Multi-Factor Authentication (MFA) for Students and Employees

Multi-Factor Authentication (MFA) helps protect you by making it more difficult for someone else to sign in to your WSU Tech account. It uses two different forms of identity: Your password, and an additional authentication method. Even if someone else finds your password, they'll be stopped if they don't have access to your authentication method or device.

WSU Tech Software Impacted by MFA

Currently enrolled WSU Tech students will be required to use Microsoft's MFA software when logging into the following software:

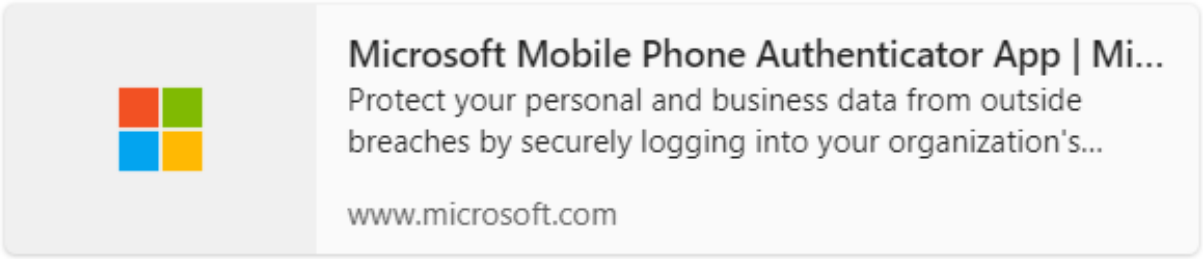
- Email
- Blackboard
- Canvas
- All Microsoft Office 365 products associated with your WSU Tech account

Types of Authentication Methods or Devices:

There are various ways to verify or authenticate:

- **Highly Recommended:** Microsoft Authenticator App
    - Currently may be required for Blackboard and Canvas Authentication
    - Can be downloaded onto your mobile device, only iOS & Android compatible. Click the link below for information, and set up instructions for Microsoft's Authenticator App for Mobile Devices.

Microsoft Mobile Phone Authenticator App | Microsoft Security



    - Non-WSU Tech email address used for enrollment.
    - Phone number used for enrollment.

FAQs

Who is required to register for Microsoft MFA?

Currently enrolled students who are taking classes are required to register for MFA.
WSU Tech employees are required to register for Microsoft's MFA.

How do I add more than one authentication method, or change an existing method?

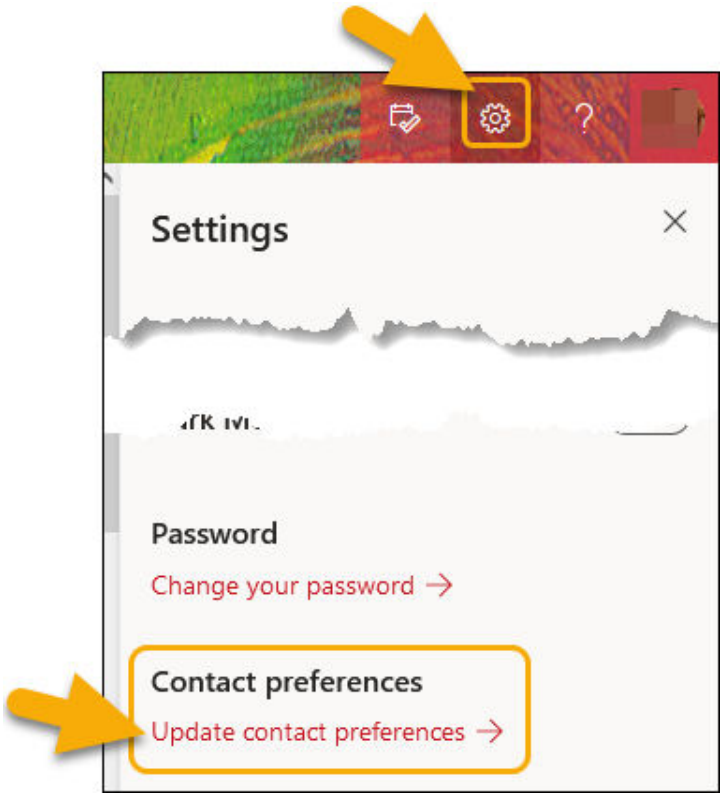
Additional authentication methods, for example a second phone number, can be added or changed by logging onto the Office 365 site, email app, or by using the mobile application.

