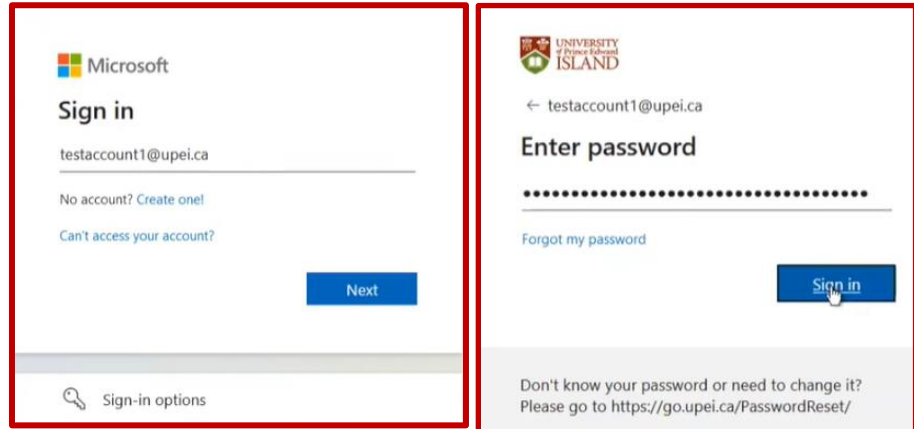


Set up the Microsoft Authenticator App for Multi-Factor Authentication (MFA) using two devices

These instructions provide a walkthrough to register your UPEI Microsoft account for MFA. It is recommended that you complete these steps from a laptop or desktop computer.

1. Log into the MFA Registration webpage found at <https://aka.ms/mfasetup>.

2. At the Microsoft login page, type in your UPEI email account and associated password.

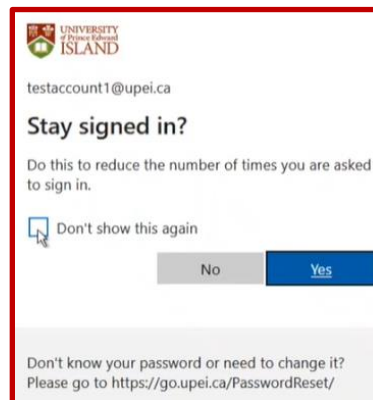


The first screenshot shows the Microsoft 'Sign in' page. It features the Microsoft logo, the text 'Sign in', and the email address 'testaccount1@upei.ca' entered in the field. Below the field are links for 'No account? Create one!' and 'Can't access your account?'. A blue 'Next' button is at the bottom right. The second screenshot shows the 'Enter password' page. It features the UPEI logo, the email address 'testaccount1@upei.ca', and the text 'Enter password'. There is a password field with dots, a 'Forgot my password' link, and a blue 'Sign in' button. At the bottom, there is a link for password reset: 'Don't know your password or need to change it? Please go to https://go.upei.ca/PasswordReset/'.

3. Click “Don’t show this again”.

If you are on a personal device, click “Yes”.

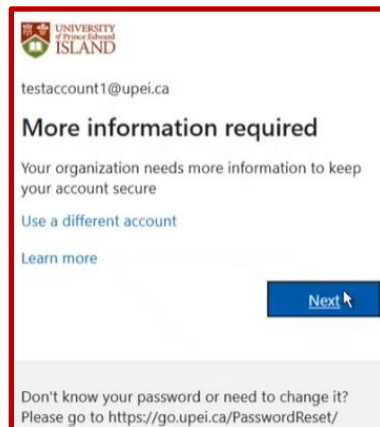
If you are on a public or shared device, click “No”.



The screenshot shows the 'Stay signed in?' prompt. It features the UPEI logo, the email address 'testaccount1@upei.ca', and the text 'Stay signed in?'. Below this is the message 'Do this to reduce the number of times you are asked to sign in.' and a checkbox for 'Don't show this again'. There are 'No' and 'Yes' buttons. At the bottom, there is a link for password reset: 'Don't know your password or need to change it? Please go to https://go.upei.ca/PasswordReset/'.

4. You will now be prompted with a “More information required” message.

Click “Next”.



The screenshot shows the 'More information required' message. It features the UPEI logo, the email address 'testaccount1@upei.ca', and the text 'More information required'. Below this is the message 'Your organization needs more information to keep your account secure'. There are links for 'Use a different account' and 'Learn more'. A blue 'Next' button is at the bottom right. At the bottom, there is a link for password reset: 'Don't know your password or need to change it? Please go to https://go.upei.ca/PasswordReset/'.

