



MFA on Columbia College account

Table of Contents

<i>Why am I required to enable MFA?.....</i>	<i>2</i>
<i>How can I enable MFA on my Office 365 account?.....</i>	<i>2</i>
<i>What resources would it affect?.....</i>	<i>2</i>
<i>What devices are supported to use MFA?</i>	<i>2</i>
<i>How to enable MFA on my Columbia College account.....</i>	<i>3</i>
<i>How to sign in to my Columbia College after enabling MFA with Microsoft Authenticator app. 11</i>	
<i>Frequently Answered Questions (FAQ).....</i>	<i>13</i>

Why am I required to enable MFA?

By adopting multi factor authentication (MFA) within our institute, we aim to strengthen the security of our data, safeguard the institute's reputation, and encourage confidence among students, staff, and faculty members.

Please note by enabling MFA on your account, you will still have to change your Windows password every 90 days. If you do not change your password, you may lose access to certain resources.

How can I enable MFA on my Office 365 account?

To set up MFA, you are going to use the Microsoft Authenticator app on your phone to scan a QR code on your computer monitor. This will link your Microsoft account with your device.

Please see page 3 for a more detailed step by step instructions.

What resources would it affect?

By enabling MFA, you will be asked to approve logins with your smartphone using the Microsoft Authenticator app.

Resources that will be affected:

- Microsoft Office apps (such as Word, Excel, PowerPoint)
- Moodle (for faculty members)
- OneDrive
- Outlook web, desktop, and mobile app
- Remote Desktop
- SharePoint
- Teams
- Any other resources that use your Office 365 login

What devices are supported to use MFA?

The Microsoft Authenticator app is available for both Android 11 or later, and iOS 14 or later.

Smartwatches and other wearable devices are not supported.

If you do not have a smartphone, please contact IT for alternative solutions.

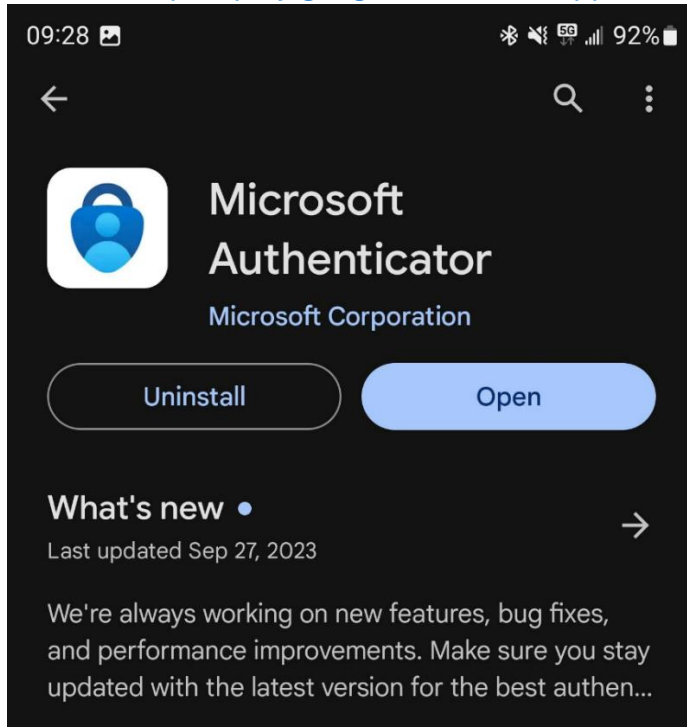
How to enable MFA on my Columbia College account.

Please note: The pictures below are for Android devices, the Microsoft Authenticator app on your iOS devices may be different.

