

## Setting Up Multi-Factor Authentication (MFA) and Self-Service Password Reset (SSPR)

### What is MFA?

**Multi-Factor Authentication (MFA)** is a security system that requires more than one piece of evidence (known as 'factor') to authenticate the user for login or other transactions. Entering your username and one password alone is considered a single-factor authentication and is a weak password protocol we are replacing as part of AU's first Digital Security Program. The steps below will assist you in setting up additional factors including Microsoft Authenticator, phone number(s) and/or an email address which you can use to verify your identity.

### How is MFA and SSPR being implemented at AU?

AU is implementing Multi-Factor Authentication (MFA) in conjunction with supplying all AU staff with AU iPhones. MFA provides an extra layer of security when accessing your Microsoft 365 accounts (formerly Office 365) and any accounts that use a Microsoft log-in such as Adobe Acrobat. Setting up MFA also allows you to use **Microsoft 365 Self-Service Password Reset (SSPR)** to recover your Microsoft 365 password if you've forgotten it.

Once MFA is implemented on your Microsoft 365 account, you will be required to authenticate your access by using an additional factor (method) besides your password. This can be done very easily using the Microsoft Authenticator app on your AU-issued iPhone.

Please follow the instructions below to set-up MFA using the Microsoft Authenticator app and at least two additional methods in case you lose access to your AU iPhone.

### How to setup MFA and SSPR

Once MFA and SSPR have been enabled on your Microsoft 365 (M365) account, you will be prompted for "more information" when you attempt to sign-in to an M365 application. If you are currently working in an M365 application, you will be prompted to sign-in again to initiate the MFA setup. Please complete the following steps to set-up MFA and SSPR.



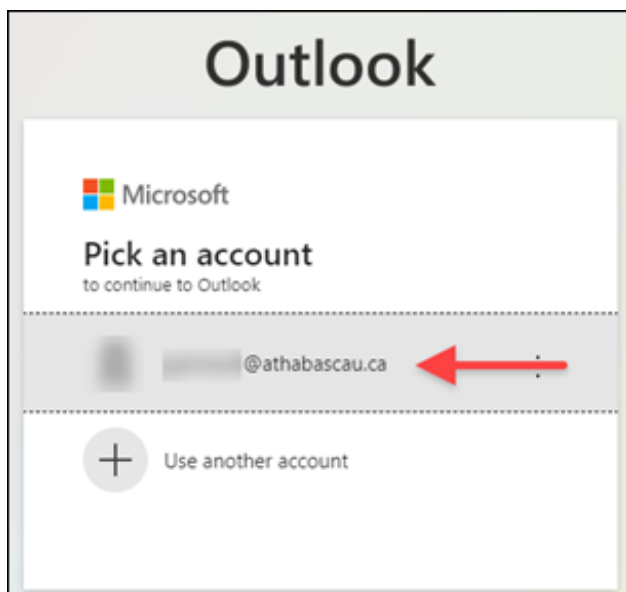
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### Please read before you begin:

- These steps will take approximately 15 – 30 minutes to complete.
  - We recommend that you familiarize yourself with the steps before you begin as some are time sensitive and have been marked as such.
  - If you encounter an error message due to a time out or cannot proceed due to another type of error, **return to Step 2** and follow the prompts until you've returned to the step where you previously left off.
  - The steps must be completed by alternating between the instructions in your web browser on your AU work computer and the Authenticator app on your AU-issued iPhone.
  - If you are unable to successfully complete these steps and require assistance, contact the IT Service Desk by reporting an incident through [ServiceNow](#). If you are unable to submit an incident, call 1-800-788-9041 and follow the prompts to select the Technical Support option.
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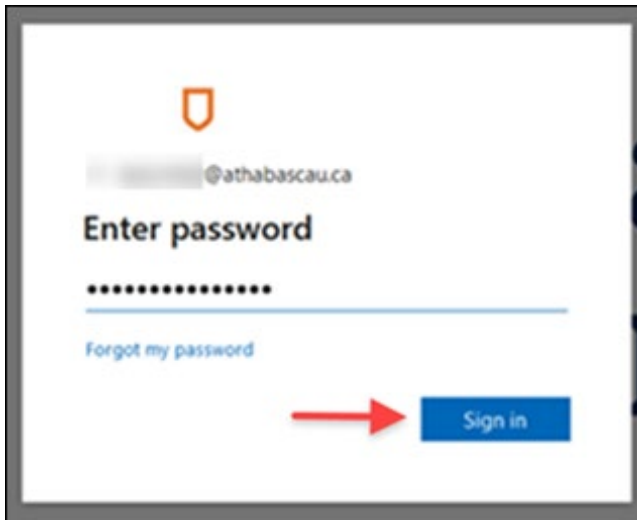
1. **Browser:** On your AU work computer, close all Microsoft 365 apps you currently have open (both desktop and browser).
2. **Browser:** Go to <https://outlook.office.com> and select your **AU account** (if your account is not displayed, click Use another account and enter your AU email address).

