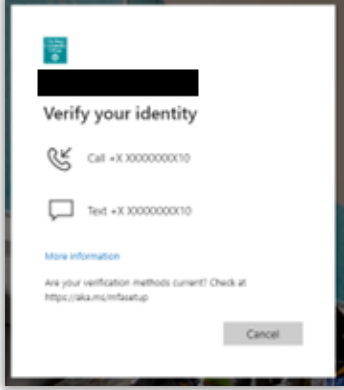
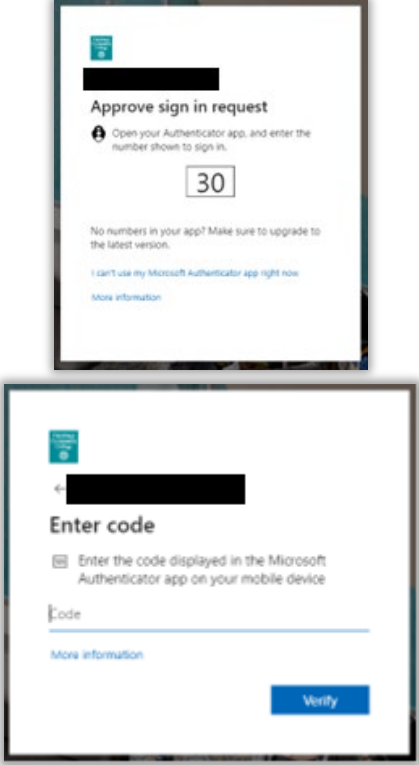


# Student Multi-factor Authentication (MFA) Enrollment Instructions

## Verification Options

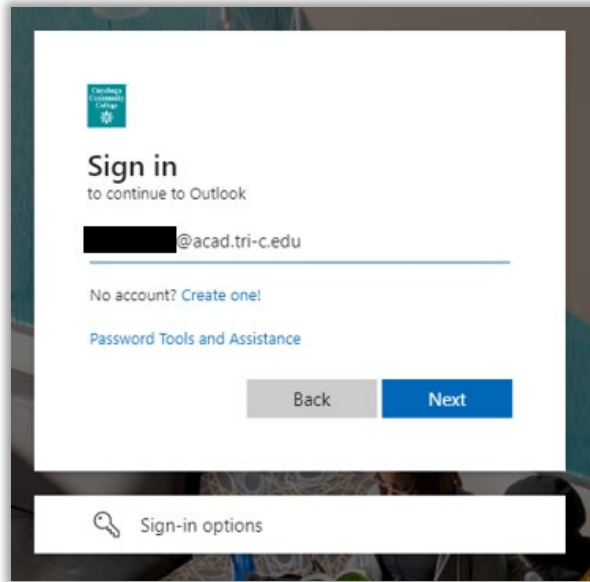
You will set up one verification method first. You can add more later.

| Verification Method   | What It Looks Like  |
|---|---|
| <p><b>Phone</b></p> <p><i>Supports:</i></p> <ul style="list-style-type: none"><li>• <i>Text messages</i></li><li>• <i>Confirmation automated calls</i></li></ul>  |   |
| <p><b>Authenticator App for Android and iOS</b></p> <p><i>Supports:</i></p> <ul style="list-style-type: none"><li>• <i>Typing numbers from computer into mobile app (data connection required)</i></li><li>• <i>Typing number from mobile app into computer (no data connection required)</i></li></ul> |  |

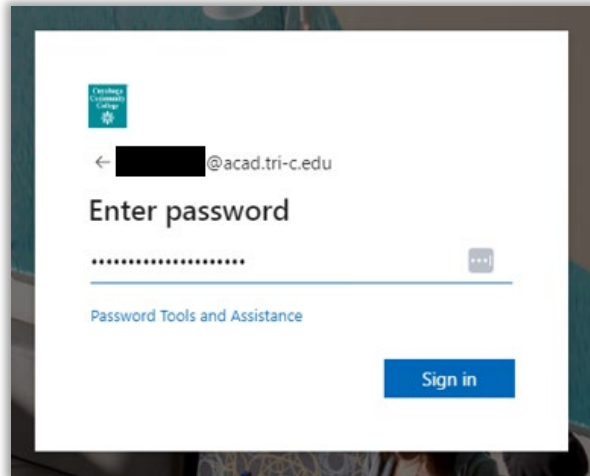
**We recommend using the phone (text message or voice) method first.** It's the easiest to set up and will continue to work if you switch phones as long as you keep the same number. These instructions will lead you through the setup process.