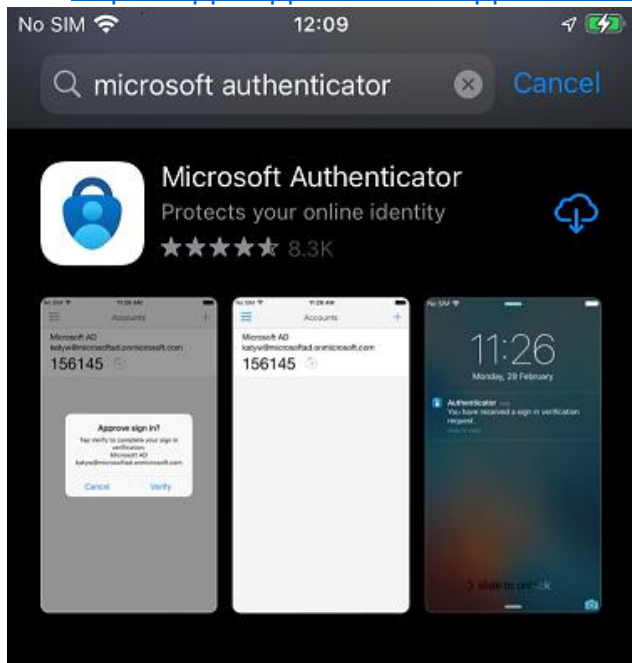
- 1) IMPORTANT:** Please make sure you download the correct application on your phone. It will not ask you to pay for the app.

On your phone, download the Microsoft Authenticator app from its respective app store.

Android: <https://play.google.com/store/apps/details?id=com.azure.authenticator>



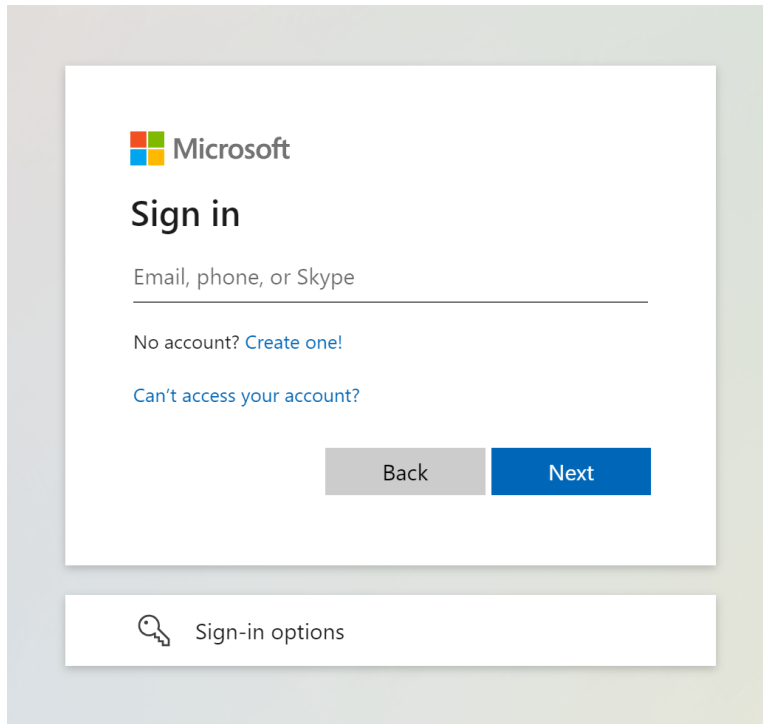
iOS: <https://apps.apple.com/ca/app/microsoft-authenticator/id983156458>



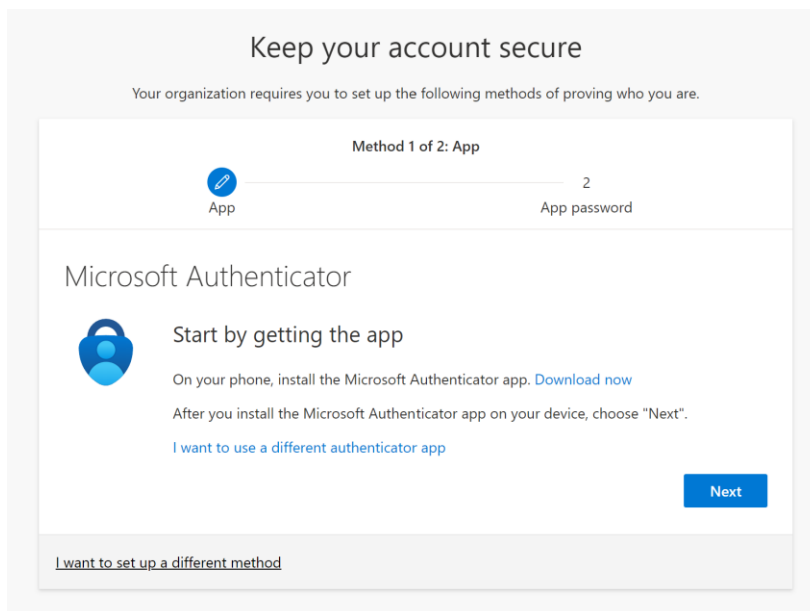
Source: <https://learn.microsoft.com/en-us/entra/verified-id/using-authenticator>