Using office.com to change/update verification methods

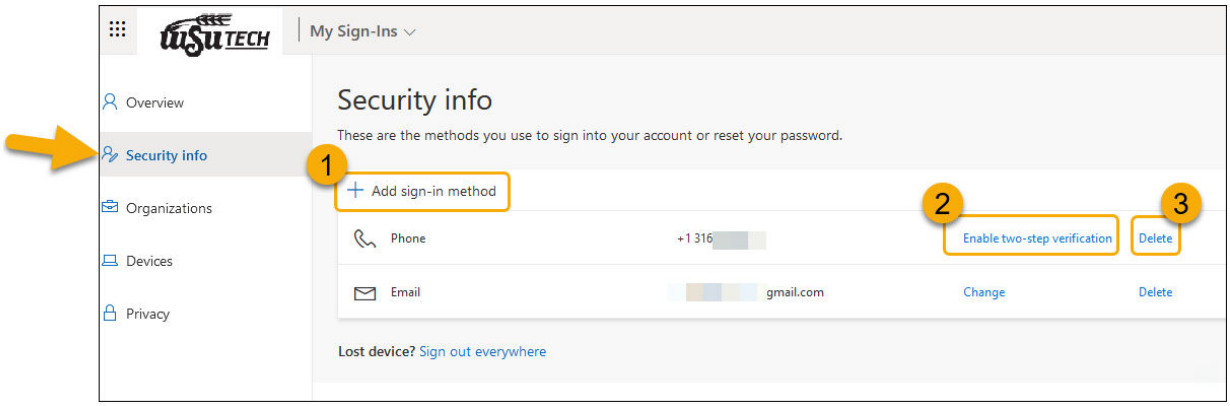
To add or change a verification method from within the Office365 app

- Log in to office.com
  Use: username@wsutech.edu & WSU Tech password

- In **Settings** located in the upper right of the O365 window, select **'Update contact preferences**'



- Click **Security info** to update or add methods

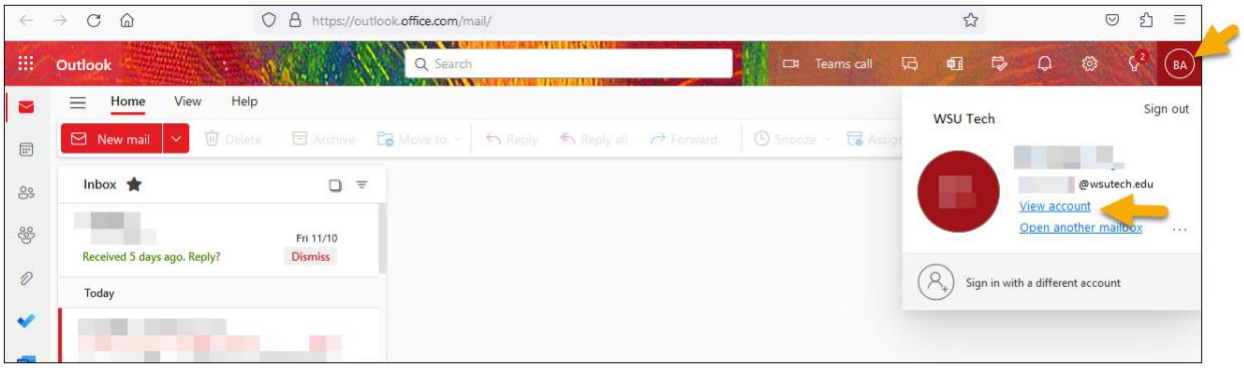


1. Click '**Add sign-in method'** to add a method and follow the required steps
2. Click '**Enable two-step verification**' to include as an option for two step verification and follow the required steps
3. Click '**Delete**' to remove the method