# MFA Enrollment

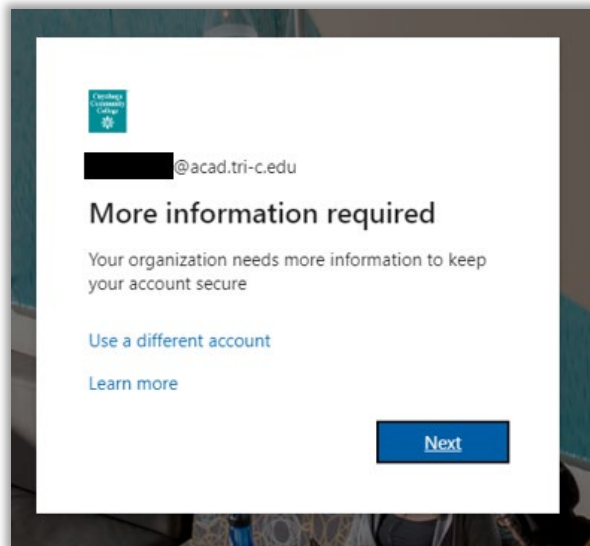
When you access a Tri-C web app, such as [my Tri-C space](#), you will be asked to log in. From the login page, enter your username. It should be in this format: *S-number@acad.tri-c.edu*



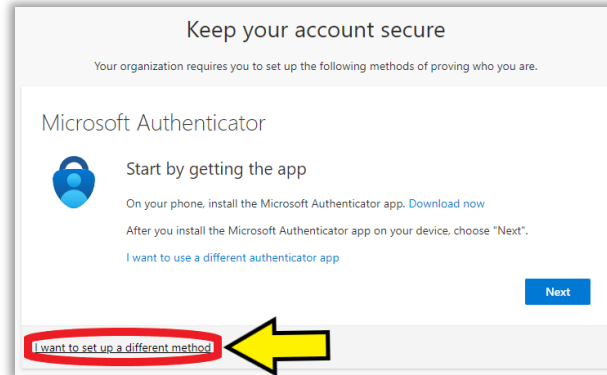
Enter your password.



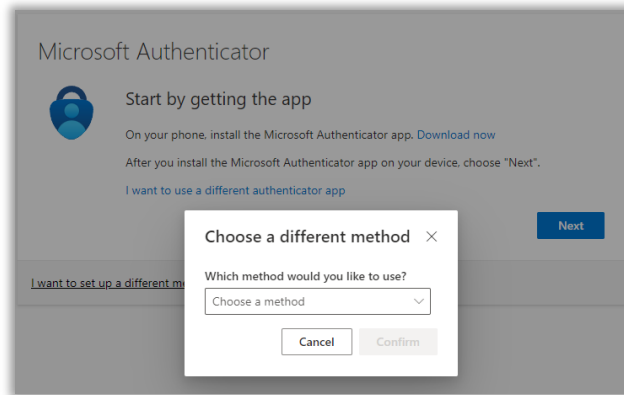
You will see **“More information required.”** Click **“Next.”**



From the **“Keep your account secure”** screen, click **“I want to setup a different method.”**

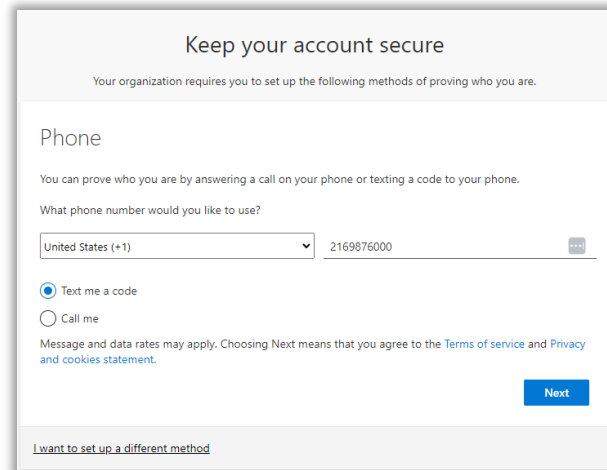


Select **“Phone”** from the **“Choose a method”** drop-down box.

