



# Setting up Multi-Factor Authentication



**A Cyber Security Guide**



# Multi-Factor Authentication

## Overview

**Multi-Factor Authentication (MFA)** is a security system that requires you to provide more than one form of identification at the time of login to ensure you are who you claim to be. It combines at least two forms of authentication: something you know (e.g., a password) and something you have (e.g., a cell phone or a code generator).

This guide explains the different authentication options available to you, and steps you through the entire process of getting Multi-Factor Authentication set up and enabled on your account.

There are 2 steps involved in getting set up with MFA on your account:

1. Choose which device you will use to verify your identity
2. Enable Multi-Factor Authentication on your Brock account

**NOTE:** You will need access to a computer and have your mobile device on hand to complete MFA setup.

## Choose which device you will use to verify your identity

In order to log in and access your Brock account, you are required to input your Brock ID and password, and then verify your identity using either the **Microsoft Authenticator** app or a **One-Time Verification (OTV) Code Generator**.

### Using the Microsoft Authenticator App

The **Microsoft Authenticator app** is available for all iOS and Android devices. Once installed and properly configured, you will respond to notifications from the app to verify your identity.

### Using a One-Time Verification (OTV) Code Generator

A **One-Time Verification (OTV) Code Generator** is a small device with a built-in screen that generates and displays authentication codes for MFA logins.

One-Time Verification Code Generators are activated and linked to your Brock account by an admin in ITS. If you wish to use an OTV Code Generator, contact the ITS Help Desk for assistance.



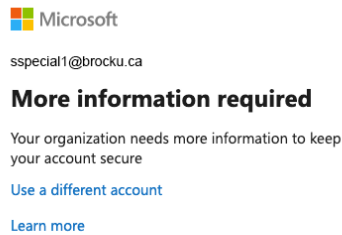
Once you receive an OTV Code Generator no further steps are necessary for you to set up and enable Multi-Factor Authentication on your account (configuration is completed by ITS).

**NOTE:** You cannot use an OTV Code Generator for multi-factor authentication when trying to establish a Remote Desktop connection. You must use the Microsoft Authenticator app when using Remote Desktop.

## Enabling Multi-Factor Authentication on your Brock account

If you choose to use a One-Time Verification (OTV) Code Generator, you do not need to do anything to enable multi-factor authentication on your Brock account as it will be enabled by ITS when they configure the OTV device.

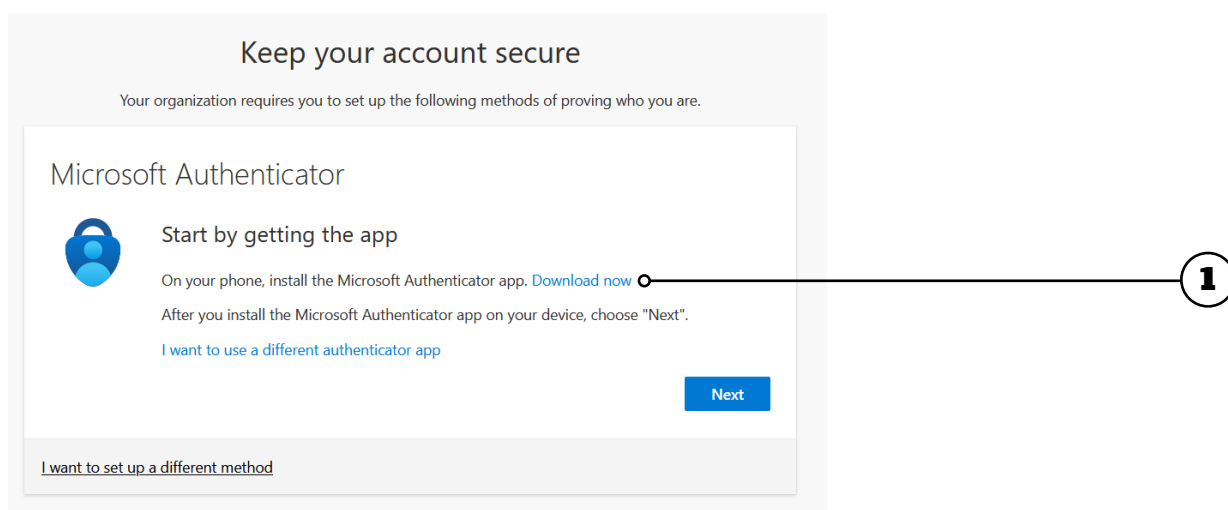
If you wish to use the Authenticator app, you will need to download and install the app on your mobile device, and then link your account to it. To do this, log into your Brock account and you should receive a dialogue box like the one below, indicating that more information is required to keep your account secure. Click **Next** and then follow the steps presented in **Setting up the Microsoft Authenticator App**.



