

MFA

The purpose of utilizing MFA (multi-factor authentication) is to secure your account by adding another layer of protection if your account is compromised.



Registering MFA to your account



Using MFA when signing into your account

Microsoft Authenticator App

Phone Method for Text

Phone Method for Call-In



Managing your MFA methods

Add a new method

Remove a method

Change the default sign-in method

En Español

MFA in Spanish

Registering MFA to your account

Choose your authentication option:

**Microsoft
Authenticator
(Recommended)**



For this setup, you will need:

- Smartphone
- Computer or tablet

Phone Method



For this setup, you will need:

- Phone for call or text
- Secondary email

Microsoft Authenticator (Recommended)

Follow these instructions to install Microsoft Authenticator



Watch the video below to learn more about how to set up Microsoft Authenticator.

<<<Video Link>>>

Getting started with Microsoft Authenticator

For the **Microsoft Authenticator** configuration process, you will need **two devices**:



Smartphone device

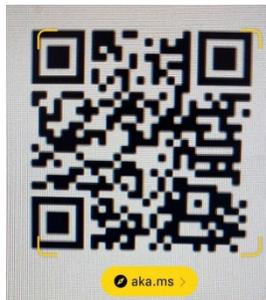


Another device such a computer or tablet

Installing Microsoft Authenticator App

1

Let's start by installing the app. Using your **cell phone** (iPhone or Android), **open your phone camera** to **scan** this QR code:



Once you point the phone camera to the QR code, select the **link (aka.ms)** that will come up. (For this example, it shows up as a yellow link).

This link will take you directly to the app store to download the **Microsoft Authenticator** app.



If you have an iPhone, the above link will take you to the App Store

If you have an Android, the above link will take you to the Google Play Store



2

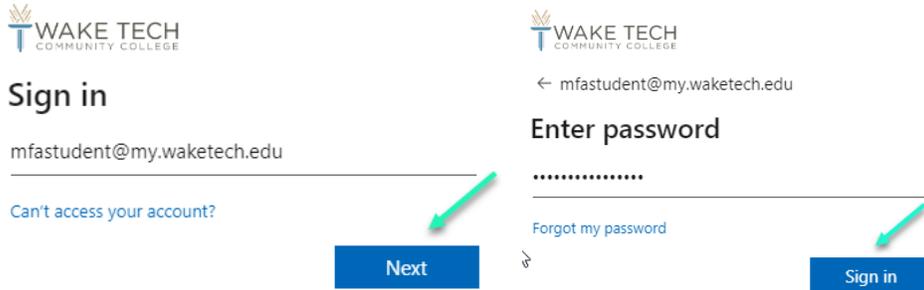
Proceed to **install** the **Microsoft Authenticator** app on your cellphone. Do not open the app yet.

Setting up Microsoft Authenticator

3 Using your computer or tablet, visit <https://aka.ms/mfasetup> and sign in with your Wake Tech email address.

 Your email should be in the following format: `keyaccountuserid@my.waketech.edu` (Example: John A. Doe = `jadoc@my.waketech.edu`)

- Enter your email and click "Next"
- Enter your password and click "Sign In"



WAKE TECH COMMUNITY COLLEGE

Sign in

mfastudent@my.waketech.edu

[Can't access your account?](#)

Next

WAKE TECH COMMUNITY COLLEGE

← mfastudent@my.waketech.edu

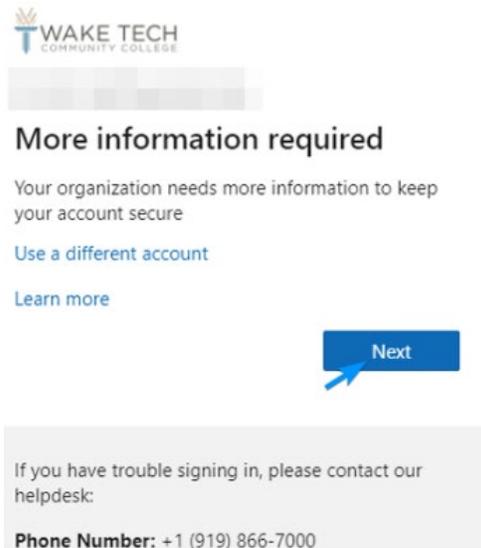
Enter password

.....

[Forgot my password](#)

Sign in

4 You might see this message (If not, skip to step#5) "More Information required", click "Next".



WAKE TECH COMMUNITY COLLEGE

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

If you have trouble signing in, please contact our helpdesk:

Phone Number: +1 (919) 866-7000

5

You should get the following screen. If you have already downloaded the app, click "Next".



6

Now, on your cell phone, open the Microsoft Authenticator app that you recently downloaded. If your authenticator screen looks like the screen below, do the following (If not, skip to step#7):

- Select "Agree"
- Select "Scan a QR Code"



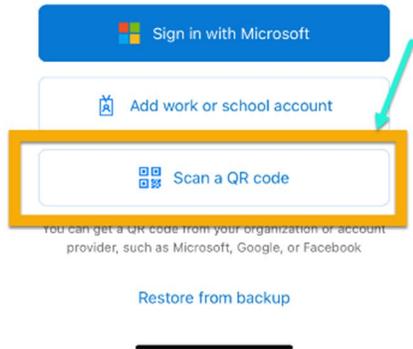
Microsoft needs basic app data

We collect required basic diagnostics to keep the app secure and up to date. This does not include your name or any sensitive data.



Peace of mind for your digital life

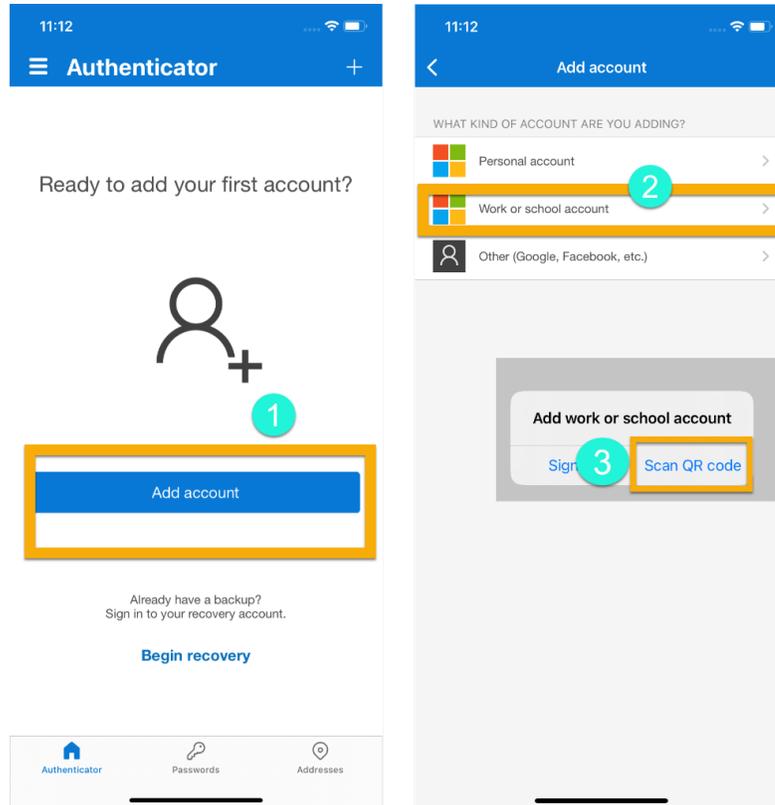
Secure your accounts with multi-factor authentication.