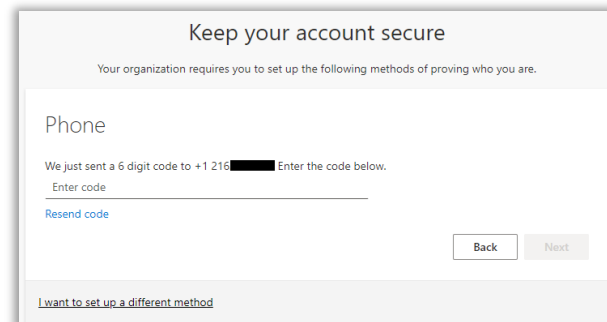


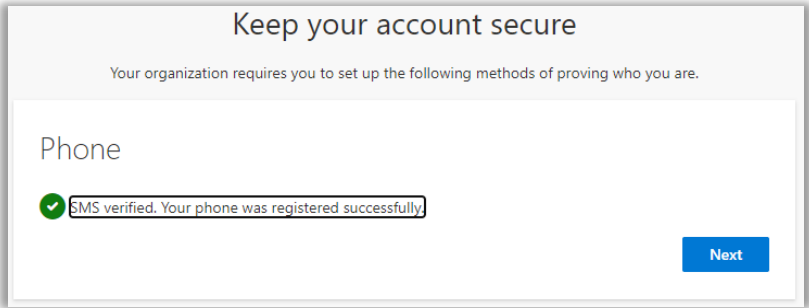
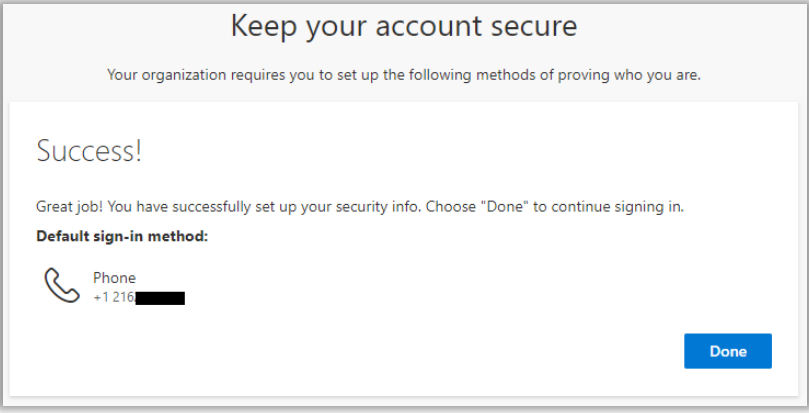
Click **“Confirm.”**

Select the **“Country Code”** and type in your phone number. Select whether you want a text message or phone call.



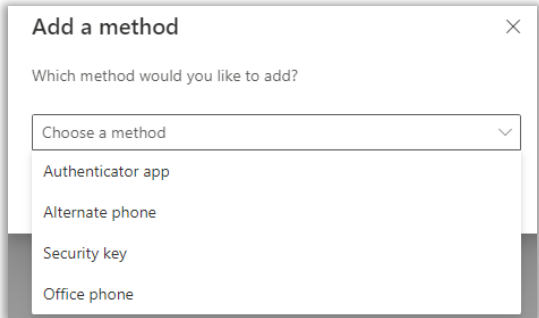
If you select **“Text,”** you will see a screen asking you to enter the number texted to you. Type it in and click **“Next.”**



|  |   |
|--|---|
| <p>You will see a screen showing your SMS was verified. Click <b>“Next.”</b></p> |  <p>The screenshot shows a window titled "Keep your account secure" with the subtitle "Your organization requires you to set up the following methods of proving who you are." Below this, there is a section for "Phone" with a green checkmark and the text "SMS verified. Your phone was registered successfully." A blue "Next" button is located in the bottom right corner.</p>   |
| <p>Click <b>“Done.”</b></p>  |  <p>The screenshot shows a window titled "Keep your account secure" with the subtitle "Your organization requires you to set up the following methods of proving who you are." Below this, there is a "Success!" message: "Great job! You have successfully set up your security info. Choose 'Done' to continue signing in." Underneath, it says "Default sign-in method:" and shows a phone icon with the text "Phone +1 216 [redacted]". A blue "Done" button is in the bottom right corner.</p> |