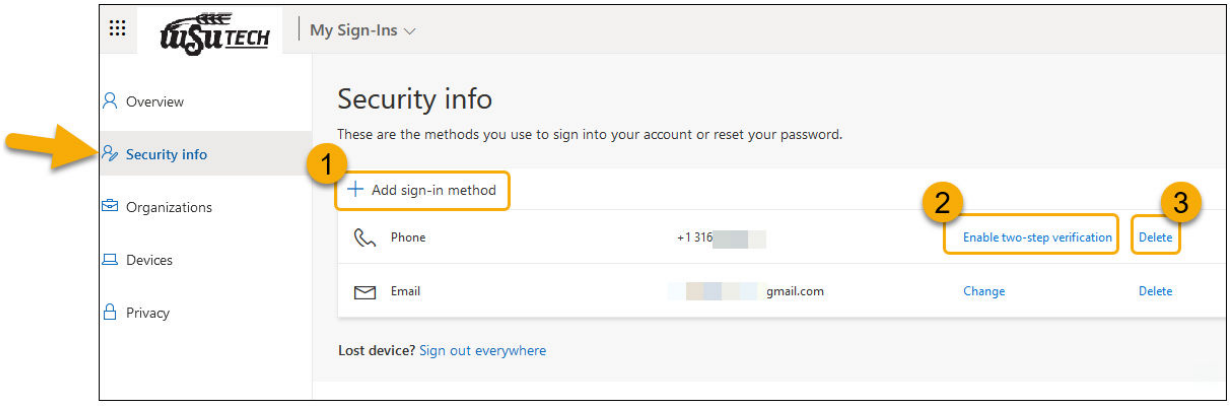
Using email access to change/update verification methods

To add or change a verification method from within the Online Outlook App

- Click on the **Account Manager** located in the upper right of the office 365 window, select '**Update contact preferences**'



- Click **Security info** to update or add methods



4. Click '**Add sign-in method'** to add a method and follow the required steps
5. Click '**Enable two-step verification**' to include as an option for two step verification and follow the required steps
6. Click '**Delete**' to remove the method

Information regarding the mobile application is listed above.

How to sync the Microsoft Authenticator app with my Office 365 account

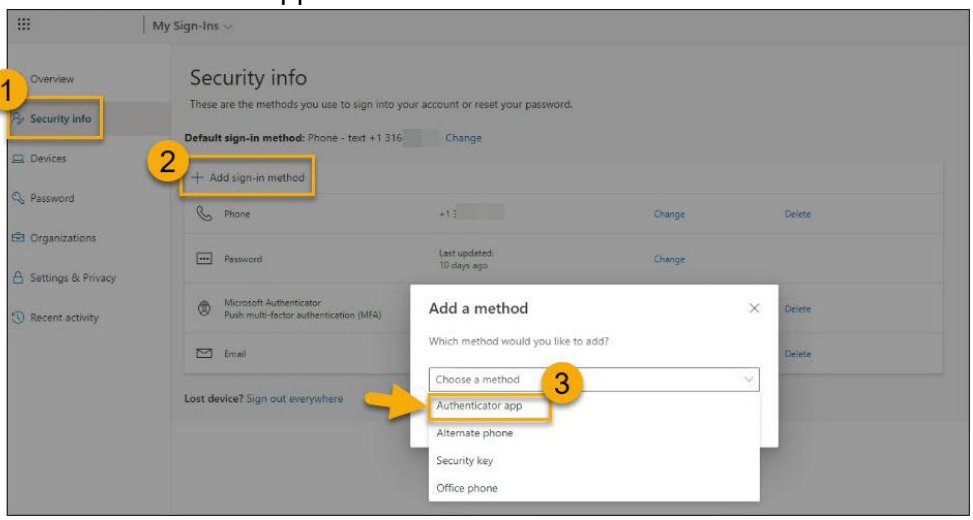
In certain instances, you may need to sync your Microsoft Authenticator app with the Security Info in your Office365 account.