7

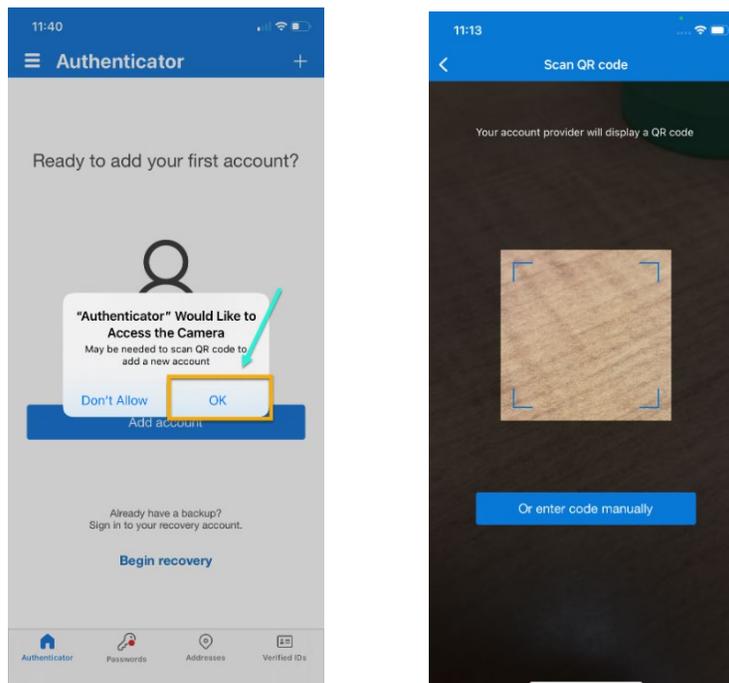
If whenever you open the **Microsoft Authenticator**, your screen looks like the screen below, **select**:

- “Add account”
- “Work or School Account”
- “Scan QR Code”

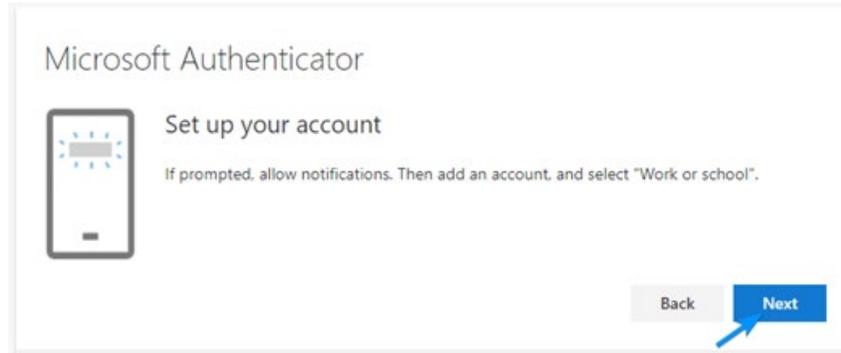


8

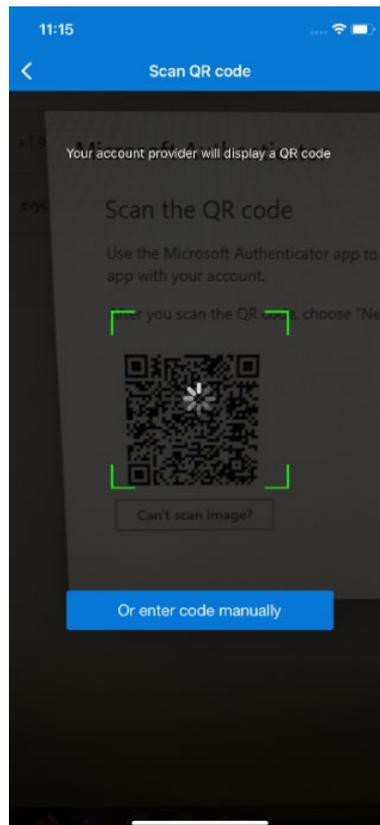
Click “OK” for the Authenticator to have access to the camera to scan a QR code. The camera app will open.



9 On your computer, you should get the following screen. Click “**Next**” to start the setup process. A QR code should display shortly after.

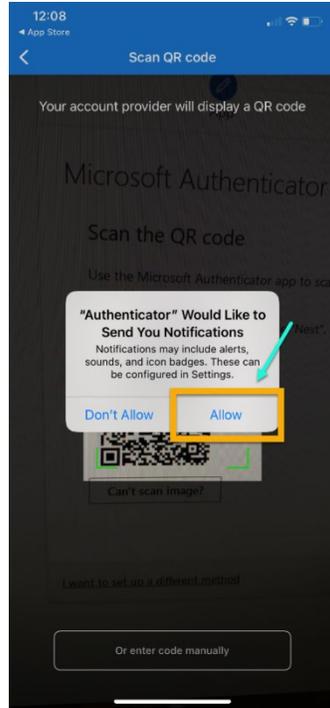


10 Point the camera to the QR code to scan the code that should be displayed on the computer. This will connect your Authenticator to your Wake tech account.



11

Your Authenticator may request permission to send you notifications, click **“Allow”**



12

On your **computer**, once your phone registers the account, click **“Next”**

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?