## Add Additional Enrollments (HIGHLY recommended)

Adding additional enrollment methods gives you more flexibility in case one or more methods are unavailable. For example, if you do not have a phone signal or Wi-Fi, you can use the Microsoft Authenticator app time-based rotating code. Or if your phone breaks, you can use a home or work phone.

|  |  |
|--|--|
| <p style="text-align: center;"><b>Option 1</b></p> <p>To add additional phones, select <b>“Alternate phone”</b> or <b>“Office phone”</b> and follow the steps on the screen.</p> |  <p>The screenshot shows a dialog box titled "Add a method" with a close button (X) in the top right. The text inside asks "Which method would you like to add?". Below this is a dropdown menu labeled "Choose a method" with a downward arrow. The dropdown is open, showing four options: "Authenticator app", "Alternate phone", "Security key", and "Office phone".</p> |
|--|--|

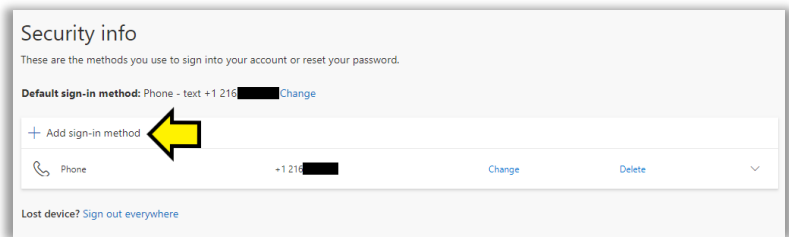
## Option 2

Download and set up the Microsoft Authenticator App. Follow links below or scan the QR codes to get the official app.

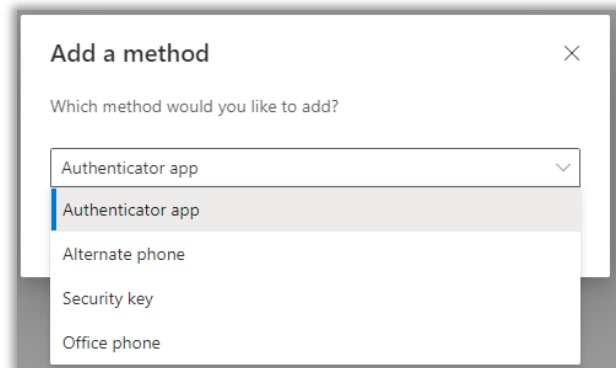
- [Android](#)
- [Apple](#)



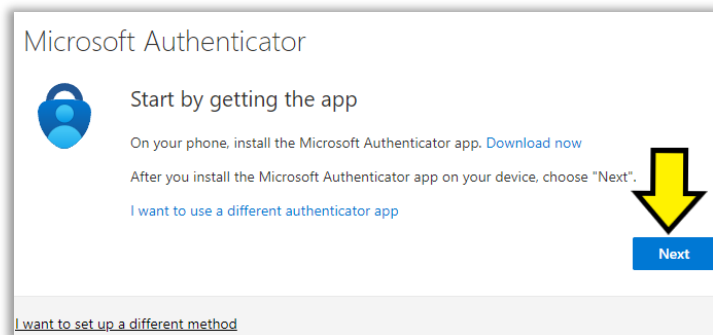
You must link the app to your account. Go to <https://aka.ms/mfasetup> on your computer. If you do this right after setting up MFA, you should still be signed in. Click **"Add sign-in method."**



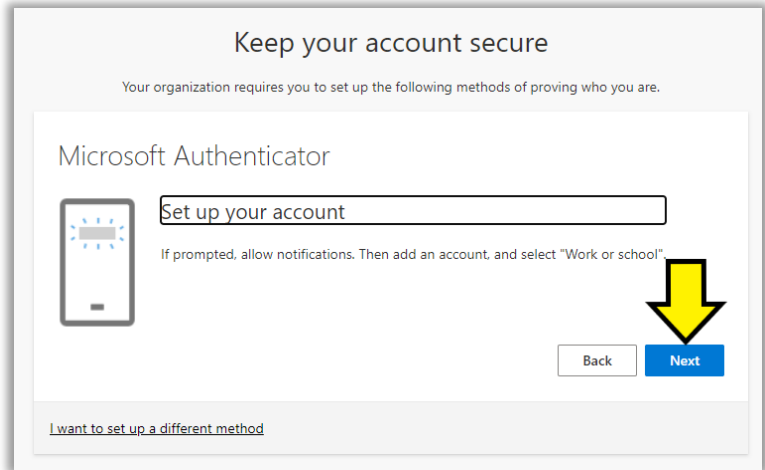
To add the Authenticator app as an additional enrollment method, select **"Authenticator app"** and click **"Add."**



