

Information Technology Services

Infrastructure Management

Networking



User Guide

Multi-Factor Authentication (MFA) Instructions

+

Registering for Self-Service Password Reset (SSPR)
(Required for MFA setup)

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1 Overview of MFA

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 (Canvas, Self-service, 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.

2 Requirement for MFA

Users are required to register for Self-Service Password Reset (SSPR). Self Service Password Reset (SSPR) is a Microsoft-delivered feature that allows an enrolled user the ability to reset their own password. To register for SSPR, please follow the instructions below.

2.1 Self-Service Password Reset (SSPR)

1. Go to SSPR registration: (<https://aka.ms/ssprsetup?whr=ad.faytechcc.edu>)
 - a. Or go to the SSPR page (<https://www.faytechcc.edu/its/self-service-password-reset/>) and select “Register here”

NEW Password Requirements effective January 1, 2023:

- Password length is **14 characters**
- ITS recommends using pass-phrases
- Passwords/phrases must contain characters from **three** of the following categories:
 - Uppercase letters (A through Z)
 - Lowercase letters (a through z)
 - Numbers (0 through 9)
 - Special characters (! \$ # %)
- Do not use blank spaces as they can cause issues with some systems!

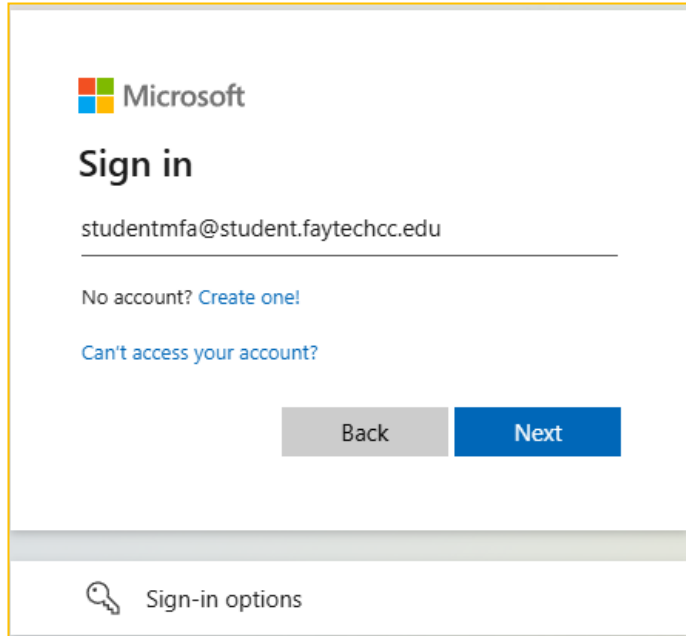
NOTE: You will only be able to change your password once per 24-hr period

Registering is required in order to use the Password Reset feature and Student Multi-factor Authentication.

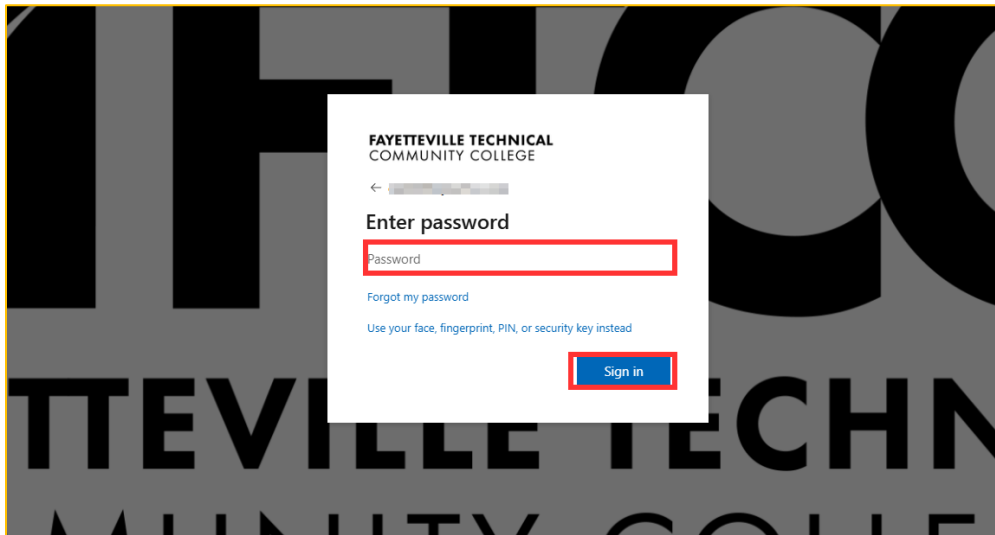
REGISTER HERE

You can complete the sign-up process using your existing credentials (username and password) that you use to login today.

2. Sign in with your student email:
 - a. Student1234@student.faytechcc.edu

A screenshot of the Microsoft Sign in page. At the top is the Microsoft logo. Below it is the heading "Sign in". A text input field contains the email address "studentmfa@student.faytechcc.edu". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the main content area are two buttons: "Back" (grey) and "Next" (blue). At the very bottom, there is a key icon and the text "Sign-in options".

3. Type in your current password
 - a. **If this is your first time logging in**, your initial password is your DOB (Date of Birth) (mmddyyyy) with no dashes or spaces (example: January 2, 1980 would be 01021980).

A screenshot of the Fayetteville Technical Community College login screen. The background is a dark grey with large, stylized white letters spelling "FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE". Overlaid on this is a white login form. The form has the college's name at the top, followed by a back arrow and a blurred input field. Below that is the heading "Enter password". There is a red rectangular box around the "Password" input field. Below the input field are two links: "Forgot my password" and "Use your face, fingerprint, PIN, or security key instead". At the bottom of the form is a blue "Sign in" button, also highlighted with a red rectangular box.

4. You will be prompted to change your password at first login. Enter your current password (mmddyyyy) and then add a new password. The password requirements are as follows:
 - a. Password length is **14 characters**
 - b. ITS recommends using pass-phrases
 - c. Passwords/phrases must contain characters from **three** of the following categories:
 - i. Uppercase letters (A through Z)
 - ii. Lowercase letters (a through z)
 - iii. Numbers (0 through 9)
 - iv. Special characters (! \$ # %)

- d. Do not use blank spaces as they can cause issues with some systems!
- e. **NOTE:** You will only be able to change your password once per 24-hr period

**FAYETTEVILLE TECHNICAL
COMMUNITY COLLEGE**

studentmfa2@student.faytechcc.edu

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

**FAYETTEVILLE TECHNICAL
COMMUNITY COLLEGE**

studentmfa2@student.faytechcc.edu

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

mmddyyyy

New password

Confirm password

Sign in

5. You will be prompted with “Let’s keep your

account secure.” Click “Next”

**FAYETTEVILLE TECHNICAL
COMMUNITY COLLEGE**

studentmfa@student.faytechcc.edu

Let's keep your account secure

We'll help you set up another way to verify it's you.