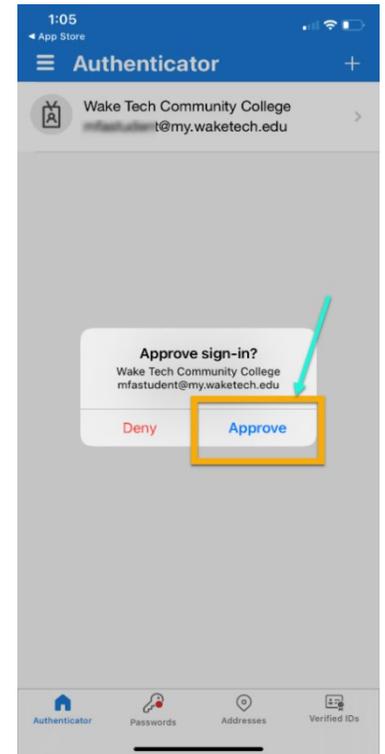
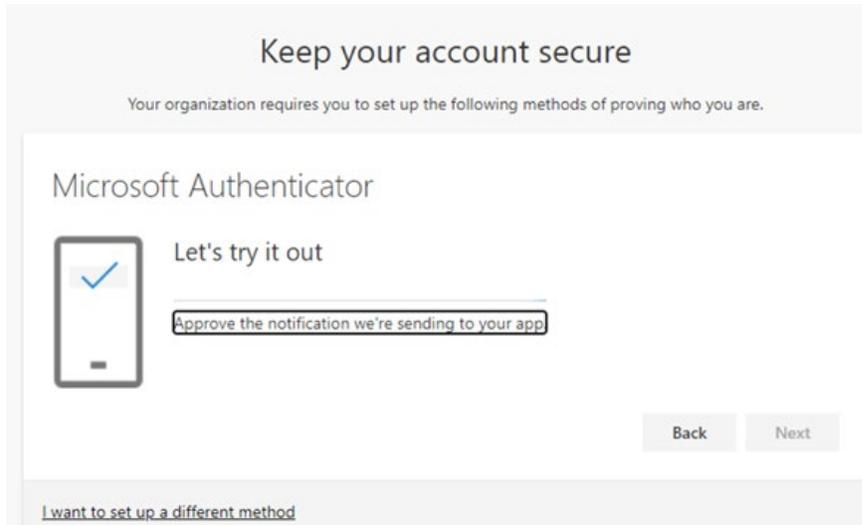
Back

Next

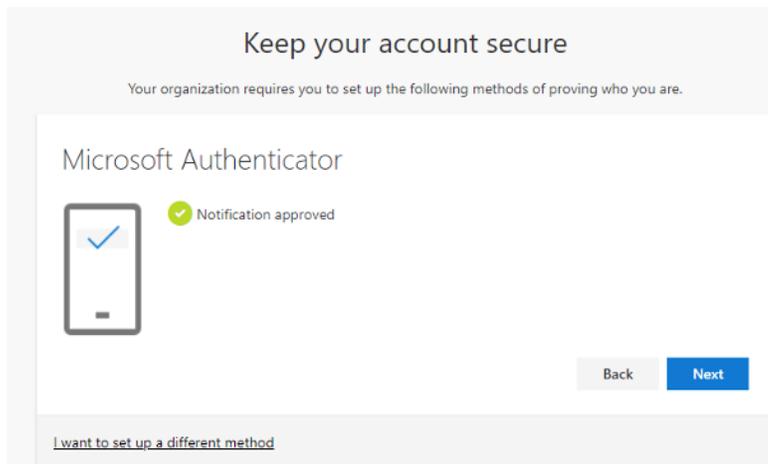


Testing the Microsoft Authenticator

13 The setup process will send a notification to your mobile device to test that it works, click on the **“Approve”** button.



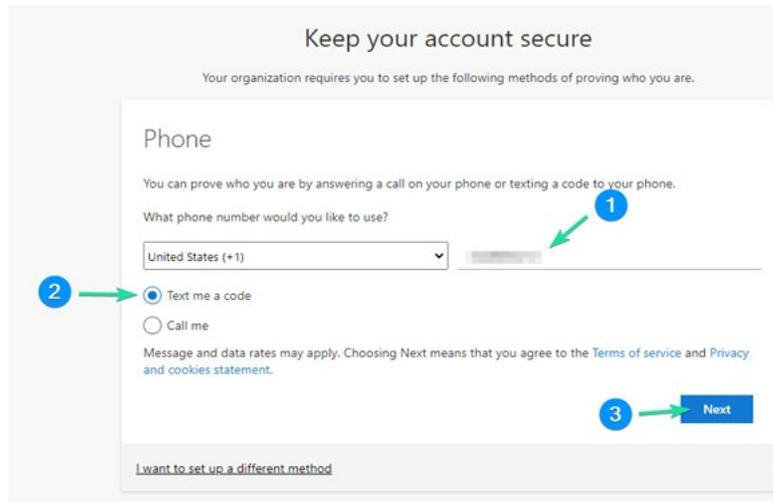
14 Click the **“Next”** button after it verifies the test was successful.



Setting up text or call-in option

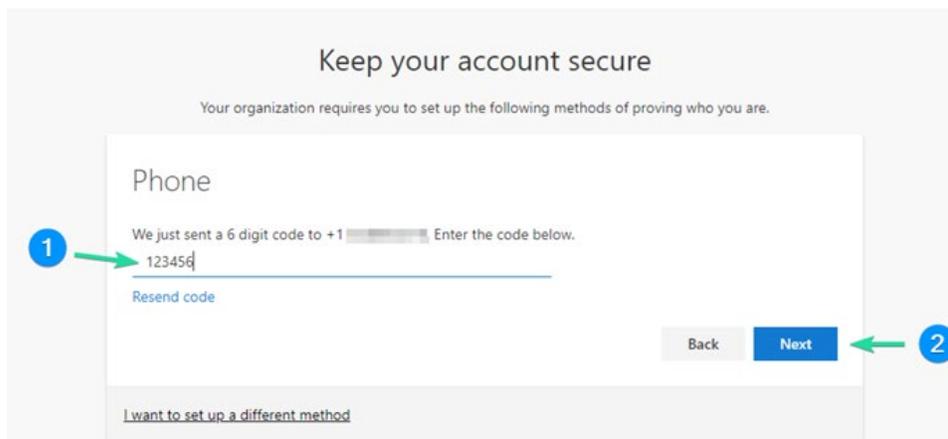
15 Now you will be allowed to set up a text or call-in option:

- Enter the **phone number** you would like to use
- Ensure that the **“Text me a code”** option is selected
- Click **“Next”**



The screenshot shows a web form titled "Keep your account secure" with the subtitle "Your organization requires you to set up the following methods of proving who you are." The main heading is "Phone". Below this, it says "You can prove who you are by answering a call on your phone or texting a code to your phone." The form asks "What phone number would you like to use?" and has a dropdown menu set to "United States (+1)" and a text input field. A blue circle with the number "1" points to the text input field. Below the phone number field are two radio buttons: "Text me a code" (which is selected) and "Call me". A blue circle with the number "2" points to the "Text me a code" radio button. Below the radio buttons, there is a small text note: "Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement." At the bottom right of the form is a blue "Next" button, with a blue circle and the number "3" pointing to it. At the bottom left of the form is a link: "I want to set up a different method".