**Note:** If you are already logged in, you can proceed to Step 4.

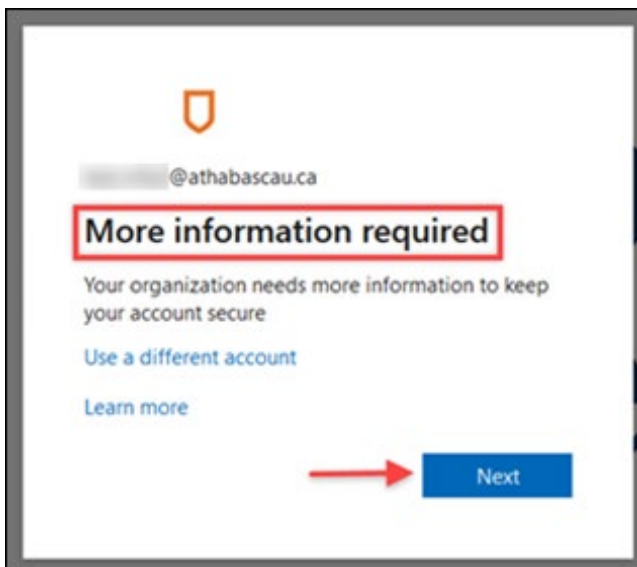




3. **Browser:** Enter your password and click **Sign in**.

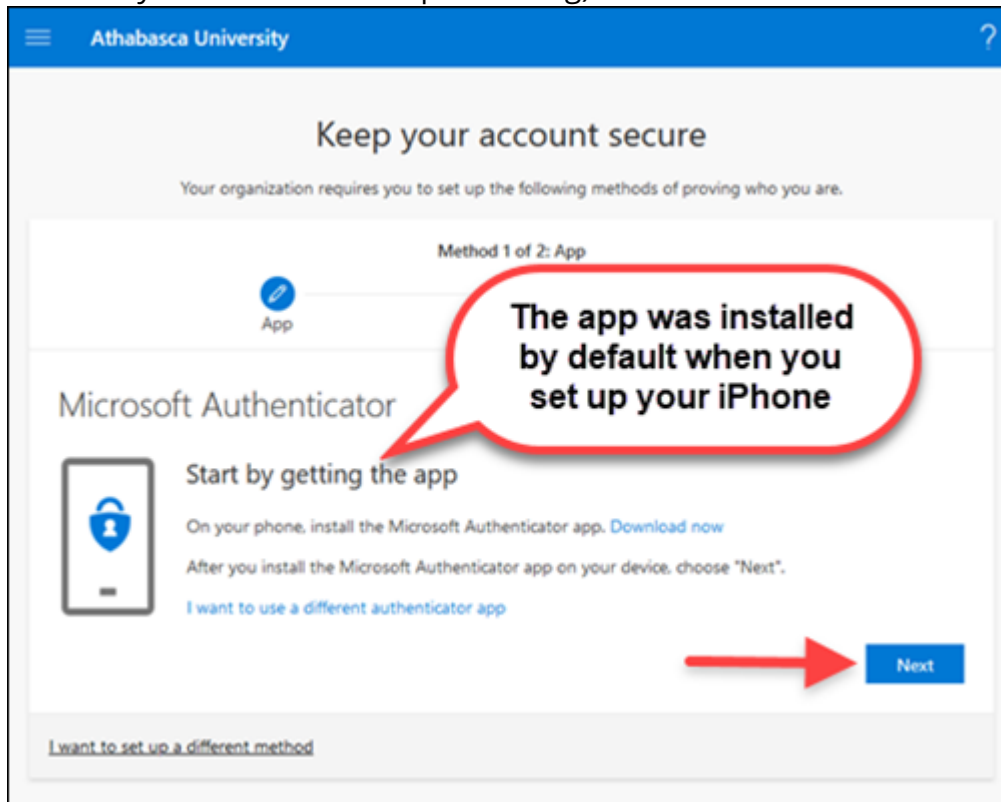


4. **Browser:** Instead of accessing Outlook, you will see a *More information required* statement. Click **Next**.





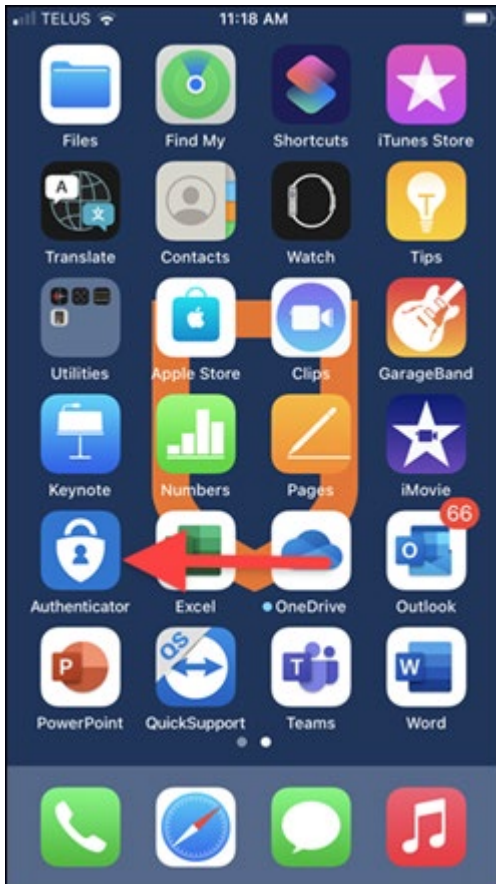
5. **Browser:** In the next interface, you are instructed to get the Microsoft Authenticator app, however your AU iPhone came with this app pre-installed (if you do not have the app, you can download it from the Self Service app or the App Store on your iPhone before proceeding). Click **Next**.





