FAYETTEVILLE TECHNICAL
COMMUNITY COLLEGE

Microsoft Multi-factor Authentication Directions

Version 1.2

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1. OVERVIEW

1.1. Introduction

Fayetteville Technical Community College is implementing Multi-Factor Authentication (MFA) to access some college resources when not on campus. To access these resources (Blackboard, SelfService, Student e-mail), you must complete the following directions.

1.2. What is Multi-Factor Authentication?

Multi-Factor Authentication is a way of confirming your identity when you try to sign in. For example, a password is one kind of factor, it's a thing you know. The three most common kinds of factors are:

- Something you know - Like a password or a memorized PIN.
- Something you have - Like a smartphone or a secure USB key.
- Something you are - Like a fingerprint or facial recognition.

These directions will assist you with setting up Multi-Factor Authentication Enrollment.

1.3. Intended Audience

This document is intended for the students at Fayetteville Technical Community College.

1.4. Requirements

Users will be required to register for Self-Service Password Reset (SSPR) if you have not already done so. For step-by-step directions please head over to https://www.faytechcc.edu/sspr and click the “Click here to view step by step directions” button below the sample login dialog. You may also be required to change your password during this time.

2. DIRECTIONS

Note: you are provided with two options for registration of multi-factor authentication. One is “text me a code” and the second is “Call me”. If you want to use the “Call me” option, proceed to 2.1.1.

2.1. Application Download Location

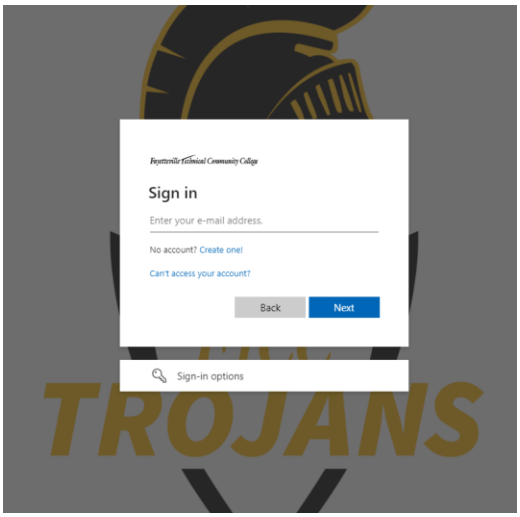
Install the latest version of the Authenticator app, based on your operating system:

Google Android. On your Android device, go to Google Play to download and install the Authenticator app.

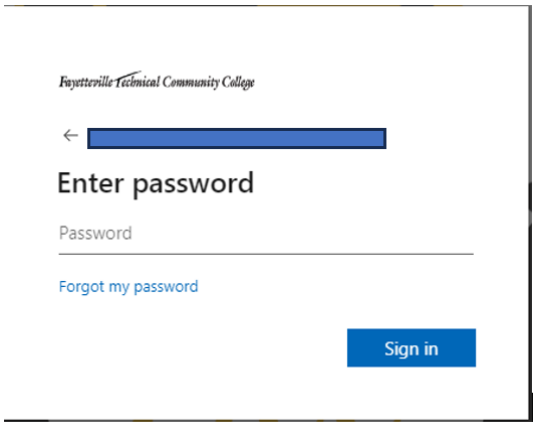
Apple iOS. On your Apple iOS device, go to the App Store to download and install the Authenticator app.

2.2. “Text me a code” option.

1. Please go to https://login.microsoftonline.com/?whr=ad.faytechcc.edu
2. Please enter your college issued email address (username1234@student.faytechcc.edu)

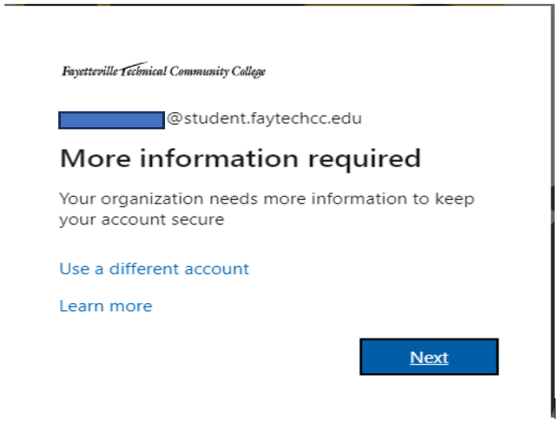


3. Please enter your password. If this is your first time logging in, please use the default password provided on your welcome letter. Otherwise, this is the same password you use to currently access Self-Service, Blackboard, FTCC computers, etc.