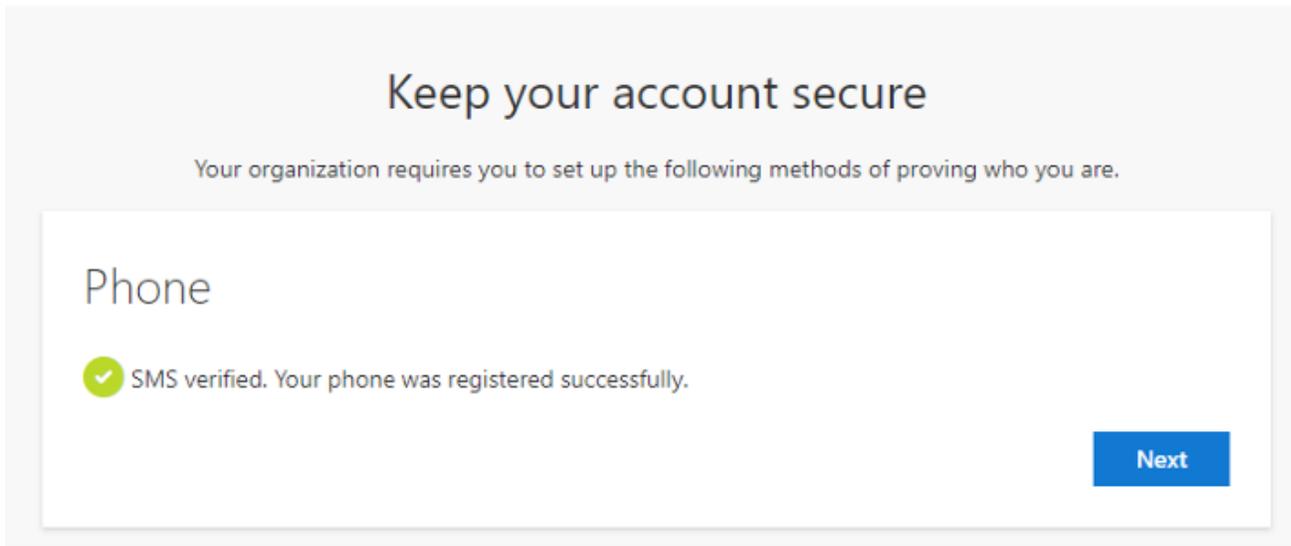
16 You will then receive a text message on your phone with a **6-digit code**. Enter the verification code into the text box on the web page and then click the **“Next”** button.



The screenshot shows the same "Keep your account secure" page. The main heading is "Phone". Below this, it says "We just sent a 6 digit code to +1 [redacted] Enter the code below." There is a text input field containing "123456". A blue circle with the number "1" points to the text input field. Below the text input field is a link: "Resend code". At the bottom right of the form are two buttons: "Back" and "Next". A blue circle with the number "2" points to the "Next" button. At the bottom left of the form is a link: "I want to set up a different method".

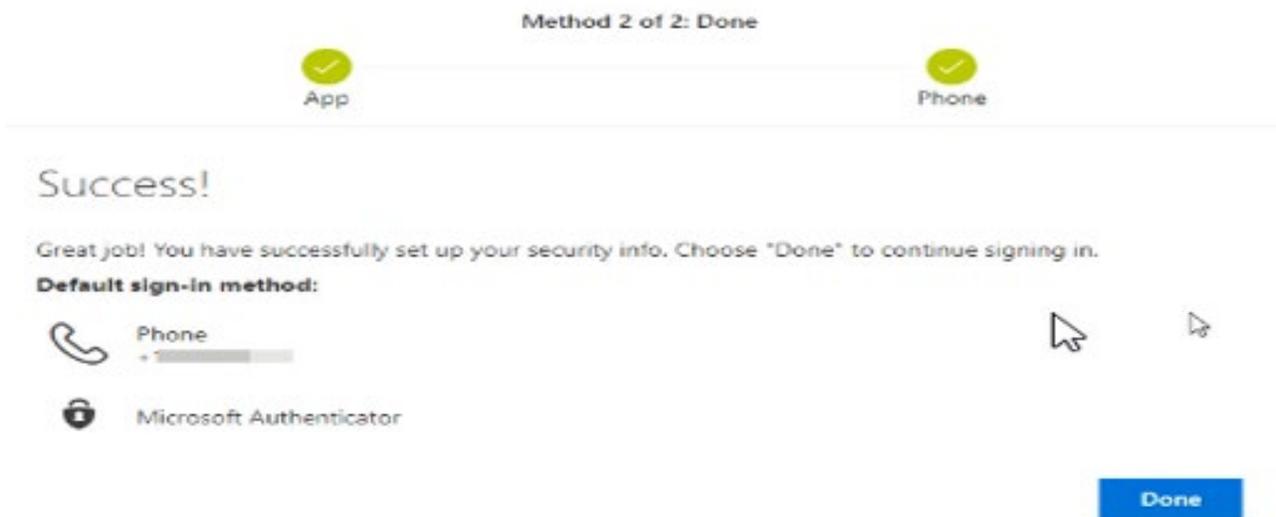
17

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



18

Success! You are now set up with MFA through text messaging on your mobile phone. You can click the “Done” button to finish the setup. You will now see two methods displayed on your screen.



Setting up MFA Phone method for Text/Call-in

Follow these instructions to set up phone for Text/Call-in



Watch the video below to learn more about how to set up your phone for Text/Call-in

<<<video>>>

1

Visit the website <https://aka.ms/mfasetup> and enter your student Wake Tech email credentials:

- Enter your email address and click "Next"
- Enter your password and click "Sign In"



Sign in

mfastudent@my.waketech.edu

[Can't access your account?](#)

Next



← mfastudent@my.waketech.edu

Enter password

.....

[Forgot my password](#)

Sign in

2

You might see this message (if not, skip to step#3) **More Information required**", click "Next".