If you are experiencing issues, please contact helpdesk@columbiacollege.ca
Or visit IT office in Room 413 Main Campus

- 2) On your laptop or computer, go to the following website and sign in with your college credentials.
<https://aka.ms/MFASetup>



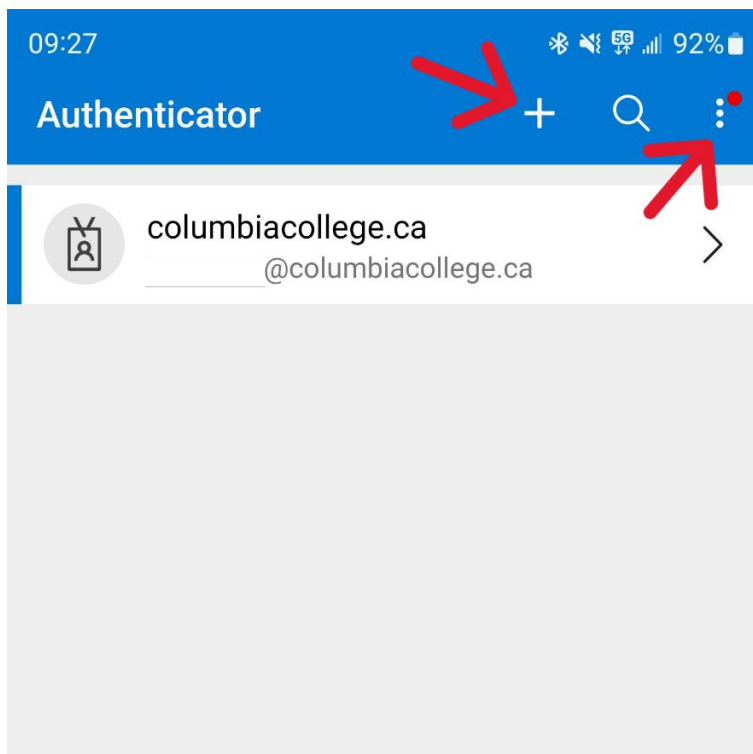
- 3) Click on Next if you already have the Microsoft Authenticator app.
Please note: You may choose "I want to use a different authenticator app" at your preferences, however, IT may not be able to assist with the MFA setup. Regardless, MFA will still work.