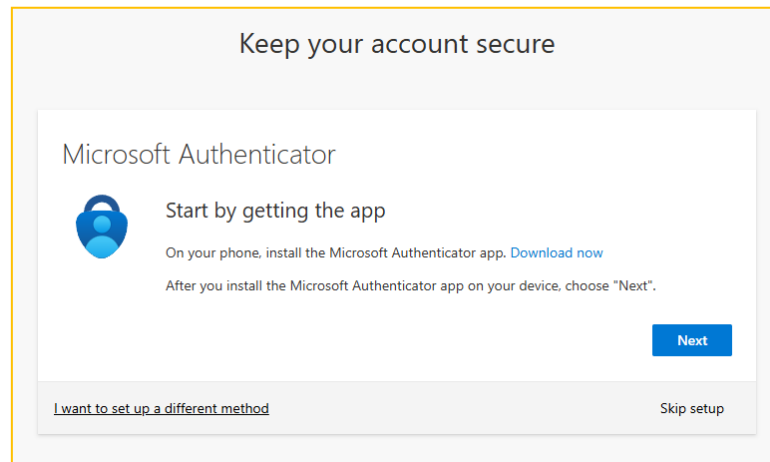
[Use a different account](#)

[Learn more about verifying your identity](#)

Next

2.2 Download the Microsoft Authenticator

1. You will need to download the Microsoft Authenticator for the next steps. Follow the download instructions on 2.2, and when finished downloading the app, select **“next”** in the **“Keep your account secure window.”**



2. Install the Microsoft Authenticator app, based on your operating system:

A. Google Android (Google Play)

- a. Scan the QR Code or,



- b. Click the link:

https://app.adjust.com/e3rxkc_7lfdtm?fallback=https%3A%2F%2Fplay.google.com%2Fstore%2Fapps%2Fdetails%3Fid%3Dcom.azure.authenticator

B. Apple iOS (App Store)

- a. Scan the QR Code or,

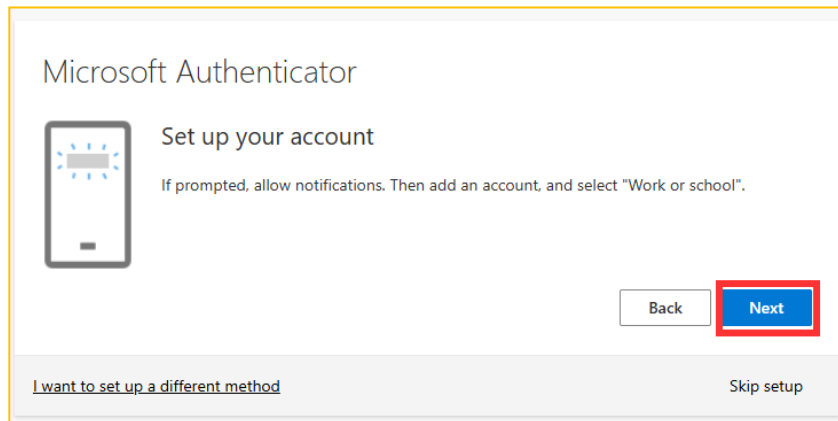


- b. Click the link:

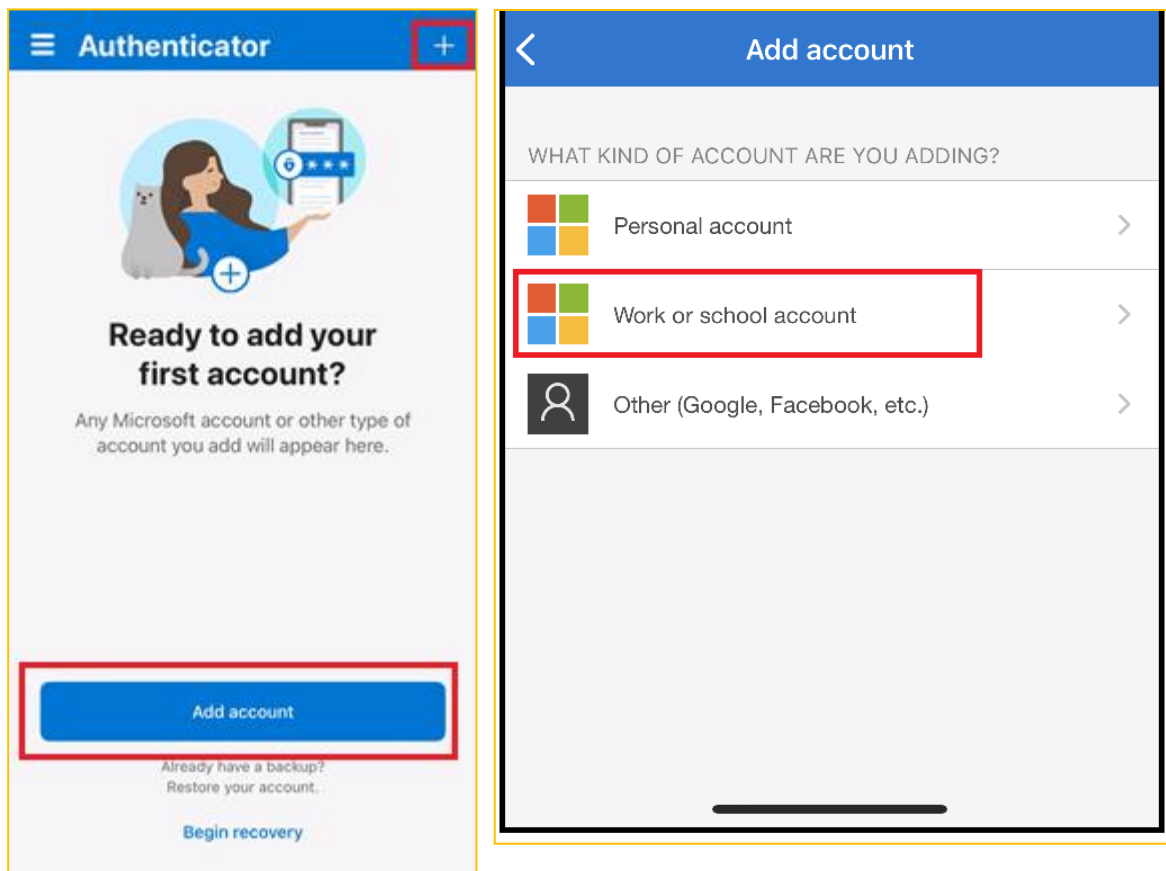
https://app.adjust.com/e3rxkc_7lfdtm?fallback=https%3A%2F%2Fitunes.apple.com%2Fus%2Fapp%2Fmicrosoft-authenticator%2Fid983156458

