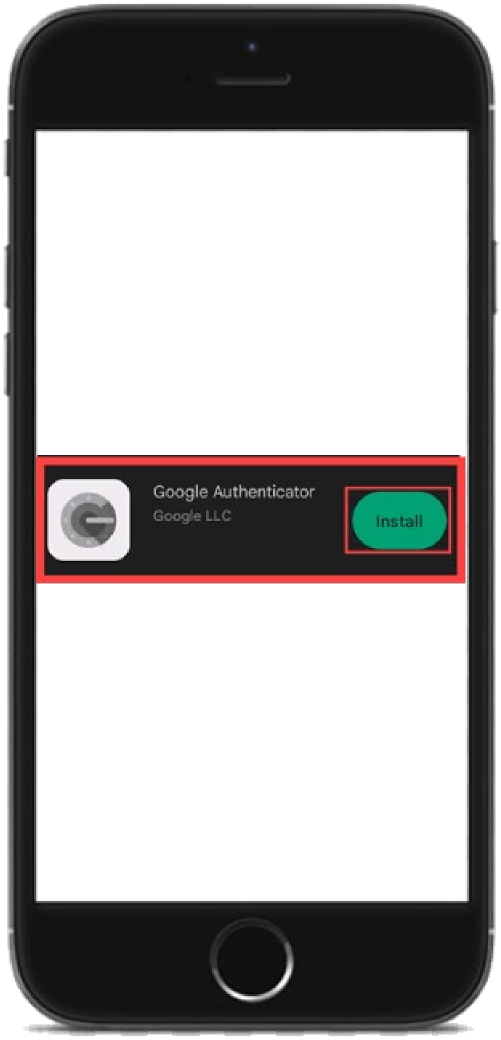
Step 4 – Download and install the Google Authenticator app

On your phone, **download and install** the **Google Authenticator** app.

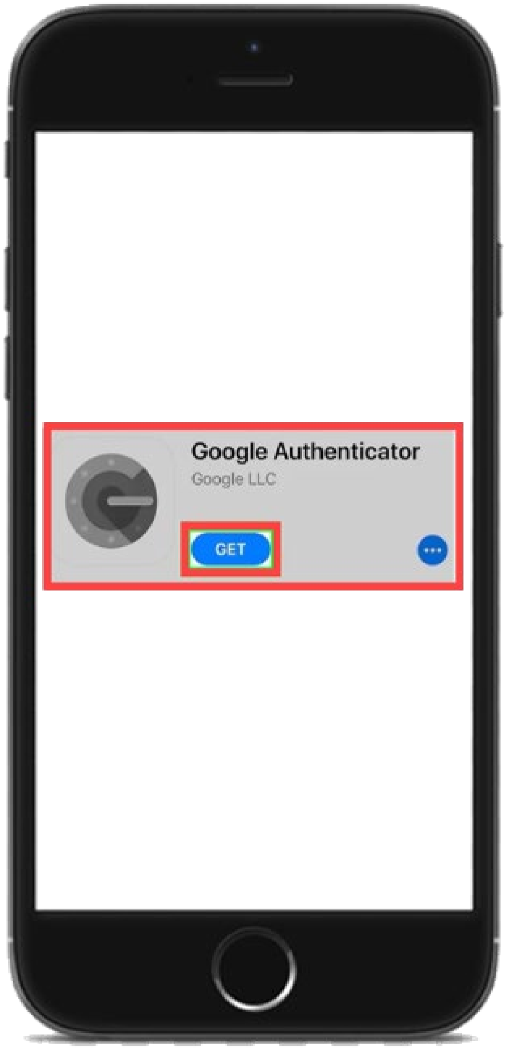
NOTE: *The official version is from **Google LLC**.*

Once you have downloaded and installed Google Authenticator, continue with the set up prompts from the Microsoft website.

[Google Play store (Android)](#):



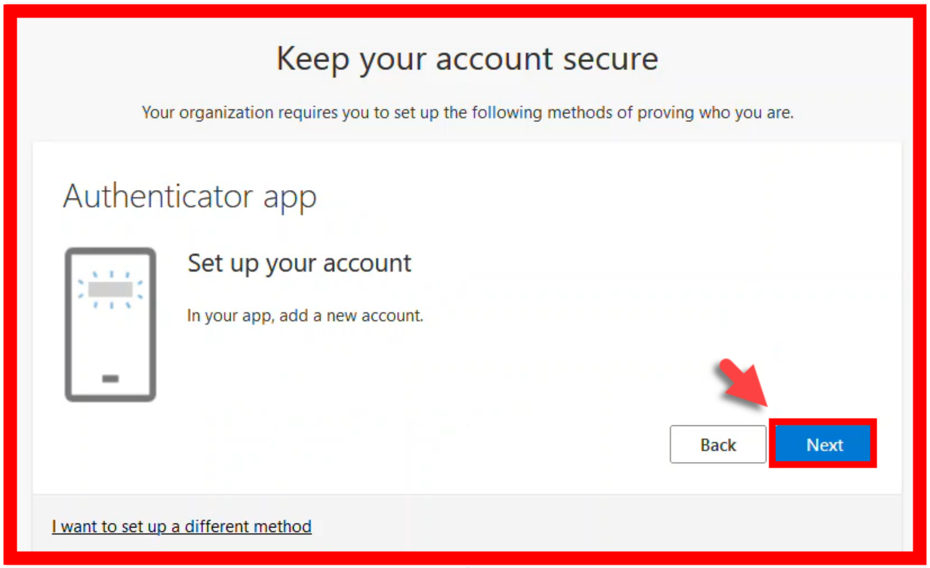
[App Store (iOS)](#):



Step 5 – Set up your account and scan the QR code

On the **Set up your account** screen, it instructs *"In your app, add a new account."*

Select **Next** to continue.



Keep your account secure

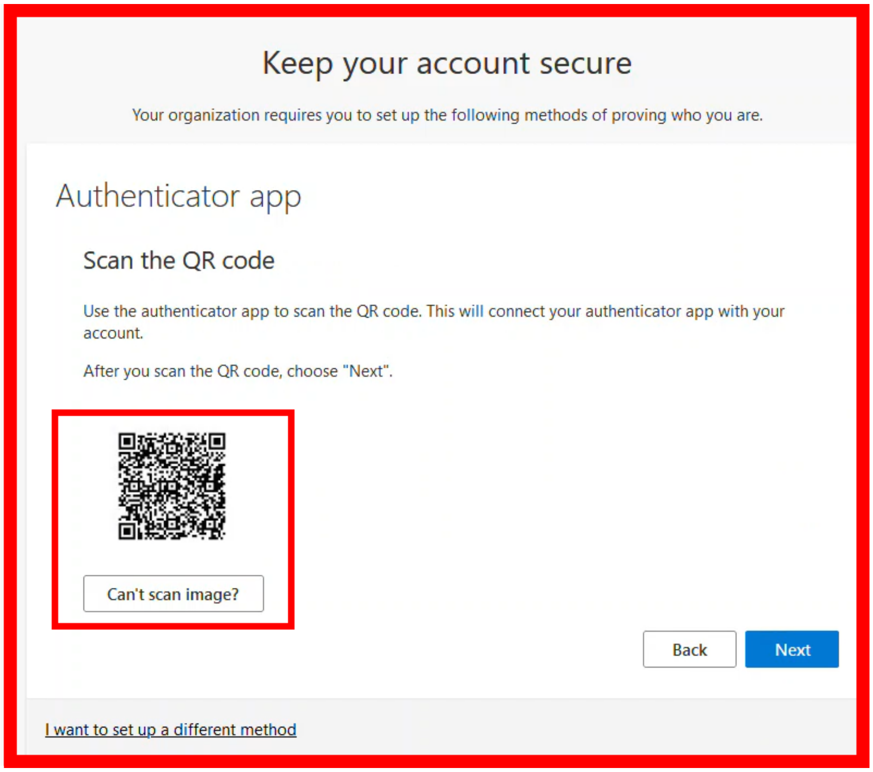
Your organization requires you to set up the following methods of proving who you are.

Authenticator app

Set up your account

In your app, add a new account.

The **Scan the QR code** screen instructs: *"Use the authenticator app to scan the QR code. This will connect your authenticator app with your account."*



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Authenticator app

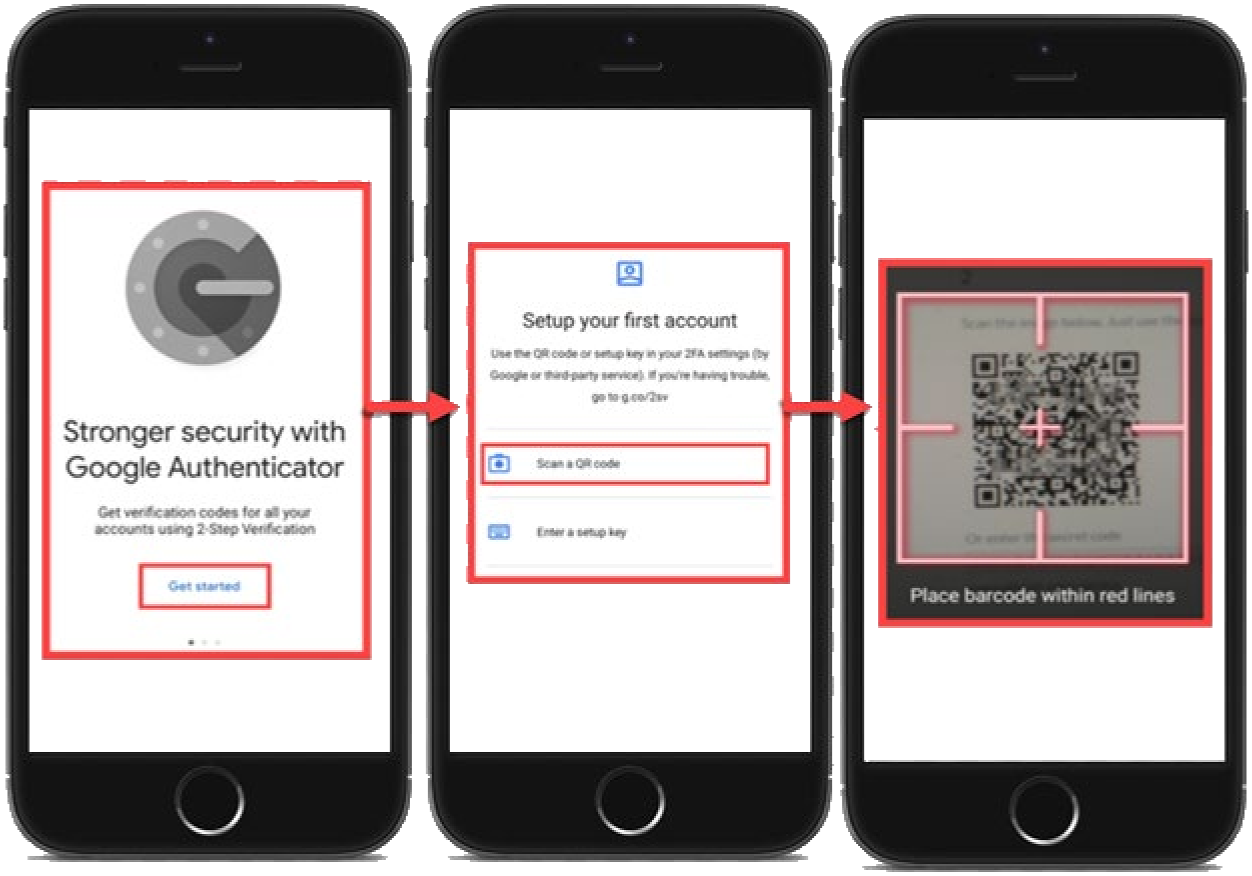
Scan the QR code

Use the authenticator app to scan the QR code. This will connect your authenticator app with your account.

