# Instructions for setting up multi-factor authentication (MFA)

For the best experience, we recommend logging in to your Shepherd email on a computer by visiting www.shepherd.edu and selecting Email at the top of the page.

Do NOT attempt to set up MFA using Microsoft Outlook client on your computer.

After entering your email and password, you'll be prompted to set up MFA. The dialog box below will appear on the screen. When it does, click NEXT.
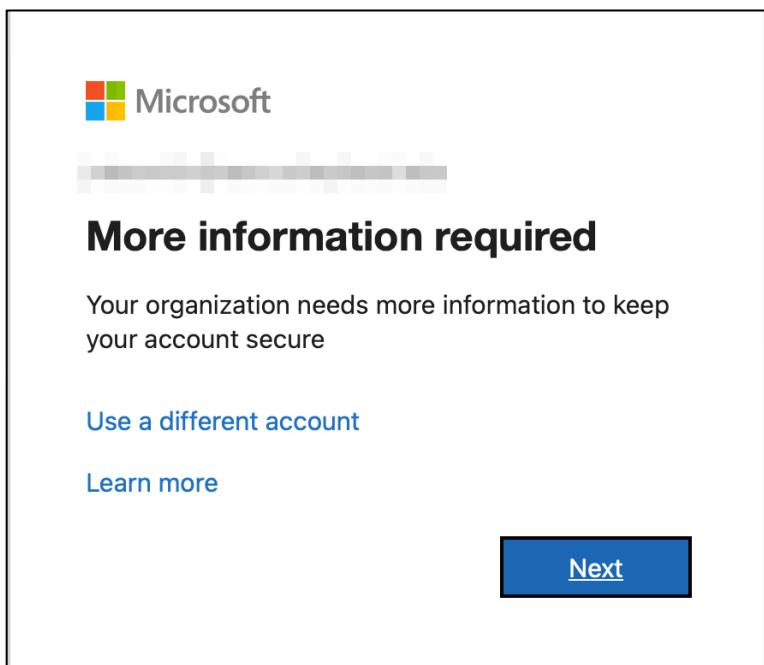
You will be asked what method you want to use.

We recommend you use the Microsoft Authenticator app, as it is more secure than other forms of MFA.

If you do not want to or cannot use the MS Authenticator app, please skip down in this document to the section with the authentication method you prefer to use, either text message or phone call.

Microsoft Authenticator Setup:

Begin by downloading the Microsoft Authenticator app from your device's app store. Please be sure to download the official app published by Microsoft Corporation. There are malicious apps designed to look like the Authenticator app: DO NOT GET FOOLED INTO DOWNLOADING THEM.

Note: Consider signing into the Authenticator app using a personal email. This will allow you to sign in on a new phone and preserve your codes. If you do not sign into the app, or if you sign in using your Shepherd account, you will need to contact Shepherd IT to reset your

MFA when you get a new device.

Once you have set up your account, click Next in the dialog box on your computer if you want to use the Microsoft Authenticator App:

On your phone

1. Open the MS Authenticator app.

2. Click the **+** sign at the top of the screen to add an account.

3. Choose work or school.

On the computer – Click Next.

On the phone, click the option to scan a QR code and scan the QR code that is displayed on your computer.

On the computer, click Next after scanning the QR code.