To sync or add the Microsoft Authenticator app to your Officer365 account:

Once logged into your Office365 account, access Security Info using one of the methods listed above, then sync or add the Microsoft Authenticator app using the following steps:

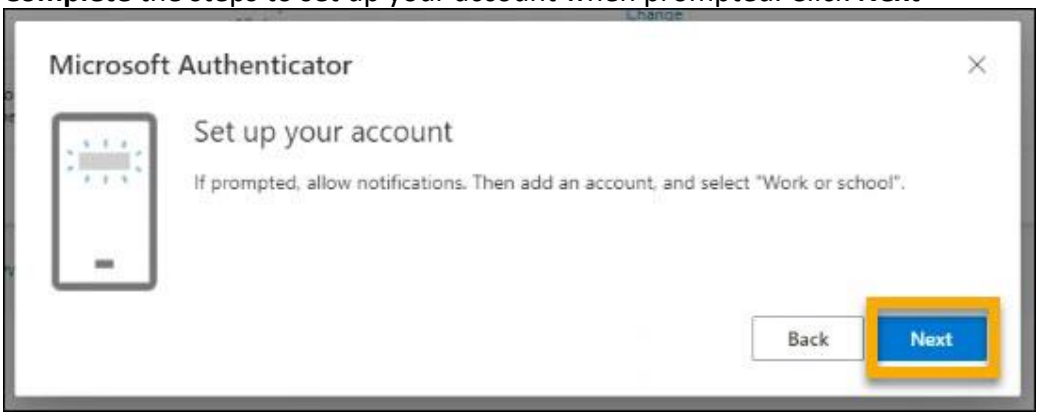
7. Click on **Security Info**
8. Click **Add sign-in method**