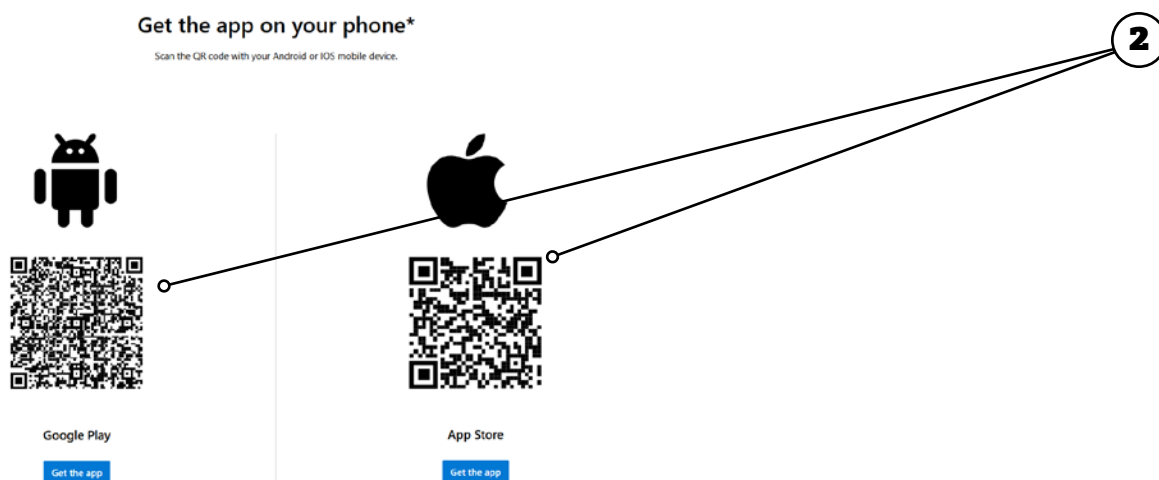
**NOTE:** If you do not see the dialogue box when you log in, you can manually enable Multi-Factor Authentication on your account. Go to [aka.ms/mfasetup](https://aka.ms/mfasetup), select your account and follow the steps presented.