Set up the Microsoft Authenticator App for Multi-Factor Authentication (MFA) using two devices

5. For the best experience, ITSS recommends that you use the Microsoft Authenticator App on your mobile device which you can download from the App store. Click “Download now” for instructions on how to download the app for your device.

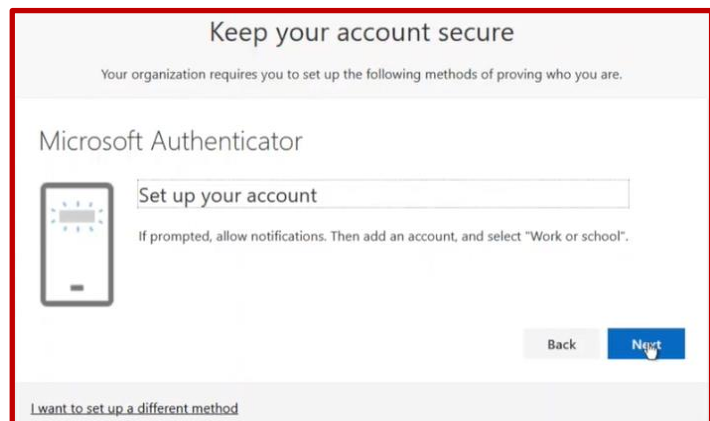
If you want to use a different method than the App (e.g., phone), click “I want to set up a different method”.

To continue to set up the Microsoft Authenticator App once it has been installed on your mobile device, click “Next”.



After clicking “Next”, you should be at this step in the process.

Keep your laptop or desktop computer at this step and turn your attention to your mobile device.



Set up the Microsoft Authenticator App for Multi-Factor Authentication (MFA) using two devices

6. Open the Microsoft Authenticator App on your mobile device. If prompted, allow notifications from the App.



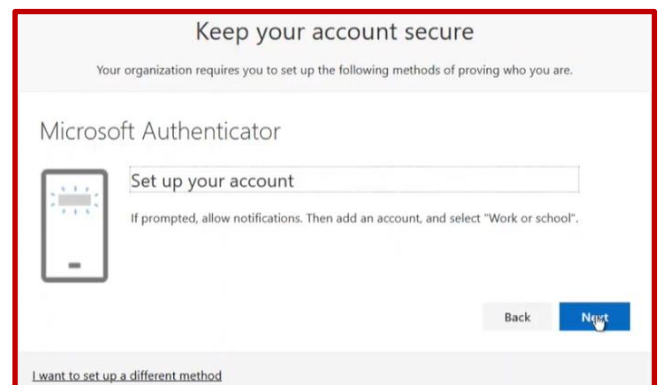
Tap the “+” located in the upper right-hand corner of the Authenticator App to add a new account.



When asked as to what kind of account you are adding, ensure that you select “Work or School account”.

When prompted by the App to either “Sign In” or “Scan the QR code”, ITSS recommends that you tap “Scan the QR code”.

To generate the the QR code, go back to your laptop or desktop computer and click “Next”.



Set up the Microsoft Authenticator App for Multi-Factor Authentication (MFA) using two devices

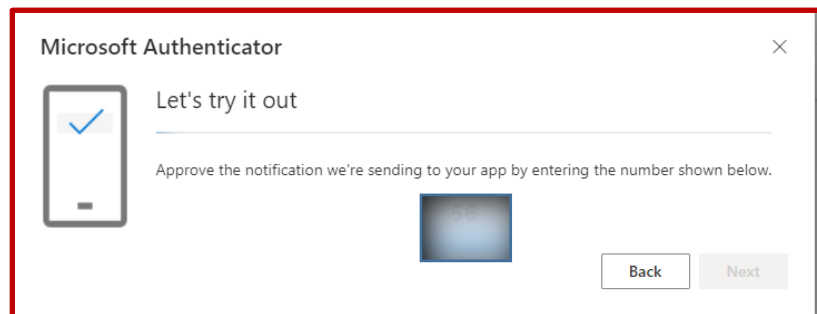
Using your mobile device, scan the QR code displayed on your laptop or desktop computer.

After you scan the QR code from your mobile device, click “Next”.