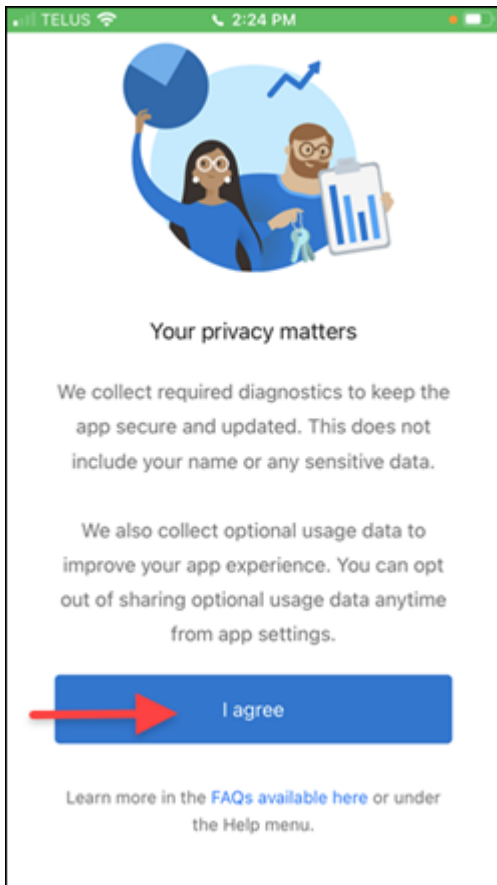
6. **iPhone:** Locate and open the **Authenticator App**.

Note that the Authenticator app will require your Touch ID or your iPhone passcode (PIN) to open it after it has been setup.



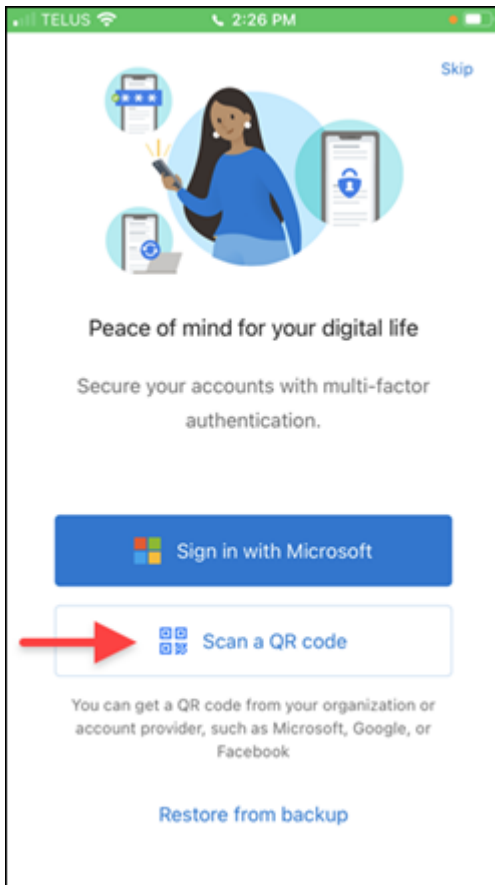


7. **iPhone:** On the *Your privacy matters* screen, tap **I agree**.





8. **iPhone:** Tap **Scan a QR code**.



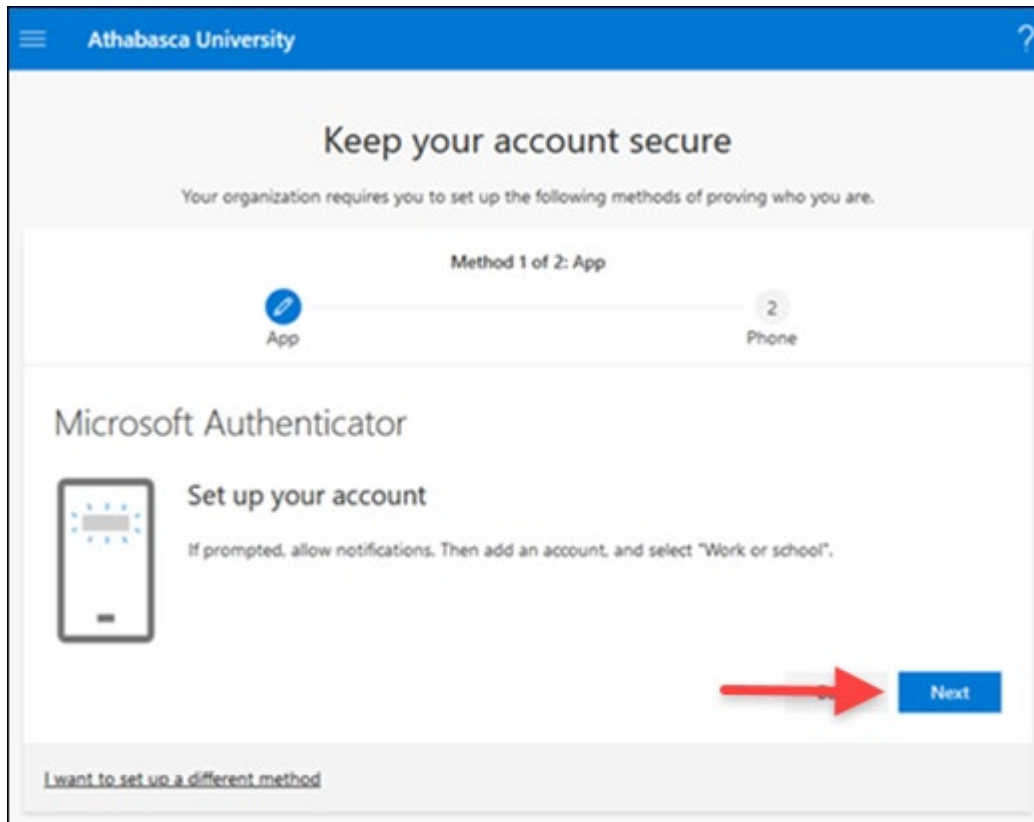
**Note:** If you are not presented with the option to Scan a QR code, click the **plus sign (+)** in the upper right corner of the app and then select *Work or school account > Scan QR Code* to activate the camera and scan the QR code.