After you scan the QR code, choose "Next".

On your mobile device, open Google Authenticator app.

1. Select **Get Started** to **Setup your first account**.
2. Select **Scan a QR code.** *(Or select add "+" and then Scan a QR code.)*
3. **Point your mobile phone's camera to the QR code on screen so it scans.**



Stronger security with Google Authenticator

Get verification codes for all your accounts using 2-Step Verification

Setup your first account

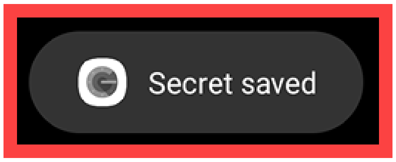
Use the QR code or setup key in your 2FA settings (by Google or third-party service). If you're having trouble, go to g.co/2sv

Place barcode within red lines

After scanning the QR code, a confirmation will say *"Account added".*

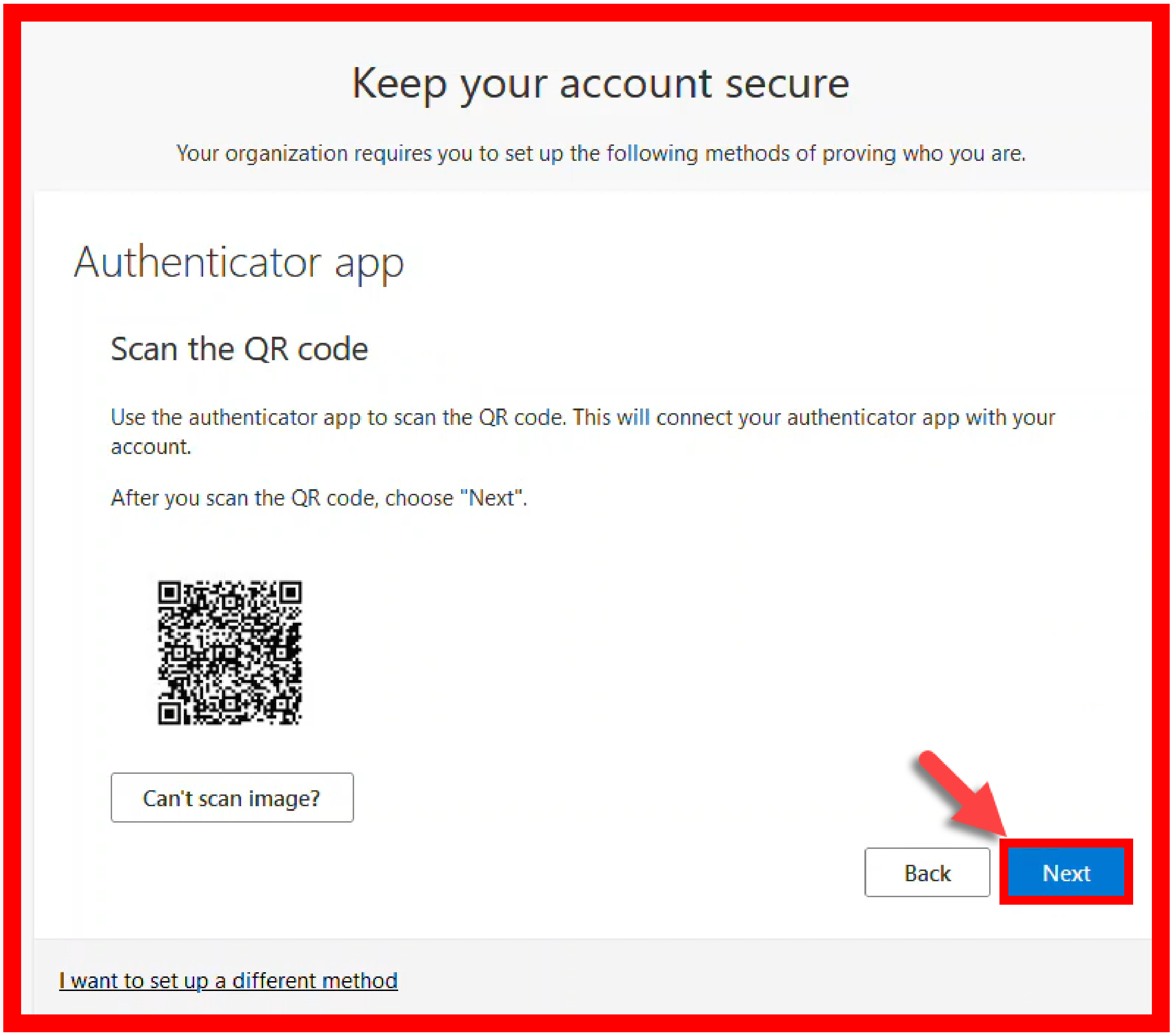
The account name shows as: Microsoft **(Rancho Santiago Community College District)**, followed by the verification code that auto-refreshes.

Select **Add Account** to continue. The app will show the message **"Secret Saved."**



Secret saved

Return to the **Keep your account secure** screen and select **Next** to continue.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Authenticator app

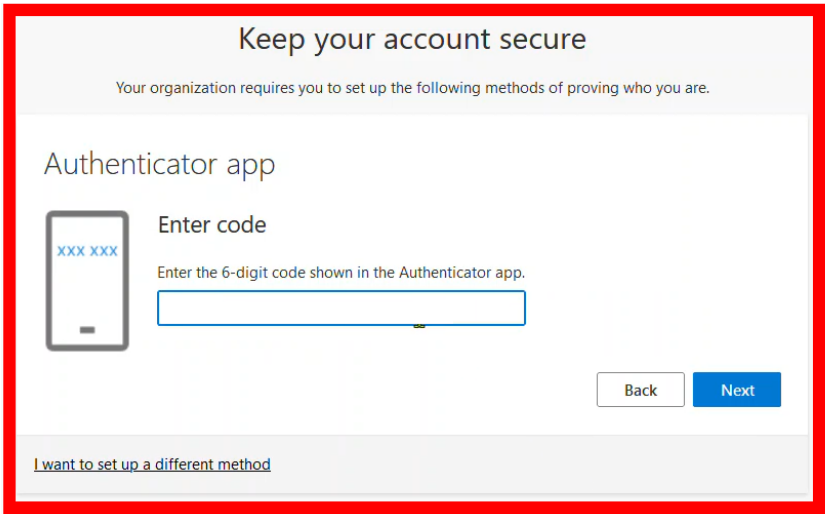
Scan the QR code

Use the authenticator app to scan the QR code. This will connect your authenticator app with your account.

After you scan the QR code, choose "Next".

Step 6 – Verify the Google Authenticator app works

The **Enter code** screen asks, *"Enter the 6-digit code shown in the Authenticator app."*



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Authenticator app

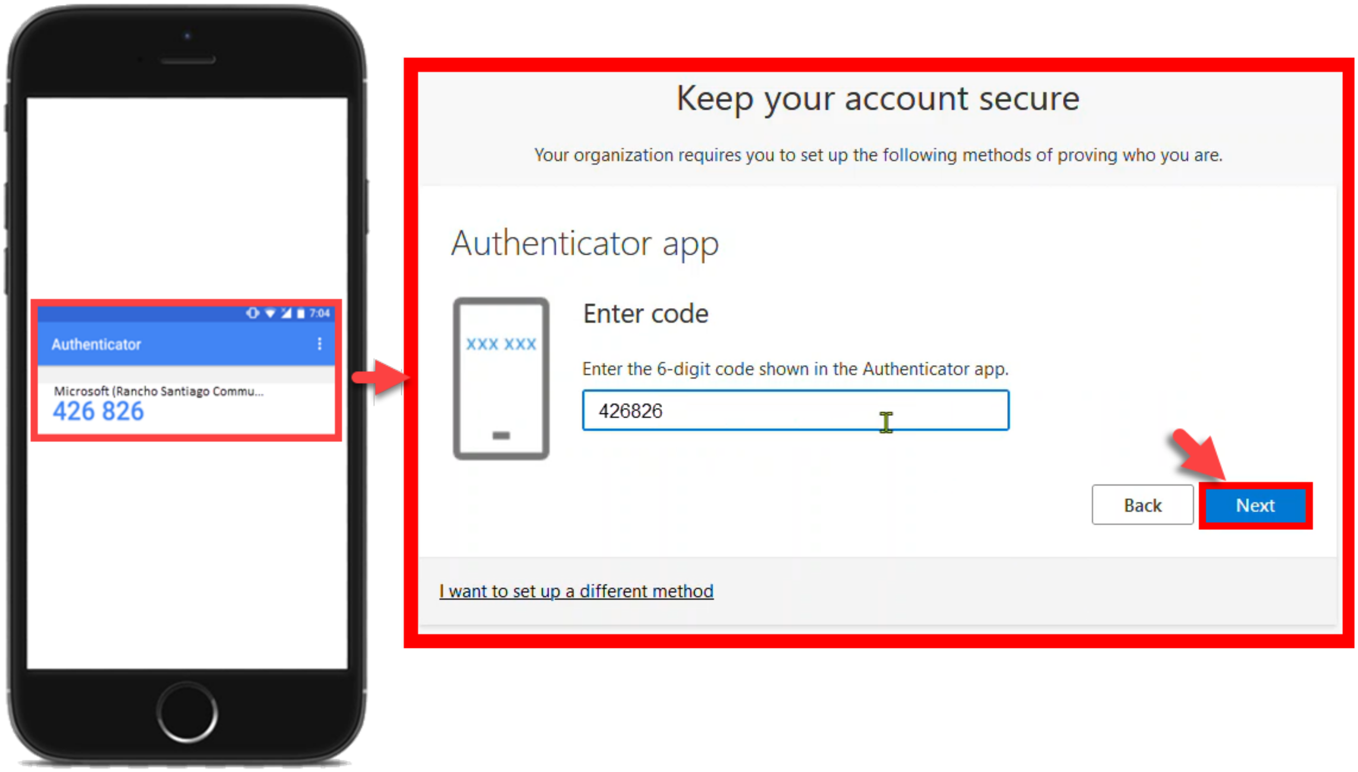
Enter code

Enter the 6-digit code shown in the Authenticator app.

