How to setup WSCC Multi-Factor Authentication

If you have not already done so, please take a few minutes to watch this YouTube video that explains the process. After doing so, read and follow the steps as outlined below.

Please note that you will need both your computer and your mobile device to complete these steps:

1. Open a web browser navigate to **aka.ms/mfasetup**
2. Once at the website, sign in using your WSCC email address and your WSCC password.
3. At the prompt that says, "More information required", click the [Next] button (Figure 1).
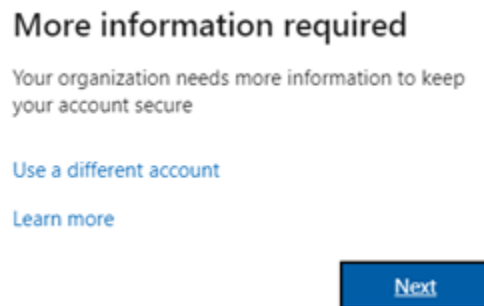

Figure 1

CAREFULLY READ AND FOLLOW THE ONSCREEN INSTRUCTIONS!

4. If you have not yet done so, download and install the Microsoft Authenticator app from either Google Play (for Android phone) or the Apple Store (for an I-Phone). Be certain that you are using the app called **MICROSOFT AUTHENTICATOR** and not the app called Authenticator App (note, you may use another authenticator application such as Google Authenticator).

Figure 2

5. After you have downloaded and installed the application, return to your computer, and click the [Next] button.

6. From your phone, open the authenticator application. If prompted, accept the privacy statement (Figure 3).

Figure 3

7. Click continue when asked if you want to help improve the app (Figure 4).

Figure 4

8.

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9. From the App, select "Add work or school account" (Figure 5).

Figure 5

10. On your computer, click the [Next] button.
11. You will next be prompted to scan a QR code (Figure 6). **DO NOT EXIT THE AUTHENTICATOR APP!!!! IF YOU DO, YOU WILL BREAK THE SETUP SEQUENCE AND LOCK YOUR ACCESS TO YOUR EMAIL ACCOUNT**. From within the Microsoft Authenticator app, click the Scan QR Code option. Hold the phone up to the computer screen and scan the code. If prompted, allow the Authenticator application access to your phone's camera.
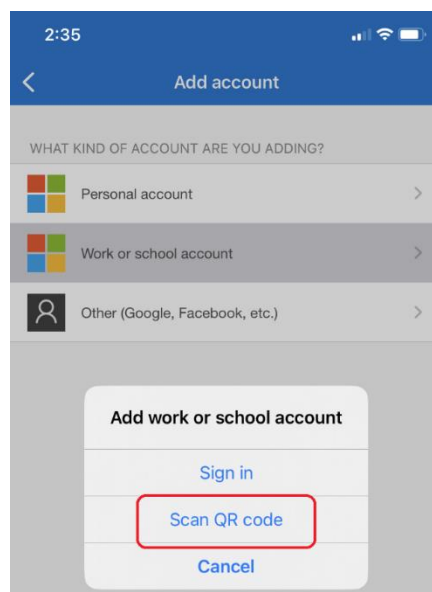

Figure 6

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12. Click Next on the computer.
13. A test authentication will now be sent to your phone. Enter the code from the computer screen into the Authenticator on the phone and select "Yes". If your phone has a screen lock PIN setup, you will then have to enter the PIN to unlock your phone. This is an extra layer of security.
14. The computer screen should now prompt that the notification has been approved. Click the [Next] button.
15. You will now be prompted to provide a backup method of verification. You can select either Text, Call or Email (set up a different method). It is highly recommended that you create a backup authentication method. This is very beneficial to those who have a mobile device on the Verizon network as Verizon service at West Shore Community College is very unreliable. When completed, click next and follow the onscreen prompts.
16. You should now be good to go.

When accessing Microsoft 365, after typing in your username and password, you will be prompted with a numeric code. Open the Microsoft Authenticator app on your mobile device and type in the code. You will then be granted access to the application.

If you have any questions, or require further assistance, please do not hesitate to contact the Technical Support Help Desk by calling 231-843-5570. The Help Desk hours are Monday through Thursday from 8am to 7pm and Friday from 8am to 5pm.