



Multi-Factor Authentication (MFA)

Getting Started Guide

MFA is an added layer of security for services requiring you to authenticate via Microsoft Office 365. Such services include email, Teams, Office online applications, OneDrive, and NCC's intranet, The Hub. Multi-factor authentication requires an alternate verification method in addition to your account's password. This alternate verification method must be a mobile device or landline phone that you register with your NCC Microsoft Office 365 account.

There will be THREE options for configuring MFA.

- Option 1 Authentication phone (SMS text message to a mobile device)
- Option 2: Office Phone (phone call to a designated phone number)
- Option 3: Mobile app (Microsoft Authenticator) **** preferred option**

*** The Microsoft Authenticator app method is the preferred method because it is the only method that will work if you are unable to receive a text message or phone call. The Microsoft Authenticator app also allows you to configure your device (text message/phone call) as a backup method.*

First-time Configuration

On October 25, 2022, all North Central College Microsoft O365 staff accounts will require an additional authentication method. After MFA is enforced on your account, you will be required to complete MFA enrollment before you will be able to access any O365 connected services. Please follow the steps below to complete the configuration.

If you do **NOT** complete the configuration wizard successfully, you will **NOT** be able to access your email or any other O365 dependent service until MFA is successfully configured and verified.

After your MFA enrollment:

- Most devices remain authorized for 60 days after being verified via MFA. After 60 days (or if you sign out on the device), you will be prompted to re-authorize the device the next time you login.
- Each time you login to an O365 service from an unrecognized device, you will need to complete the secondary authentication request using the method you selected.
- If you receive a request to authorize a device but you are NOT actively trying to access your account, DENY the request and report the attempt to the ITS Help Desk.

Launching the MFA Setup Wizard

1. From a computer, launch a web browser (Chrome, Firefox, Safari, Edge) and access your NCC O365 email at:
<https://outlook.office365.com>
2. Enter your full NCC @noctrl.edu email address and click **Next**
3. Enter your NCC password and click “**Sign in**”



← username@noctrl.edu

Enter password

Password

[Forgot my password](#)

Sign in

4. The MFA wizard will launch and indicate that more information is required to access your account. Click **Next**.



username@noctrl.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

Selecting an Authentication Method

Step 1 of the MFA Setup Wizard will ask, “How should we contact you? “

Click on the drop-down box next to “Authentication phone”

You will be presented with the three options noted previously – select one.

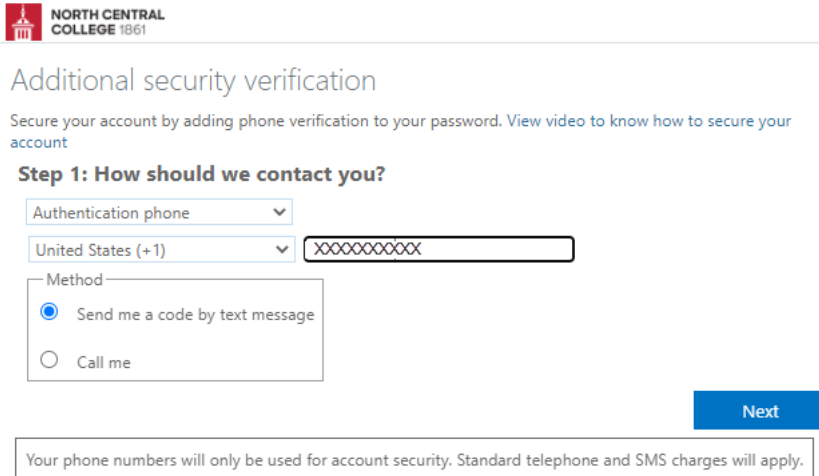
- [Option 1: Authentication phone](#) (SMS text message to a mobile device)
- [Option 2: Office Phone](#) (phone call to a designated phone number)
- [Option 3: Mobile app](#) (Microsoft Authenticator)** *preferred option*

The instructions for each of the above options are below – you only need to follow the instructions for the option you will be using.