I want to set up a different method

On your phone, open Google Authenticator app and enter the verification code that appears for **Microsoft (Rancho Santiago Community College District).**

After you have entered the code, select **Next** to continue.



Authenticator

Microsoft (Rancho Santiago Commu...

426 826

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Authenticator app

Enter code

Enter the 6-digit code shown in the Authenticator app.

426826

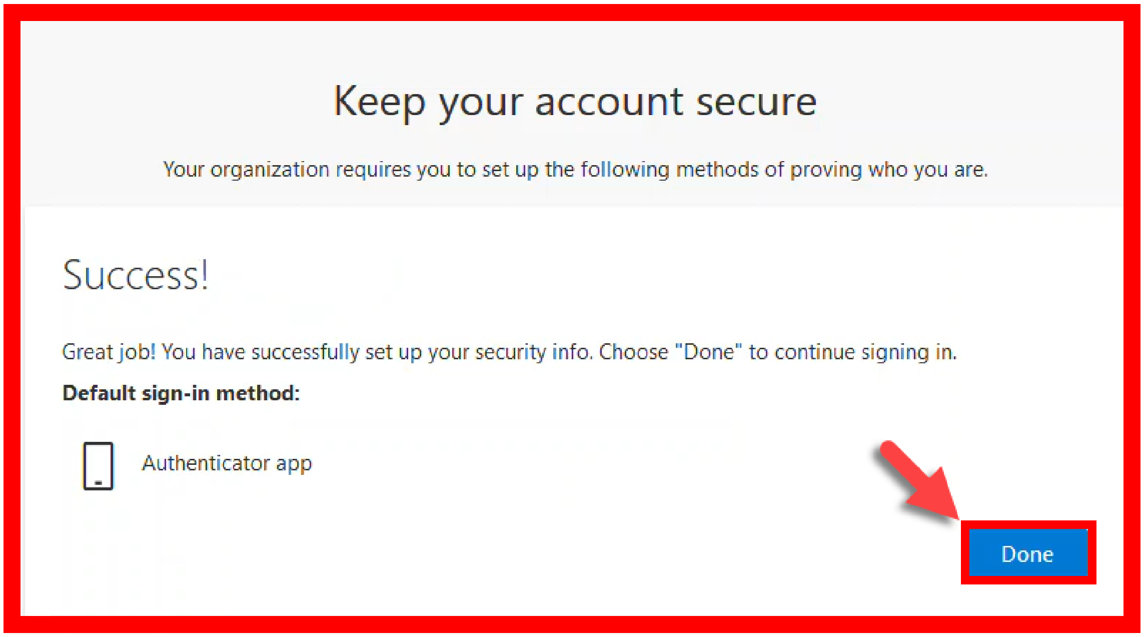
I want to set up a different method

Step 7 – Complete setup and Office.com login

The next screen prompts *Success! Great job! You have successfully set up your security info. Choose "Done" to continue signing in.*

Default sign-in method: Authenticator app

Select **Done** to finish the set up.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

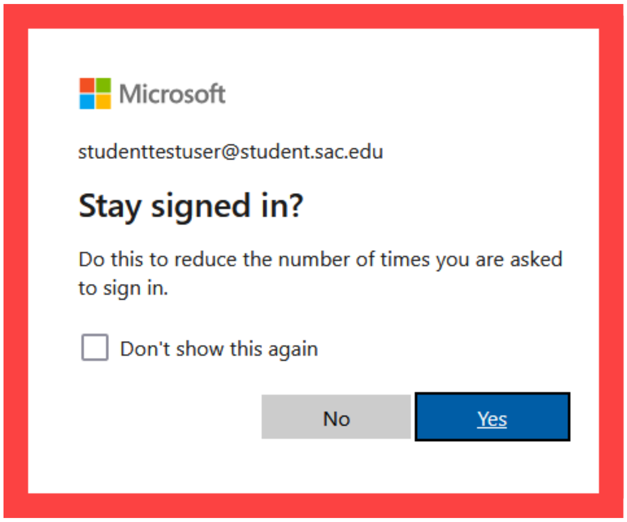
Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

Authenticator app

If prompted, select **Yes** or **No** for whether to **Stay signed in** with your account.



studenttestuser@student.sac.edu

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

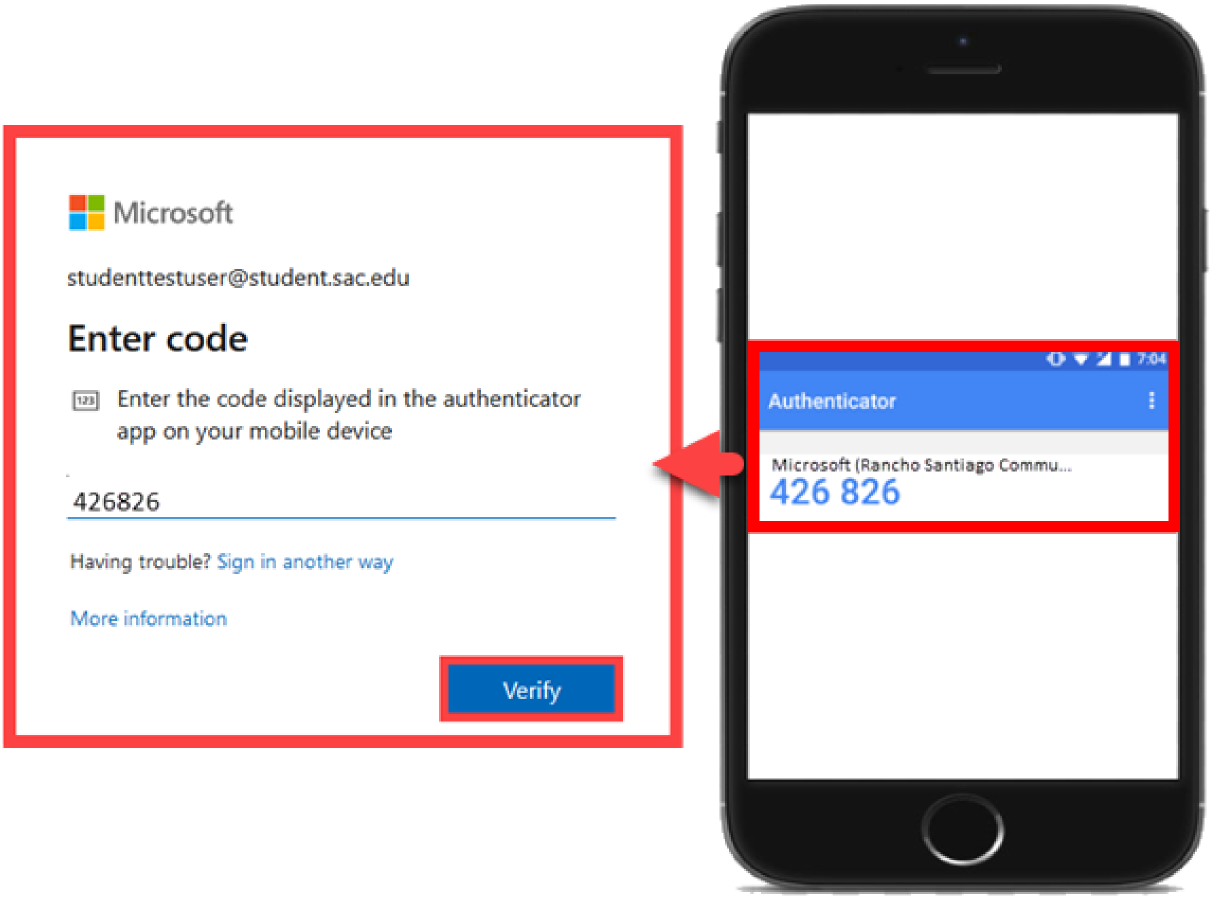
□ Don't show this again

After verification and signing in, you will return to **Office.com home page** for the **Microsoft 365 portal.**

Step 8 - Verify your identity with Google Authenticator on next login

The next time you login and are prompted to **Verify your Identity:**

1. Follow the prompt to *"Enter the code displayed in the authenticator app on your mobile device"*
2. **On your mobile phone**, open the Google Authenticator app.
3. **Enter the verification code** you see under **Microsoft (Rancho Santiago Community College District).**
4. Select **Verify** to continue.



Microsoft

studenttestuser@student.sac.edu

Enter code

Enter the code displayed in the authenticator app on your mobile device

426826

Having trouble? Sign in another way

More information

Microsoft (Rancho Santiago Commu...

426 826

NOTE: Only "Verify" Google Authenticator verification codes that you initiate yourself. If you receive an unknown prompt, you did not initiate, ignore the prompt, and contact the [ITS Help Desk](#).

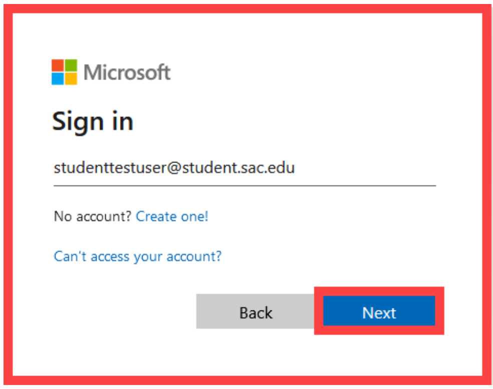
☎ Phone Call

NOTE: *This requires an office phone or phone number that can receive voice calls.*

Step 1 – Login to Microsoft website

Go to www.office.com or Outlook Web Access at https://outlook.office.com. Sign into your account using your **Single Sign-On credentials**.

We recommend using a **desktop, laptop, or tablet**. Use Google Chrome or Microsoft Edge web browser for the best experience.



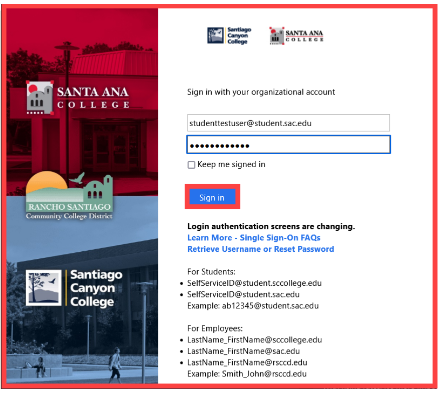
Microsoft

Sign in

studenttestuser@student.sac.edu

No account? Create one!

