

Complete Your Account Setup and Access Your Brock Professional and Continuing Studies Account

Finish setting up your Brock University account and set up **multi-factor authentication**.

Need Help?

☎ 905-688-5550 ext. 4357
💻 ithelp@brocku.ca

No cellphone? No problem!
Contact ithelp@brocku.ca to get a One-Time Code (OTC) generator



Estimated time:
30 to 40 minutes



You'll need:
A computer



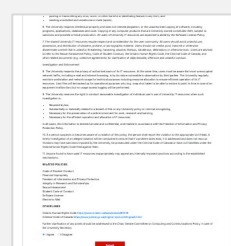
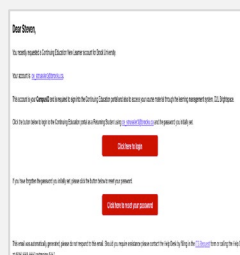
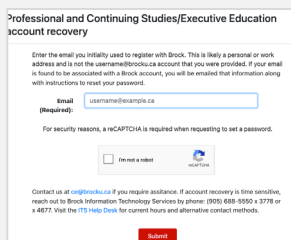
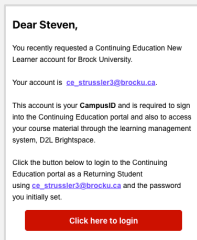
And a phone with the Microsoft Authenticator app (free from the App Store or Google Play)

You may need to complete your Brock Account Setup (Create a Password)

If you have already completed your account setup and set a password, skip to Step 1.

You will receive an email from **Portal Admin** <portal@brocku.ca> to your personal email

- 1 Open the email from Brock and click the button to set your password
- 2 Enter your personal email address and complete the captcha. Press "Submit"
- 3 Return to your personal email and find a new email from Brock. Click on the button to set your password
- 4 Read the account agreement and click "I agree"
- 5 Create a password for your account



Continue to
Step 1

Step 1 – Install Microsoft Authenticator on your phone

1. If you already have the Microsoft Authenticator app on your phone, skip to Step 2
2. Go to Google Play or the App Store
3. Download the Microsoft Authenticator App
4. If you use Google Authentication, that will work too!



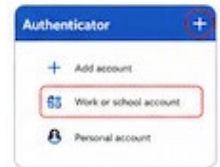
Step 2 – Sign In To Your Brock Account using your computer

1. Go to <https://aka.ms/mfasetup>
2. Sign in using your continuing studies username (ce_jdoe@brocku.ca)
3. When prompted that **More information is required**, click **Next**



Step 3 – Add Your Brock Account to the Microsoft Authenticator App

1. Open the Microsoft Authenticator app on your phone
2. Tap **+ Add account**
3. Select **Work or school account**
4. Choose **Scan QR code**



Step 4 – Connect Your Brock Account

1. Click **Next** on your computer to display a QR code
2. Scan the QR code with Microsoft Authenticator
3. Once your Brock account appears in the app, click **Next** on your computer



Step 5 – Verify Your Identity

1. Microsoft will send you a notification on your phone
2. Enter the two-digit number shown on your computer
3. Tap **Yes** to approve the sign-in



Step 6 – Finish

1. When you see **Notification approved**:
 - Click **Next**
 - Click **Done**



Common Questions and Troubleshooting



I already use Microsoft Authenticator for other accounts

Add your Brock Account to your existing app. Choose Work or school account – not Personal account.



I can't scan the QR code

Ensure Microsoft Authenticator has camera permission. Adjust distance or brightness.



I'm stuck in a Microsoft sign-in loop

Close all browser tabs. Open a new Private/Incognito window and try again.



I registered for a course but never finished setting up my account

You will be asked to complete setup the next time you register using the same email.