Option 1 - Authentication Phone

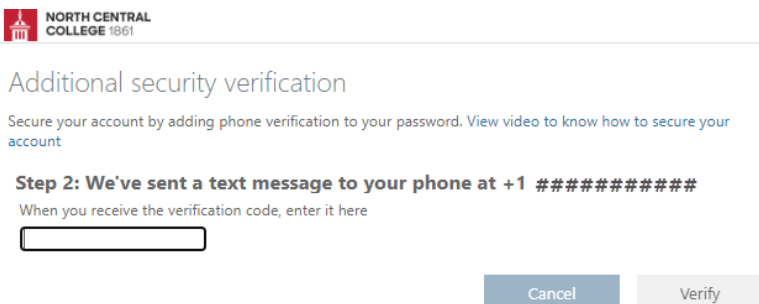
An authentication phone will use your mobile device for the 2nd factor of authentication, either via phone call or text message.

1. Select "Authentication phone"
2. Provide your mobile telephone number and select your verification method. Click **Next**



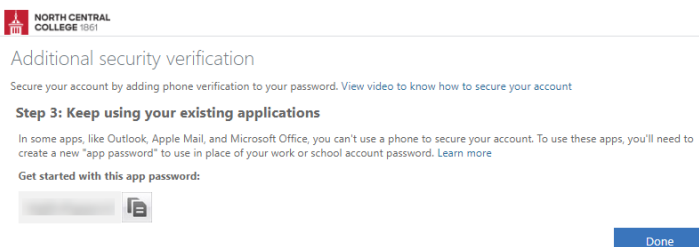
The screenshot shows the 'Additional security verification' screen for North Central College. It is titled 'Step 1: How should we contact you?'. There are three main input areas: a dropdown menu for 'Authentication phone', a dropdown menu for 'United States (+1)' with a text input field containing 'XXXXXXXXXX', and a 'Method' section with two radio buttons: 'Send me a code by text message' (which is selected) and 'Call me'. A blue 'Next' button is located at the bottom right. A disclaimer at the bottom states: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

3. If A numeric code will be sent to the phone number you provided via the method you selected (either a text message or phone call). On the "Additional security verification" screen, enter the code that was sent to your phone. Click **Verify**.



The screenshot shows the 'Additional security verification' screen for North Central College. It is titled 'Step 2: We've sent a text message to your phone at +1 *****'. Below the title, it says 'When you receive the verification code, enter it here' followed by a text input field. At the bottom, there are two buttons: 'Cancel' and 'Verify'.

Note: If you selected "Call me," you will receive a phone call to the number you provided (likely from an unidentified 855 phone number)
"This is Microsoft sign-in system, if you are trying to sign-in, press the # key to finish signing-in. If you are not trying to sign in, press 0 #."



The screenshot shows the 'Additional security verification' screen for North Central College. It is titled 'Step 3: Keep using your existing applications'. Below the title, it says 'In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. Learn more'. Below that, it says 'Get started with this app password:' followed by a text input field and a document icon. A blue 'Done' button is located at the bottom right.

4. Once you have entered the code, your enrollment will be complete. Click **Done**.

Option 2 - Office Phone

The office phone method will make a phone call to the number provided as the 2nd factor of authentication.

1. Select "Office phone"
2. Provide your office phone number and then click **Next**.



Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Office phone

United States (+1) 630637 Extension

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

3. You will receive a phone call to the number you provided (likely from an unidentified 855 phone number)
"This is Microsoft sign-in system, if you are trying to sign-in, press the # key to finish signing-in. If you are not trying to sign in, press 0 #."

Press # on your phone's keypad. You'll receive a message that your sign-in was successful.



Additional security verification

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Step 2: Let's make sure that we can reach you on your Office Phone

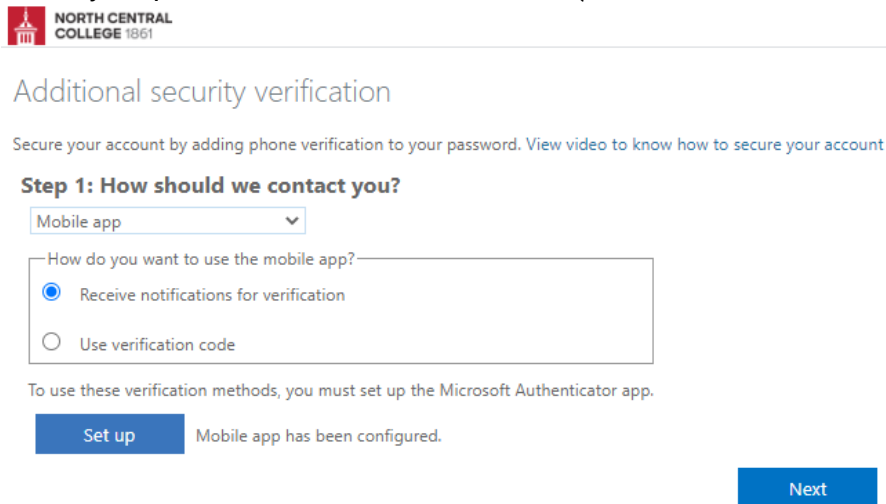
Verification successful. Taking you to the next step...

