

# Student Enrollment in Multifactor Authentication and Self-Service Password Reset

## What is Multifactor Authentication?

**Multifactor Authentication** (or **MFA**) is a technology designed to improve the security around account access. You're already used to single-factor authentication: using a username & password pair to sign into, well, pretty much everything. This form of security is often referred to as "something you know." The problem is that passwords are – by their nature – insecure. They are either fairly simple to guess using various programs or are really hard to remember.

MFA adds at least one other way to verify your identity when logging into a particular system. This can be something you have (like a hardware token or a smartphone authenticator app) or something you are (like a fingerprint).

Olivet College will be using the Microsoft Authenticator app for student MFA.

## What is Self-Service Password Reset?

**Self-Service Password Reset** (or **SSPR**) allows you to reset your password without having to contact ITS for assistance. Olivet College's implementation of SSPR will also allow you to unlock your account if you don't want to wait for the 30-minute security timer to expire.

## How do I use MFA and SSPR?

You'll need to enroll your account before you can use OC MFA and OC SSPR. The enrollment process takes a couple of minutes and is detailed in this document. Once enrolled, OC MFA will send (or "push") a notification to your enrolled smartphone whenever you sign into your Olivet College account. You then verify or deny the request with a couple of taps.

OC SSPR lets you reset your Olivet College password using processes you're probably already familiar with. You provide your OC email address & verify your identity using the MFA information you provided at enrollment. Options include smartphone authenticator, phone call, text message, and security questions.

Let's get started!

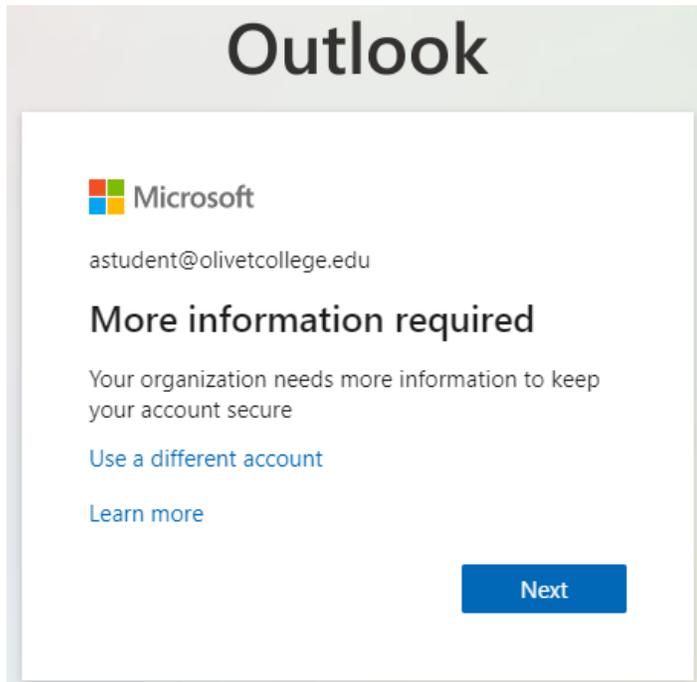
## Enrollment Process

You'll enroll in OC MFA and OC SSPR at the same time. Here are the steps:

1. Open the App Store on your smartphone and install the Microsoft Authenticator app. The screenshot below shows how this looks in the [Google Play Store](#), but things look pretty much the same in the [Apple App Store](#).



2. Sign into your Olivet College email account. Go to <https://outlook.com/olivetcollege.edu> and sign in with your normal username and password.
3. You'll see this message:



4. Click **Next** & you'll see this screen:

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

Send me a code by text message

Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

5. If you don't want to use Microsoft Authenticator, please contact ITS for additional help. Using Microsoft Authenticator is faster and less invasive than either text messages or phone calls. ITS strongly suggests students use Microsoft Authenticator.
6. If you have decided to use Microsoft Authenticator, pick "Mobile App" from the menu:

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 1: How should we contact you?

Authentication phone

Authentication phone

Office phone

Mobile app

Send me a code by text message

Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

7. Click **Next**.

- On the next screen, make the following selections:

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Please configure the mobile app.

Next

- Click **Set up**. The screen will display a QR code.
- Open the Microsoft Authenticator app on your phone and scan the QR code. You may need to give Microsoft Authenticator permission to use your phone's camera.
- Click **Next**. You'll see the *Set up* option is greyed out.

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Mobile app has been configured for notifications and verification codes.

