

# Registering for Multi-Factor Authentication (MFA) and Self-Service Password Reset (SSPR)

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## Initial Setup

To register your C-Account for MFA and Self-Service Password Reset (SSPR), you need the browser on your computer and a smartphone (or text-only mobile phone if you do not have a smartphone).

### Option 1 Using the Microsoft Authenticator App (preferred)

Follow these steps if you have a smartphone; if you have a text-only phone follow the steps in option 2

Two methods are required: Authenticator app + SMS as a backup

#### Step 1 (On your mobile device)

- Download and install the [Microsoft Authenticator app](#).
- Do not configure the Authenticator app yet but continue from Step 2

#### Step 2 (On your computer)

- From a web browser, log in with your C-Account on the Security Info page <https://mysignins.microsoft.com/security-info>
- If you haven't configured SSPR or MFA before, you will get the "More information required" prompt > Click **Next**



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### More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)



- On the "Start by getting the app" page, click **Next** again since you installed the app already in Step 1

Method 1 of 2: App



App

2

Phone

#### 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](#)



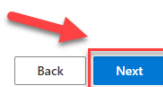
#### Step 3 (On your computer)

- On the **Set up your account** page, click **Next**



##### Set up your account

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



- The **Scan the QR code** page appears. Do **not** click Next yet but go to Step 4 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?

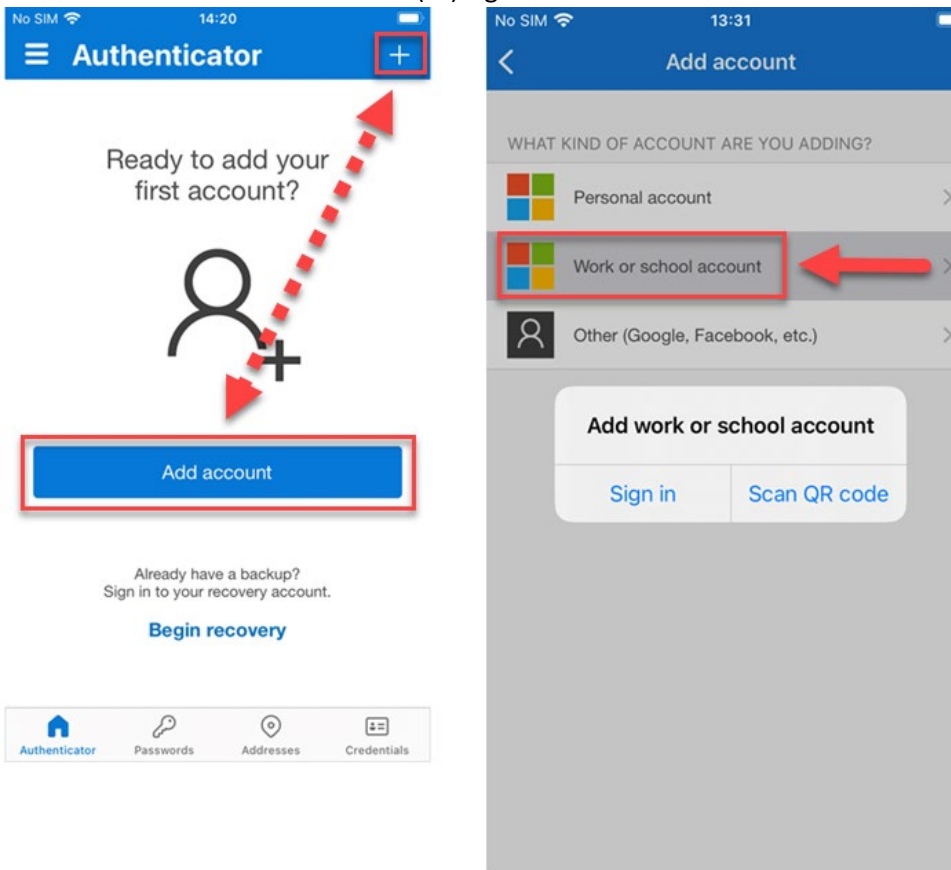
! Do **not** click Next yet but go to Step 4

Back Next

#### Step 4 (On your mobile device)

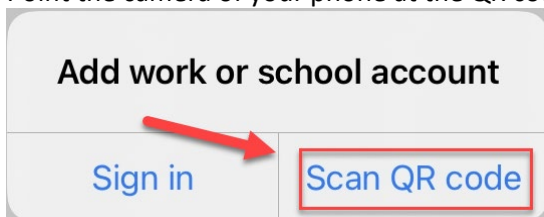
- Open the Microsoft Authenticator app, select to allow notifications, and allow the Authenticator app to use your camera (if prompted)

Click **Add account** or click the **Plus (+)** sign and select **Work or school account**



#### Step 5 (On your mobile device)

- Point the camera of your phone at the QR code and select **Scan QR Code** in the Authenticator app



- Your account should be added automatically

Note: If your device cannot read the QR Code, you must manually enter the code and URL into the Authenticator app. See [Manually add an account to the App](#)

### Step 6 (On your computer)

- Select **Next** in the Scan the QR code page on your computer  
Microsoft Authenticator

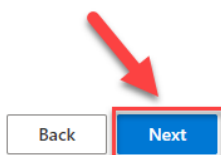
#### Scan the QR code

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".