More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

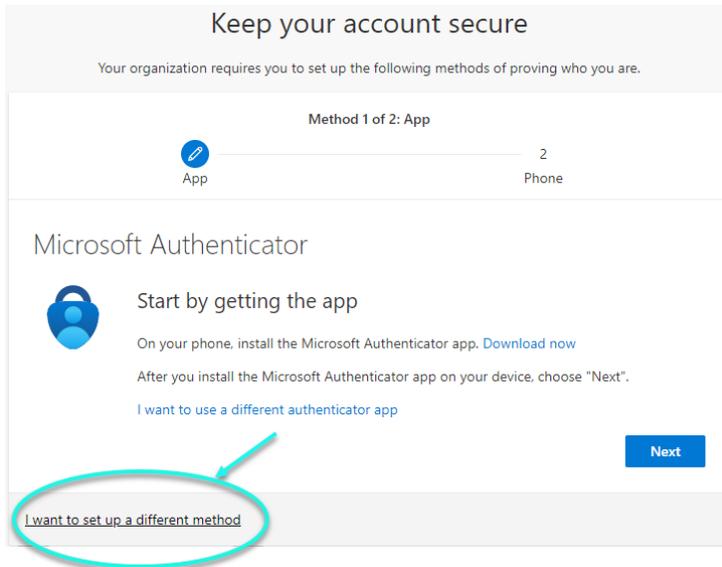
[Learn more](#)

Next

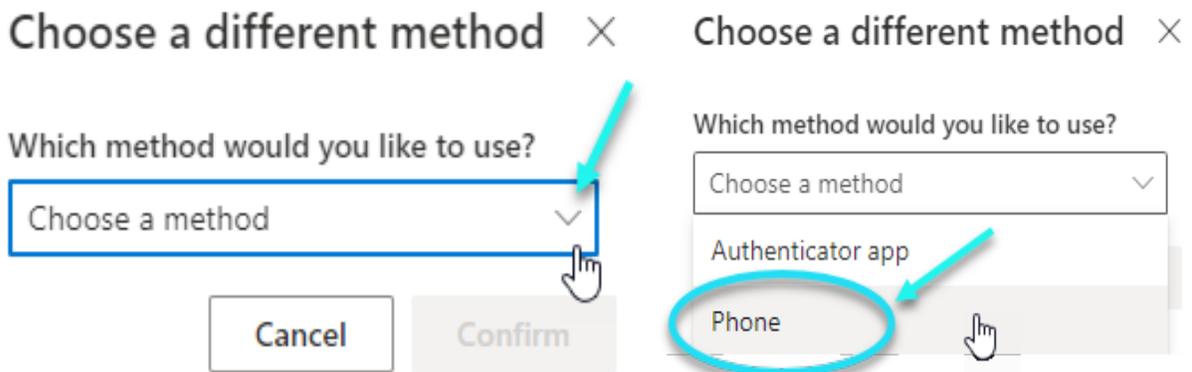
If you have trouble signing in, please contact our helpdesk:

Phone Number: +1 (919) 866-7000

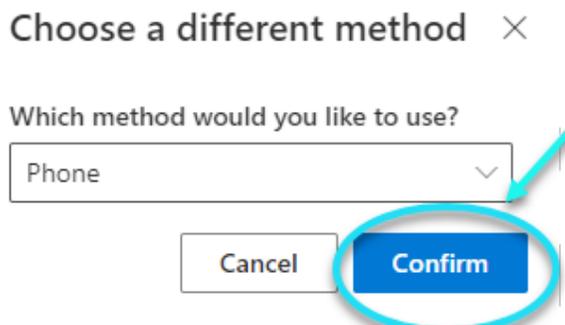
3 Select “I want to set up a different method” option at the bottom



4 Click on the down arrow and select “Phone” from the drop-down menu



5 Click the “Confirm” button.



6

For this step, do the following:

- Enter the **phone number** you would like to use
- Select **“Text me a code”**
- Click **“Next”**

The screenshot shows a web form titled "Keep your account secure" with the subtext "Your organization requires you to set up the following methods of proving who you are." The form is for "Phone" verification. It includes a dropdown menu for "United States (+1)" and a text input field for the phone number. Below this, there are two radio button options: "Text me a code" (which is selected) and "Call me". A "Next" button is located at the bottom right of the form. A link at the bottom left says "I want to set up a different method". Three blue circles with numbers 1, 2, and 3 are overlaid on the image with green arrows pointing to the phone number field, the "Text me a code" radio button, and the "Next" button respectively.

7

You will then receive a text message on your phone with a 6-digit code. **Enter** the code into the text box and click **“Next”**

The screenshot shows the same "Keep your account secure" page, but now the phone number field is filled with a masked number. The text below the field says "We just sent a 6 digit code to +1 [masked] Enter the code below." The text input field contains the code "123456". A "Resend code" link is below the input field. At the bottom right, there are "Back" and "Next" buttons. A blue circle with the number 1 is overlaid on the code input field with a green arrow, and another blue circle with the number 2 is overlaid on the "Next" button with a green arrow. A link at the bottom left says "I want to set up a different method".

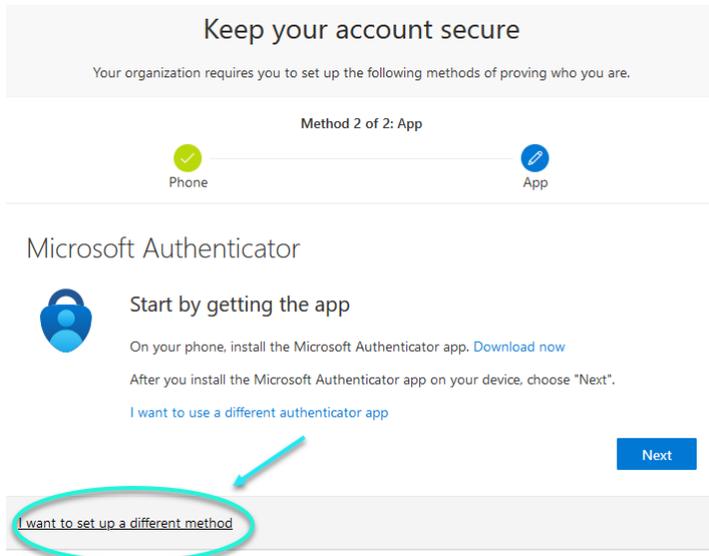
8

You will receive a message saying that the phone registration was successful. Since two methods are needed, we'll continue configuring the 2nd method. Click **“Next”**

The screenshot shows a progress bar at the top with the text "Method 1 of 2: Phone". Below the progress bar, there are two items: "Phone" with a blue checkmark icon and "App" with a blue checkmark icon. Below this, the text "Phone" is displayed. A green checkmark icon is followed by the text "SMS verified. Your phone was registered successfully." At the bottom right, there is a blue "Next" button with a white border and a shadow effect.