Can't access your account?



Sign in with your organizational account

studenttestuser@student.sac.edu

••••••••••••

□ Keep me signed in

Login authentication screens are changing.
Learn More - Single Sign-On FAQs
Retrieve Username or Reset Password

For Students:
- SelfServiceID@student.sccollege.edu
- SelfServiceID@student.sac.edu

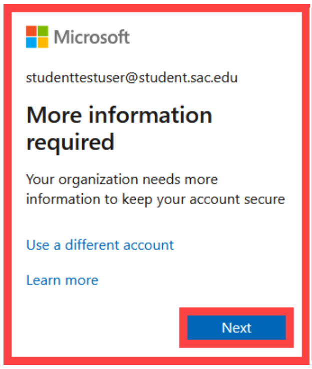
Example: ab12345@student.sac.edu

For Employees:
- LastName_FirstName@sccollege.edu
- LastName_FirstName@sac.edu
- LastName_FirstName@rsccd.edu

Example: Smith_John@rsccd.edu

Step 2 - A prompt appears for "More Information required," "Improve your sign-ins," or "Protect your account."

Select **Next.** *



Microsoft

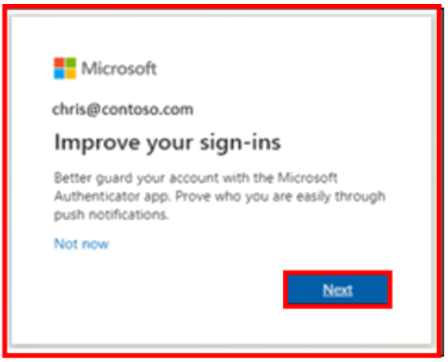
studenttestuser@student.sac.edu

More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more



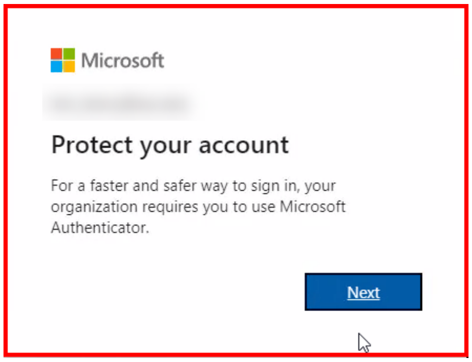
Microsoft

chris@contoso.com

Improve your sign-ins

Better guard your account with the Microsoft Authenticator app. Prove who you are easily through push notifications.

Not now



Microsoft

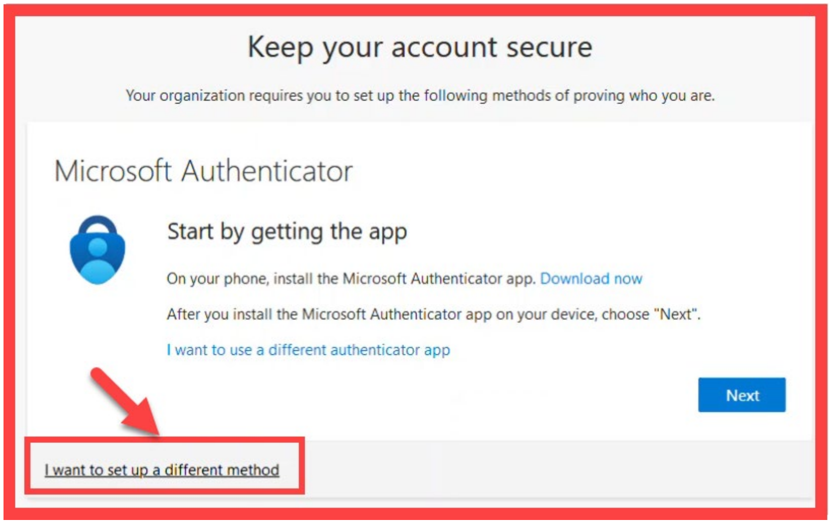
Protect your account

For a faster and safer way to sign in, your organization requires you to use Microsoft Authenticator.

* **NOTE:** You can select "Not now" to skip the **"Improve your sign-ins"** prompt up to 3 times, but after that, you will be forced to set up Microsoft Authenticator.

Step 3 – Select “I want to set up a different method”, then select Phone.

Select **I want to set up a different method.** Select **Phone.**



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

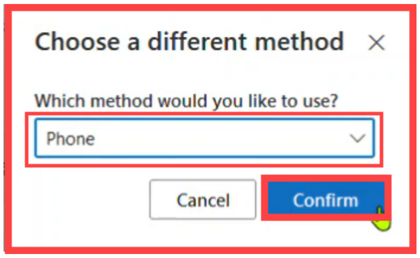
Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app



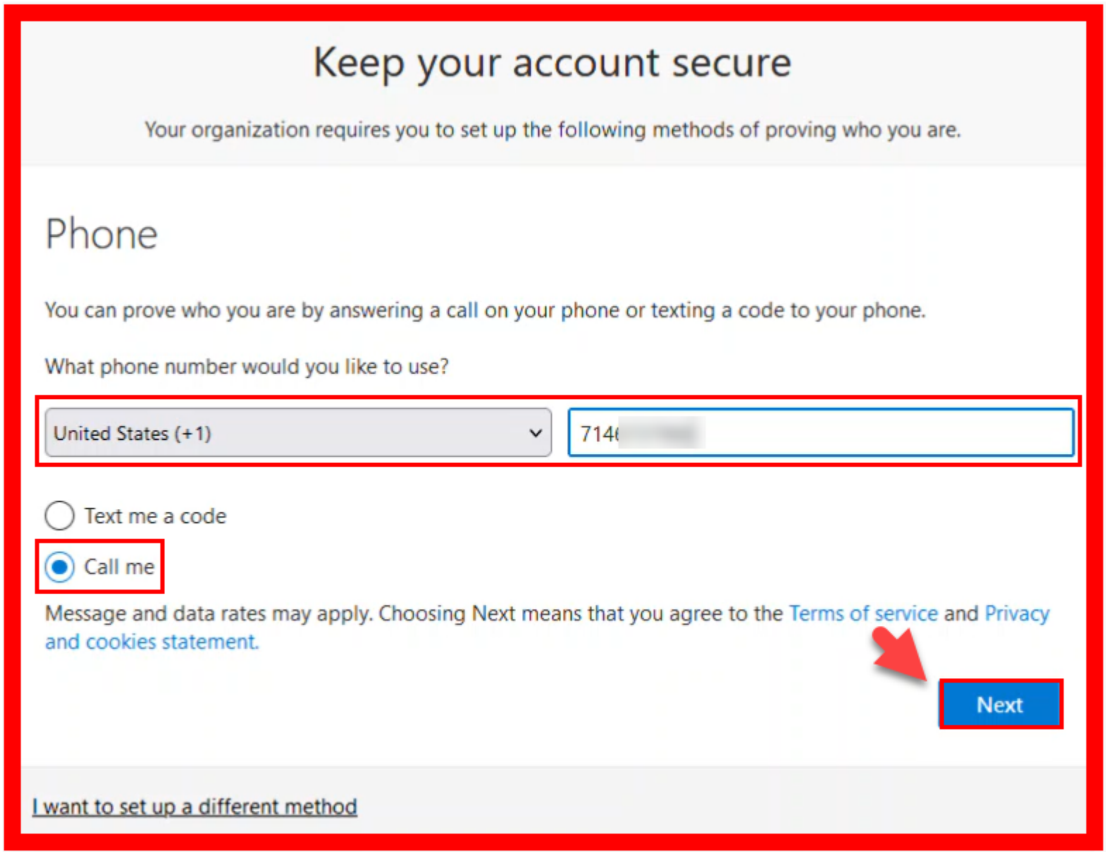
Choose a different method

Which method would you like to use?

Phone

Step 4 – Enter phone number, then select “Call Me”

Enter your **phone number** and select **Call me.** Select **Next** to continue.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) | 714[redacted]

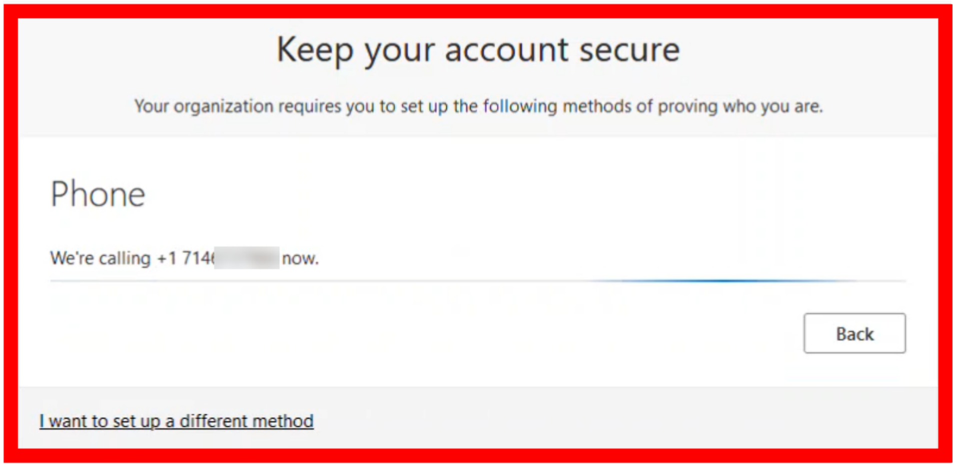
○ Text me a code

● Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Step 5 – Answer the phone call from Microsoft and press # key to verify.

