

Multifactor Authentication (MFA) Frequently Asked Questions



When will I be automatically enrolled?

IT Solutions will begin enrolling students in phases by last name, starting October 4. Affected students will be notified multiple times the week before automatic enrollment, and then will be enrolled the following Monday. **After you are automatically enrolled, you won't be able to access your email or OneDrive until you finish verifying.**

IT Solutions highly recommends self-enrollment to prevent temporary disruption of access to your account.

The MFA enrollment cycle will begin by student last name and follow this schedule:

Last Name Begins with	MFA Self-Enrollment Begins	MFA Self-Enrollment Ends	MFA Automatic Enrollment Occurs
A - D	10/4/2021	10/8/2021	10/11/2021
E - I	10/11/2021	10/15/2021	10/18/2021
J - M	10/18/2021	10/22/2021	10/25/2021
N - Q	10/25/2021	10/29/2021	11/1/2021
R - U	11/1/2021	11/5/2021	11/8/2021
V - Z	11/8/2021	11/12/2021	11/15/2021

What if I don't have a mobile phone or smart phone?

Please visit the Computer Center in the Library in [room E1800 on East Campus](#), or [W3165 on West Campus](#) to get help. Unable to come to campus? Please contact us via e-mail at studenthelp@century.edu and we'll get in touch with you!

I just enabled MFA and now I'm getting lots of notifications. Is this normal?

Yes. After you initially set up your account, you will have to authenticate for all the Office 365 applications attached to your laptop and/or smartphone. Future prompts will occur less frequently!

I already enabled MFA at another MinnState campus. Do I have to do this again?

No. Once you set up MFA for your StarID account, you don't have to do it again.

Multifactor Authentication (MFA) Frequently Asked Questions

What if I lose my phone?

First, make sure you notify your cell phone carrier of your lost phone. Then when you're logging into your email account and you are prompted to enter a code or approve the sign in, select **Sign In Another Way** and choose one of the backup methods—i.e. call or text alternate phone number—to access your account. IT Solutions recommends choosing as many backup methods as possible to ensure you don't lose access to your account. If you haven't chosen a backup method connected to your phone, you can update your verification methods here: <https://aka.ms/mfasetup>

What if my phone number changes?

You can edit your verification methods and update your phone number at <https://aka.ms/mfasetup>

How often will I be prompted to authenticate?

If you're regularly using the same device to login, you shouldn't be prompted very often. Every time you log into an Office 365 application on a new device, such as a friend's computer or a lab computer at Century, you will need to authenticate again.

What if I get a text code or app notification and I didn't try to login?

DO NOT tap approve! This likely means that someone is trying to login that's not you. Please stop by one of our Student Open Computer Centers in the Library (room E1800) or room W3165 to get help or visit us online at <https://www.century.edu/support-services/technology-services>.

Does the Microsoft Authenticator app share private data?

No. The app only receives codes relating to multifactor authentication.

I'm not near a computer. How do I complete MFA with just my smartphone?

First, complete self-enrollment in a browser window on your smartphone.

1. Click this link to start the self-enrollment process in a browser window on your smartphone:
<https://www.minnstate.edu/mfa>
2. Enter **YourStarID@go.minnstate.edu** and your StarID password. Then click **Sign In**.
3. Click **Enable MFA for [Your Name]**.
4. Then click the link labelled **Here** to set up verification.
5. Under Step 1: Choose your Verification Method, use the dropdown menu to select Mobile App.
6. Then choose Receive notifications for verification.
7. Click **Set Up**.
8. A QR code will appear and a prompt to configure the mobile app, as well as a link and a nine-digit code,
 - a. Tap and hold the link until you see the *copy* option.

Multifactor Authentication (MFA) Frequently Asked Questions

- b. Write down the nine-digit code.

Next, navigate away from your browser window and install the Microsoft Authenticator app.

1. Open either the App Store or Google Play. Search for Microsoft Authenticator, and install the application.
2. Open the app. Tap the three dots in the top right corner.
3. Tap Add Account and choose Work or School Account.
4. Tap **Scan a QR Code**. Make sure you give the app permission to access the camera.
5. At the bottom of the screen, tap **Enter Code Manually**.
6. Enter the 9-digit code you wrote down.
7. Tap the URL line and erase the text *https://*.
8. Tap and hold until you see the *paste* option. Paste in the URL you copied from. Then click **Finish**.

Finally, return to your browser window to finish authentication.

1. Click **Next** on the screen with the QR Code.
2. Click **Next**. You should now receive an approve/deny notification from the Authenticator app.
3. Tap approve.
4. Under **Step 3**, enter your country code and phone number as your backup authentication method. Click **Done**

Congratulations ~ you've successfully set up MFA!

Will this affect my login to D2L or MyCentury?

No. Only Microsoft applications (your email or OneDrive) are affected by multifactor authentication. You will still login normally to MyCentury, D2L, Zoom, Kaltura Mediaspace, and the Virtual Computer Lab.

I'm not getting a verification code/app notification/phone call. Am I doing something wrong?

Not necessarily! If you're logging in on a device you use regularly, Office 365 will remember your login information and will not necessarily prompt you to authenticate. However, if you're not receiving a verification prompt, and you think you should be, try the following options to resolve the issue:

- *Restart your mobile device*: Restarting your mobile device ends background processes or services that are currently running that could be causing the problem, along with refreshing your device's core components.
- *Verify your security information is correct*: Check to make sure the security verification method information you entered is accurate, especially your phone numbers.

Multifactor Authentication (MFA) Frequently Asked Questions

- *Check that notifications are turned on:* Check your mobile device to make sure that notifications are turned on and that the notification method is set to allow phone calls, your authentication app, and your messaging app (for text messages) to send visible alert notifications to your mobile device.
- *Make sure you have device signal and internet connection:* Have someone call you and send a text message to you to make sure you receive both. If you don't receive the text or call, try going to a different location that has better signal. If you have verified your device is turned on and you still don't receive the call or text, it's most likely an issue with your network and you will need to talk to your provider. If signal-related problems are common, use the "Microsoft Authenticator app" on your mobile device. The app will generate random security codes for sign-in without requiring any cell signal or Internet connection.
- *Turn off "Do Not Disturb":* Check to see if the "Do not disturb" feature has been turned on for your mobile device. When this feature is enabled, notifications aren't allowed to alert you on your mobile device. Refer to the mobile device manual for instructions on how to turn off this feature.
- *Disable third-party apps:* If you have an app on your phone that protects text messages or calls to minimize unknown callers, this may be preventing the verification code from being received. Try disabling any third-party security apps.

Can I change my verification options later?

Yes. Navigate here: <https://aka.ms/mfasetup>. We recommend setting up as many verification methods as possible to preserve access to your account. If you choose a new method or a new preferred method, you will be prompted to verify that method.