9. **iPhone:** If prompted, follow the next three instructions on your iPhone to:

- **allow** Authenticator access to your camera,
- **acknowledge** that App lock is enabled, and
- **allow** notifications from Authenticator.



10. **Browser:** Click **Next**.



You are now presented with a QR code.





**Important!** Steps 11 to 15 are time sensitive.

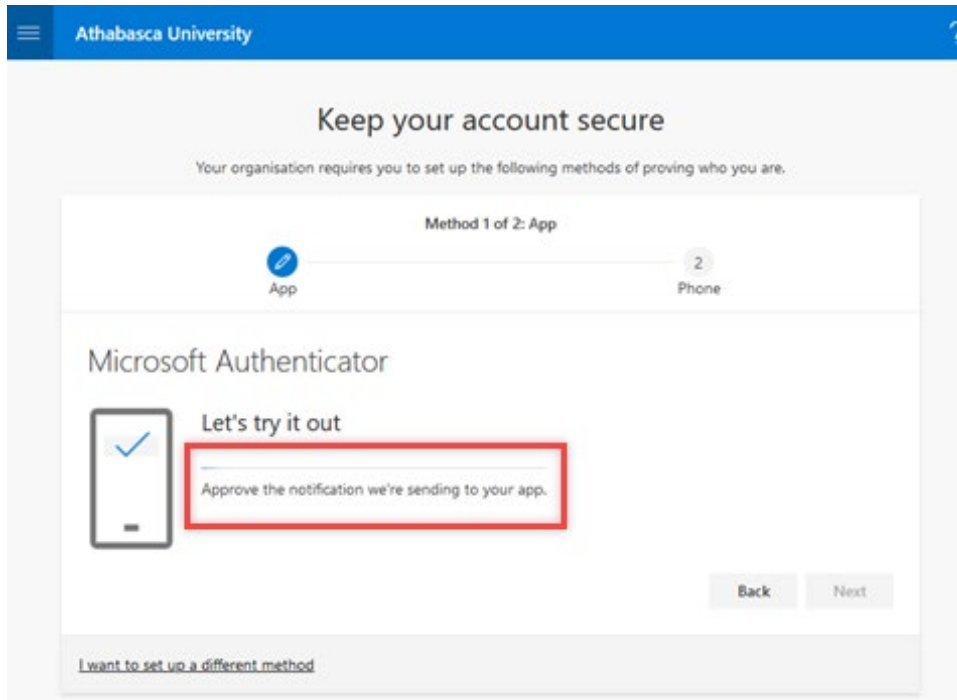
11. **iPhone:** Scan the **QR code** displayed on your browser. This happens quickly and you will NOT see any indication on your iPhone that the code was scanned.

12. **Browser:** Click **Next**.

The screenshot shows the Athabasca University account security setup page. At the top, it says "Athabasca University" and "Keep your account secure". Below this, it states "Your organization requires you to set up the following methods of proving who you are." and "Method 1 of 2: App". There are two options: "App" (selected) and "Phone". The "App" option is highlighted with a blue circle and a checkmark. Below the options, the "Microsoft Authenticator" section is visible. It has a heading "Scan the QR code" and a text box for the QR code. Below the text box, it says "Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account." and "After you scan the QR code, choose 'Next'." A QR code is displayed, and it is highlighted with a red square. Below the QR code, there is a link "Can't scan image?". At the bottom right, there is a blue "Next" button, and a red arrow points to it.

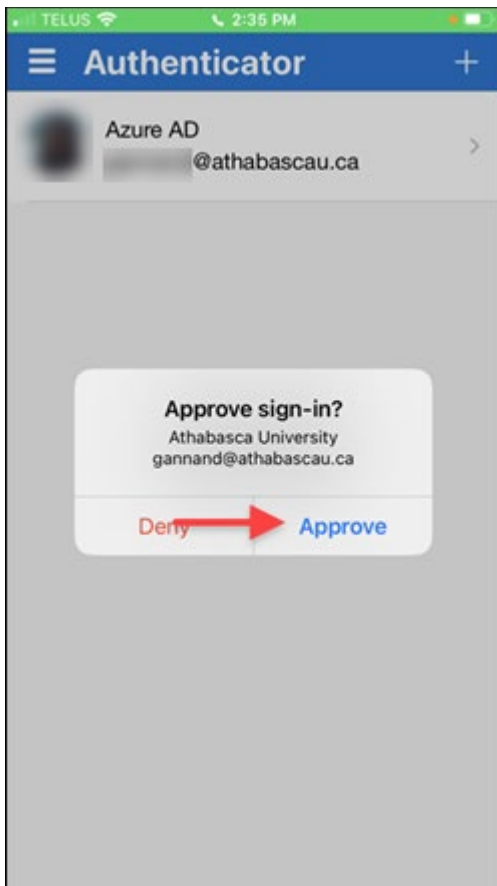


13. **Browser:** Next, you need to verify that the Authenticator app has scanned the code correctly and is now associated with your Microsoft 365 account. In the *Let's try it out* screen on your browser, you will see an "Approve the notification we're sending to your app".