The next screen instructs, *“We’re calling your phone number now.”*



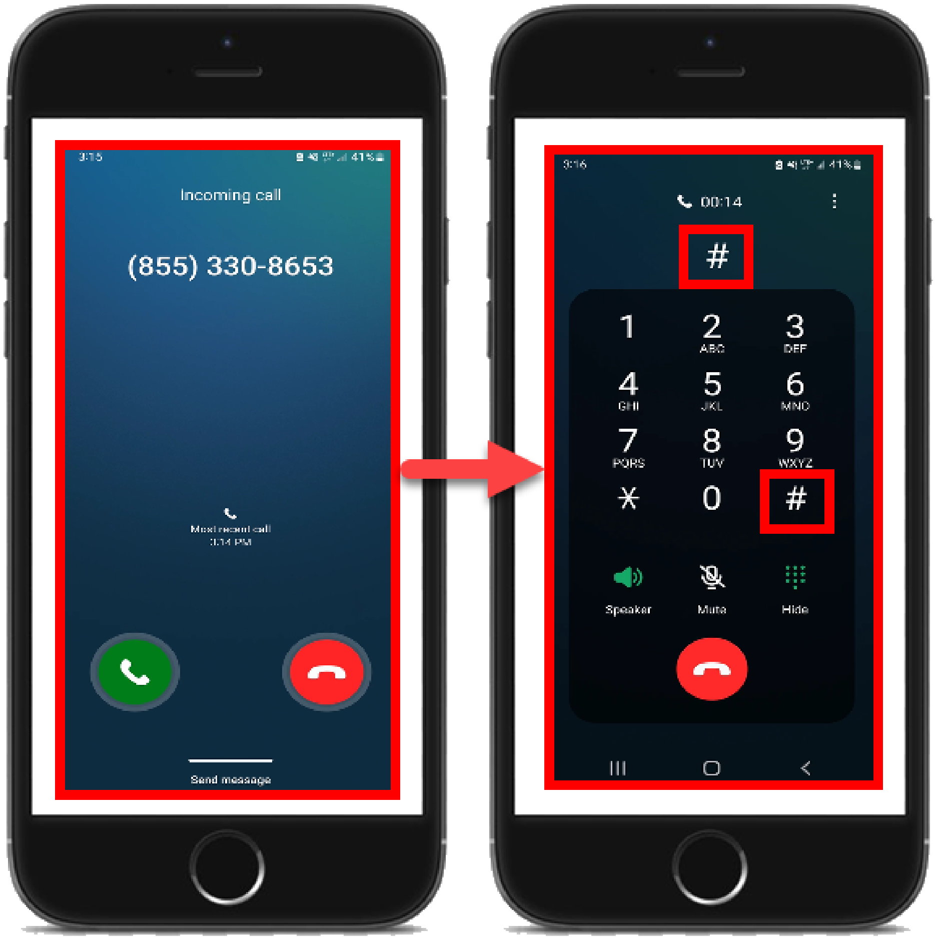
Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

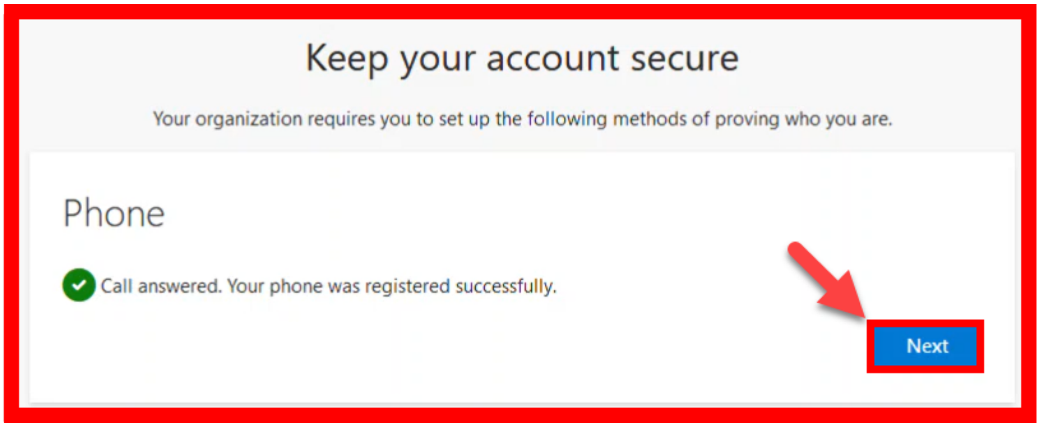
We're calling +1 714[redacted] now.

On your phone, answer the call from Microsoft. Follow the prompts from the call, and **select the # key** to verify the sign in.



Step 6 – Complete setup and Office.com login

Select **Next** to continue.



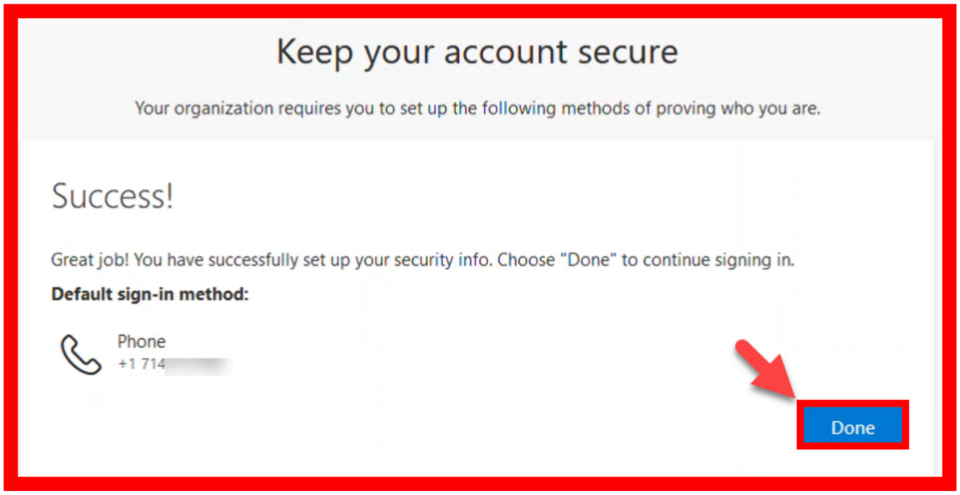
Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

✓ Call answered. Your phone was registered successfully.

Select **Done** to finish the set up.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

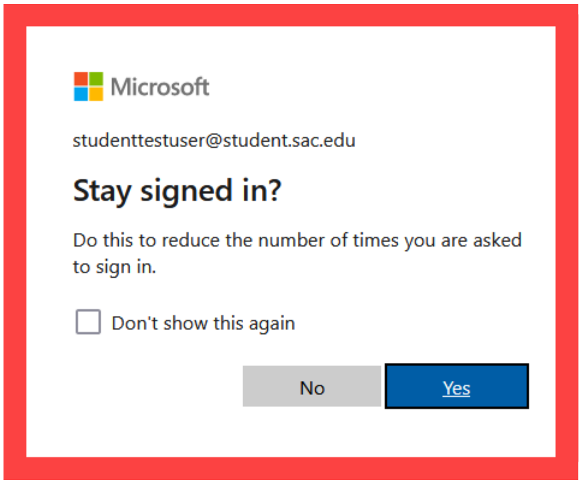
Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

☎ Phone
+1 714 [redacted]

If prompted, select **Yes** or **No** for whether to **Stay signed in** with your account.



Microsoft

studenttestuser@student.sac.edu

Stay signed in?

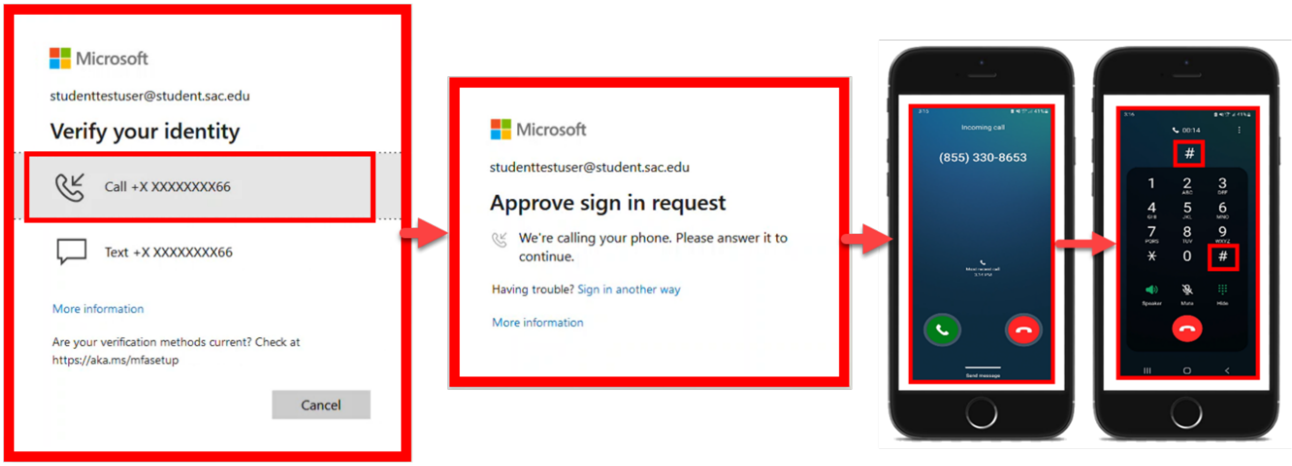
Do this to reduce the number of times you are asked to sign in.

□ Don't show this again

Step 7 – Verify your identity with Phone call on next login

The next time you login to and are prompted to **Verify your Identity:**

1. Select the **Call +X XXXXXXXX** option.
2. The **Approve sign in request** prompt instructs, *"We're calling your phone. Please answer it to continue."*
3. **Answer the phone call from Microsoft.**
4. **Press the # key** to authenticate the sign-in.



Microsoft

studenttestuser@student.sac.edu

Verify your identity

Call +X XXXXXXXX66

Text +X XXXXXXXX66

More information

Are your verification methods current? Check at https://aka.ms/mfasetup

Cancel

Microsoft

studenttestuser@student.sac.edu

Approve sign in request

We're calling your phone. Please answer it to continue.

Having trouble? Sign in another way

More information

NOTE: Only "verify" or authenticate phone calls from Microsoft that you have initiated yourself.

If you receive an unknown text prompting you to input a verification code that you did not initiate, ignore the prompt, and contact the ITS Help Desk.

Hardware Token

NOTE: *This requires a physical Hardware Token provided by the ITS Department.*

Step 1 – Request a Hardware Token from the ITS Department

Contact the ITS Help Desk to request a physical Hardware Token.

When submitting your request, please specify your **Name, District Email Address, Employee ID Number, and Preferred Pickup Location**.

Once your request has been approved, a device will be issued for you, and **a technician will be coordinate a day/time to provide you the device at your Preferred Pickup Location.**

Proceed to **Office.com login** once ITS has issued your Hardware Token device.

Step 2 – Login to Office.com with your Single Sign-On (SSO) username

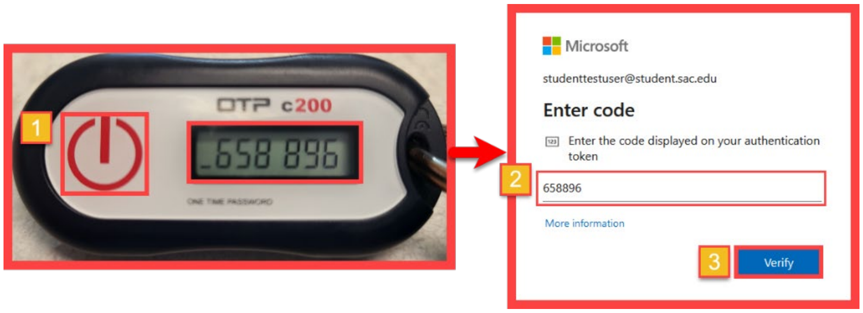
Login to Office.com website with your Single Sign-On (SSO) username.