You should see a message to test the authenticator.
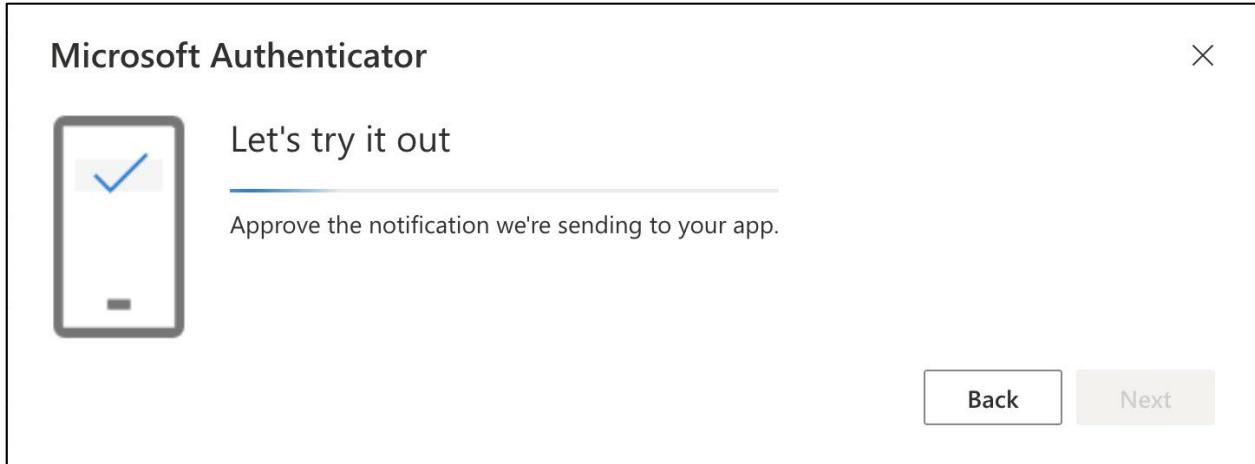
You should see a message <u>on your phone</u> asking you to approve the sign-in. Click Approve.

<u>On the computer</u>, you should receive a message the authenticator was approved.
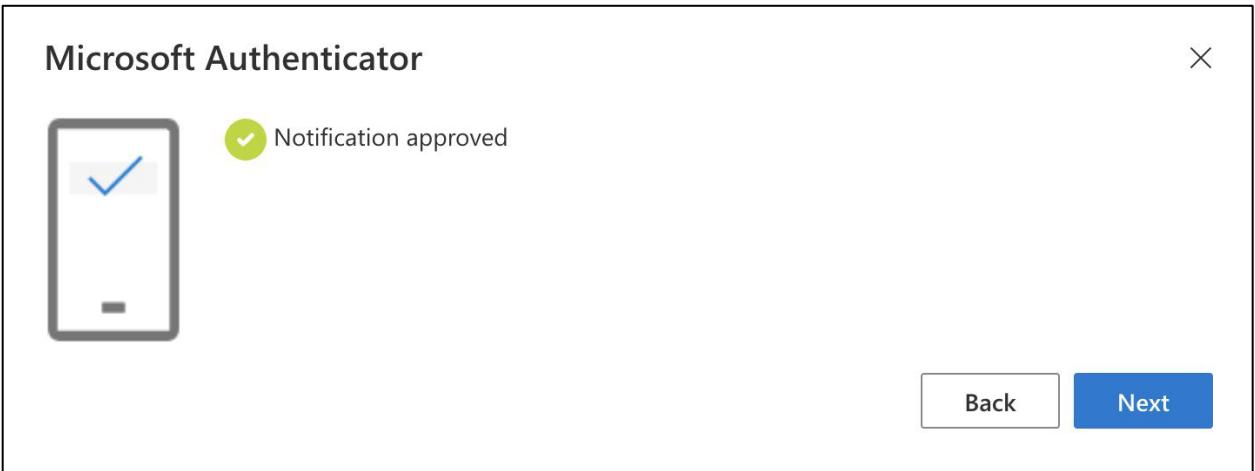
Click Next. You should then get a message that setup is complete.

This is the end of the Microsoft Authenticator app setup instructions.

Text Message Authentication Setup:

You may set up text message authentication if you are unable to use the Authenticator app. If you don't have a cell phone, skip ahead to the section for setting up phone calls instead.