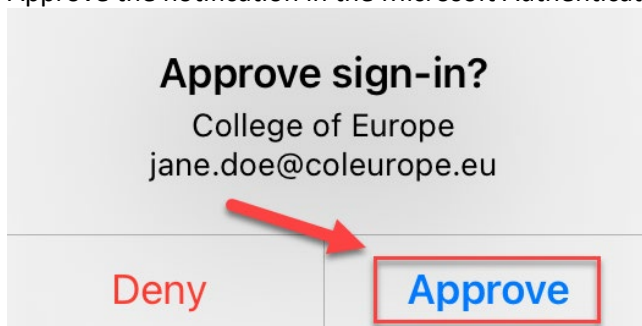
Can't scan image?



- A notification is sent to the Microsoft Authenticator app on your mobile device.

### Step 7 (On your mobile device)

- Approve the notification in the Microsoft Authenticator app



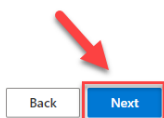
### Step 8 (On your computer)

- Click **Next** on the Notification approved page

Microsoft Authenticator

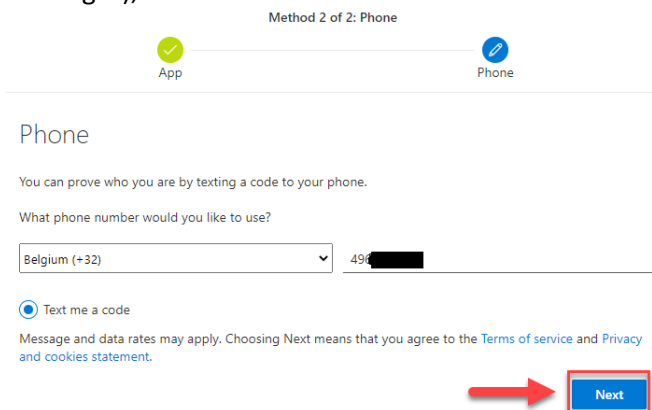


Notification approved



### Step 9 (On your computer)

- On the Phone setup page enter your phone number (the number must be from a device that can receive text messages), and click **Next**



- Enter the code you received on your mobile device and click **Next**

Phone

We just sent a 6 digit code to +32 49 [REDACTED] Enter the code below.

756906

[Resend code](#)



- Next

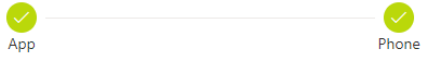
Phone

✔ SMS verified. Your phone was registered successfully.



- Done

Method 2 of 2: Done



Success!

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

**Default sign-in method:**

Phone  
+32 49 [REDACTED]

Microsoft Authenticator  
Jane's iPhone



Note: Not all email applications on Android or iOS support MFA; therefore you should download and install [Microsoft Outlook](#) on your device for College email.

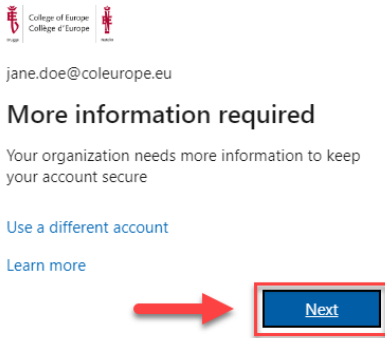
## Option 2 Using Text Message (SMS) Authentication

SMS is the least secure option and should only be used as a backup method or when you do not have a smartphone.

Two methods are required: SMS + alternate email as a backup

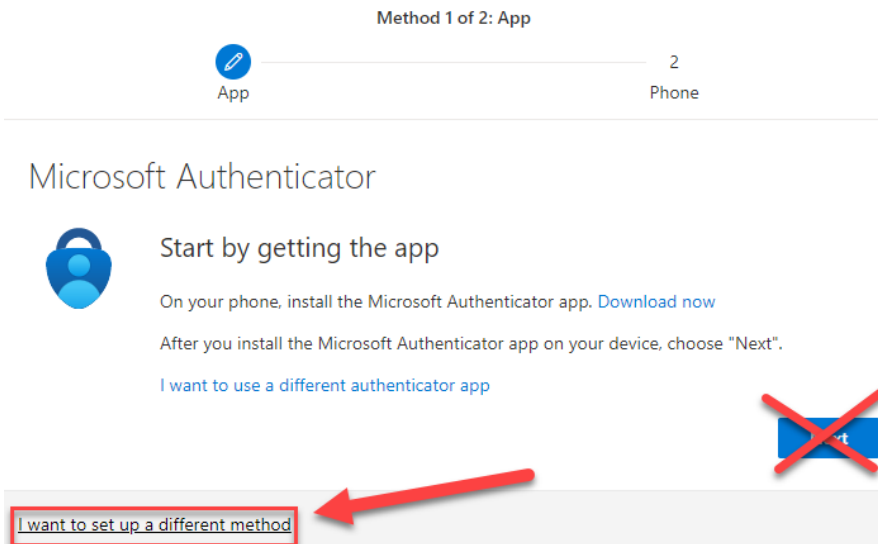
### Step 1 (On your computer)