Step 3 – Enter the Verification Code

When prompted to **Enter code:**

1. Press the **Power Button** to **turn on the Hardware Token**.
2. Enter the **6-digit authentication code** that appears on the Hardware Token.
3. Select **Verify** to continue.

NOTE: The Hardware Token code refreshes every **30 seconds.**



studenttestuser@student.sac.edu

Enter code

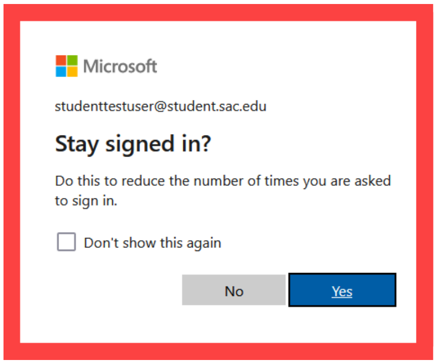
Enter the code displayed on your authentication token

658896

More information

Step 4 – Complete Office.com login

If prompted, select **Yes** or **No** for whether to **Stay signed in** with your account.



Microsoft

studenttestuser@student.sac.edu

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

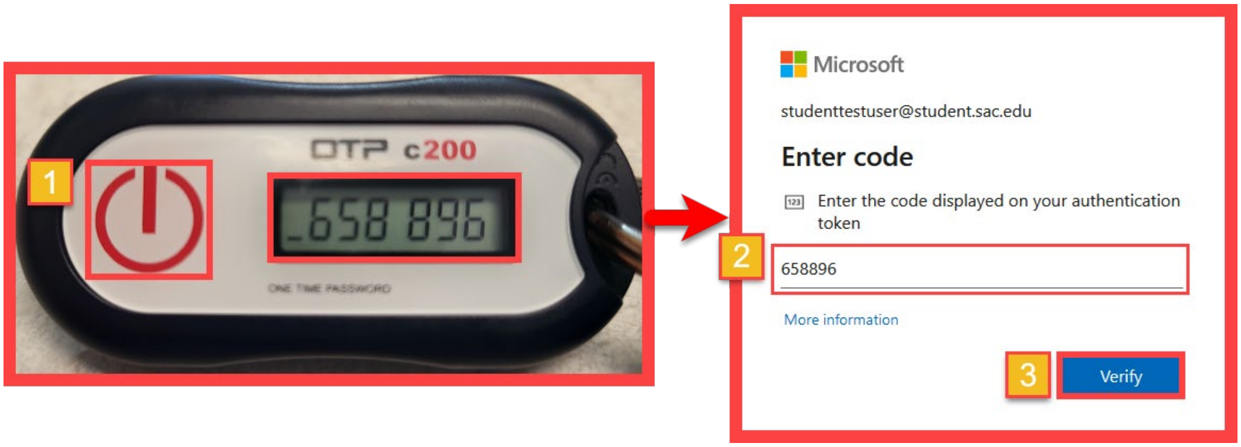
□ Don't show this again

Step 5 - Verify your identity with Hardware Token on next login

The next time you login to and are prompted to **Verify your Identity:**

1. Press the **Power Button** to **turn on the Hardware Token**.
2. Enter the **6-digit authentication code** that appears on the Hardware Token.
3. Select **Verify** to continue.

NOTE: The Hardware Token code refreshes every **30 seconds.**



Microsoft

studenttestuser@student.sac.edu

Enter code

Enter the code displayed on your authentication token

658896

NOTE: ITS recommends keeping the Hardware Token on your person at all times, or locked in a secure place when not in use.

If the Hardware Token is lost or stolen, it will not to be deactivated by an admin. Contact the ITS Help desk for help with this.

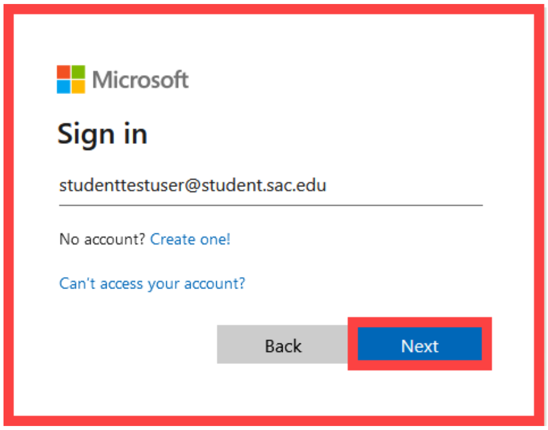
If a bad actor gains physical access to your Hardware Token they can use it to authenticate your login, although they would also need to know your password.

Manage your backup authentication methods

Follow these steps to set up a **backup authentication method** or to **manage your existing MFA method(s).**

Step 1 – Sign into https://aka.ms/mfasetup

From your computer, go to the website **https://aka.ms/mfasetup** and **Sign In.** Enter your **Single sign-on (SSO) username** and select **Next**.



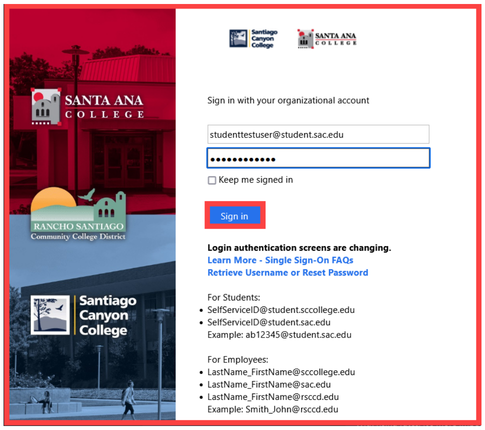
Microsoft

Sign in

studenttestuser@student.sac.edu

No account? Create one!

Can't access your account?



Sign in with your organizational account

studenttestuser@student.sac.edu

••••••••••••

□ Keep me signed in

Login authentication screens are changing.
Learn More - Single Sign-On FAQs
Retrieve Username or Reset Password

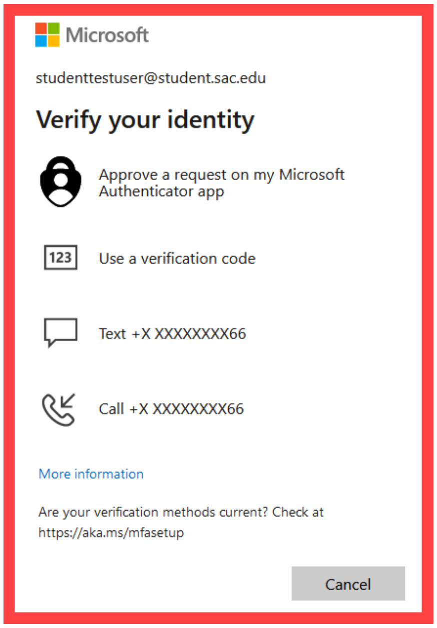
For Students:
- SelfServiceID@student.sccollege.edu
- SelfServiceID@student.sac.edu

Example: ab12345@student.sac.edu

For Employees:
- LastName_FirstName@sccollege.edu
- LastName_FirstName@sac.edu
- LastName_FirstName@rsccd.edu

Example: Smith_John@rsccd.edu

When prompted, verify your identity. *



Microsoft

studenttestuser@student.sac.edu

Verify your identity

Approve a request on my Microsoft Authenticator app

Use a verification code

Text +X XXXXXXXX66

Call +X XXXXXXXX66

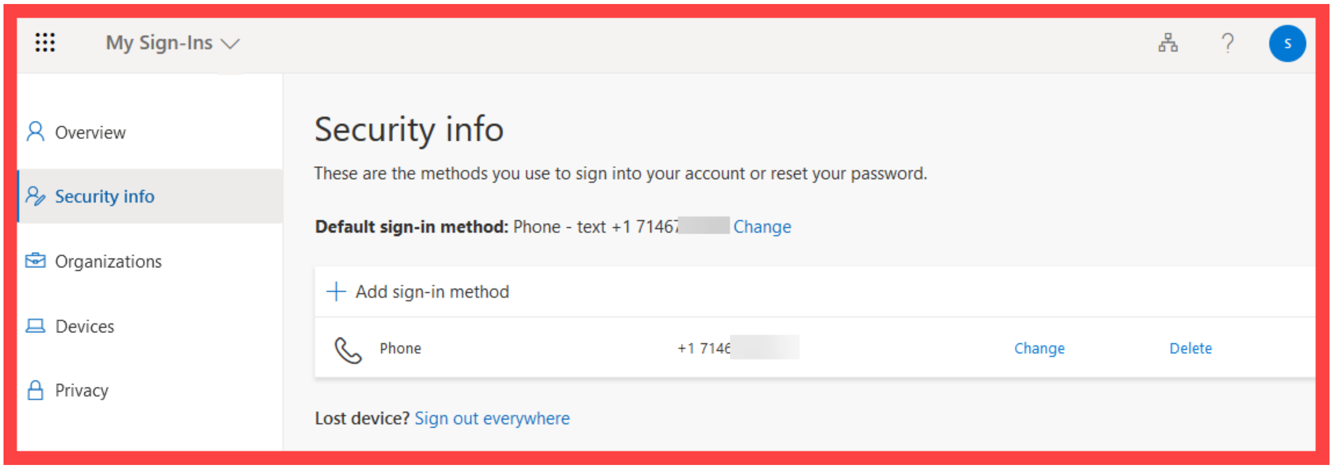
More information

Are your verification methods current? Check at https://aka.ms/mfasetup

* **NOTE:** If you don't already have MFA, you'll be prompted to set it up now. Return to the Table of Contents of this guide for instructions on how to set up your MFA method of choice.

Step 2 – Add, Delete, or Change your sign-in methods

From the **Security Info** page, you can change, add, **or** delete your sign-in methods.



Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 7146[redacted] Change

Phone +1 7146[redacted]

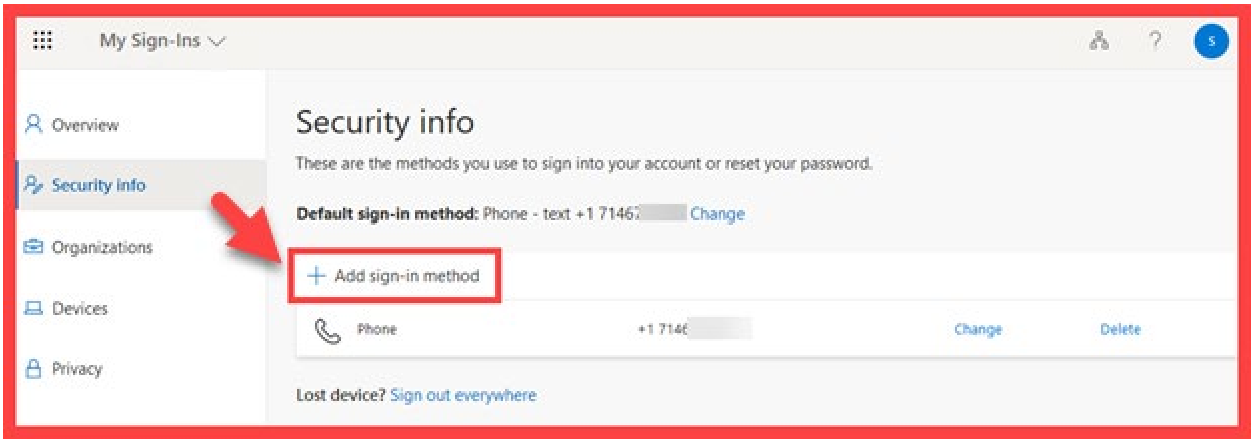
Lost device? Sign out everywhere

- Add a sign-in method
- Delete a sign-in method
- Change Default sign-in method
- Change the properties of an existing sign-in method

ITS strongly recommends setting up a backup authentication method.

Step 3a - Add a sign-in method

To **add a sign-in method**, select **Add sign-in method**.



Security info

These are the methods you use to sign into your account or reset your password.

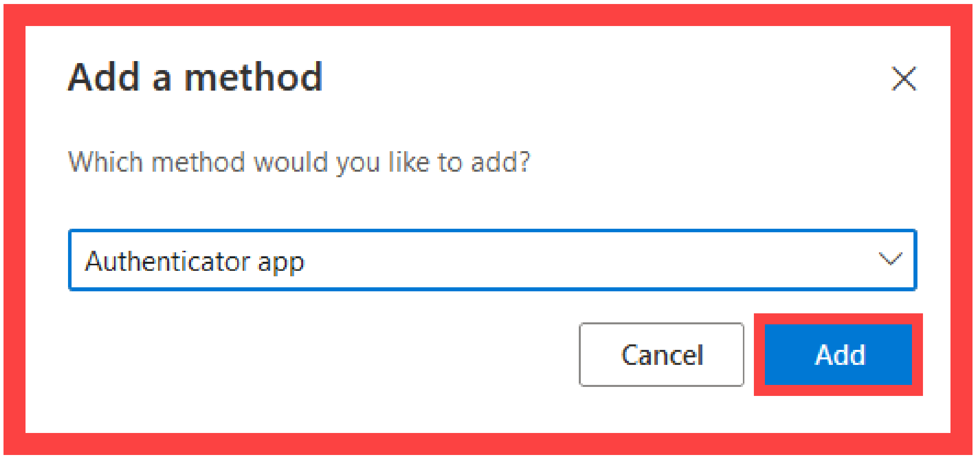
Default sign-in method: Phone - text +1 7146[redacted] Change

Phone +1 7146[redacted]

Lost device? Sign out everywhere

Select another method to add from the dropdown list, then select **Add**.

Examples of other methods would be Authenticator app or an Alternate phone.



Add a method

Which method would you like to add?

Authenticator app

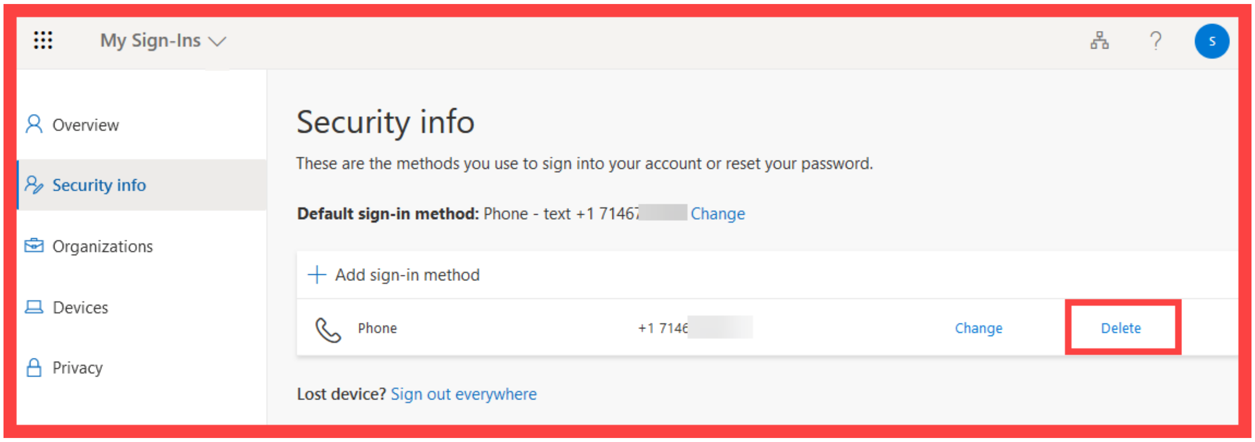
This will initiate the process for Adding another method.

Your choices are:

- **Authenticator app**
  - **See [Microsoft Authenticator] or [Google Authenticator] setup steps.**
- **Phone or Alternate Phone**
  - **See [SMS Text Message] or [Phone Call] setup steps.**

Step 3b - Delete a sign-in method

To **delete a sign-in method**, locate it on the list, and select **Delete** next to that sign-in method.



Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 7146[redacted] Change

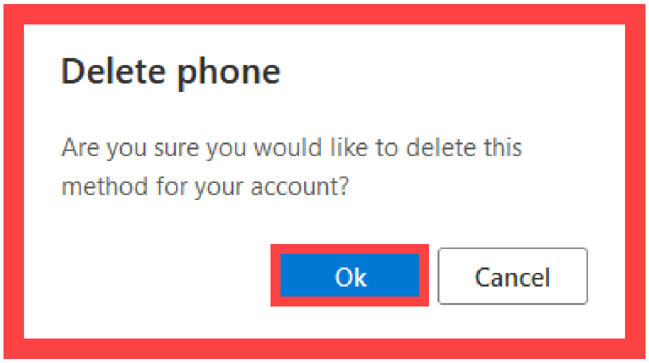
+ Add sign-in method

Phone	+1 7146[redacted]	Change	Delete

Lost device? Sign out everywhere

A prompt will ask, *"Are you sure you would like to delete this method for your account?"*

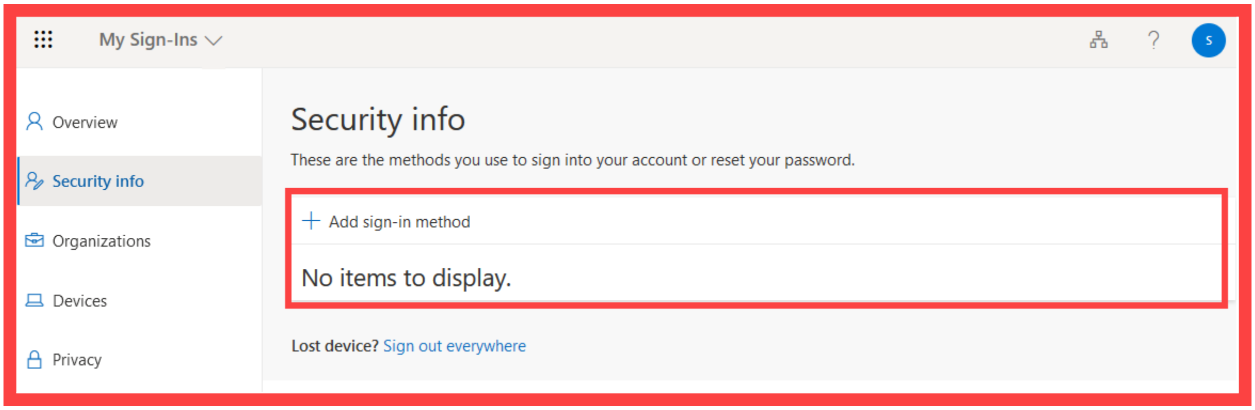
Select **Ok** to continue.



Delete phone

Are you sure you would like to delete this method for your account?

Lastly, check the **Security info** page to **confirm the sign-in method was deleted**.



Security info

These are the methods you use to sign into your account or reset your password.

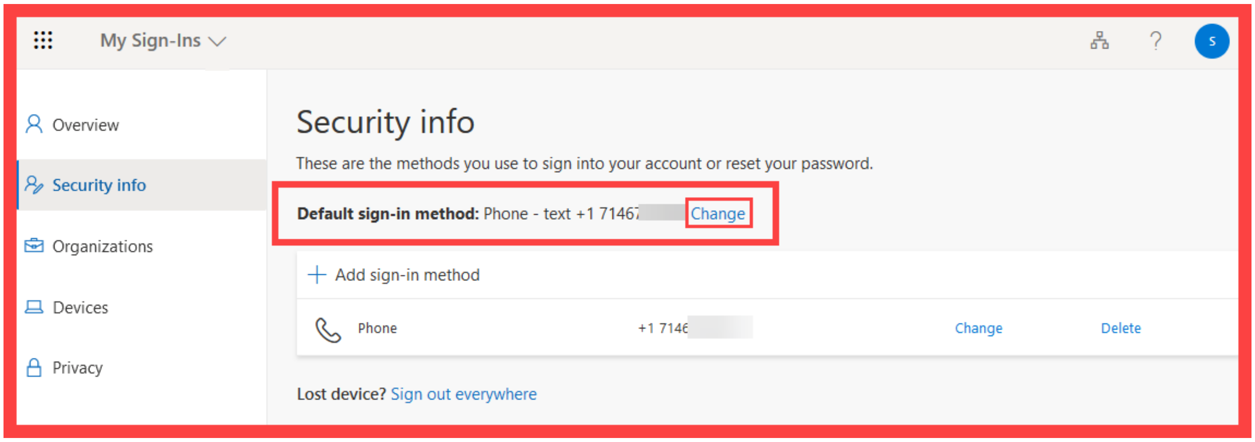
+ Add sign-in method

No items to display.

Lost device? Sign out everywhere

Step 3c - Change Default sign-in method

To change your **Default sign-in method**, select **Change** next to Default sign-in method.