Note: When prompted, ensure you “allow all notifications” on your devices

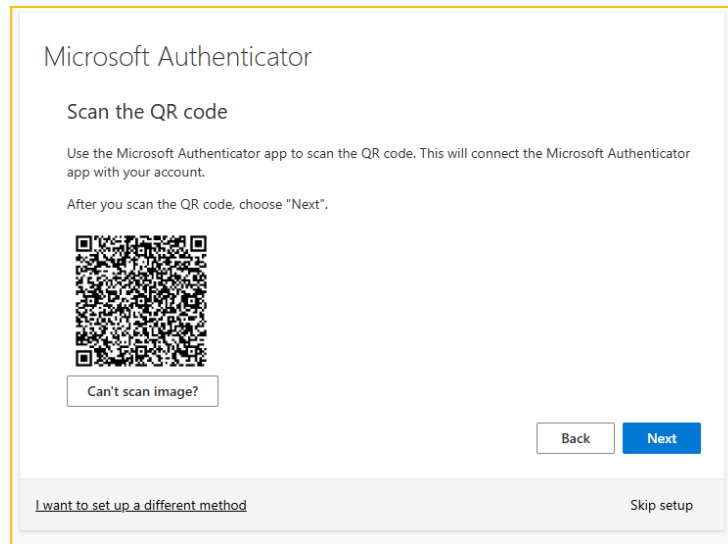
3. On the “Keep your account secure” window, select “**Next**”



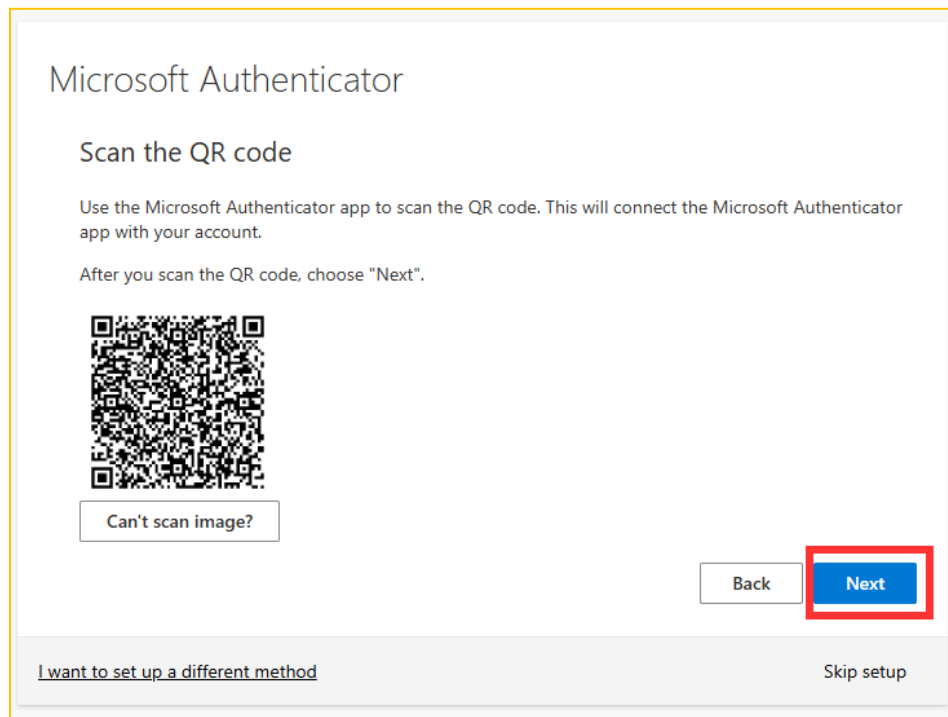
4. You will go to the Microsoft Authenticator app that you installed on your device, click the “**Add Account,**” and select “**Work or School Account.**”



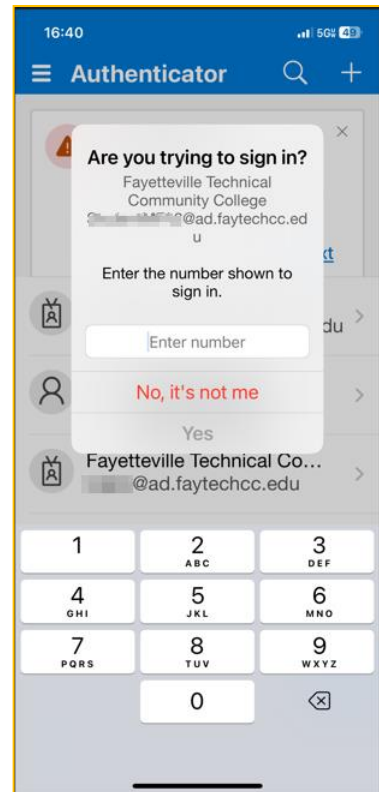
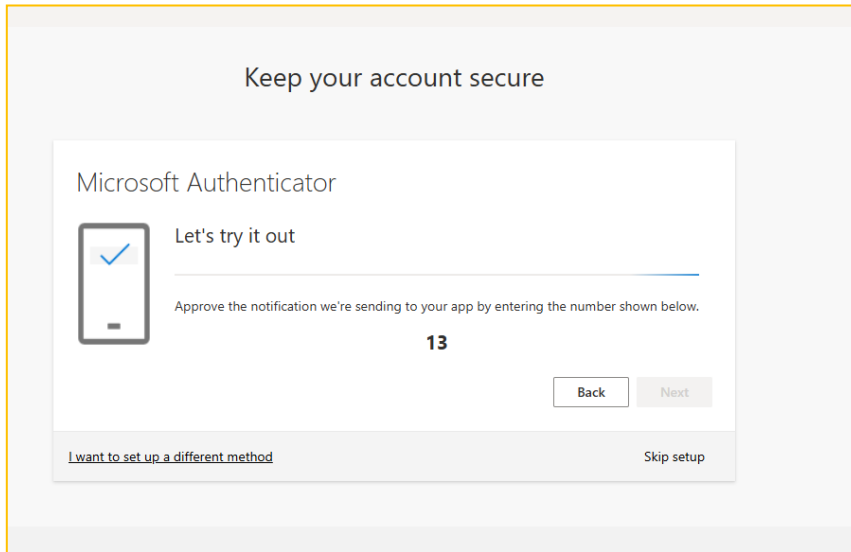
5. Select “**Scan QR Code**” on the app. Scan the QR code on your SSPR registration screen using your Microsoft Authenticator App
 - i. Upon scanning, you should be able to see your account active on the Authenticator app dashboard on your mobile device