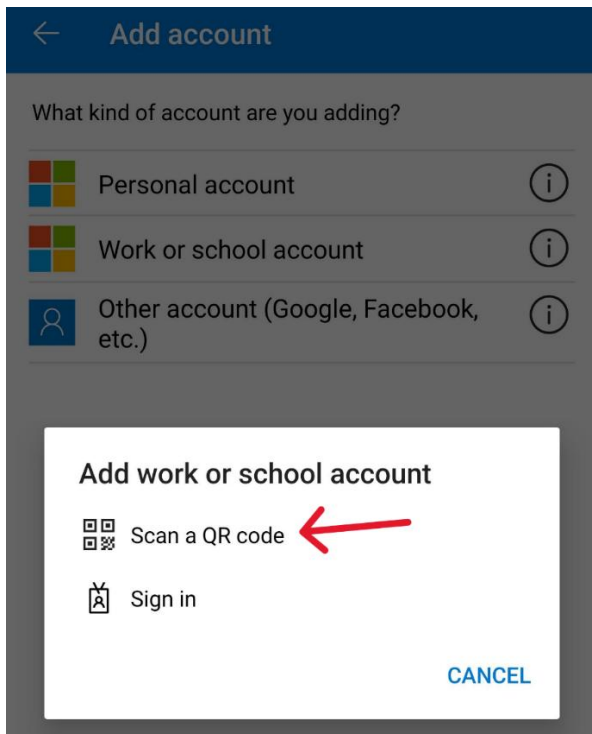
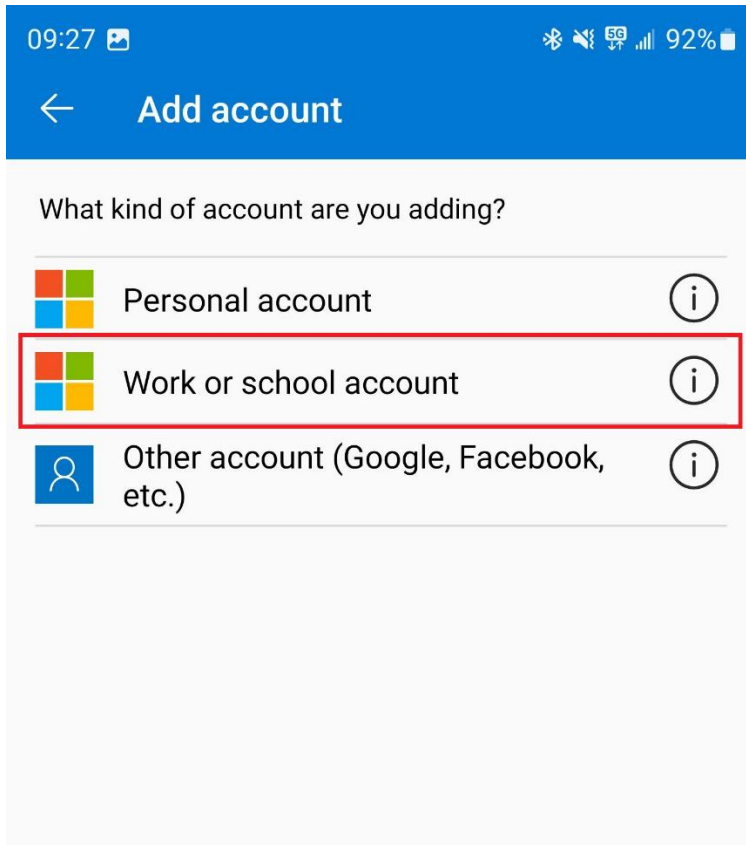
4) Click on “Next” until you see the QR Code



5) On your Microsoft Authenticator app, if it asks for notification permission, please select “Allow”. Then on the top right, select the “+” sign. If you don’t see it, please select the triple-dot and choose “Add account”.



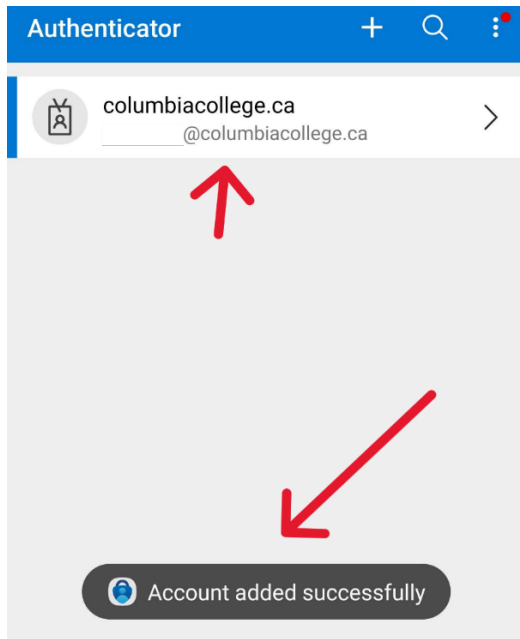
- 6) Then, please select “Work or school account”, a popup will show up with the option to “Scan a QR Code”