Next

12. Click **Next**. You'll be asked to enter your telephone number.

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 3: In case you lose access to the mobile app

Select your country or region

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

13. Select "United States" and enter YOUR phone number with the area code. (See example below)

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 3: In case you lose access to the mobile app

United States (+1)

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

14. Click **Next**. You'll be shown the following screen. Make a note of the displayed app password. Keep it safe. You may need it later.

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 4: Keep using your existing applications

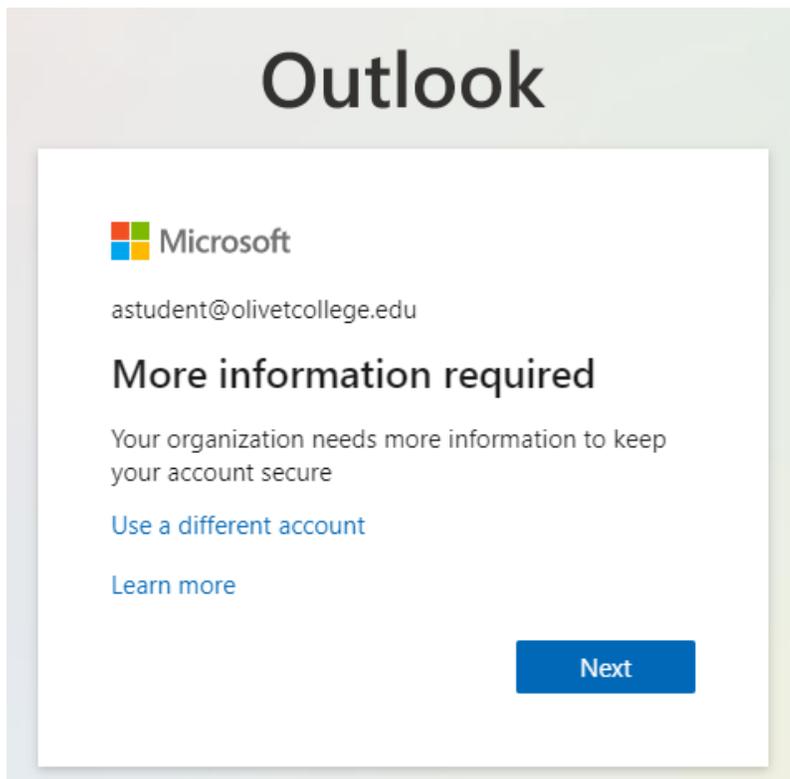
In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#)

Get started with this app password:



Done

15. Click **Done**. You've now completed enrollment in OC MFA and will be immediately redirected to begin enrollment in OC SSPR. You'll see this screen:



16. Click **Next**. To begin your OC SSPR enrollment, re-enter your current OC password.

## confirm your current password

In order to keep your security information private, we need you to re-enter your current password on the next page.

re-enter my password

cancel

17. Click **re-enter my password** and complete your normal OC sign-in.



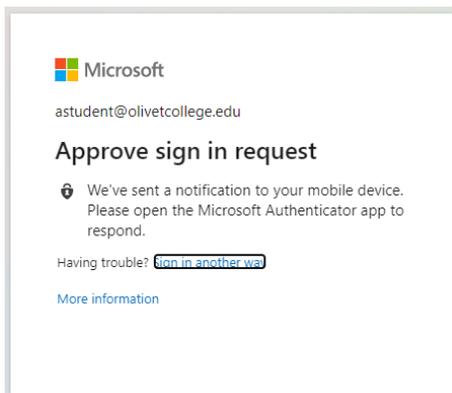
Type in your Olivet College username and password.