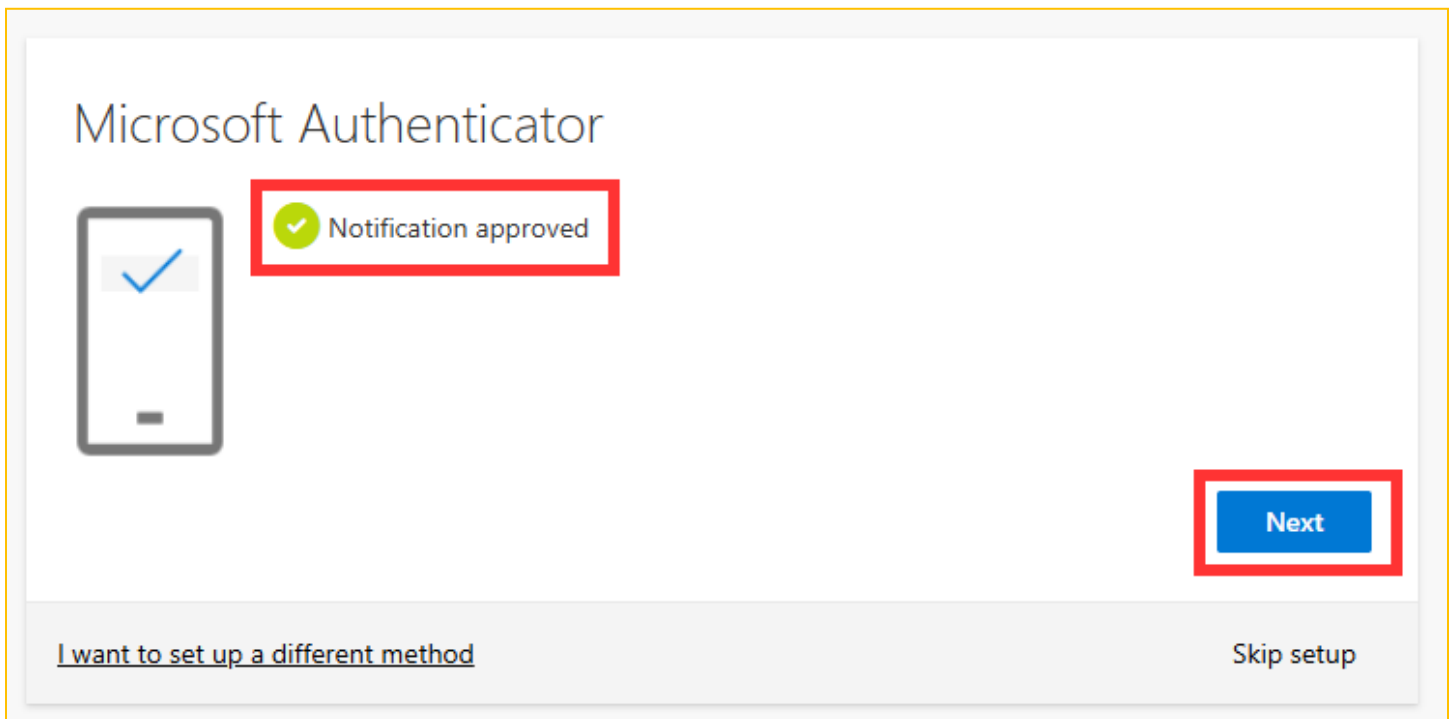
6. On the “Keep your account secure” window, click “**Next**”



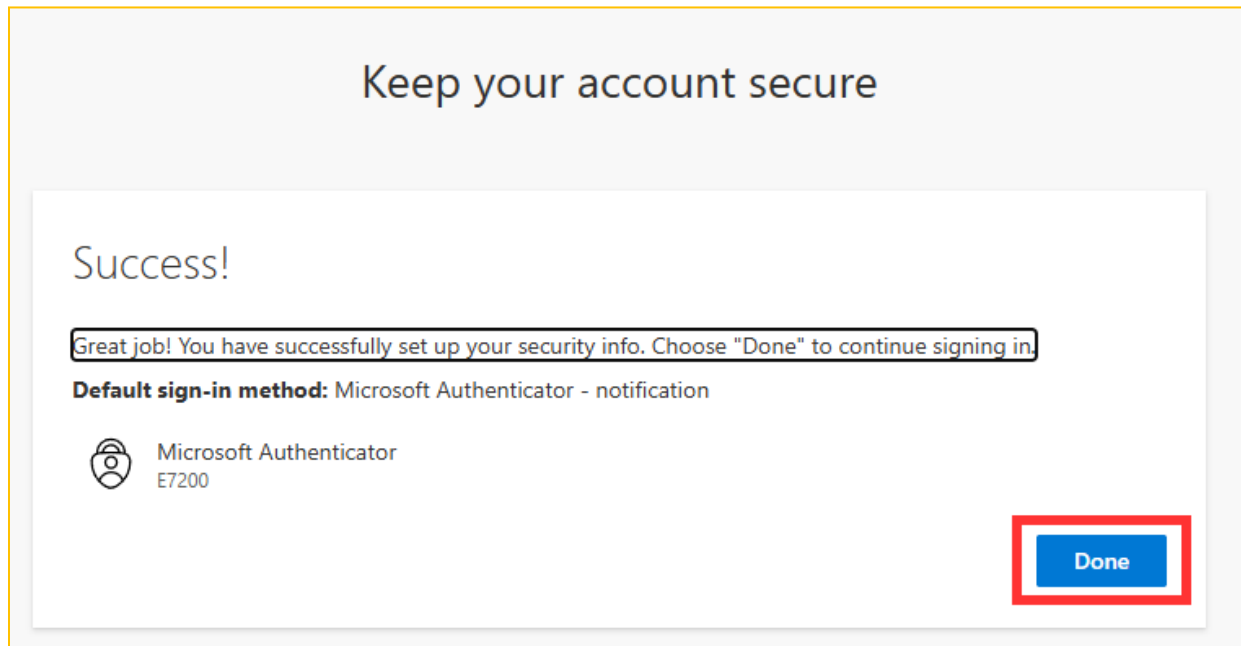
7. You may be prompted to enter a code on your device. Once you confirm the number on your screen within the Microsoft Authenticator app and select “Yes” you will see the “**notification approved**” window on your browser window appear.