## Setting up the Microsoft Authenticator App

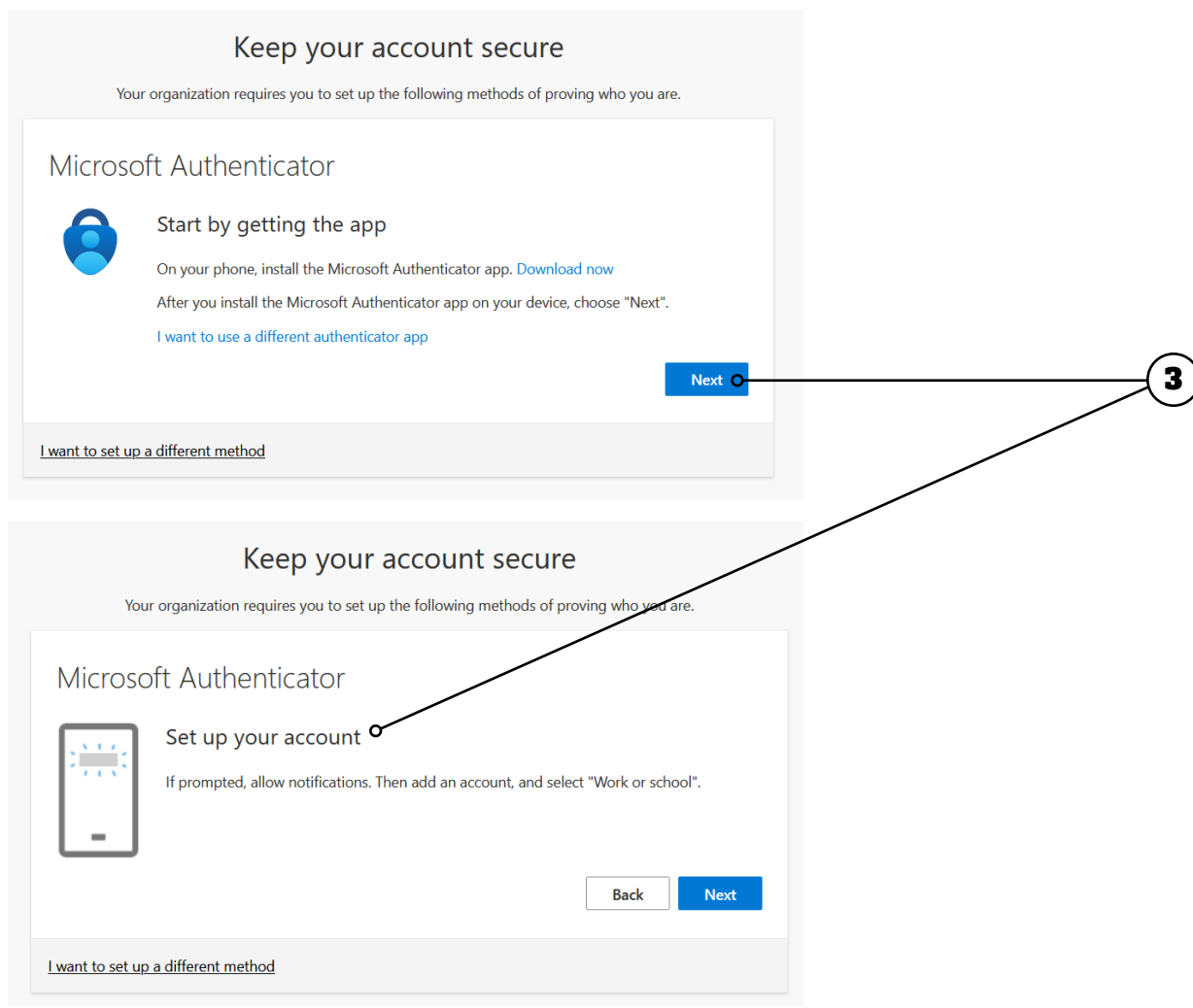
1. Start by getting the app. Click the **Download Now** link to open the **Download Microsoft Authenticator** window.