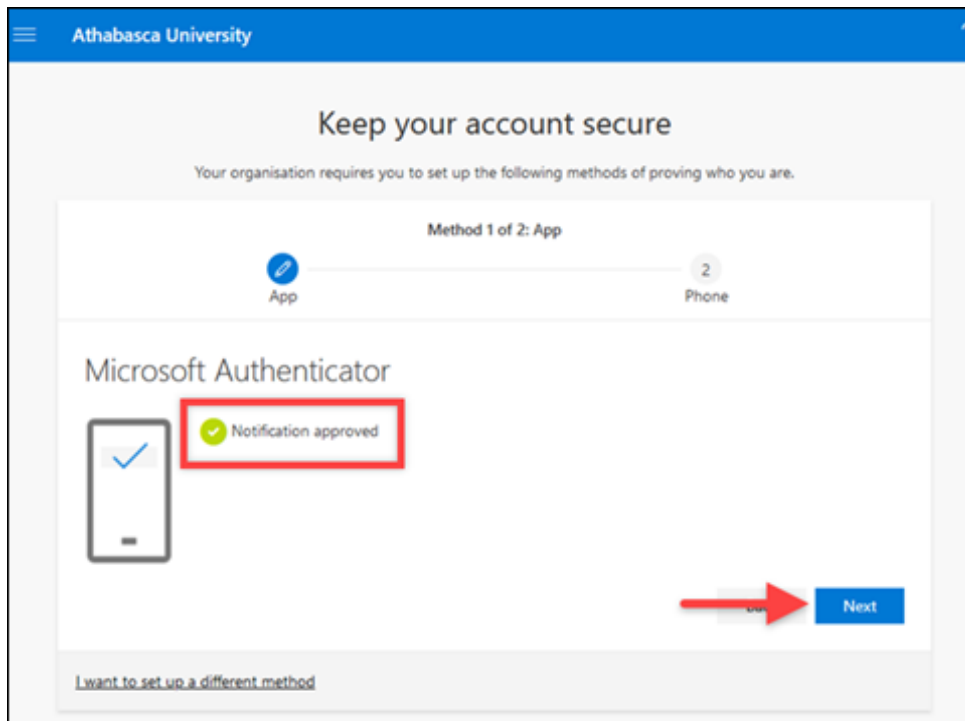


14. **iPhone:** You will receive a notification on your iPhone. Open the Authenticator app (you will need to use your Touch ID/passcode to unlock it). Tap **Approve** and then use **Touch ID/passcode** again to verify.



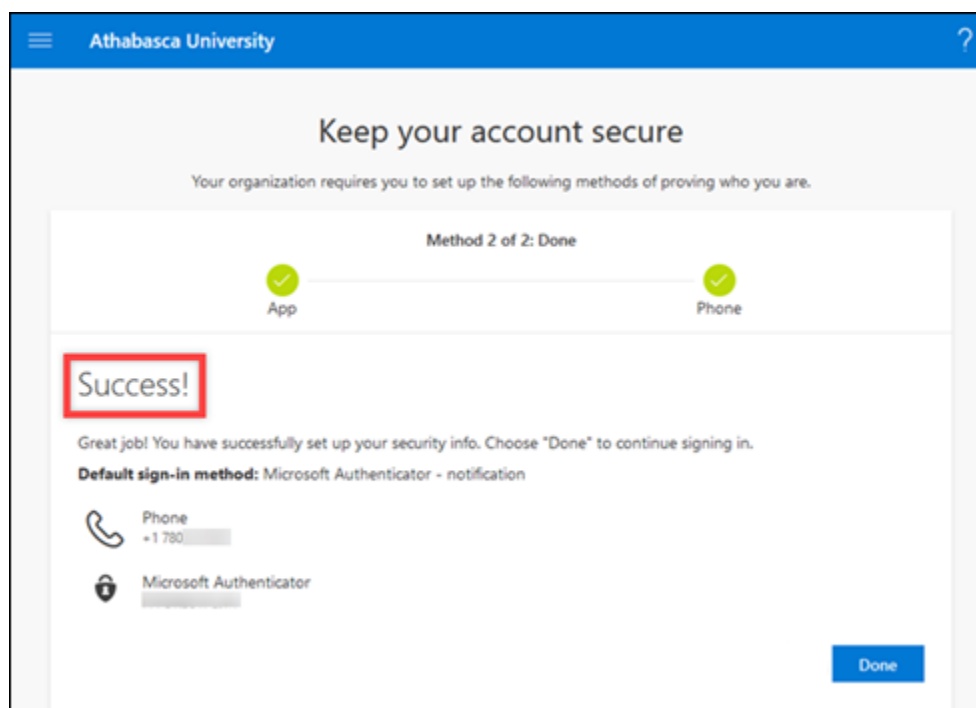


15. **Browser:** Once you see the notification has been approved, click **Next**.