8. Click “**Next**”

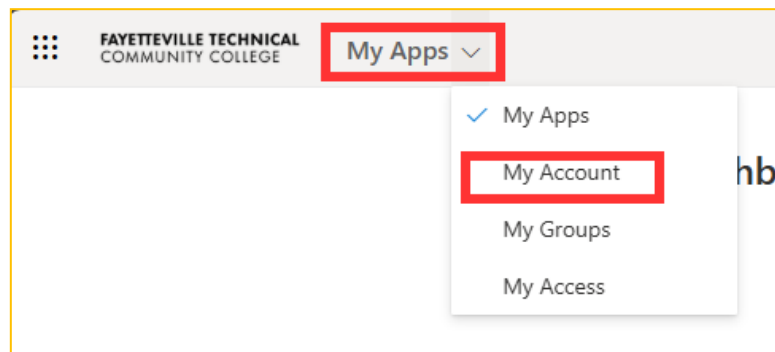


9. You can now finish enrolling in SSPR. Click **“Done.”**



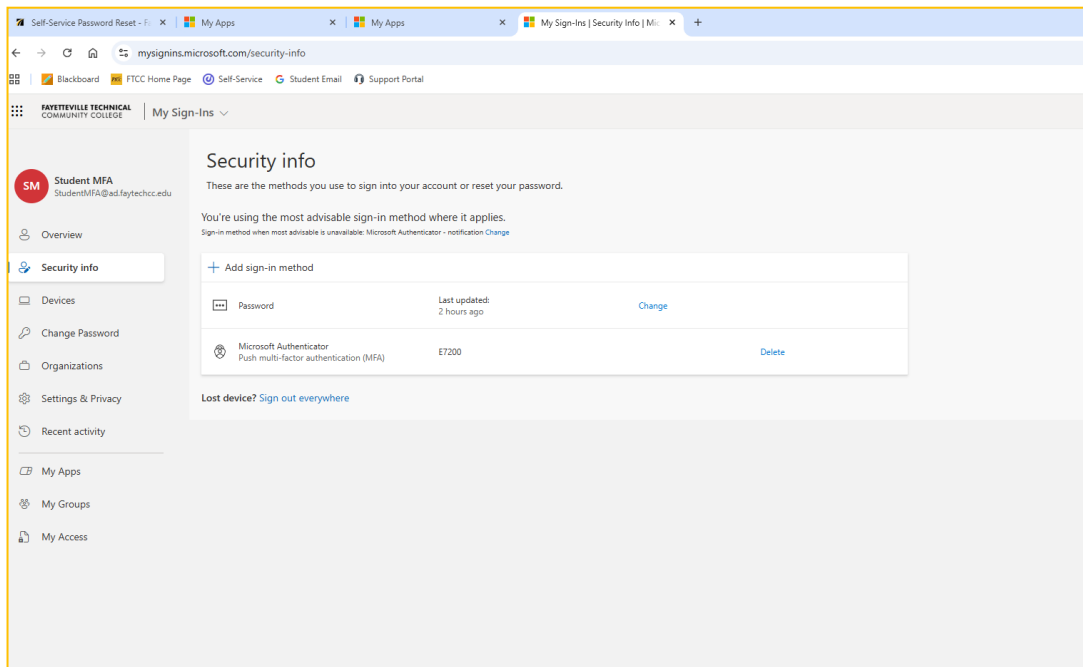
2.3 SSPR Registration - Security info

1. You will be taken back to the **“Apps Dashboard”**. Click the **“My Apps”** drop down menu and select **“My Account”**



2. On the left-hand menu, select **“Security Info”** (Note: You may be prompted to sign in again and approve sign-in by entering the number displayed. Follow the instructions above to complete this)
 - a. The only information you have listed in Security information at this time should be your **“Password”** and **“Microsoft Authenticator,”** which you just installed and linked to your student account.
 - i. You will be asked to enter information such as phone numbers, alternate email, and/or security questions.
 1. The purpose of this is to verify your identity when you need to make changes to your account, such as password resets.

2. You should have at least one additional method configured. It is recommended, but not required, that you set up as many methods as you can. This gives you flexibility when one of the methods isn't available.
- b. **Phone (or alternate phone)(call or text):** A number that can be sent text codes to enter or a phone call to verify identity
 - c. **Alternative Authentication Email:** An email other than your work or college email
 - d. **Security Questions:** If you select this option, you will need to set up 4 questions
 - e. Additional Methods may be added in the future as they become available



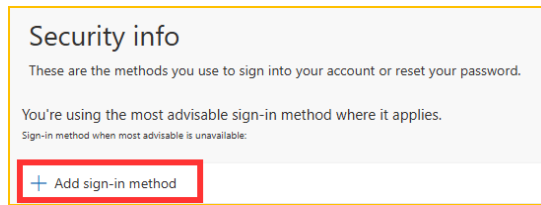
Please note:

Some authentication methods, including Passkeys, biometrics, and PINs (FIDO options), are not currently supported across all FTCC systems (such as Self-Service and email). Selecting these options for MFA setup will result in login issues or limited access. Please use the recommended MFA methods listed and **do not** choose Passkeys, biometrics, or PIN-based authentication at this time.