Next

Option 3a – Mobile App – App Notifications ** (preferred method)

Note: Please install the Microsoft Authenticator mobile app from your device's App Store before performing the steps below

1. Select "Mobile App"
2. Select your preferred method of verification (notification for verification). Click **Next**.



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Additional security verification

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Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

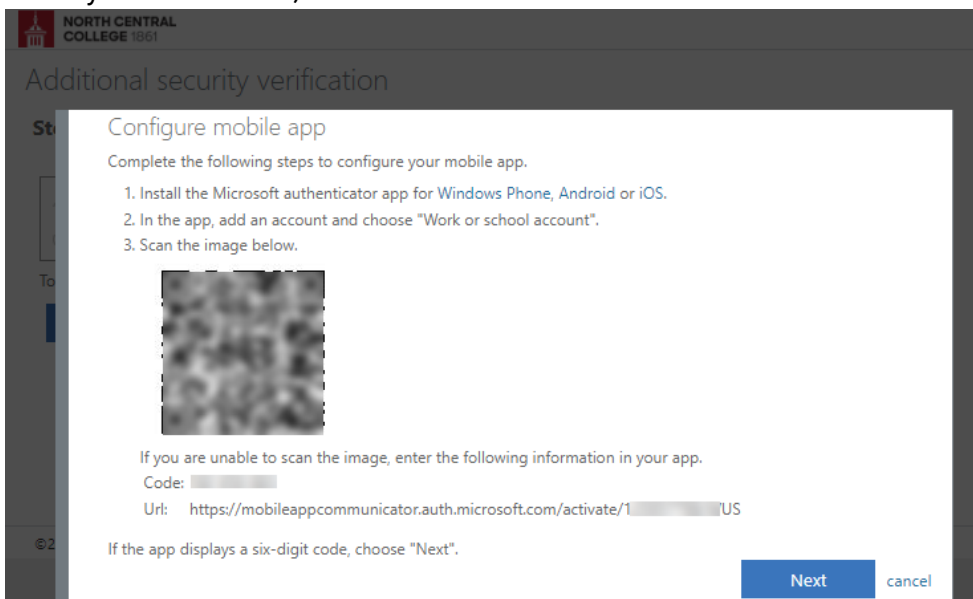
Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Mobile app has been configured.

Next

3. Click **Set up**
4. Launch the **Microsoft Authenticator** app on your device
5. Follow the on-screen instructions to scan the QR code into the Microsoft Authenticator App. When you are finished, click **Next**.



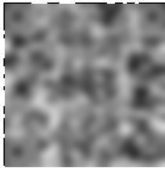
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Additional security verification

Step 1: Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code: [redacted]

Uri: [https://mobileappcommunicator.auth.microsoft.com/activate/1\[redacted\]US](https://mobileappcommunicator.auth.microsoft.com/activate/1[redacted]US)

If the app displays a six-digit code, choose "Next".

Next cancel

6. Click **Next** again on the “Additional security verification” MFA Wizard page which will display “Step 2: Let’s make sure that we can reach you on your Mobile App device”.



Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Let’s make sure that we can reach you on your Mobile App device

Verification successful. Taking you to the next step...

Next

7. You will receive a notification on your device via the Microsoft Authenticator app to “Approve sign-in,” click **APPROVE**
A few seconds after you have approved the request, the MFA Wizard will respond with, “Verification successful. Taking you to the next step...”
8. Complete the enrollment by adding a phone number to your account in the event you lose access to the mobile app. Click **Next**.



Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 3: In case you lose access to the mobile app

Select your country or region

Next

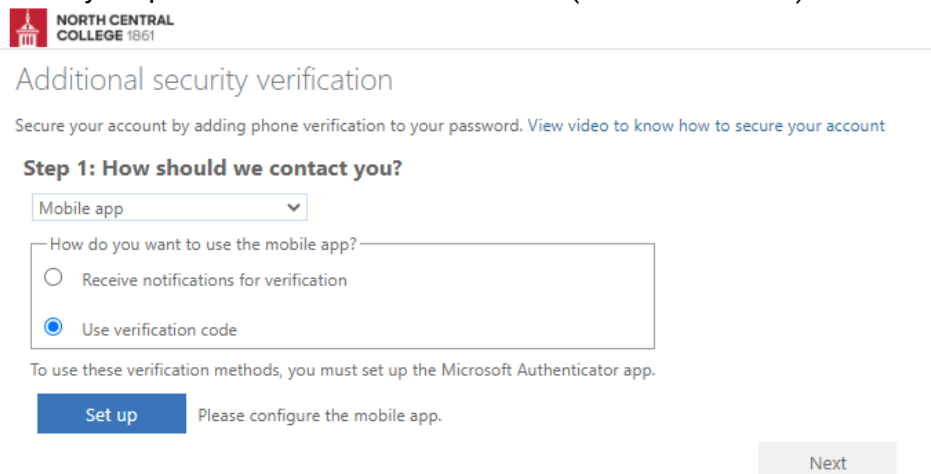
Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

9. Click **Done**.

Option 3b – Mobile App - Code

Note: Please install the Microsoft Authenticator mobile app from your device's App Store before performing the steps below

1. Select "Mobile App"
2. Select your preferred method of verification (verification code). Click **Next**.



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Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

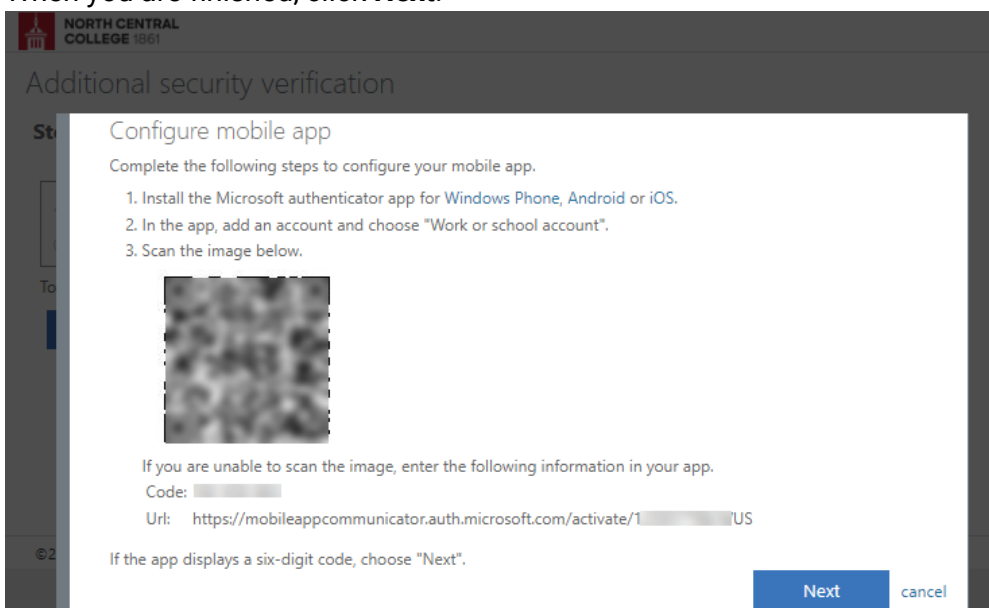
Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Please configure the mobile app.

Next

3. Click **Set up**
4. Launch the **Microsoft Authenticator** app on your device
5. Follow the on-screen instructions to scan the QR code into the Microsoft Authenticator App. When you are finished, click **Next**.



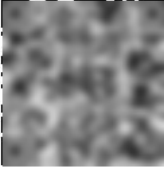
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Additional security verification

Step 1: Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code:

Url: <https://mobileappcommunicator.auth.microsoft.com/activate/1> US

If the app displays a six-digit code, choose "Next".

Next cancel

6. On the Additional security verification screen of the MFA Wizard, click **Next**. It will bring you to a screen requesting you to enter the verification code displayed in the Microsoft Authenticator app.

- In the **Microsoft Authenticator** app on your device, click on the entry that says North Central College. A one-time password code will be displayed. Enter the number into the MFA Wizard (*this number refreshes every 30 seconds, the amount of time before the code refreshes is indicated in the circle*)

North Central College

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

018452

Cancel Verify

Notifications enabled
You can use this device to approve notifications to verify your sign-ins

One-time password code
018 452

Enable phone sign-in >

- Complete the enrollment by adding a phone number to your account in the event you lose access to the mobile app. Click **Next**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 3: In case you lose access to the mobile app

Select your country or region

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

- Click **Done**.