To use Text Messaging as your MFA option

Choose I want to set up a different method at the bottom left
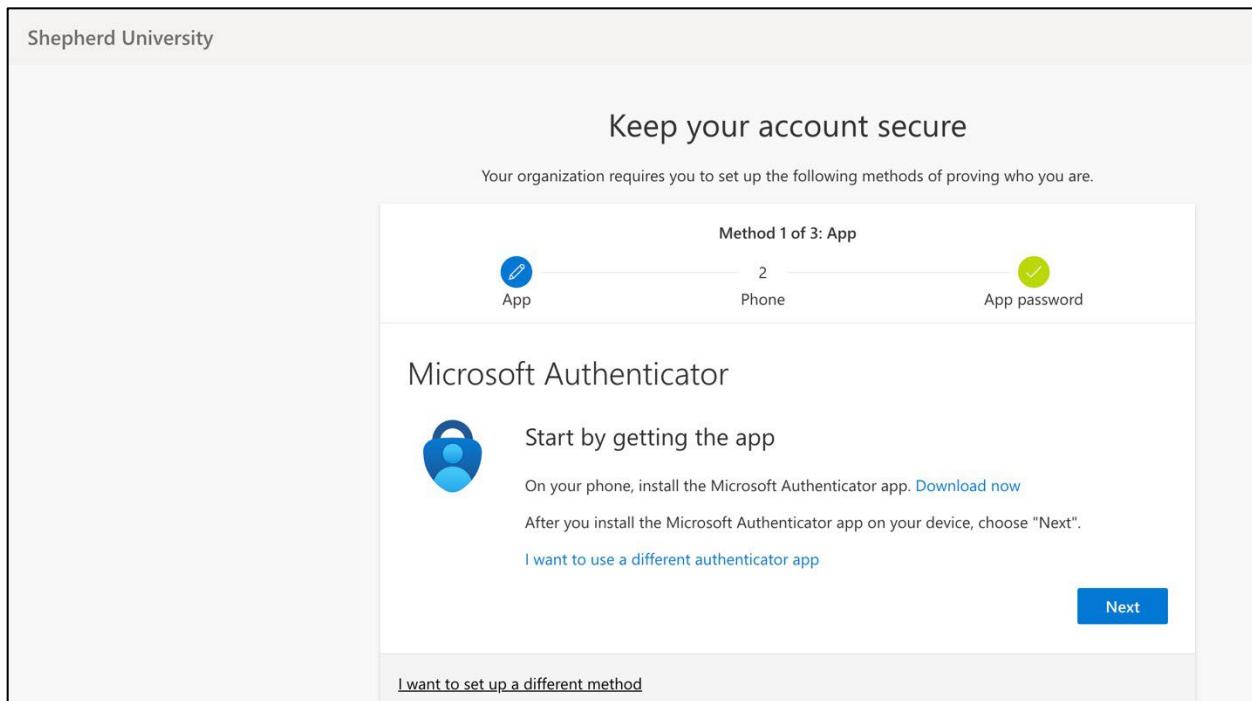
Choose Phone and click Confirm
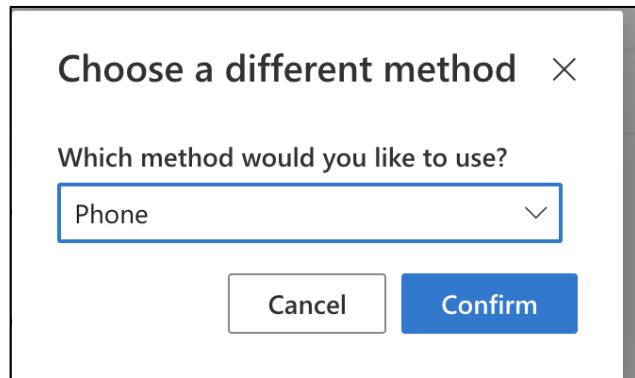
1. Choose your country
2. Enter the phone number
3. Select <u>Text me a code</u>
4. Click <u>Next</u>

✏️	2	✅
Phone	App	App password

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) ⌄	615

◉ Text me a code

◯ Call me

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

[Next]

I want to set up a different method

Microsoft will send a text message to your phone. Enter the code and click Next to continue.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 3: Phone

Phone ——————— 2 ——————— App password
App

Phone

We just sent a 6 digit code to +1 615   . Enter the code below.