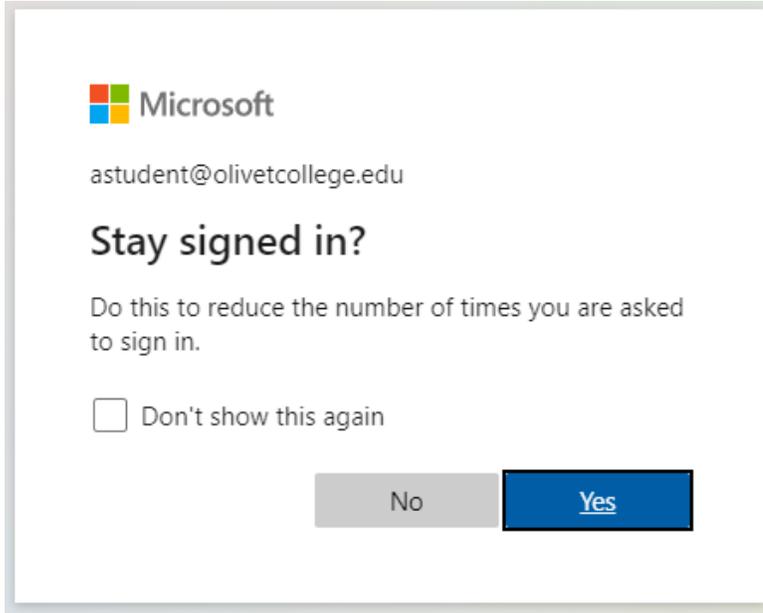
Sign in

By accessing the Olivet College network, you agree to the acceptable [Computer Usage Policy](#).

18. You'll be asked to approve the sign in request on your Microsoft Authenticator.



19. Once approved, you'll be asked whether you want to remain signed in. The choice is up to you, but please DO NOT click "Yes" when using a shared or public-access computer (such as those in any of Olivet College's computer labs).



20. You'll be asked to verify additional information. This is how you will verify your identity when using OC SSPR.

## don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

 Authentication Phone is set to +1 2697497666. [Verify](#)

 Authentication Email is not configured. [Set it up now](#)

 Security Questions are not configured. [Set them up now](#)

[finish](#)

[cancel](#)

21. Since you've already entered your phone number, click **Verify** to verify that it's correct.

## don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

text me

call me

back

22. Verify the displayed number is your mobile number, then click **text me** or **call me**. Follow the relevant prompts to complete the verification.

23. You'll see a green check next the "Authentication Phone". Select **Set it/them up now** next to "Authentication Email" or "Security Questions," whichever you prefer.

## don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

 Authentication Phone is set to +1 2697497666. [Change](#)

 Authentication Email is not configured. [Set it up now](#)

 Security Questions are not configured. [Set them up now](#)

finish

cancel

24. For Authentication Email, use an email address only you can access.

## don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

email me

back

25. But you can't use ANY email address ending in "olivetcollege.edu".

## don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

email me

Don't use your work or school email address, because you won't have access to it if you forget your password.

back

26. Click **email me** and you'll see this screen:

## don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

email me

We've sent an email message containing a verification code to your inbox.

verify

back

27. Check the email address you specified for the confirmation email. Here's what it looks like in a Gmail account, but the message will look pretty much the same regardless of which email service you use.

msonlineserviceteam@microsoftonline.com  
to me ▾

### Verify your email address

Thanks for verifying your astudent@OlivetCollege.edu account!

Your code is: ██████████

Sincerely,  
Olivet College

Microsoft Corporation | One Microsoft Way Redmond, WA 98052-6399

This message was sent from an unmonitored email address. Please do not reply to this message.

[Privacy](#) | [Legal](#)

Microsoft

28. Copy the code and paste it back in the confirmation box.

## don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

We've sent an email message containing a verification code to your inbox.

[try again](#)

29. Click **verify**. You'll be returned to the information verification screen.

## don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✓ Authentication Phone is set to +1 2697497666. [Change](#)

✓ Authentication Email is set to ██████████@gmail.com. [Change](#)

! Security Questions are not configured. [Set them up now](#)

[cancel](#)

30. If you don't want to enter Security Questions, skip to Step 33.

31. If you would like to enter Security Questions, click **Set them up now**. You'll be presented this with this screen:

don't lose access to your account!

Please select questions to answer below. *Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.*

Security question 1



Security question 2



Security question 3



Security question 4



Security question 5



save answers

back

32. You MUST select all 5 questions. For added security, ITS suggests you NOT use true answers, as illustrated below.

## don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.**

### Security question 1

In what city did you meet your first spouse/partner? 

Gotham 

### Security question 2

What is the last name of your favorite teacher in high school? 

Ferris Bueller 

### Security question 3

What is your favorite food? 

cat food with sticks 

### Security question 4

What is the name of a college you applied to but didn't attend? 

hyXW49\*d8PA^yFhS 

### Security question 5

Who is the most famous person you have ever met? 

Mar Camel 

save answers

back



33. Click **save answers** to return to the information confirmation screen.

## don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✔ Authentication Phone is set to +1 2697497666. [Change](#)

✔ Authentication Email is set to [redacted]@gmail.com. [Change](#)

✔ 5 Security Questions are configured. [Change](#)

finish

cancel

34. Click **finish**. You'll be prompted to approve the sign in request, as we did in Step 18.

35. Voila! You're now enrolled in both OC MFA and OC SSPR.