- From a web browser, log in with your c-account on the Security Info page <https://mysignins.microsoft.com/security-info>
- If you haven't configured SSPR or MFA before, you will get the "More information required" prompt > Click **Next**

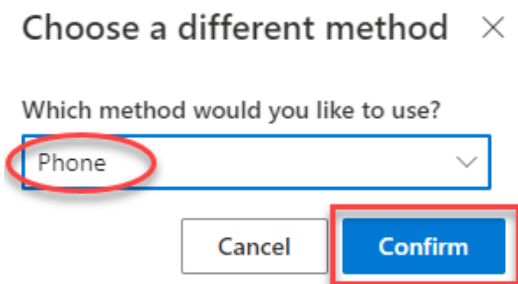


### Step 2 (On your computer)

1. In the "Start by getting the app" page select "I want to set up a different method"



2. From the **Choose a different method** drop-down list, select **Phone** and click **Confirm**



3. On the Phone setup page, enter your phone number (the number must be from a device that can receive text messages), and click Next

Method 2 of 2: Phone

App Phone

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### Phone

You can prove who you are by texting a code to your phone.

What phone number would you like to use?

Belgium (+32) 490 [REDACTED]

Text me a code

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

**Next**

4. Enter the code you received on your mobile device and click **Next**

### Phone

We just sent a 6 digit code to +32 490 [REDACTED]. Enter the code below.

756906

[Resend code](#)

Back **Next**

5. Next

### Phone

SMS verified. Your phone was registered successfully.

**Next**

6. In the “Start by getting the app” page select “I want to set up different method”

Method 1 of 2: App

App 2 Phone

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### 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](#)

~~Next~~

**I want to set up a different method**

7. From the **Choose a different method** drop-down list select **Email** and click **Confirm**

### Choose a different method

Which method would you like to use?

Email

Cancel **Confirm**

8. Enter an alternate email address and click next

Email ×

What email would you like to use?

9. Enter the code that was sent your alternate email address and click next.

Email ×

We just sent a code to jane.doe@gmail.com

[Resend code](#)

10. Done

Method 2 of 2: Done

App  Phone

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Success!

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

**Default sign-in method:**

Phone  
+32 49 [REDACTED]

Microsoft Authenticator  
Jane's iPhone



# Updating or changing MFA options

If you already set up MFA, you can add, change, and remove verification methods.

Currently, the only methods for MFA are the Authenticator app and SMS. For Self-Service-Password Reset (SSPR) you can add an alternate email address.

Do not use security questions, as they are only there for legacy purposes and will be retired in January 2023.

From a **web browser on your computer**, log in with your c-account on the Security Info page

<https://mysignins.microsoft.com/security-info>

## Changing your Phone number

1. To change your Phone number, select **change** and enter your new number and click next

Method 2 of 2: Phone

App  Phone

### Phone

You can prove who you are by texting a code to your phone.

What phone number would you like to use?

Belgium (+32) 498 [redacted]

Text me a code

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



2. Enter the code you received on your mobile device and click Next

### Phone

We just sent a 6 digit code to +32 498 [redacted]. Enter the code below.

756900

[Resend code](#)

Back Next



3. Next

### Phone

SMS verified. Your phone was registered successfully.

Next



4. Done

### Success!

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

**Default sign-in method:**

Phone +32 498 [redacted]

Microsoft Authenticator Jane's iPhone

Done



## Adding a Sign-In method

If you want to add a method, click **Add sign-in method**

Note: Currently, the only methods for MFA are the Authenticator app and SMS. For Self-Service-Password Reset (SSPR) you can add an alternate email address

To add the Authenticator app follow the steps in **Option 1 Using the Microsoft Authenticator App (preferred)**.

Security info

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

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add sign-in method

Add a method

Which method would you like to add?

Choose a method

Authenticator app

Phone

Email

## Changing the default Sign-In method

To change the default Sign-In method, click **Change** and select your preferred option from the drop-down list.

Note: If you have a smartphone, the Microsoft Authenticator should be your default method.

Default sign-in method: Phone - text +32 4[REDACTED] [Change](#)

+ Add sign-in method

Change default method



Phone



Microsoft Authenticator



Email

Which method would you like to use to sign in?

Microsoft Authenticator - notification

Phone - text +32 [REDACTED]

Microsoft Authenticator - notification