150369

Resend code

Back   Next

I want to set up a different method

You should see a success message, like the one below.
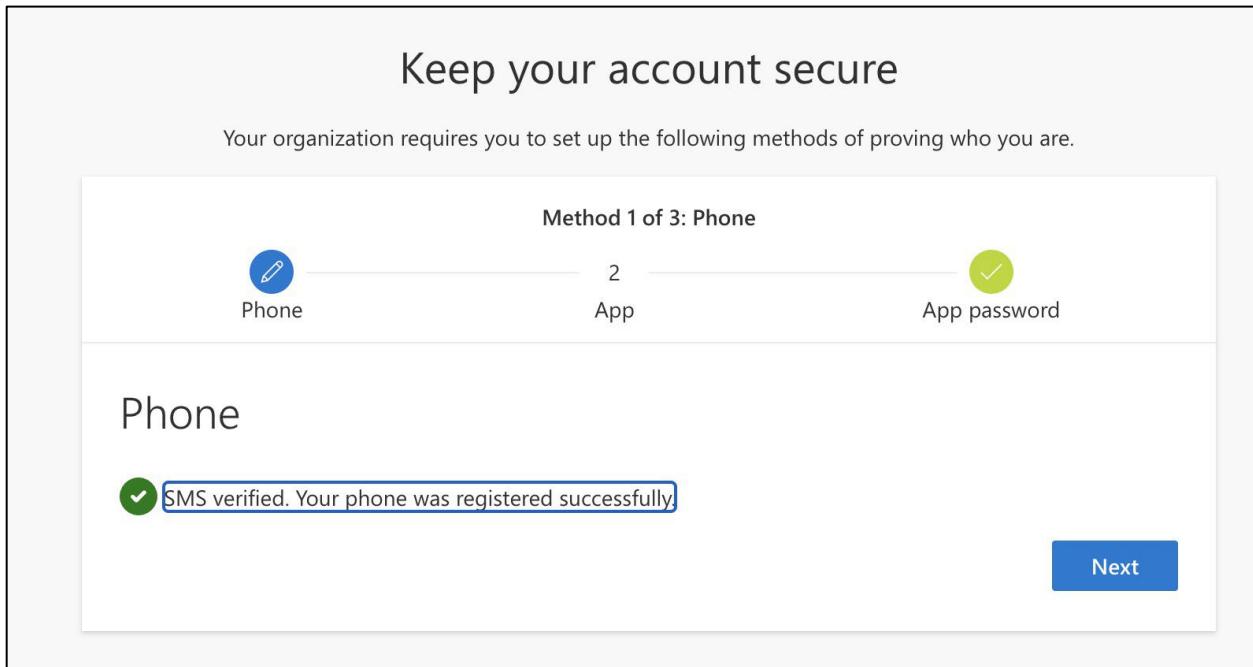
Click Next to complete the setup.

This is the end of the Text Message Authentication method setup instructions.

Phone Call Authentication Setup:

To use a phone call as your MFA option

If you don't have a cell phone or prefer to receive a phone call, you can elect to receive a phone call instead.

1. Log in to your email.
2. Go to www.shepherd.edu.
3. Select Email.
4. Log in with your credentials.

You will be prompted to set up MFA. Choose <u>I want to set up a different method</u> at the bottom left.

Choose Phone and click Confirm.

Choose a different method ✕

Which method would you like to use?