9

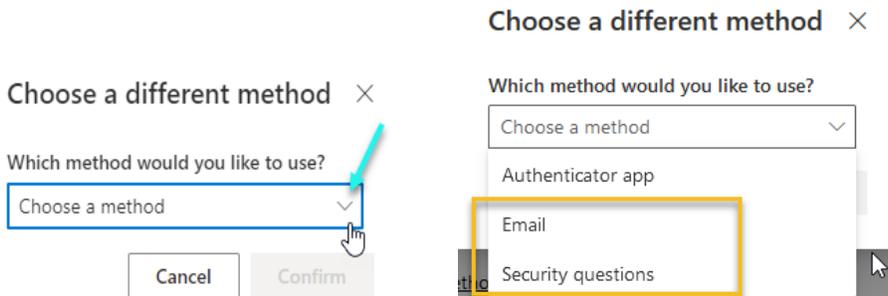
Now we will configure the 2nd authentication method. Click “I want to set up a different method”



10

Click on the down arrow to select your 2nd method. You are presented with 2 options:

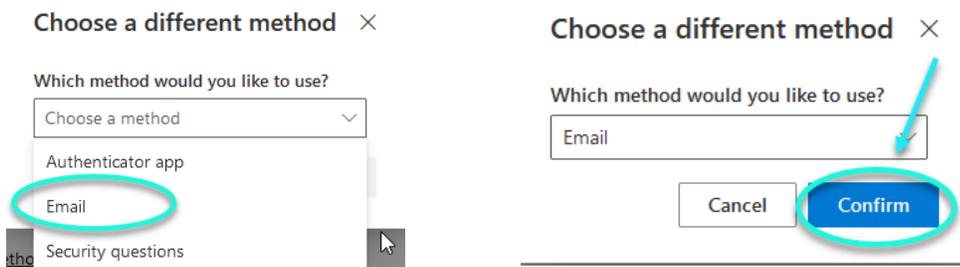
- a. **Email** - alternative email, you cannot use the same Wake Tech email.
- b. **Security Questions**



11

If you would like to use your alternative email, please select “**Email**” from the down menu and click “**Confirm**”

***IMPORTANT:** If you would like to use **Security Questions** skip to step# **11a**-**Security Questions Method**



12 Enter the personal **email** you would like to use.



Please remember that Wake Tech email cannot be used.

Method 2 of 2: Email

Phone Email

Email

What email would you like to use?
z@gmail.com

[I want to set up a different method](#)

[Next](#)

13 Enter the **verification code** that was sent to your personal email click “**Next**”

Method 2 of 2: Email

Phone Email

Email

We just sent a code to z@gmail.com

592263

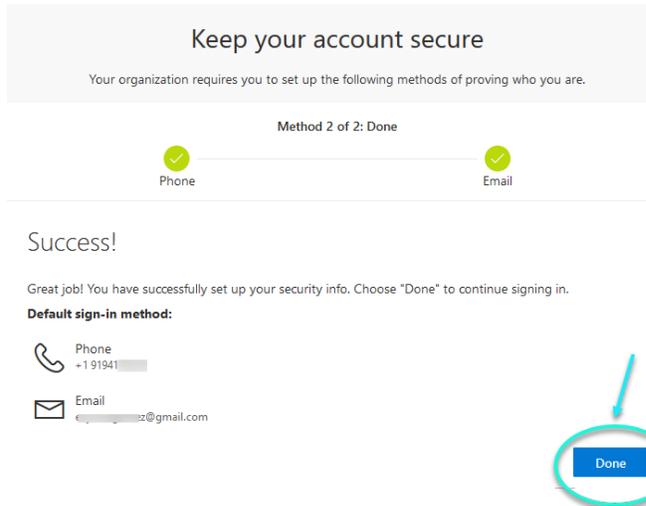
[Resend code](#)

[Next](#)

[I want to set up a different method](#)

14

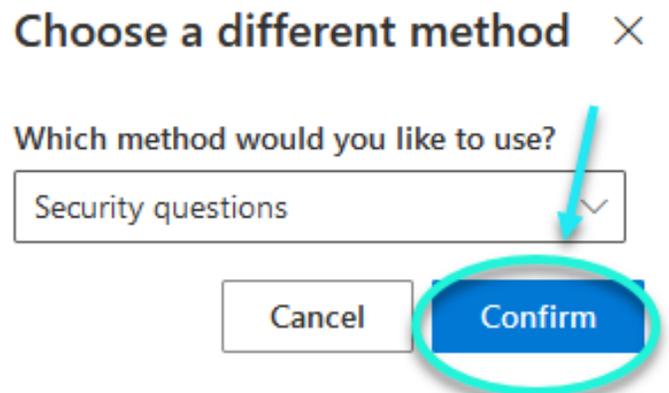
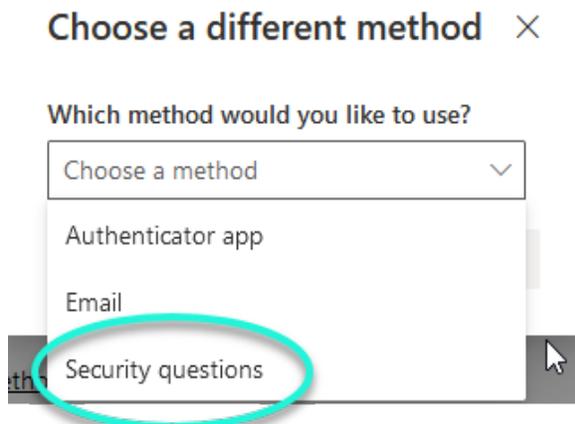
Great Job! On this screen, you will receive a message that your security info has been setup. You will see both methods listed (Phone and Email). Click “Done” to finish the process. You may close the web browser window.



Setting up Security Questions Method

11a

Security Questions Method – If you would like to use “Security Questions” as your verification method, please select it from the drop-down menu and click “Confirm”



11b

You will have the option to select 4 Security Questions and their answers:

Keep your account

Your organization requires you to set up the following:

Method 2 of 2: Questions

Phone

Security questions

Select a question

Select a question

Select a question

Select a question

[I want to set up a different method](#)

- In what city did you meet your first spouse/partner?
- In what city does your nearest sibling live?
- In what city was your father born?
- What city were you in on New Year's 2000?
- What is the last name of your favorite teacher in high school?
- What is the name of a college you applied to but didn't attend?
- What is your father's middle name?
- What is your favorite food?
- What is your mother's middle name?
- What is your oldest sibling's birthday month and year? (e.g. November 1985)
- What is your paternal grandfather's first and last name?
- What school did you attend for sixth grade?
- What was the first and last name of your childhood best friend?
- What was the name of the street of your first childhood home?
- What was the name of your childhood hero?
- What was the name of your favorite stuffed animal?
- What was the name of your first pet?
- What was your childhood nickname?
- What was your favorite sport in high school?
- Who is the most famous person you have ever met?