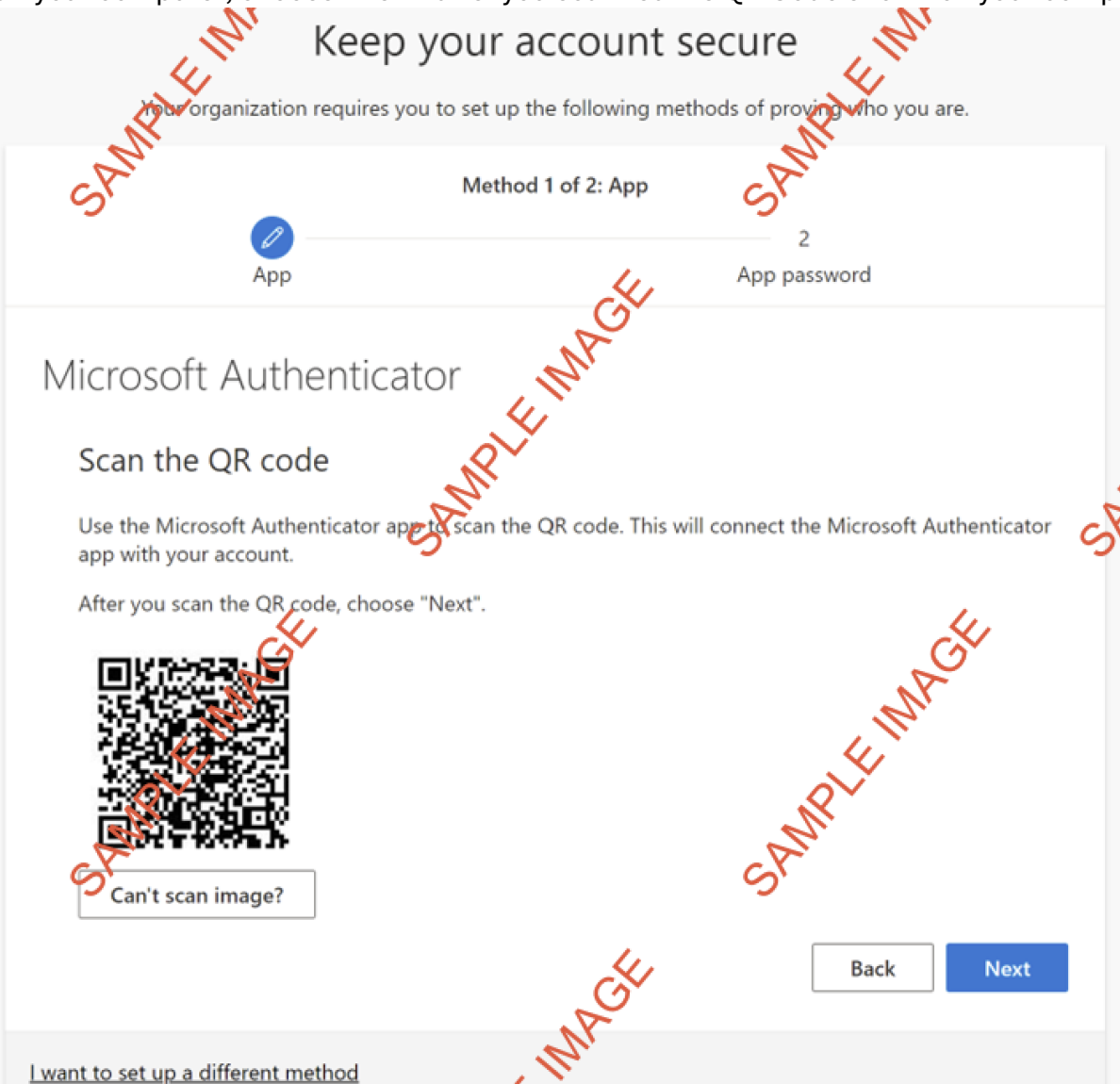
- 7) The app will then ask for your camera permission, select “Allow”. Hover your phone’s camera over the QR Code on your computer until it finishes scanning.



- 8) If the scan is successful, the app will let you know that “Account added successfully”, and you can see your email showing up on the screen.

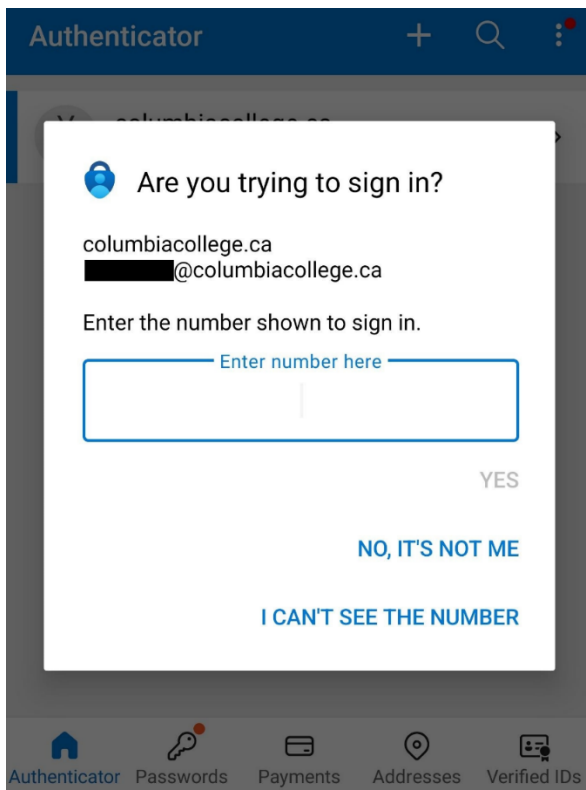
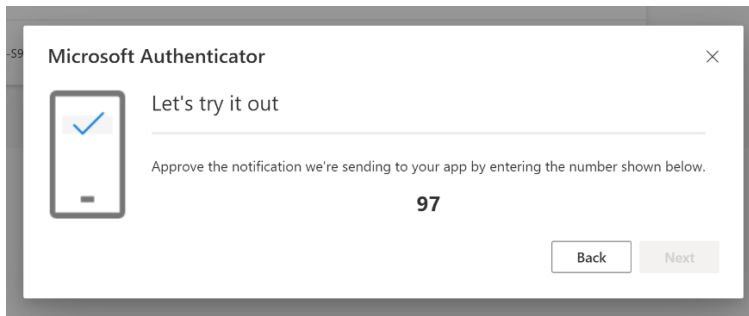