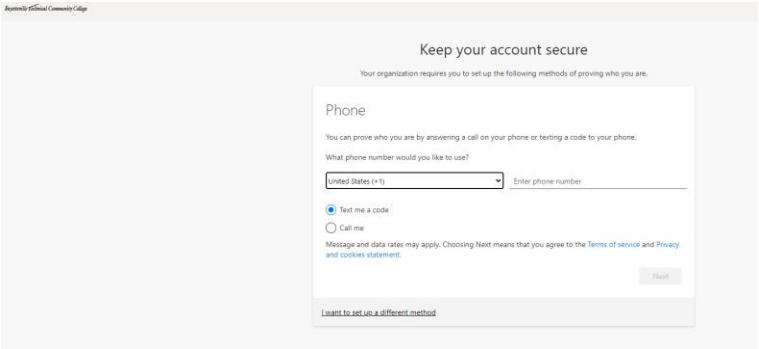


4. Click on “Sign In”

5. Select **Next**

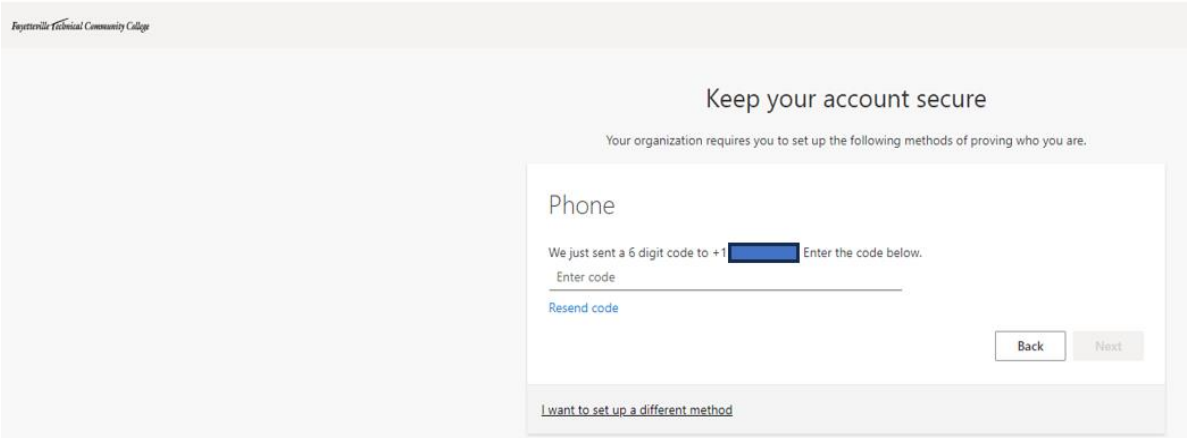


6. Please select “Text me a code”

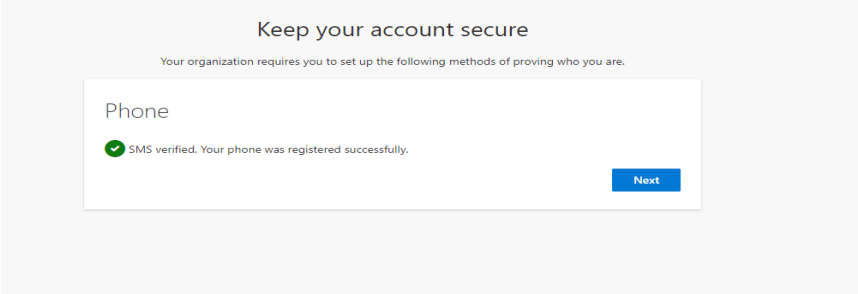


7. Please enter a phone number with no dashes and select **next**.

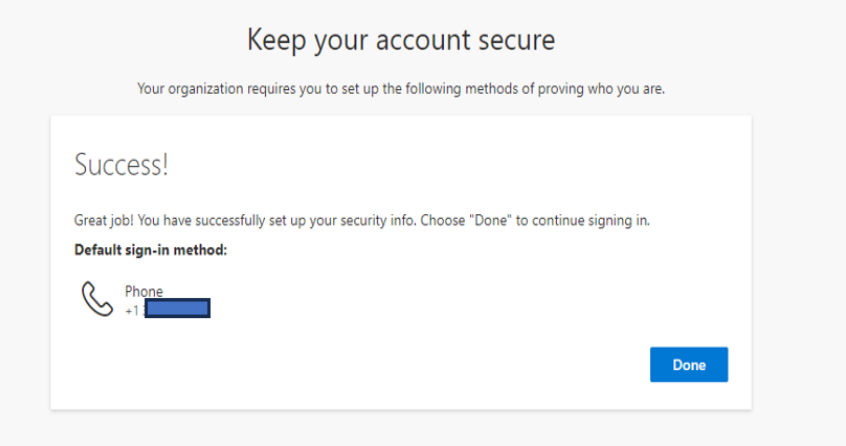
8. Enter the code that was texted to your phone