11c

Choose your 4 Security Questions and click "Done"

Method 2 of 2: Questions

Phone Questions

Security questions

In what city did you meet your first spouse/partner?

What is your paternal grandfather's first and last name?

What was the name of the street of your first childhood h...

What was the first and last name of your childhood best f...

Done

[I want to set up a different method](#)

11d

Choose your 4 Security Questions and click "Done"

Method 2 of 2: Done

Phone Questions

Success!

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

Default sign-in method:

- Phone +1 91941
- Security questions

Done

Using MFA when signing into your account

Microsoft Authenticator App Method

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.



mfastudent@my.waketech.edu

Approve sign in request



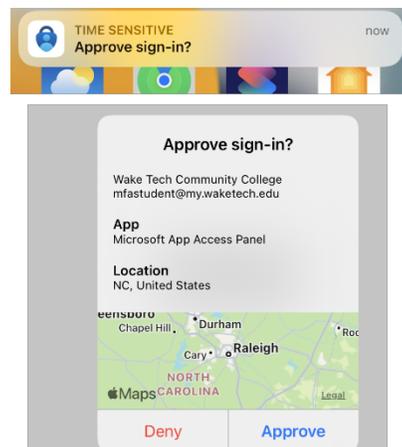
Open your Microsoft Authenticator app and approve the request to sign in.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

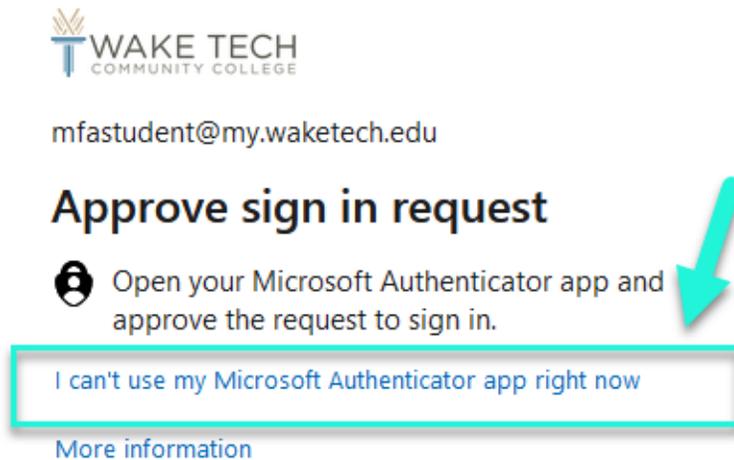
2

On your cell phone, you should get a push notification from the Microsoft Authenticator app. Tap it and then click **“Approve”**. After this verification, you will have successfully logged into your account.

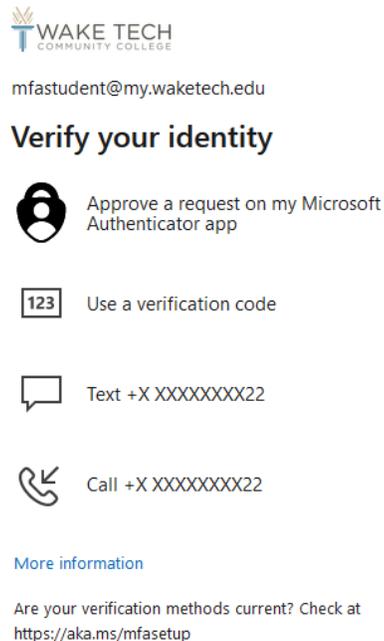


Can't use your Authenticator app right now?

- 1 Select "I cannot use your Authenticator app right now" option if you cannot access the app and would like to use another method to verify your identity.



- 2 You will be presented with a list of alternative ways to verify your identity. Select your desire method and follow the prompts.



Cancel

Using MFA when signing into your account

Phone Method for Text

1

After signing into your account, you will be presented with an **additional security verification** prompt.

You will be prompted to select Text or Call to your registered phone number.

WAKE TECH
COMMUNITY COLLEGE

mfastudent@my.waketech.edu

Verify your identity

Text +X XXXXXXXX

Call +X XXXXXXXX

[More information](#)

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

Cancel

2

For this example, we

chose the “Text” option.

Please enter the code you received via text into the box and click “Verify”. After this verification, you will have successfully logged into your account.

WAKE TECH
COMMUNITY COLLEGE

mfastudent@my.waketech.edu

Enter code

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

Code

Having trouble? [Sign in another way](#)

[More information](#)

Verify

WAKE TECH
COMMUNITY COLLEGE

mfastudent@my.waketech.edu

Enter code

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

791220

Having trouble? [Sign in another way](#)

[More information](#)

Verify



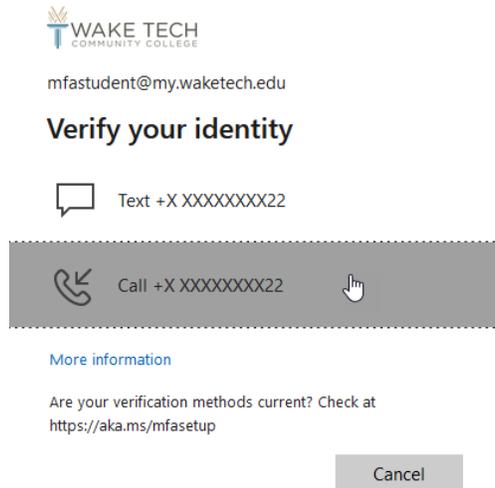
If it is not working, try selecting “Sign in another way” to get a phone call instead.

Using MFA when signing into your account

Phone Method for Call-in

1

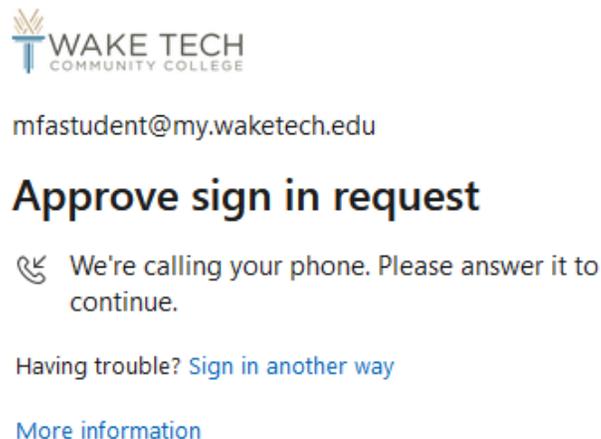
After signing into your account, you will be presented with an **additional security verification** prompt. You will be prompted to select **Text** or **Call** to your registered phone number.