9. **Select** Authenticator App

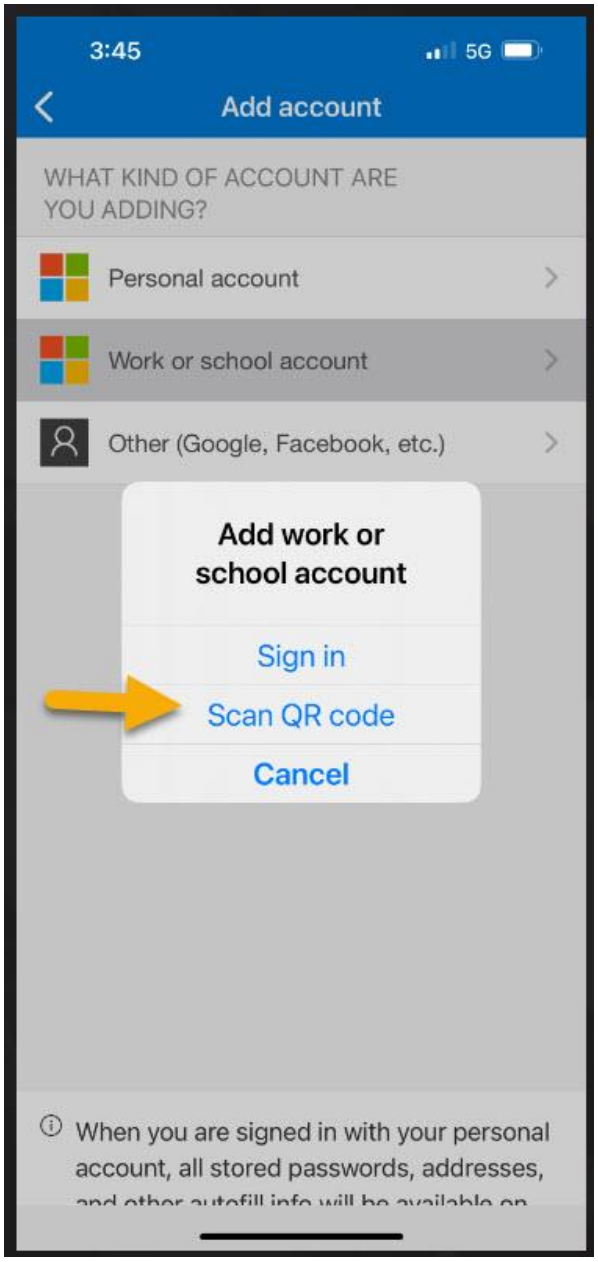


10. Once you download and install the Microsoft Authenticator app onto your mobile device, Click **Next**

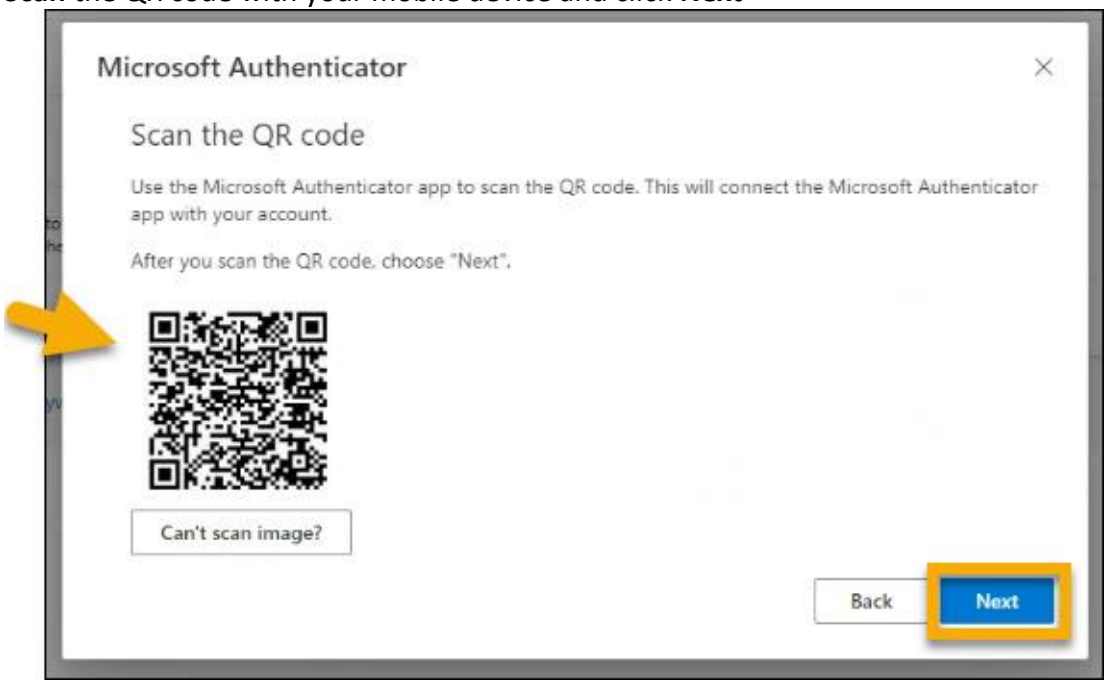
11. **Complete** the steps to set up your account when prompted. Click **Next**



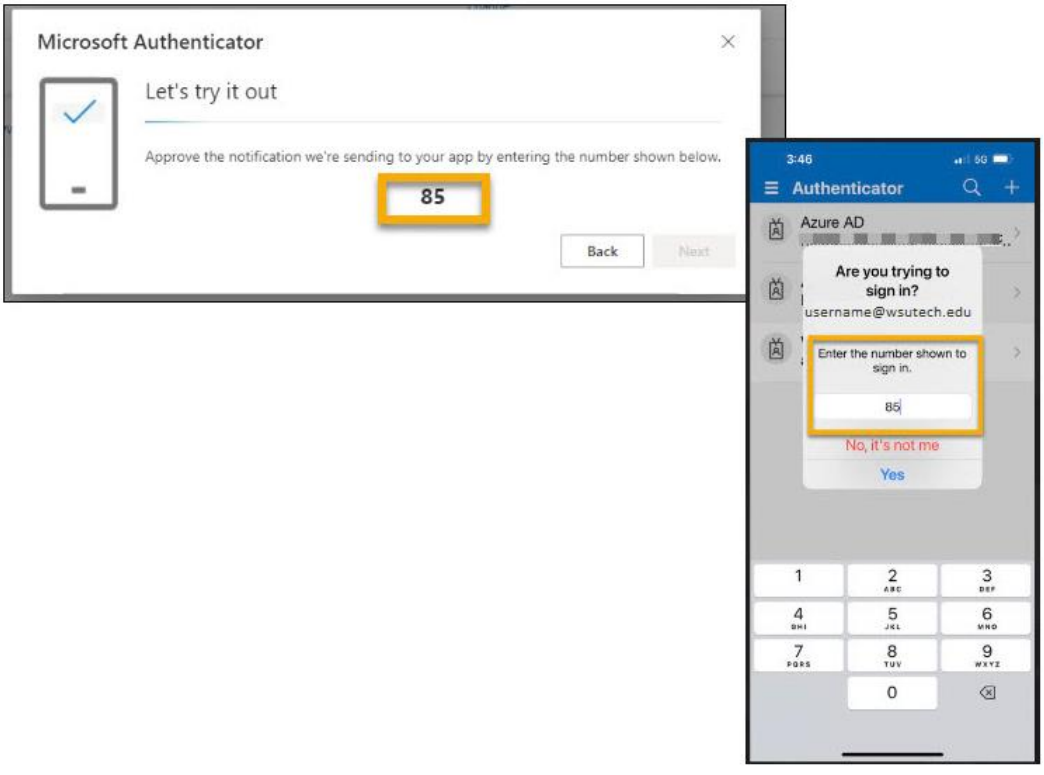
- From the App on your mobile device - **Select Scan QR Code**