9) On your computer, choose “Next” after you scanned the QR Code shown on your computer screen.

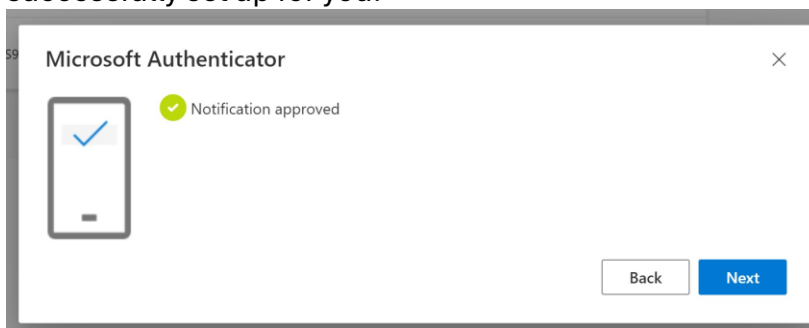


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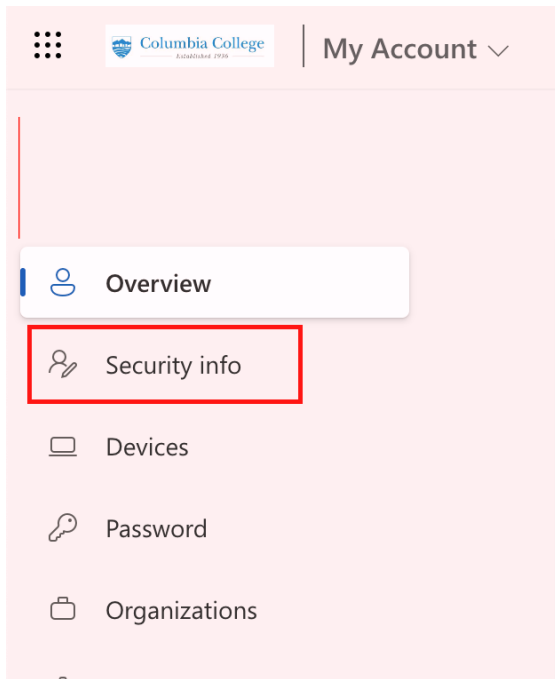
10) A popup will show up for you to enter on your phone. Please enter the same number and select “Yes”.