2

For this example, we chose the “Call” option.

You will then receive a call from Microsoft on your phone. Follow the prompts on the phone call. Usually, it will tell you to press the **pound key (#)** to approve the request. After this verification, you will have successfully logged into your account.



If it is not working, try selecting “**Sign in another way**” to get a text instead.

Managing your MFA methods

Add a new method

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.

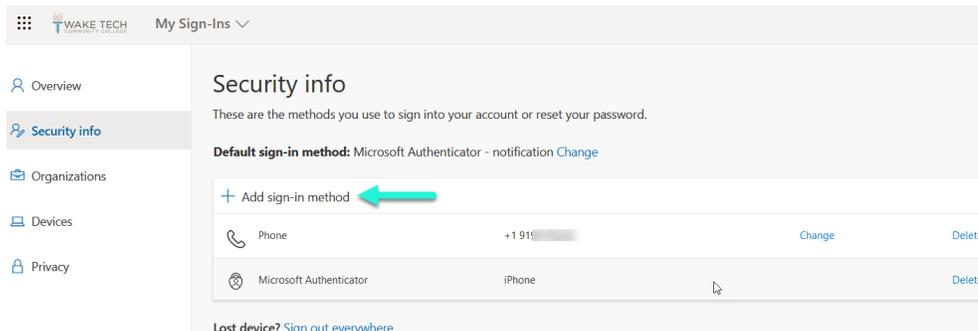
Go to **My Security Info** (<https://aka.ms/mfasetup>) to make add, remove, or change an MFA method.

Note: you can also reach this page using the following steps:

- Log into "my.waketech.edu" on the Wake Tech Student portal
- Click on your name at the top right
- Select "View account"
- Click "UPDATE INFO" on the **Security info** tile.

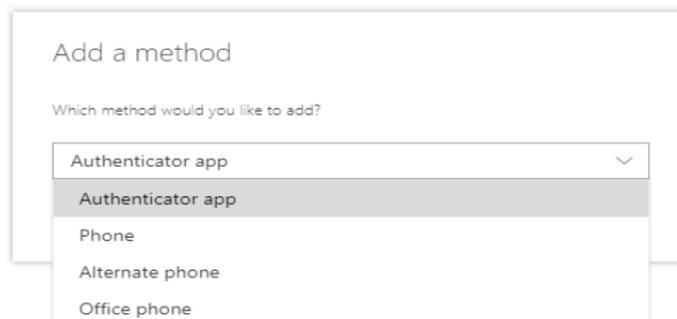
1

Click on the "Add sign-in method" button



2

A window will open with a dropdown menu. Select the method you want to add and then click the "Add" button and follow the setup prompts to complete registration.



Managing your MFA methods

Remove a method

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.

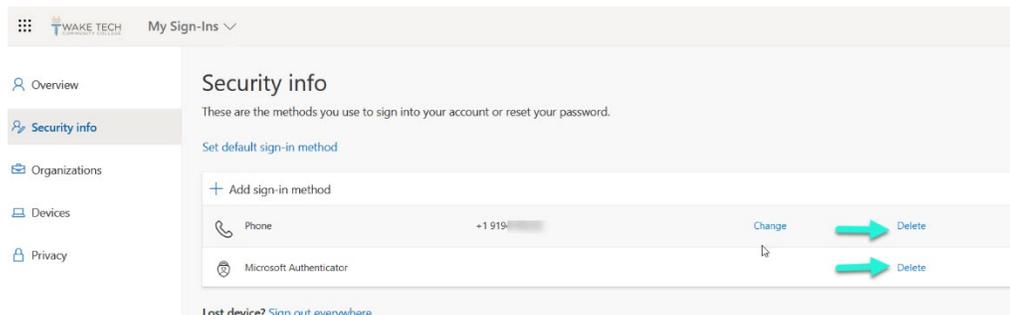
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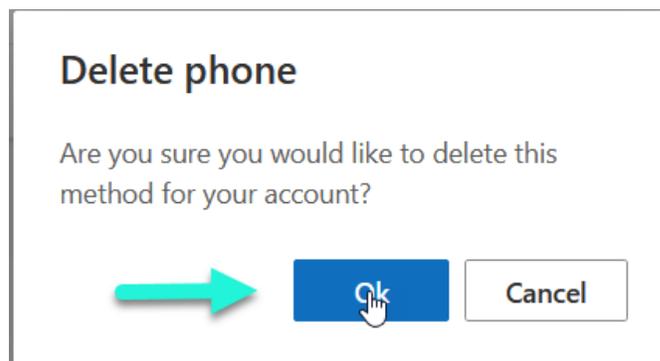
1

Click the "Delete" option 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.



Managing your MFA methods

Change the default sign-in method

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.

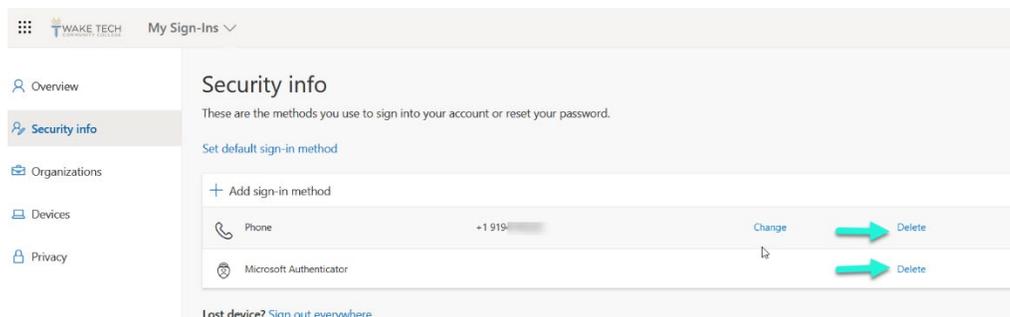
Go to **My Security Info** (<https://aka.ms/mfasetup>) to make add, remove, or change an MFA method.

Note: you can also reach this page using the following steps:

- Log into "my.waketech.edu" on the Wake Tech Student portal
- Click on your name at the top right
- Select "View account"
- Click "UPDATE INFO" on the **Security info** tile.

1

Click the "Change" option next to the **Default sign-in method** header.



2

A window will open with a dropdown menu of your registered MFA methods. Select the method you want to be your default and then click the "Confirm" button