- **Scan** the QR code with your mobile device and click **Next**

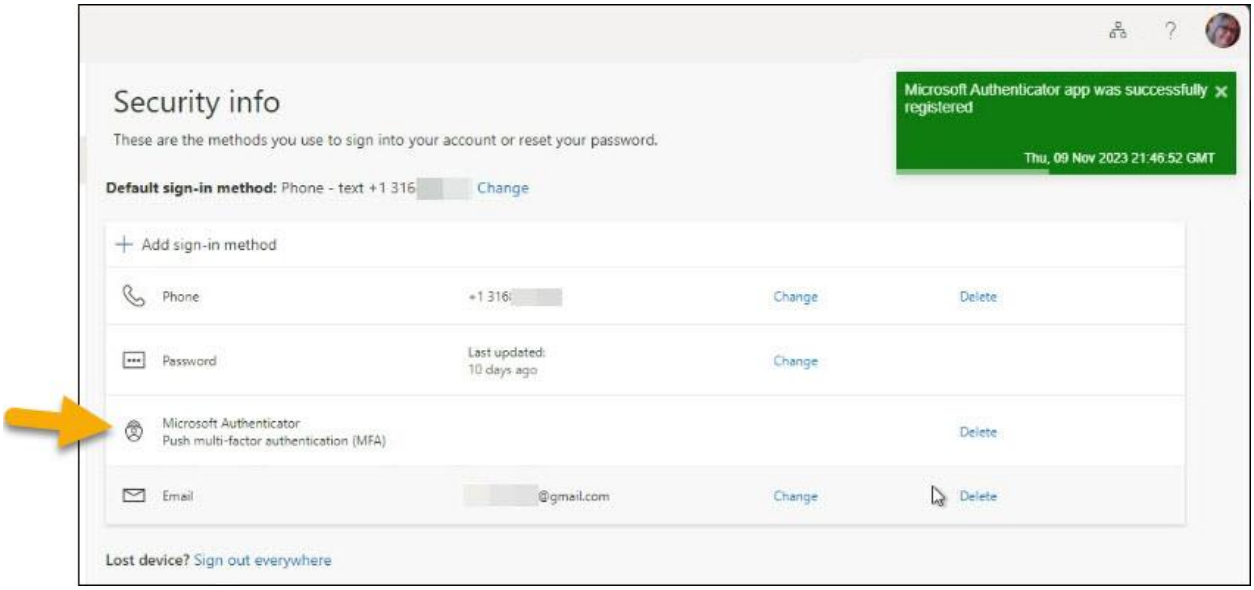


- **Enter** the Authentication number when requested on your Mobile device



- Click **Next** once approved

12. You will get a notification in the upper right of the Security Info page stating that the Microsoft Authenticator app was successfully registered and the app will be listed as an authentication method



If additional troubleshooting assistance is required, please see additional resources below.

About Microsoft Authenticator
Microsoft Support - Microsoft Authenticator

FAQs
Microsoft Support - Microsoft FAQs

Troubleshooting
Microsoft Support - Microsoft Authenticator Troubleshooting

06/2024