At this point, you should have the Authenticator app installed. Click **"Next."**



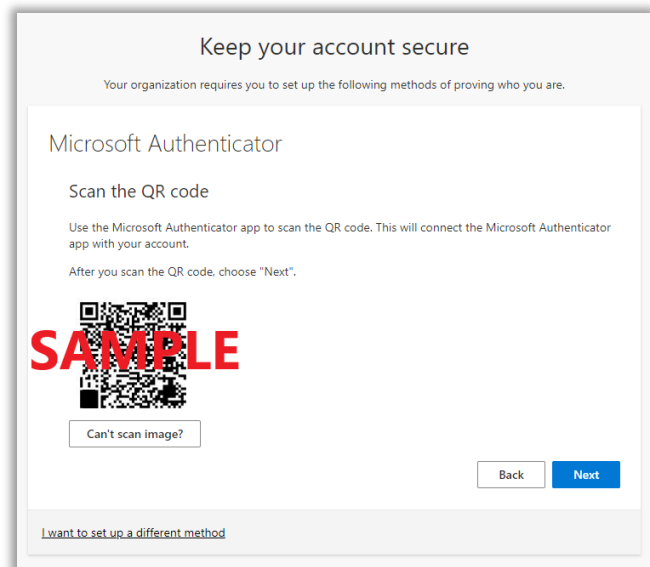
Click **“Next”** again.



Open the Authenticator app on your device. If it asks you for permission to allow notifications, click **“Allow.”**

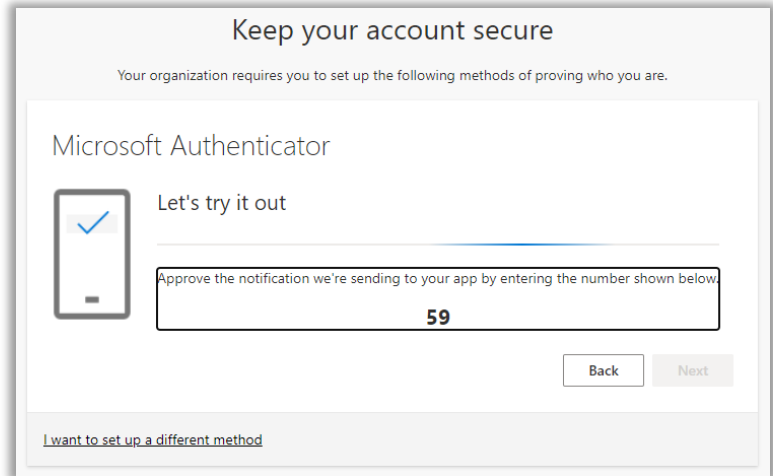
- If you accept the privacy policy, click **“Accept.”**
- Click **“Continue.”**
- Click **“Add work or school account.”**
- Click **“Scan a QR code.”** The app will need to use your camera to scan the code. Click **“Only this time”** to allow it to scan.
- Scan the QR code on your screen (not the one in these instructions). If you cannot scan the QR code, click **“Can’t scan image”** for an alternate method.

Once your phone scans the QR code, it will add the entry **“Cuyahoga Community College.”**