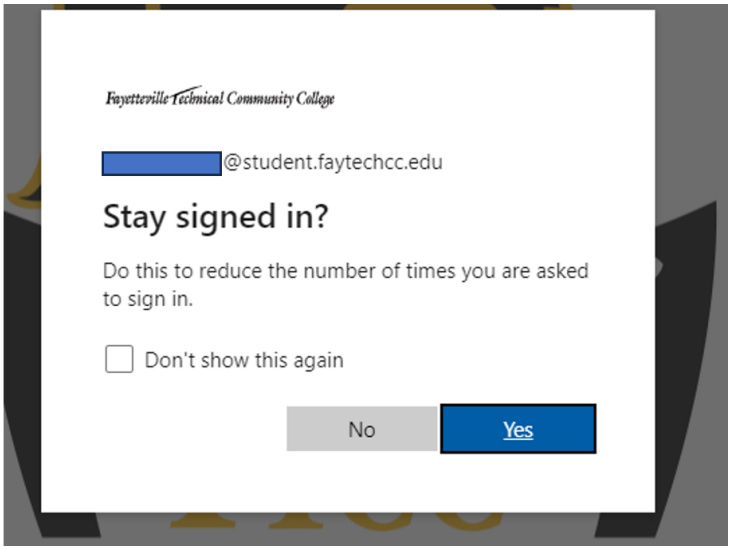
9. Select **Next**.



10. Select **Next**



11. Select Done

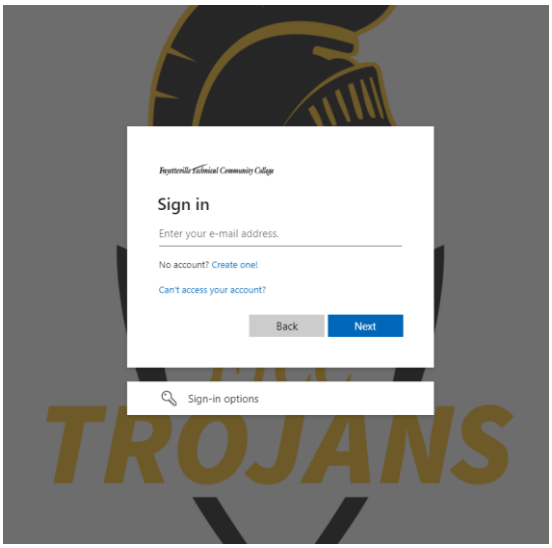


12. If you are logging into a computer you access email and Microsoft from on a repeated basis, select yes if prompted.

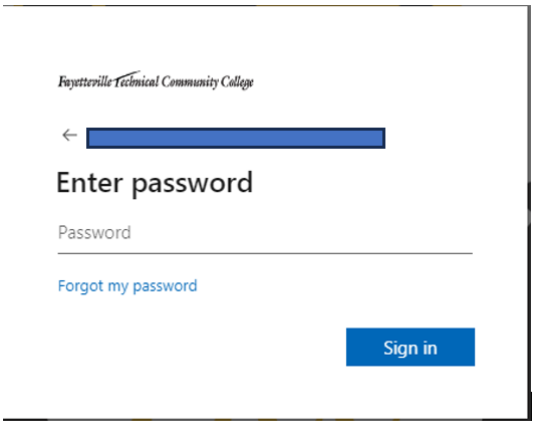
Congratulations you have completed the MFA registration for your Student Account!