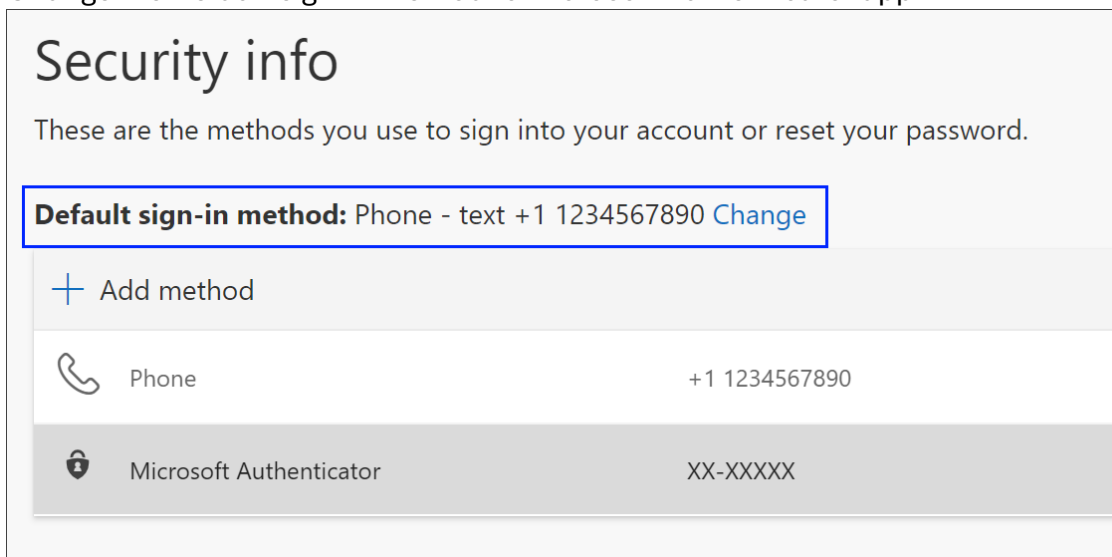
11) Then you will see it says “Notification approved” on your computer. That means MFA has been successfully set up for you.



12) If you have multiple authentication methods, please make sure to set the default to Microsoft Authenticator. Browse to the Security info tab on <https://myaccount.microsoft.com/>



13) Change the Default sign-in method to Microsoft Authenticator app.

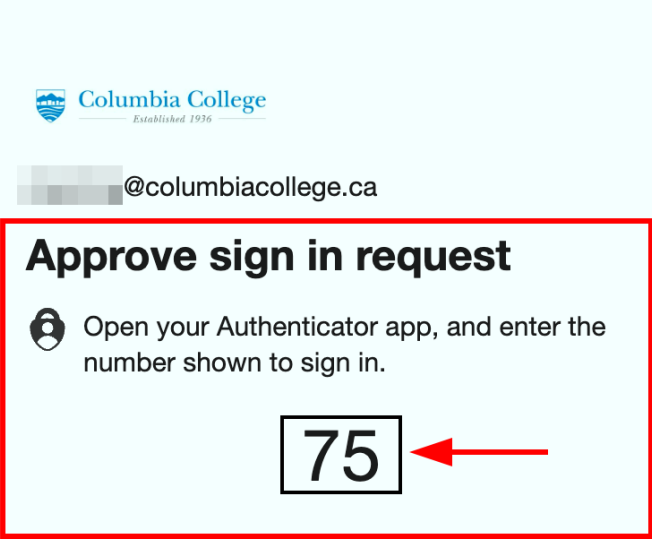


14) Click Confirm to confirm the change.

How to sign in to my Columbia College after enabling MFA with Microsoft Authenticator app.

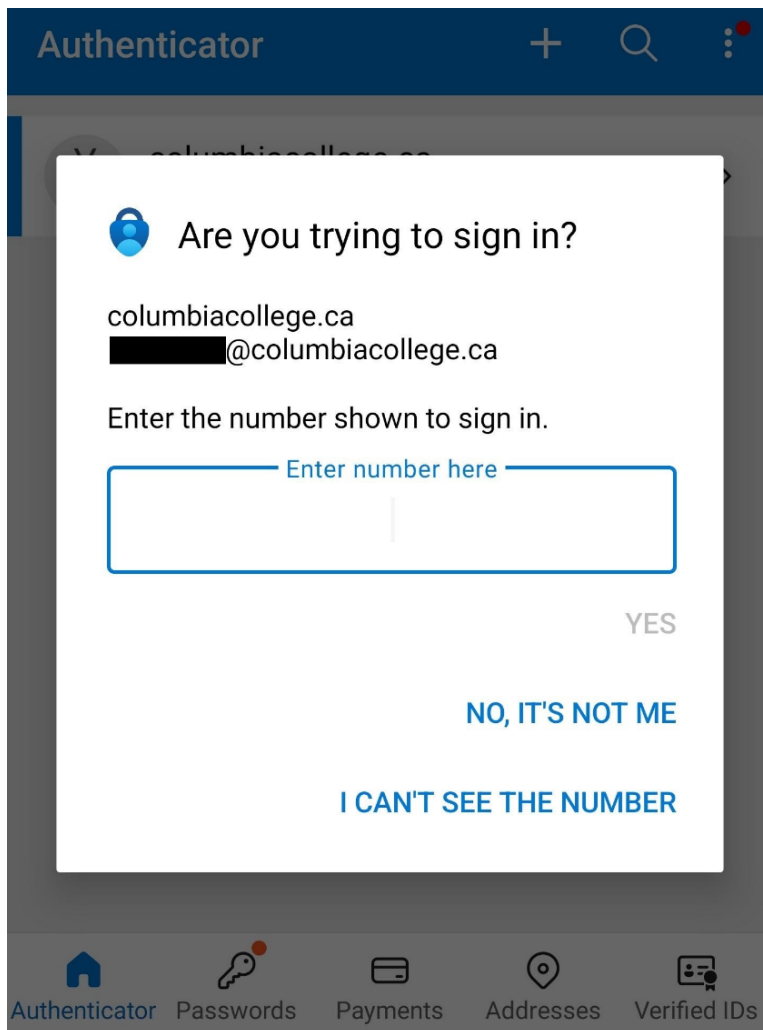
Please note, there are multiple methods of approving logins. The one shown below is the simplest and most efficient.