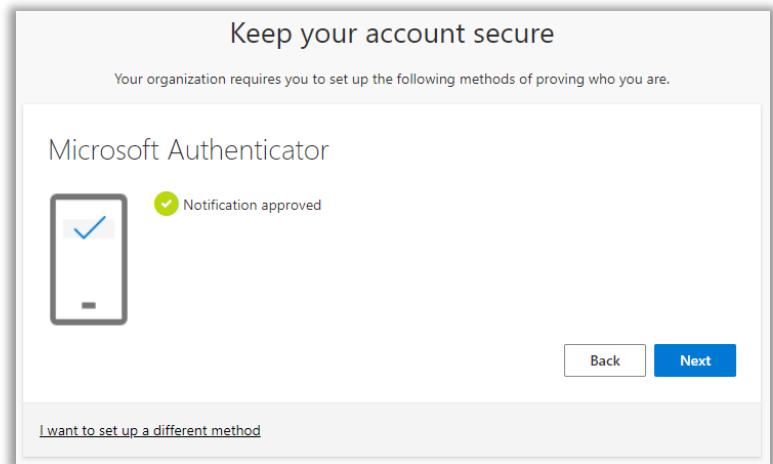
Now you need to connect the app on the computer or device you have been using to set up the additional enrollment option.

- Click **“Next.”**
- It will now test the connection. Type the number from your computer screen into the the Authenticator app on your phone or device.

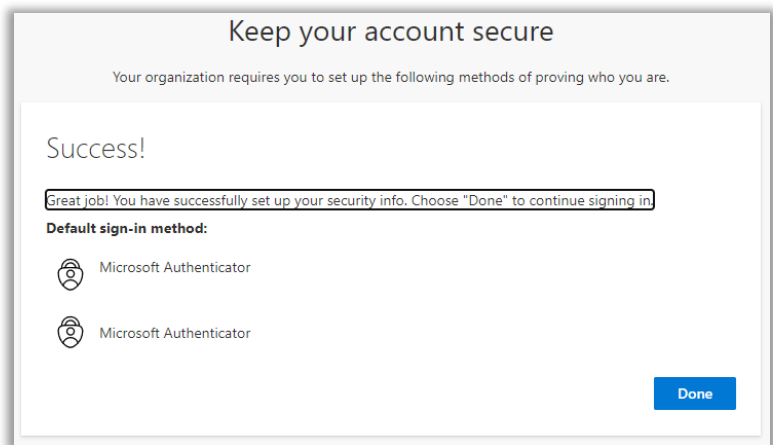


After successfully entering the number, you should see a screen saying the notification was approved.

Click **“Next.”**



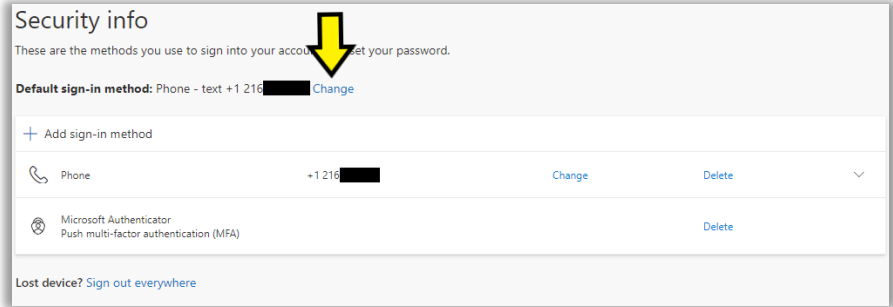
You have now connected the app. Click **“Done.”**



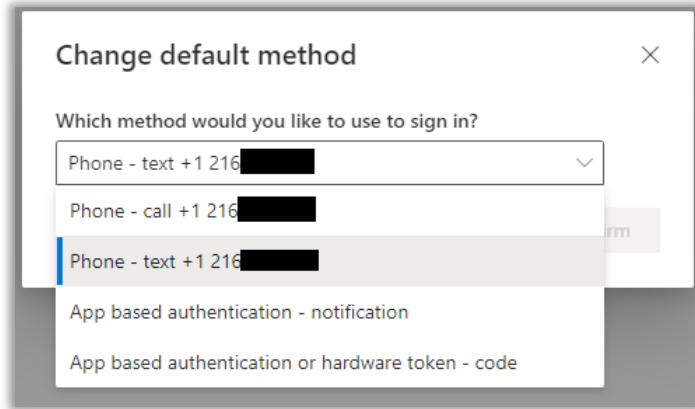
## Optional Step: Change your default sign-in method

This is optional. Your default sign-in method will be prompted when you log in. You can choose a different method, but the default will occur first.

From the screen (<https://aka.ms/mfasetup>), click **“Change”** to the right of **“Default sign-in method.”**



Select the new default method (call, text, app notification or app rotating code).



Click **“Confirm.”**