16. **Browser:** Your next step will depend on whether you have previously configured a second sign-in method in the Security Info section of your Microsoft 365 account.

- If you see a *Success!* screen like the one shown below, this means you have previously configured a second sign-in method, such as a phone number or email. Proceed to Step 19.





- If you have not previously configured a second sign-in method, you will see an interface where you can add a phone number as a second MFA method as shown below. Continue to Step 17.

The screenshot shows the 'Athabasca University' header in a blue bar. Below it, the main heading is 'Keep your account secure'. A green notification box in the top right corner states 'Microsoft Authenticator app was successfully registered'. The sub-header reads 'Your organization requires you to set up the following methods of proving who you are.' Below this, a progress bar shows 'Method 2 of 2: Phone' with a green checkmark under 'App' and a blue pencil icon under 'Phone'. The 'Phone' section is active, showing the title 'Phone' and the instruction: 'You can prove who you are by answering a call on your phone or texting a code to your phone.' It asks 'What phone number would you like to use?' and features a dropdown menu currently set to 'United States (+1)' and a text input field labeled 'Enter phone number'. There are two radio button options: 'Text me a code' (which is selected) and 'Call me'. A disclaimer states: 'Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.' A 'Next' button is located at the bottom right of the form. At the very bottom, there is a link that says 'I want to set up a different method'.



**Important!** Steps 17 and 18 are also time sensitive.

17. **Browser:** From the country drop down list, select **Canada**, enter a number for a phone you have ready access to in your current work setting, select a **verification method** (text or call), and click **Next**.

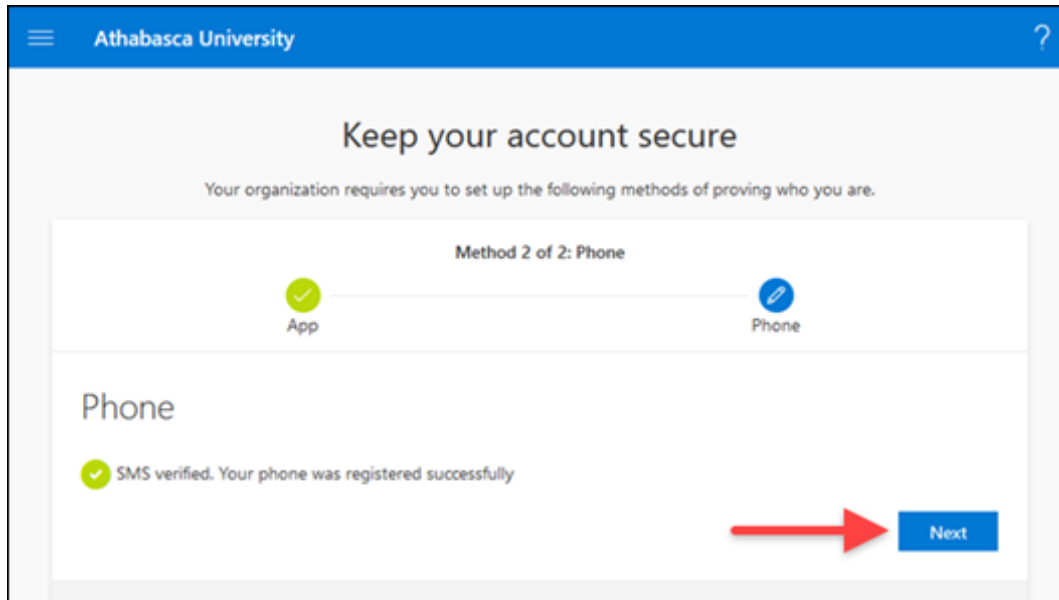
**Tip:** To find the phone number on an iPhone, go to Settings > Phone > My Number.

The screenshot shows the 'Keep your account secure' page for Athabasca University. It indicates 'Method 2 of 2: Phone' is being set up. There are two options: 'App' (with a green checkmark) and 'Phone' (with a blue phone icon). The 'Phone' section is active and contains the following elements:

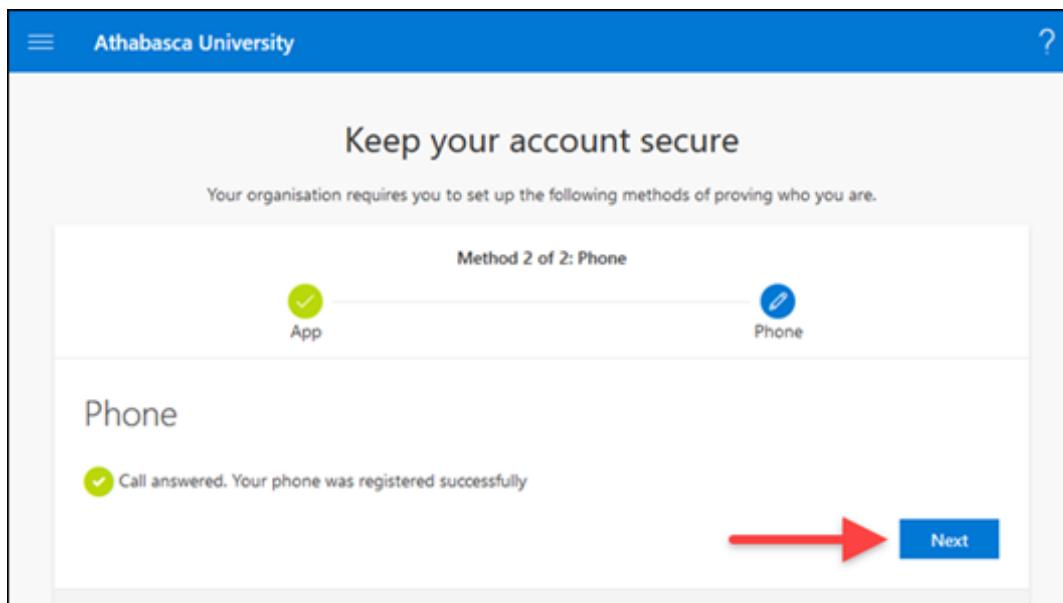
- A heading 'Phone'.
- Text: 'You can prove who you are by answering a call on your phone or texting a code to your phone.'
- Text: 'What phone number would you like to use?'
- A dropdown menu showing 'Canada (+1)' with a red arrow labeled '1' pointing to it.
- A text input field containing '780 555 1212' with a red arrow labeled '2' pointing to it.
- Two radio button options: 'Text me a code' (selected) and 'Call me'. A red arrow labeled '3' points to the 'Text me a code' option.
- Text: 'Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).'
- A blue 'Next' button with a red arrow labeled '4' pointing to it.
- A link at the bottom: 'I want to set up a different method'.