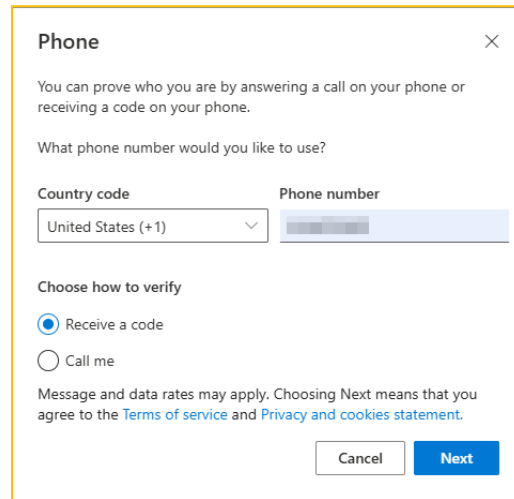
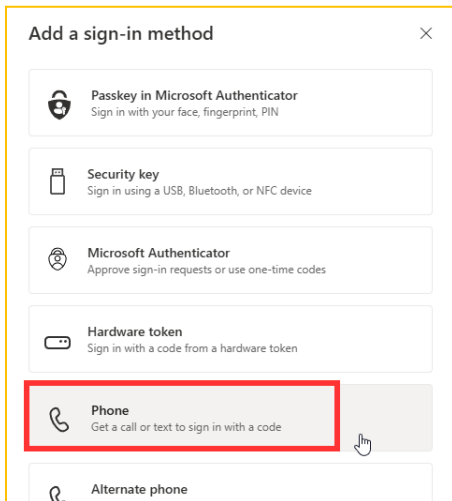
2.3.1 Setting up Phone (Call or Text)

NOTE: You will receive a phone call and text while doing setup to verify that this method of communication is working.

1. Select **“Add sign-in method”** under security info

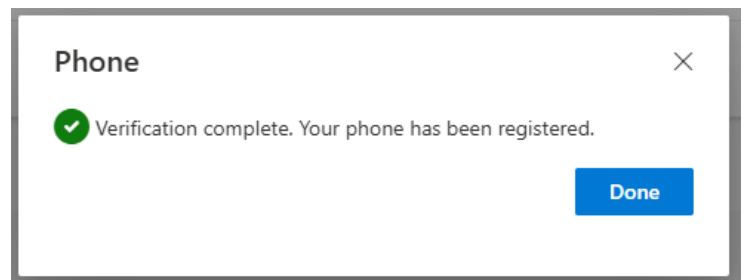
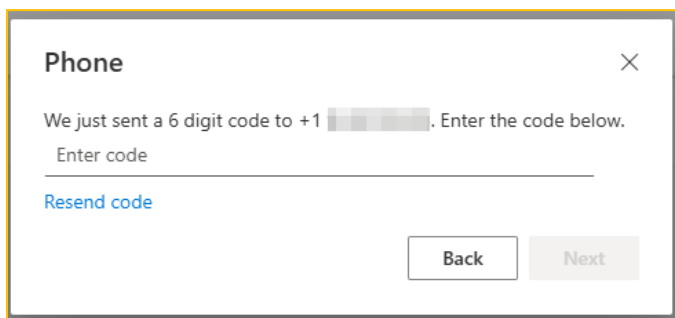


2. Select **“Phone”**
3. Enter your phone number (no spaces or dashes) and choose between **“Receive a code”** or **“Call me,”** then click **“next.”**



- a. For **“Receive a code”**

- i. You will receive a text message with a code. Enter that into the box that displays on your window and click **“Next”** and **“Done”** to finish



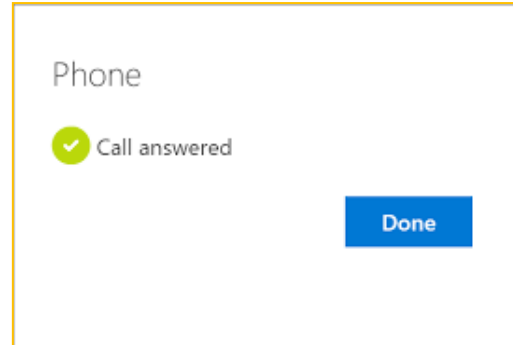
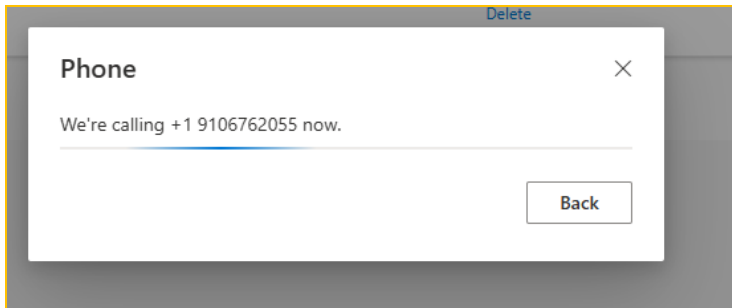
b. For “Call me”

i. You will receive a phone call, and it will show when you answer.

1. NOTE: The call me option will not work if you have unknown numbers silenced, blocked, or forwarded to Voicemail

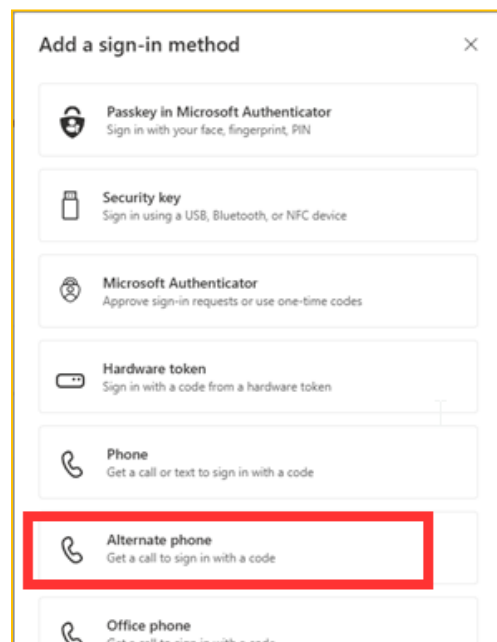
ii. **Press the Pound Key (#)** when prompted

iii. If successful, you will be returned to the security info screen



2.3.2 Setup Alternate Phone

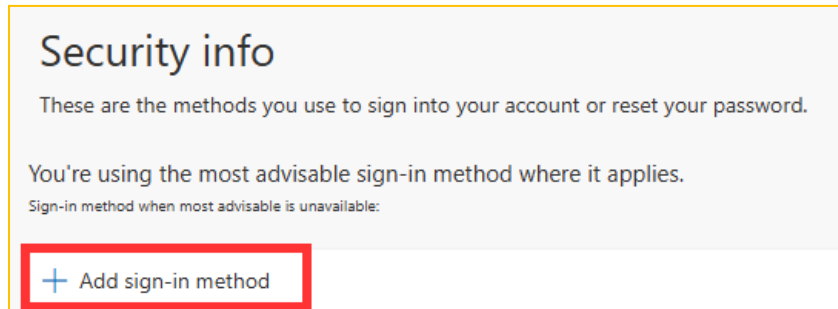
A. If you want to have an alternative phone setup for your Password Reset Options, follow the same steps in 2.1.2 Setting up Phone (call or text), but select “Alternate phone” from the “Add sign-in method” options