Security info

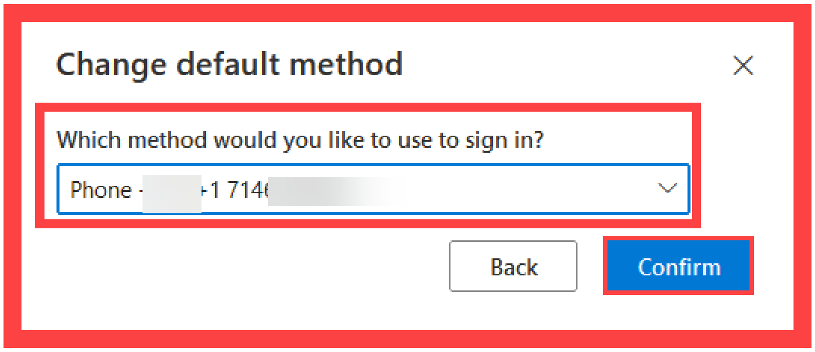
These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 7146[redacted] Change

Phone +1 7146[redacted]

Lost device? Sign out everywhere

Select another method from the dropdown list, then select **Confirm**.



Change default method

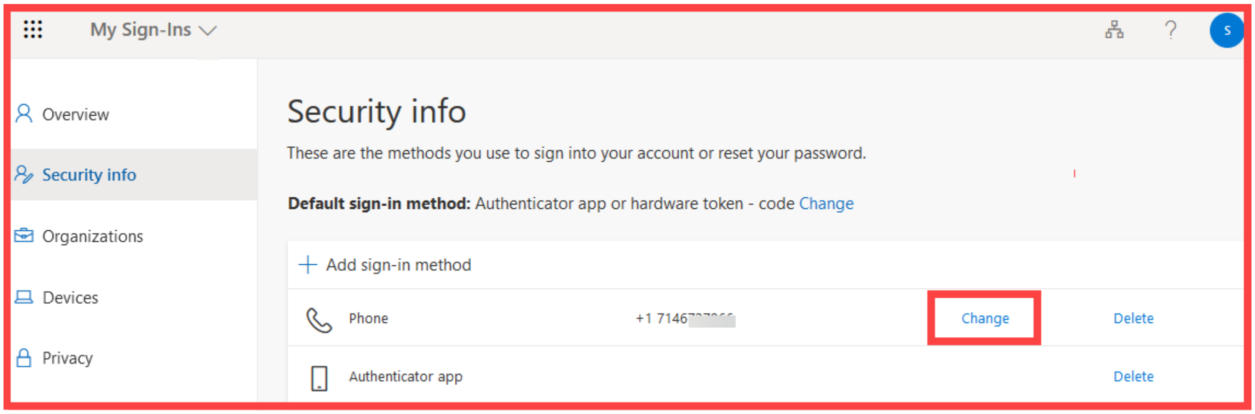
Which method would you like to use to sign in?

Phone - [redacted] +1 714[redacted]

NOTE: You need at least two sign-in methods added to change the Default sign-in method to something else.

Step 3d - Change an existing sign-in method

To **change an existing sign-in method** (e.g., phone number), locate it on the list, and select **Change** next to that sign-in method.



Security info

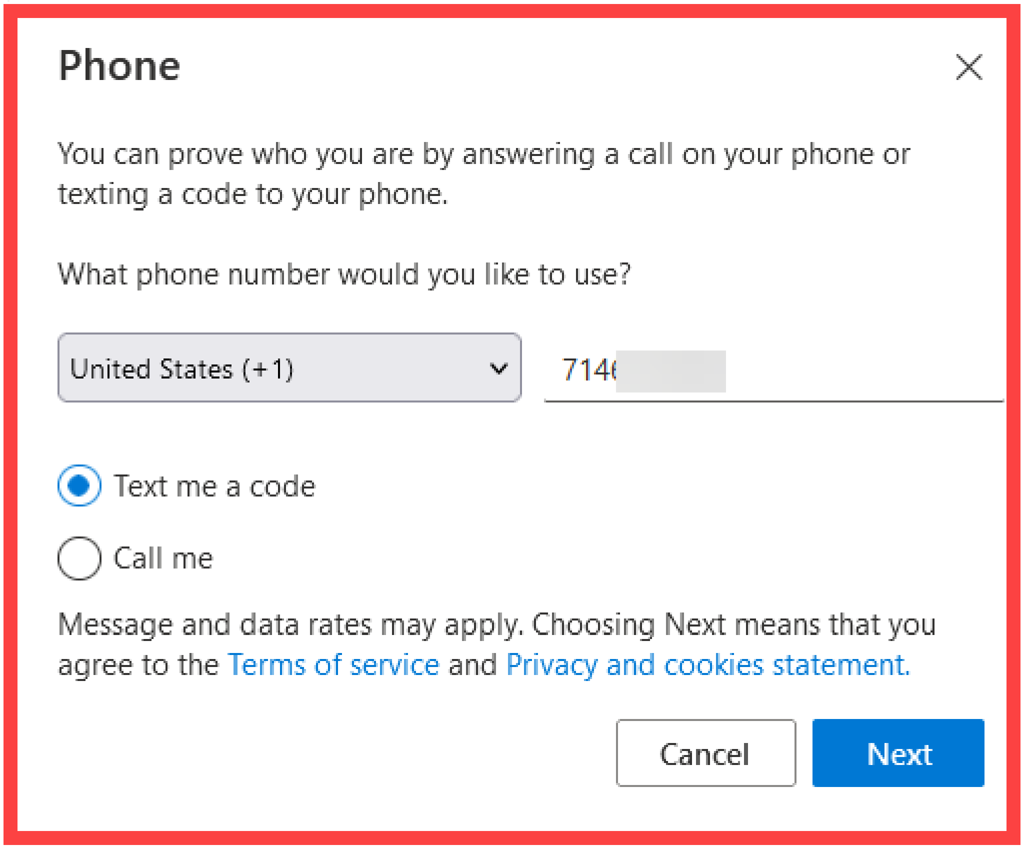
These are the methods you use to sign into your account or reset your password.

Default sign-in method: Authenticator app or hardware token - code Change

+ Add sign-in method

Phone	+1 7146[redacted]	Change	Delete
Authenticator app			Delete

If changing a phone number, you may be prompted to re-authenticate through a text or phone call. Continue through the prompts to set up the new phone number.



Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) ⌄ 714[redacted]

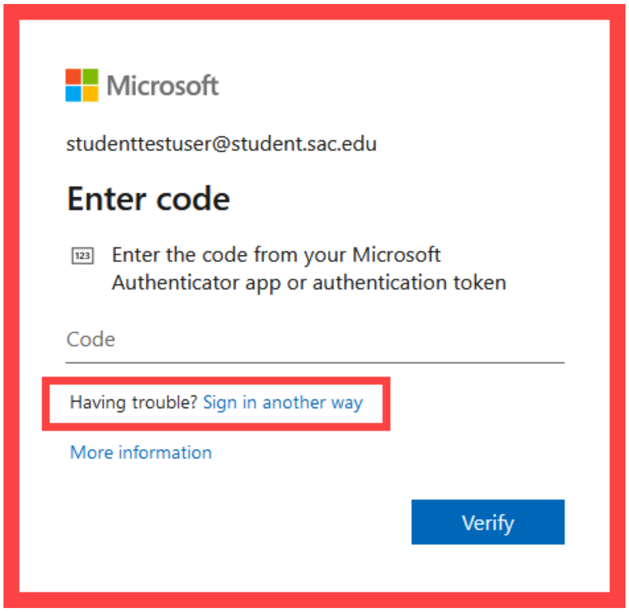
● Text me a code

○ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Step 3e - Sign in with an Alternative Method

Once you setup two or more Authentication Methods, you can select the link for **Sign in another way** at the login screen to **use another authentication method**.



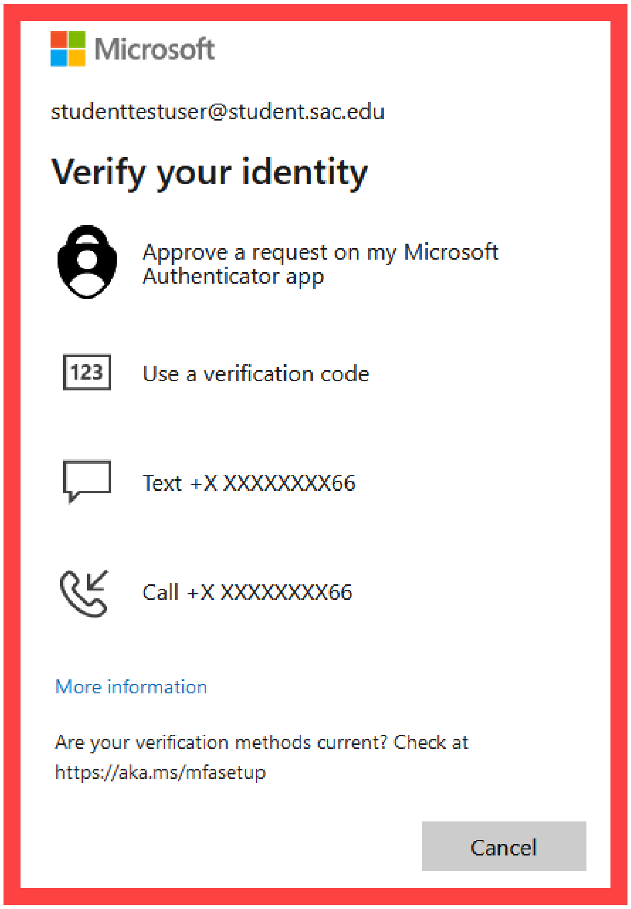
Microsoft

studenttestuser@student.sac.edu

Enter code

Enter the code from your Microsoft Authenticator app or authentication token

Having trouble? Sign in another way



Microsoft

studenttestuser@student.sac.edu

Verify your identity

Approve a request on my Microsoft Authenticator app

Use a verification code

Text +X XXXXXXXX66

Call +X XXXXXXXX66

Are your verification methods current? Check at https://aka.ms/mfasetup

Troubleshooting problems

Troubleshooting sign-in problems

Use the **Password Reset page** if you have forgotten your password or need to retrieve your username.

Use the **Change Password page** to create a new password.

Read the **Single Sign-On FAQs (Frequently Asked Questions) page** for other sign in issues.

Read the **Account Lockout Troubleshooting** guide.

Troubleshooting other problems

See Microsoft's video guide on YouTube, for **How to register for Azure Multi-Factor Authentication**.

Receiving Help

Faculty and Staff may contact the **ITS (Information Technology Services) Help Desk** for further assistance:

- Website: **ITS Help Desk page**
- Submit a Ticket: **https://webhelpdesk.rsccd.edu/**
- Phone: **714-564-4357 Extension 0**
- Email: **helpdesk@rsccd.edu**.

(Select this link to return to the beginning of the document)