- 1) Sign in with your email address and password. On your computer, you will see a popup asking you to enter the number on your Microsoft Authenticator app.



The screenshot shows a sign-in request from Columbia College. At the top is the Columbia College logo and name, with "Established 1936" below it. Below the logo is a blurred email address followed by "@columbiacollege.ca". The main content is a red-bordered box titled "Approve sign in request". Inside this box, there is a lock icon and the text "Open your Authenticator app, and enter the number shown to sign in." Below this text is a white box containing the number "75", with a red arrow pointing to it from the right. Below the red-bordered box, there is a message: "No numbers in your app? Make sure to upgrade to the latest version." Below that are two blue links: "I can't use my Microsoft Authenticator app right now" and "More information". At the bottom of the screenshot, there is a light blue box containing the text: "Your email address for student is your studentnumber@columbiacollege.ca And for staff member, it is your username@columbiacollege.ca".

- 2) Once prompted, please open the Microsoft Authenticator app on your phone or by tapping on the notification on your phone. Then enter the number shown on the screen on your phone and tap “Yes” to approve the sign in.



Frequently Answered Questions (FAQ)

1) My phone cannot be used for MFA. What should I do?

If your phone cannot be used for MFA due to unsupported operating system or you don't own a mobile phone, please contact IT at HelpDesk@columbiacollege.ca or visit IT office in Room 413 Main Campus.

2) I left my phone at home. What should I do?

If you forgot your phone at home, please contact IT at HelpDesk@columbiacollege.ca or visit IT office in Room 413 Main Campus.

3) My phone was lost or stolen. What should I do?

If you lost your phone or it got stolen, please contact IT at HelpDesk@columbiacollege.ca or visit IT office in Room 413 Main Campus.

4) The Microsoft Authenticator app is asking me for permission. Should I allow them?

Yes please, the Microsoft Authenticator app will need access to send you notifications which will allow you to enter the code, and for your camera so you can scan the QR code.

5) The QR code does not work or disappears when I try to use it.

When setting up the MFA on your phone, the QR code only remains valid for 30 seconds. Please start the process again and have your phone ready to scan the new QR code.

6) I do not see the "Next" button on my computer after I scan the QR Code.

Please try to zoom in or out of your web browser using CTRL + (plus) or CTRL – (minus) key combination on your keyboard to see if the Next button will show up. If not, please contact IT at HelpDesk@columbiacollege.ca or visit IT office in Room 413 Main Campus.

7) I cannot see the number that I need to enter for MFA, what should I do?

If the number is not showing up for you when you try to MFA, please select "I can't see the number" on the popup that is showing up on your phone, and the popup will refresh for you in a couple of seconds.

8) I am using mobile data on my phone for the MFA, will the process use a lot of my data?

Every authentication request only uses a very small amount of your data, it is approximately 100Kb to 200Kb per authentication.

9) I just bought a new phone. Do I have to set up the MFA again?

If you just bought a new phone, please contact IT at HelpDesk@columbiacollege.ca or visit IT office in Room 413 Main Campus.

10) Here is a video guide for the Microsoft Authenticator app.

Link: <https://www.youtube.com/watch?v=1yfTj2BtUfl>