18. **iPhone/Phone and Browser:** Depending on the verification method you selected, you will either get a text with a code or a call with verification instructions. Enter the code as prompted in the browser or follow the verification instructions in the phone call. After you receive the verification screen stating *Your phone was registered successfully*, click **Next**.

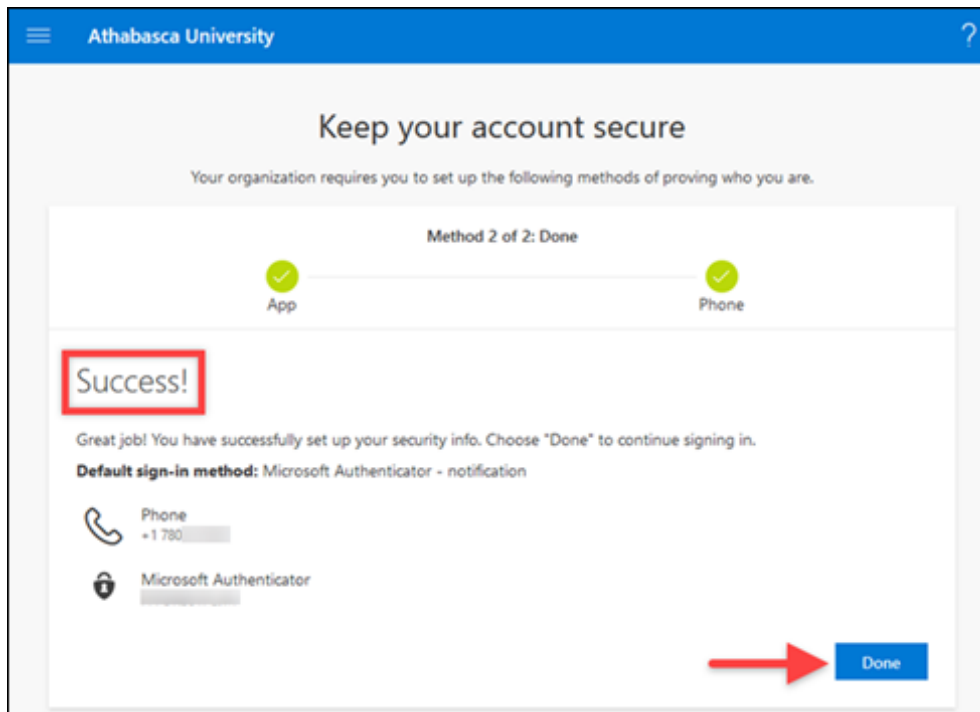


OR





19. **Browser:** Click **Done** in the *Success* screen.



**Congratulations!** MFA has now been successfully activated on your Microsoft 365 account.

Please log out of Outlook and proceed to the **Setting Up Additional Sign-In Methods** steps below to complete the **final steps of your setup**.