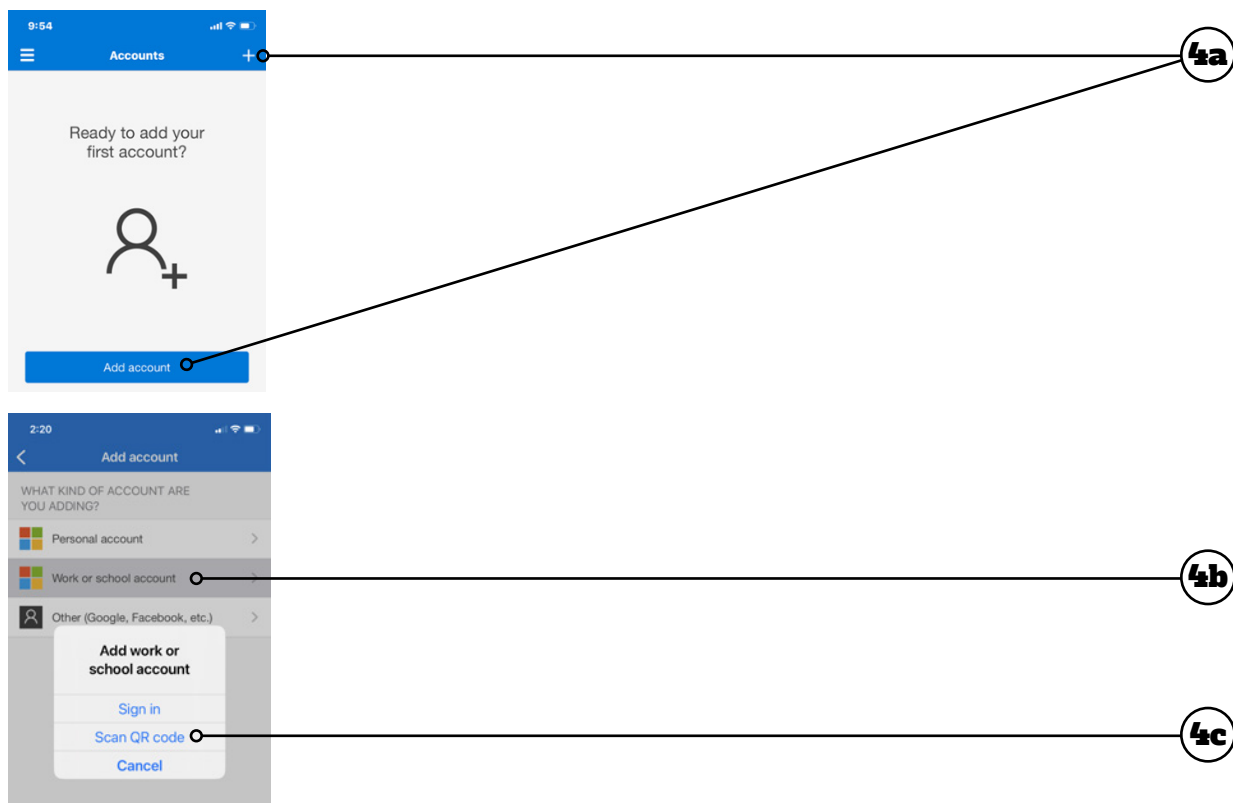
2. Navigate down to **Get the app on your phone** and scan the appropriate QR code with your Android or iOS mobile device to begin the download process.



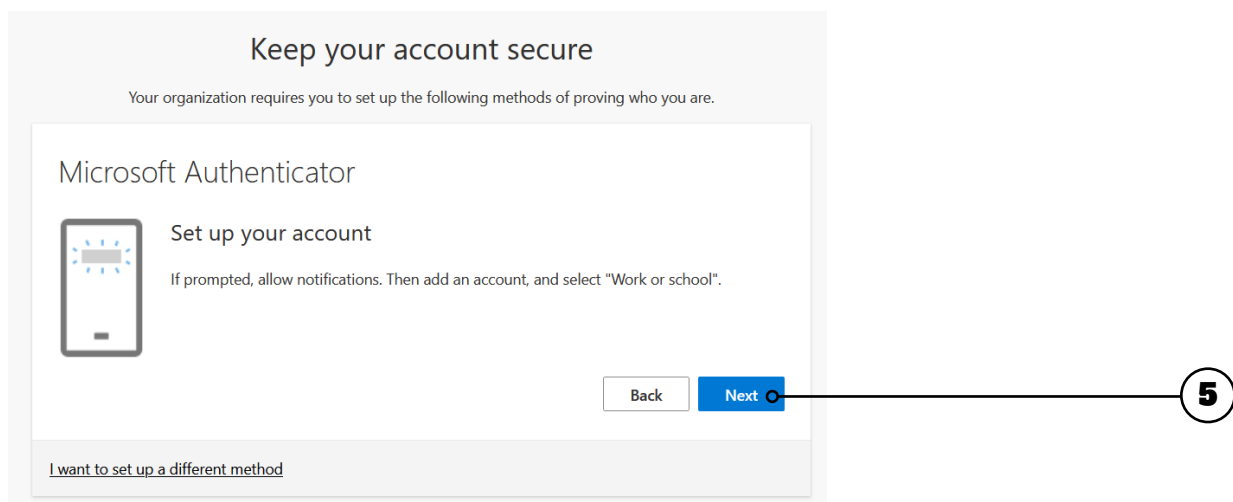
3. Once the app has finished installing on your mobile device, go back to the **Start by getting the app** window on your computer and click **Next** to go to the **Set up your account** screen.