Phone ⌄

Cancel   Confirm
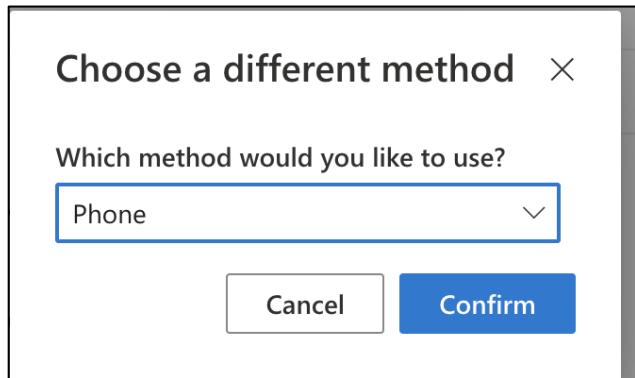
1. Choose your country.
2. Enter the phone number.
3. Select Call me.
4. Click Next.

Method 1 of 2: Phone

Phone — App password

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

| United States (+1) ▾	304█████

○ Text me a code

● Call me

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

Next

I want to set up a different method

You will receive a phone call. You'll be prompted to hit # on your phone to verify that you are signing in.

On your computer, you will see a success message like below.
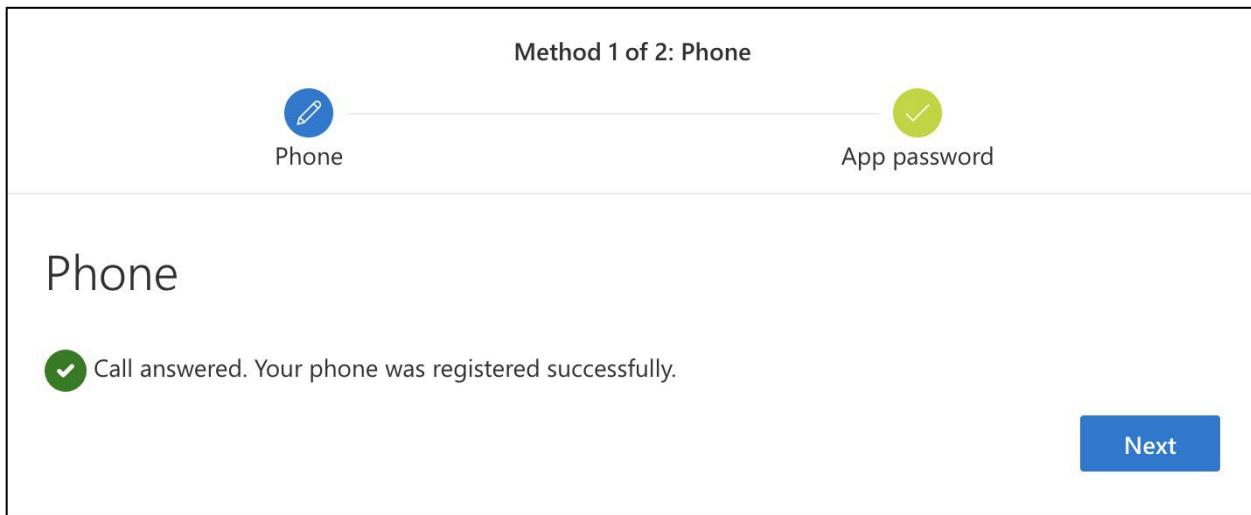
This is the end of the Phone Call Authentication method setup instructions.

If you experience any problems with using these instructions or getting the authentication method you prefer setup and working, or if you have any questions about Shepherd Information Technology systems, whether network setup for personal devices, Shepherd accounts and email, or any issues pertaining to our technology environment, please do one of the following:

- Send an email to itworkorder@shepherd.edu. Include your name, Shepherd username, phone number or personal email account to contact you back, a description of the problem and any other pertinent information we need such as a residence hall port number and system MAC address.
- Call the IT Services Desk at 304-876-5457.
- See us during our operating hours in the basement of the Library across from the Academic Support Center.