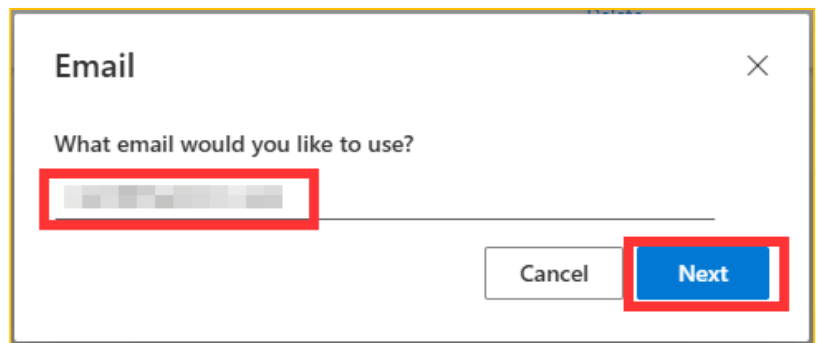
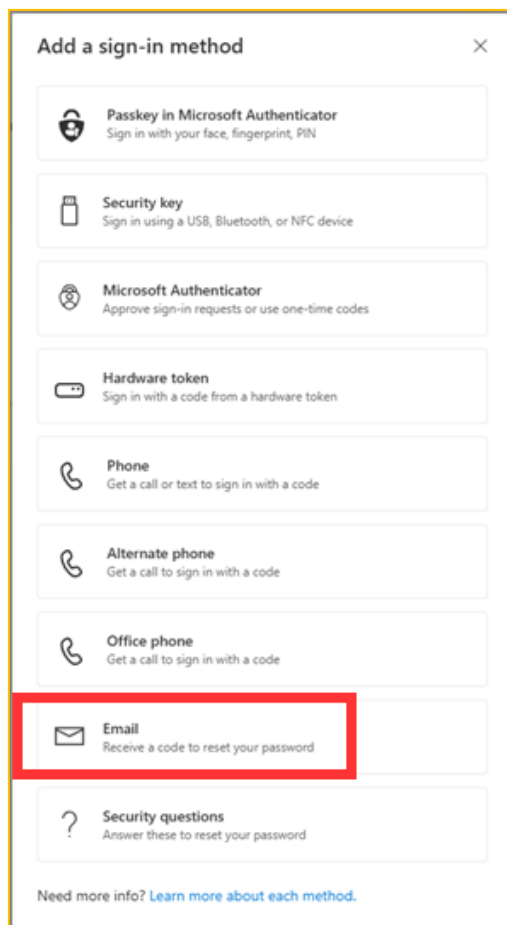
2.3.3 Setup Alternate Email

NOTE: You will receive an email message while doing setup to verify that this method of communication is working. You will need access to any configured email address during enrollment to validate ownership/accessibility.

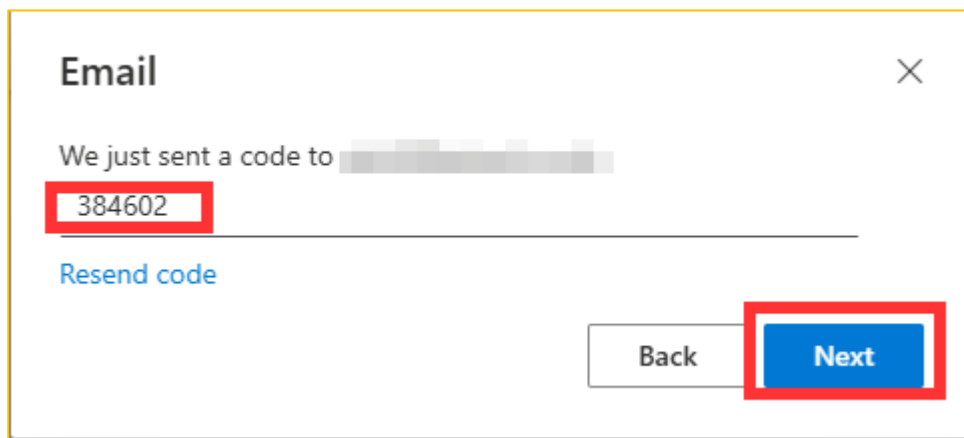
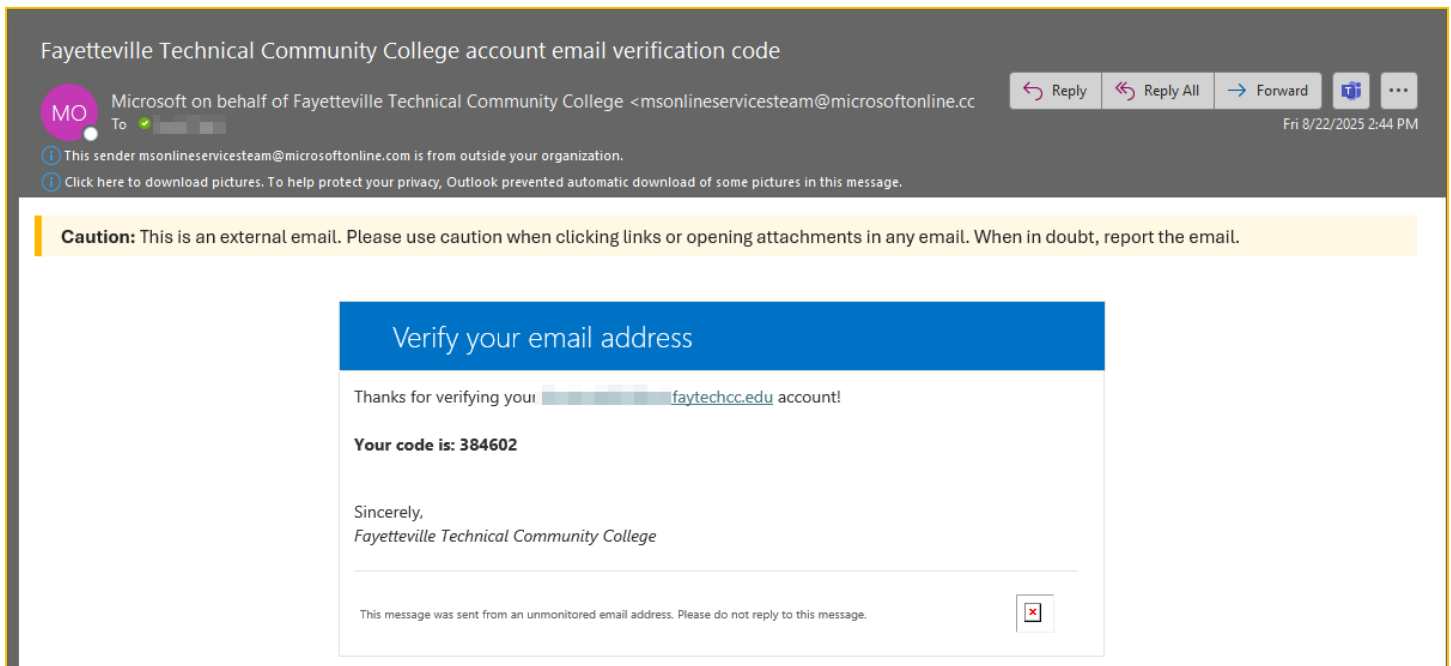
1. Select “**Add sign-in method**” under security info