4. Open the Microsoft Authenticator app on your mobile device, and then:
  - a. Select (+) in the upper right corner, then tap **Add account**
  - b. Select **Work or school account**
  - c. Select **Scan QR code** and then go back to your computer.

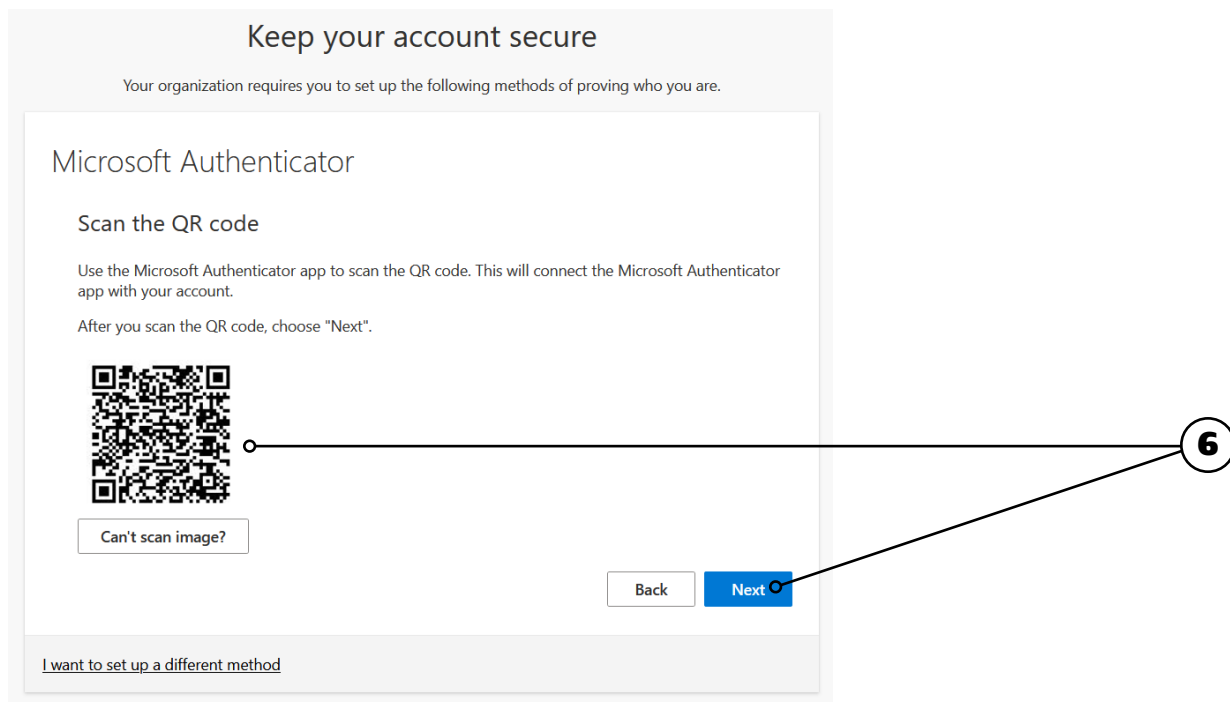


5. Click **Next** to get the QR code to scan with your device.

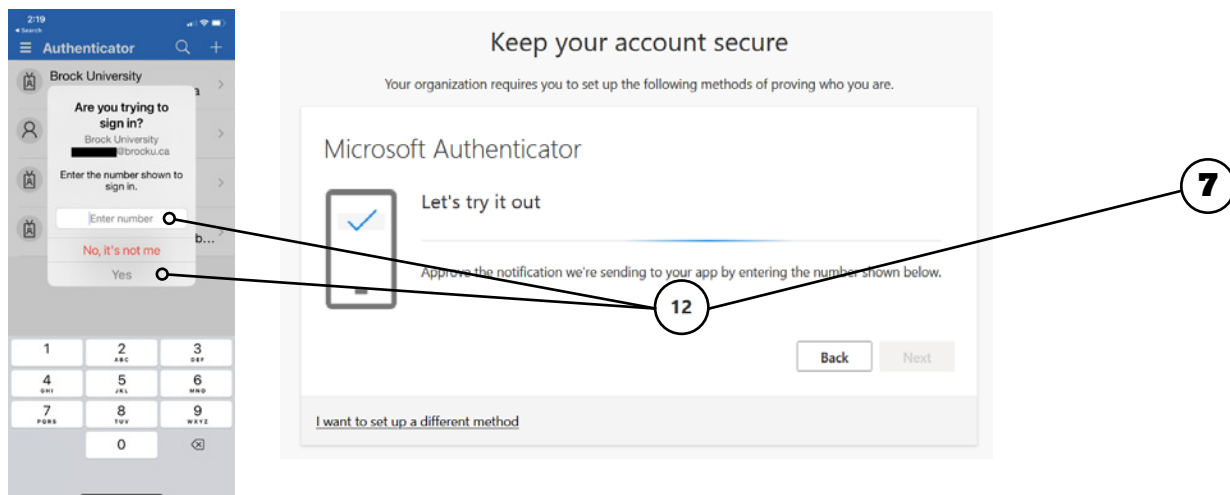