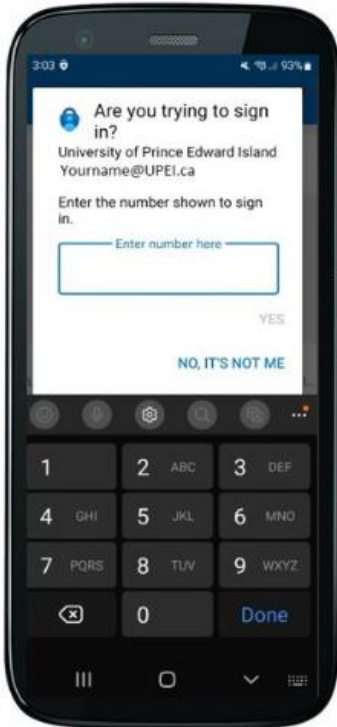


7. By clicking “Next”, the process on your laptop or desktop computer will initiate a test notification.

Make note of the number that appears on the message.



Set up the Microsoft Authenticator App for Multi-Factor Authentication (MFA) using two devices



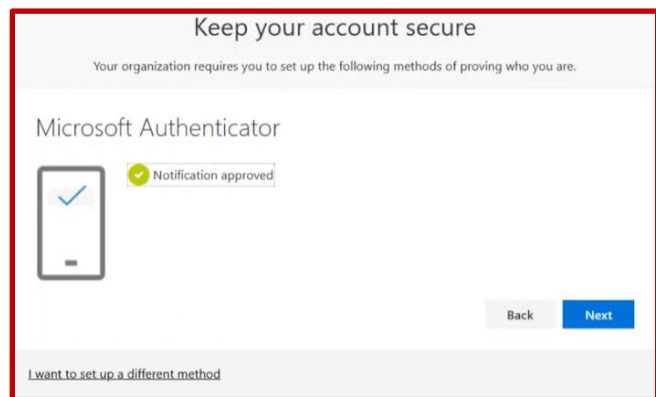
On your mobile device, you should receive a Microsoft Authenticator App notification.

Enter the number from the message on your laptop or desktop computer and tap “Yes”.

If you do not receive the notification, check the notification settings on your phone to ensure notifications for the Microsoft Authenticator app are allowed. If you do not receive this notification and approve it, your MFA registration process will not be complete!

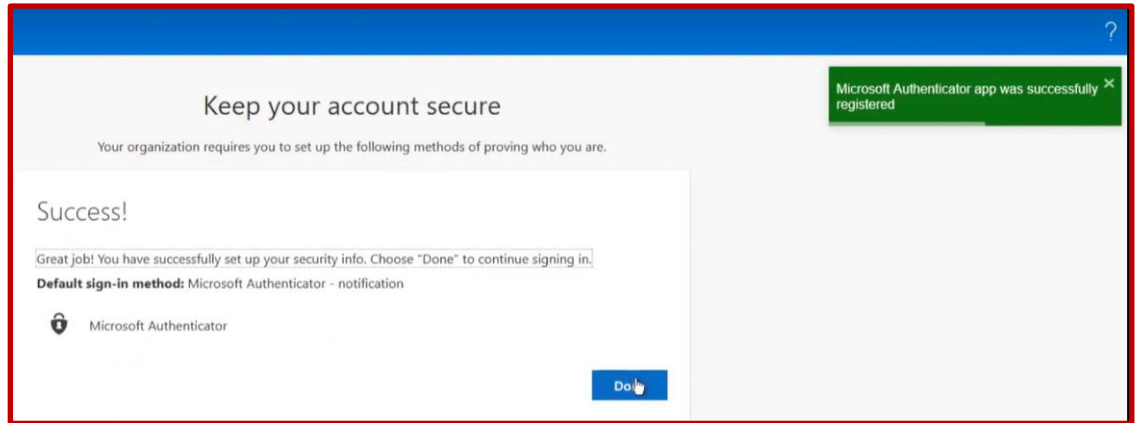
8. Once the notification is approved, the process on your laptop or desktop computer will indicate that approval has been received.

Click “Next”.

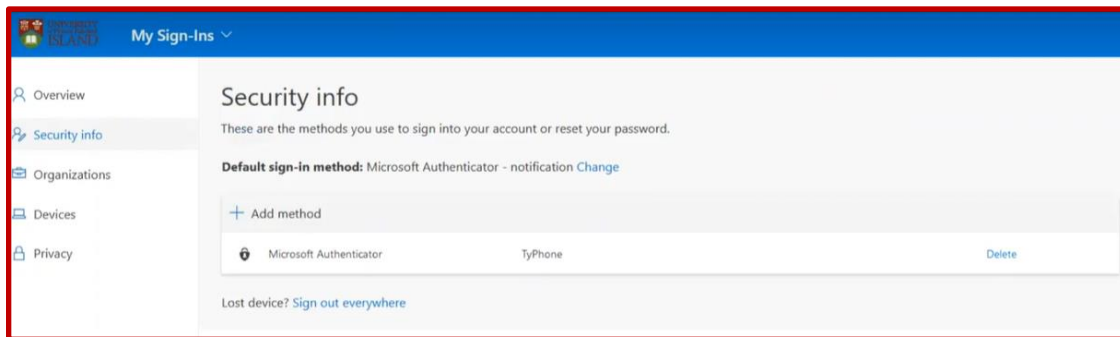


Set up the Microsoft Authenticator App for Multi-Factor Authentication (MFA) using two devices