2.2.1 "Call me" option.

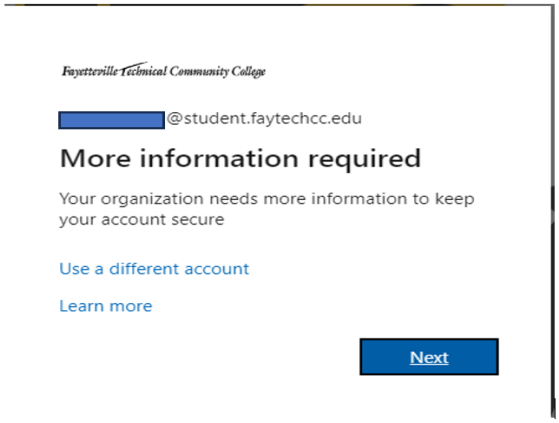
1. Please go to https://login.microsoftonline.com/?whr=ad.faytechcc.edu
2. Enter your student email address (username1234@student.faytechcc.edu)



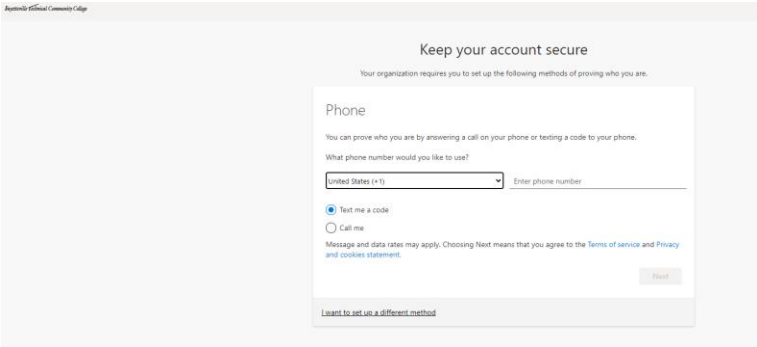
3. Please enter your password. If this is your first time logging in, please use the default password provided on your welcome letter. Otherwise, this is the same password you use to currently access Self-Service, Blackboard, FTCC computers, etc.



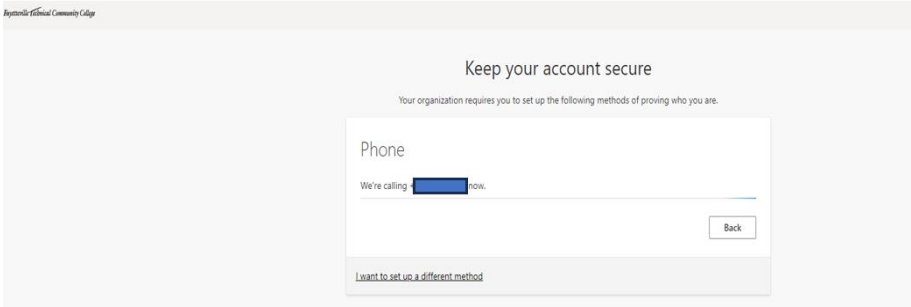
4. Select **Next**



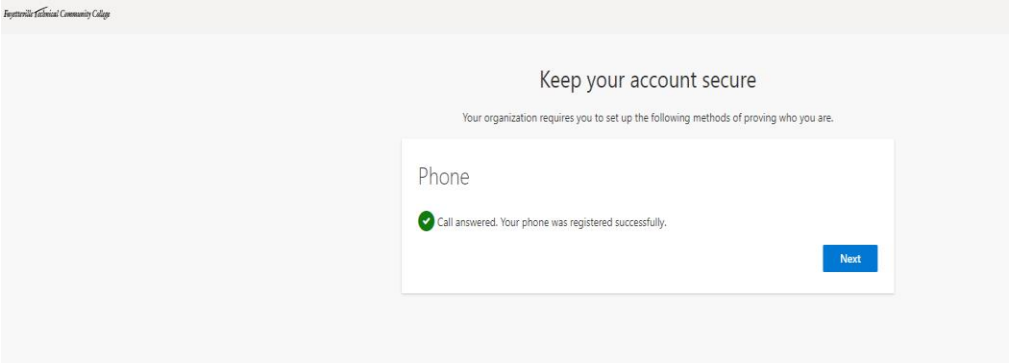
5. Select “Call me.”
6. Enter a phone number with no dashes and select **next**.