6. Scan the QR code using the **Microsoft Authenticator app** on your mobile device. Once scanned successfully, you should see your Brock account in the app. Click **Next** after successfully scanning the QR code.

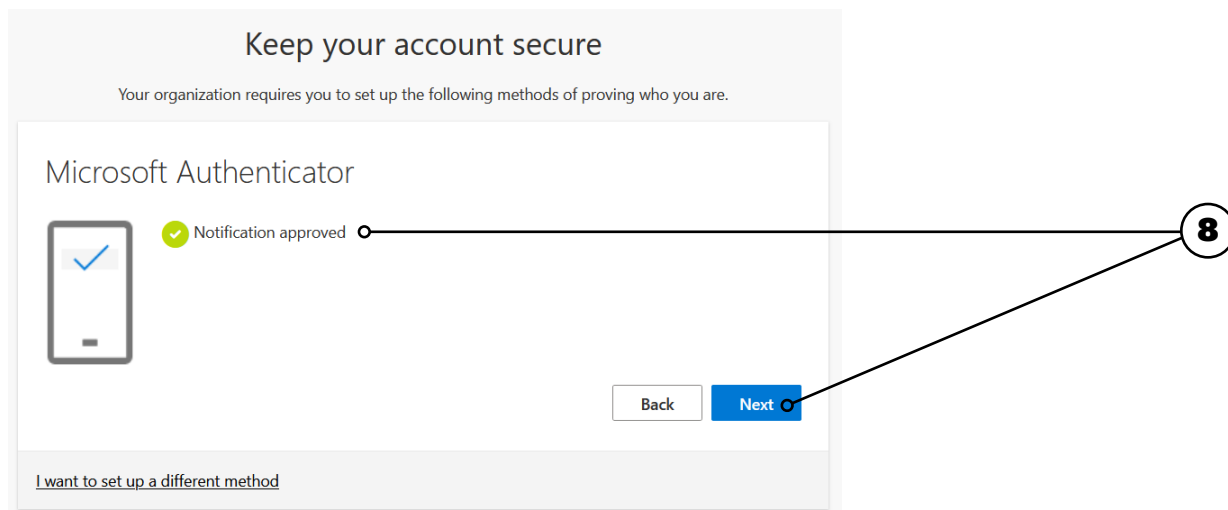
**NOTE:** If you have trouble scanning the QR code, you can manually enter the QR code on your device. See **Manually Enter the QR Code** at the end of this guide.