2. Select “**Email**” and then enter your alternate email (not your FTCC Student email) into the box and click “**Next**”



3. It will send a code to the email you listed. Copy and paste or type the received code into the box and click **“Next”**



2.3.4 Setup Security Questions

1. Select “Add sign-in method” under security info

Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.
Sign-in method when most advisable is unavailable:

+

 Add sign-in method

Add a sign-in method

 **Passkey in Microsoft Authenticator**
Sign in with your face, fingerprint, PIN

 **Security key**
Sign in using a USB, Bluetooth, or NFC device

 **Microsoft Authenticator**
Approve sign-in requests or use one-time codes

 **Hardware token**
Sign in with a code from a hardware token

 **Phone**
Get a call or text to sign in with a code

 **Alternate phone**
Get a call to sign in with a code

 **Office phone**
Get a call to sign in with a code

 **Security questions**
Answer these to reset your password

Need more info? [Learn more about each method.](#)

2. Select 4 security questions and provide your answers for each

Security questions

Select a question

Enter answer for security question

Select a question

Enter answer for security question

Select a question

Enter answer for security question

Select a question

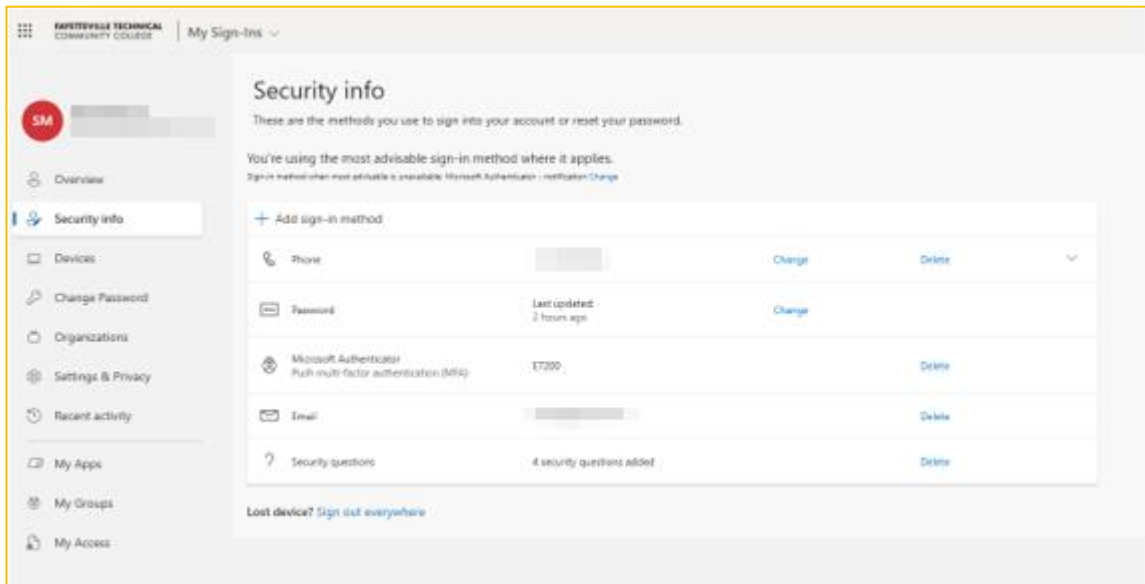
Enter answer for security question

Cancel

Done

2.3.5 SSPR Registration Complete

- A. Once you have completed adding your phone number, alternate email, adding the 4 security questions, and any additional settings of your choice, you are now finished registering for SSPR, and you may finish setting up your Microsoft Authentication steps.



2.3.6 Updating SSPR settings

1. Go to SSPR registration: (<https://aka.ms/ssprsetup?whr=ad.faytechcc.edu>)
2. Select the "Security Info" option on the left-hand menu, and then you can edit any of your security information by selecting "Change" or "Delete."
 - a. Follow the instructions above for each setting.

3 Complete MFA setup

- Moving forward, you will be able to go into the Microsoft Authenticator App and see your student account listed.
- If you click on your student account in the app, you will see other available security options such as other ways to sign in, changing your password, updating security information, reviewing your recent authentication and sign-in history, and other application settings.
- When you authenticate in the future, you will have a "Text me" option, "Call me" option, "Passkey" option (on certain devices), and a "Verification code" option.

4 Need assistance?

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 the Service Desk via email at help@faytechcc.edu or by phone at **910-678-8502**.

5 Frequently Asked Questions

Your information is protected.

If you enter data for Authentication Phone or Authentication Email, it's not visible in the global directory. The only people who can see this data are you and your administrators. Only you can see the answers to your security questions.

You may need to reconfirm your information.

After a period of time, and to ensure you still have the appropriate methods registered, your administrators will require you to confirm your authentication methods.

Official Microsoft Trouble Shooting Tips

<https://docs.microsoft.com/en-us/azure/active-directory/user-help/active-directory-passwords-reset-register>

Now that I've registered for self-service, where do I go to reset my password?

<https://faytechcc.edu/sspr>

Official Microsoft document on Registering for SSPR

<https://support.microsoft.com/en-us/account-billing/register-the-password-reset-verification-method-for-a-work-or-school-account-47a55d4a-05b0-4f67-9a63-f39a43dbe20a>