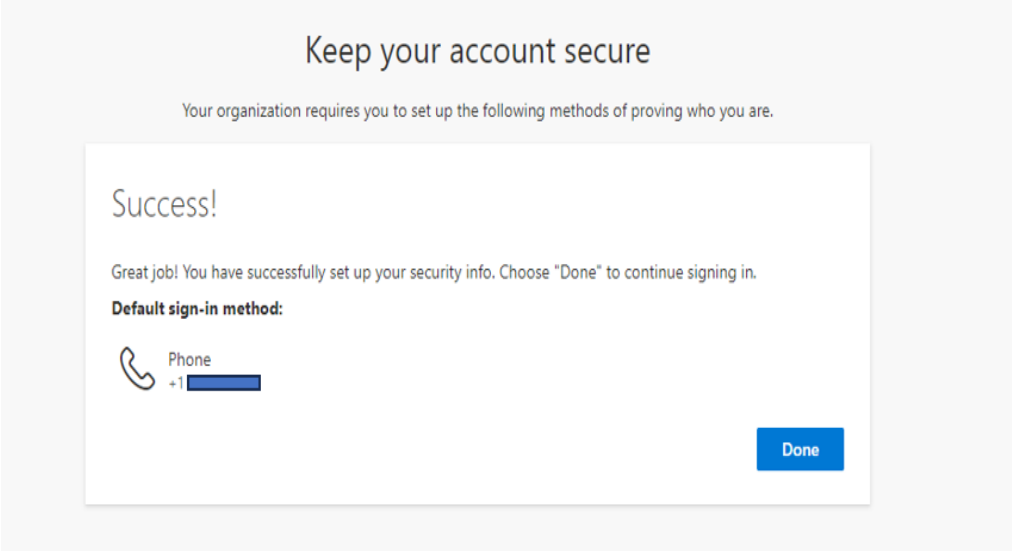
7. Your phone should be ringing.

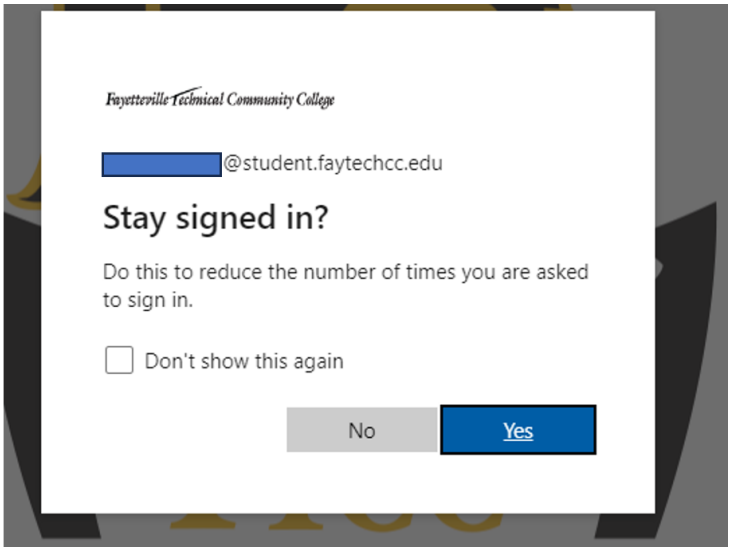


8. Select the pound key # at anytime to finish your verification.
9. Select Next



10. Select Done





11. If you are logging into a computer you access email and Microsoft from on a repeated basis, select ‘Yes’.

Congratulations you have completed the MFA registration for your Student Account!

2.2.2 Help Information

If at any point you have a problem with the registration of your phone or if you receive a new phone number in the future, please contact tech support via email at **help@faytechcc.edu** or by phone at **910-678-8502.**