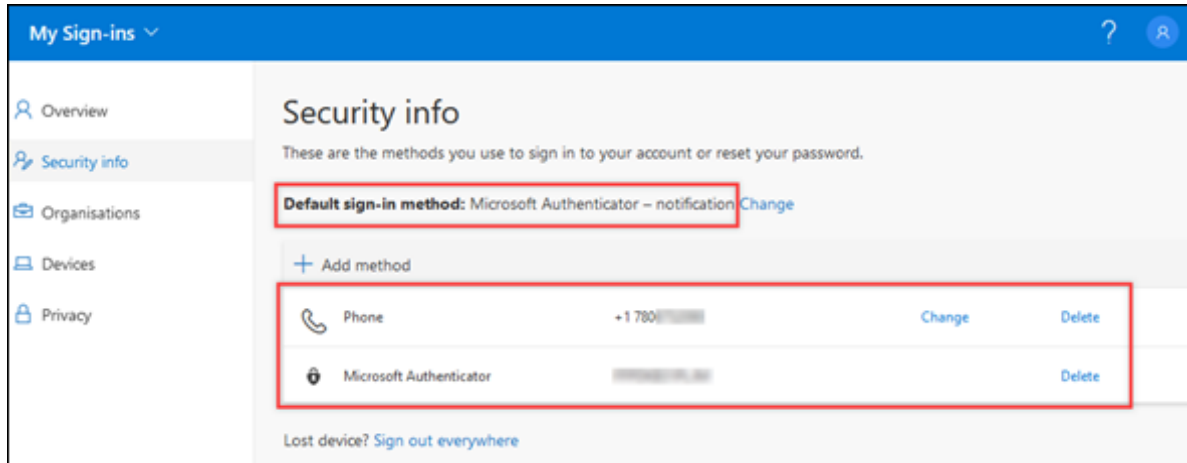




## Setting Up Additional Sign-In Methods

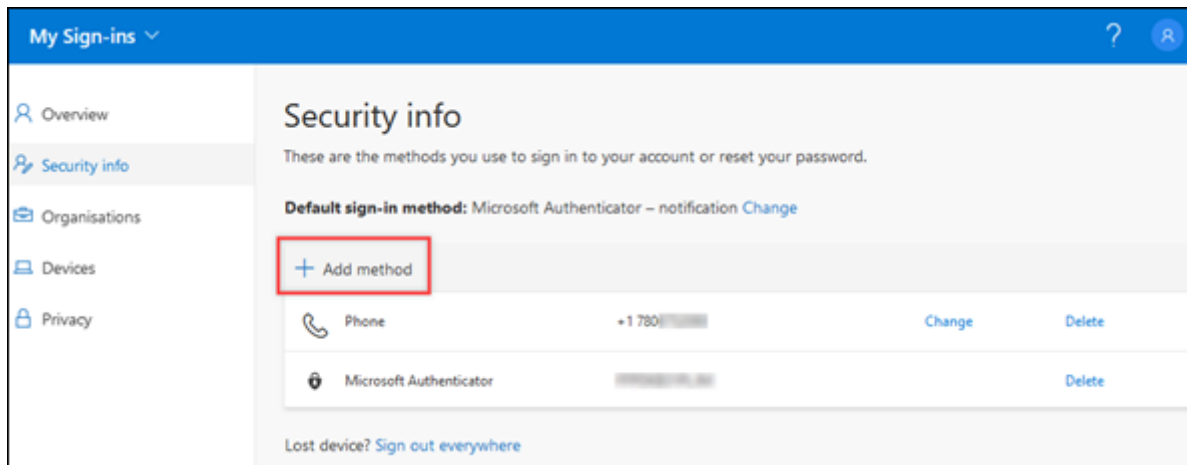
1. To set up additional sign-in methods, go to the Security Info page in your Microsoft 365 account (<https://mysignins.microsoft.com/security-info>). If prompted, approve the sign-in request.

You will see that MS Authenticator is already set as your default sign-in method and you will have at least one other method set as well.



We highly recommend you have a **minimum of three sign-in methods**, and that one of the methods is **not reliant on your AU iPhone or AU email**.

2. To add another method, click on **Add method**.





3. From the *Add a method* modal window, select a **sign-in method** to add from the dropdown menu. **Be sure to select a method that you have ready access to in your current work setting.**

The screenshot shows a modal window titled "Add a method". Below the title is the question "Which method would you like to add?". A dropdown menu is open, displaying a list of options: "Alternative phone", "Authenticator app", "Alternative phone", "Email", "Security questions", and "Office phone". The second "Alternative phone" option is highlighted with a grey background.

4. Click **Add**.

This screenshot shows the same "Add a method" modal window. The dropdown menu is now closed, and the text "Alternative phone" is visible in the selection box. A red arrow points from the left towards the blue "Add" button at the bottom right of the modal.

5. Continue to follow the prompts/instructions to complete the sign-in method verification process and successfully add the method to your account.

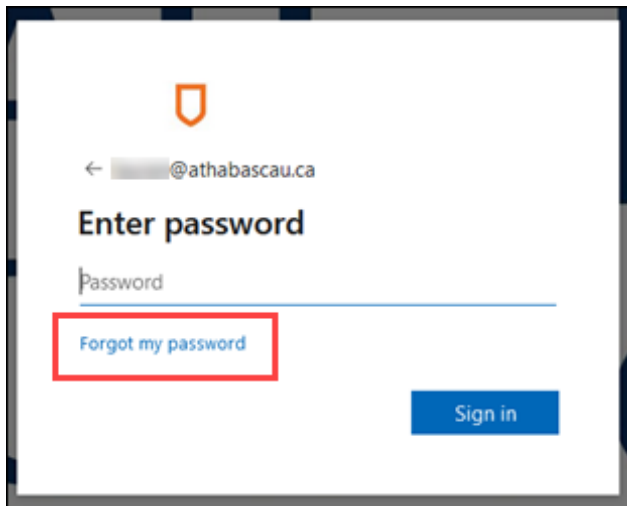
**Congratulations!** You have completed the setup and are finished! You now have multiple sign-in verification methods set up and can change or recover your Microsoft 365 / Active Directory (AD) password without assistance!



## Managing Your Passwords Using Self-Service Password Reset (SSPR)

### Password Recovery

To recover a forgotten Microsoft 365 / AD password, click the [Forgot my password](#) link on the Microsoft 365 login, at the point where you are asked to enter your password (as shown in the screenshot below), and then follow the prompts.



### Password Change

To change your Microsoft 365 / AD password, go to your [Microsoft 365 My Account](#) page, and click on the [CHANGE PASSWORD](#) link.