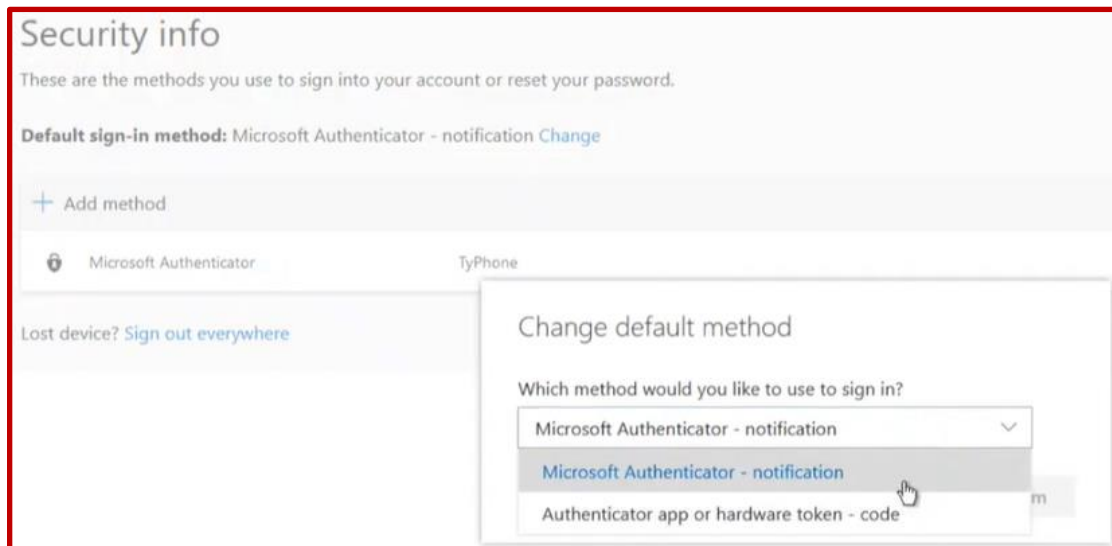
9. Click “Done” to finish the process.



10. You have now registered your mobile device to be used with Multi-Factor Authentication on your UPEI account. You should now see Microsoft Authenticator listed as the default sign-in method.



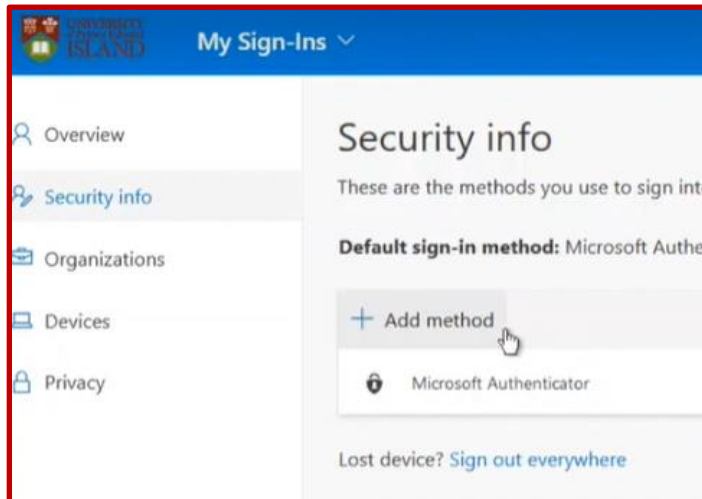
If you don't, click “Change” and select “Microsoft Authenticator – notification”.



Set up the Microsoft Authenticator App for Multi-Factor Authentication (MFA) using two devices

11. It is recommended that you add another method for “back-up” purposes in the event that your default method is unavailable.

For example, if you were to replace your mobile phone and you forget to register your new phone prior to disposing of the old phone, you would need to use your “back-up” method



To add a secondary method, click “Add method” and enter the method details as prompted.

Reminder: You are able to add or modify your methods at any time by logging into:

<https://aka.ms/mfasetup>

If you encounter any issues or have any questions, please contact the ITSS Help Desk at: helpdesk@upei.ca or call (902) 566 0465.