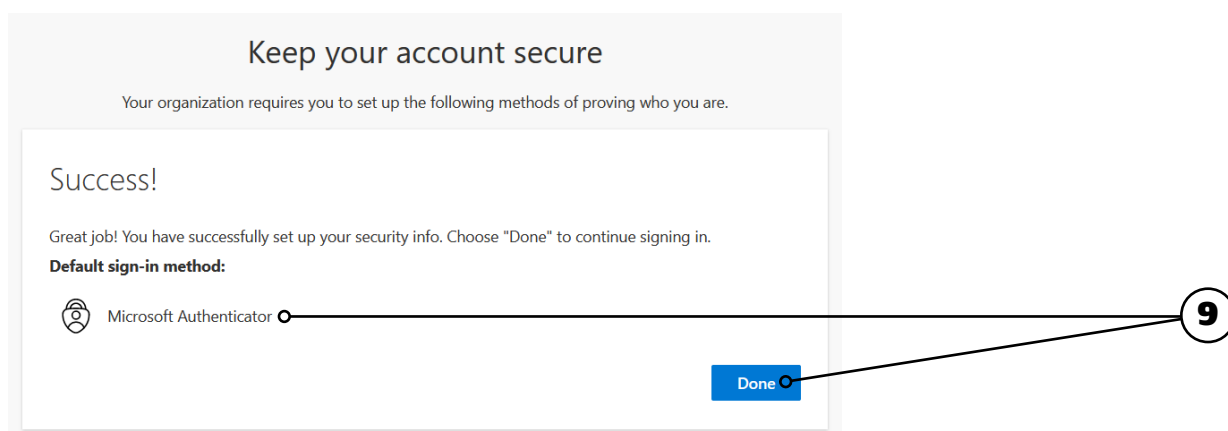
7. Microsoft will send a notification to the Authenticator app on your device, requesting the two-digit number shown on your computer's screen. Enter the **two-digit number** into your app and tap **Yes** to approve.



8. Once approved, you will get a **Notification approved** message. Click **Next**.



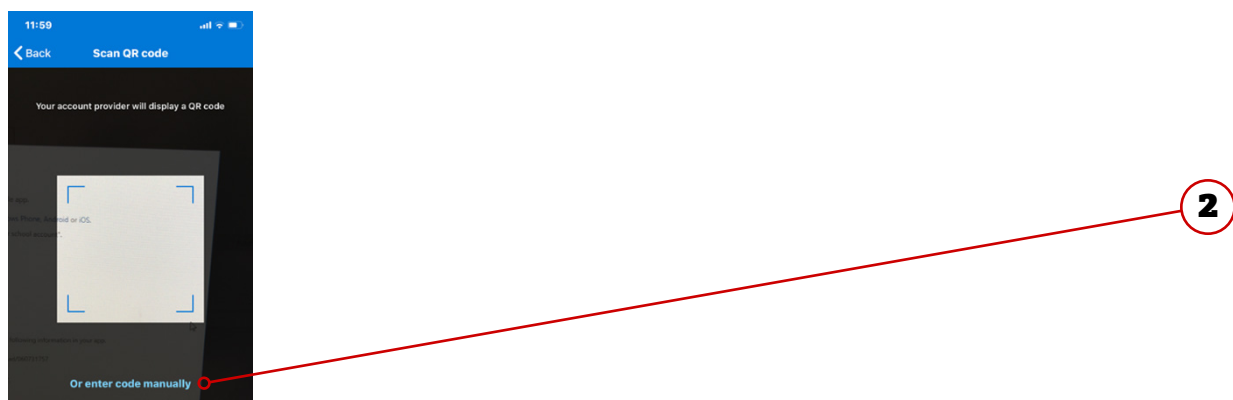
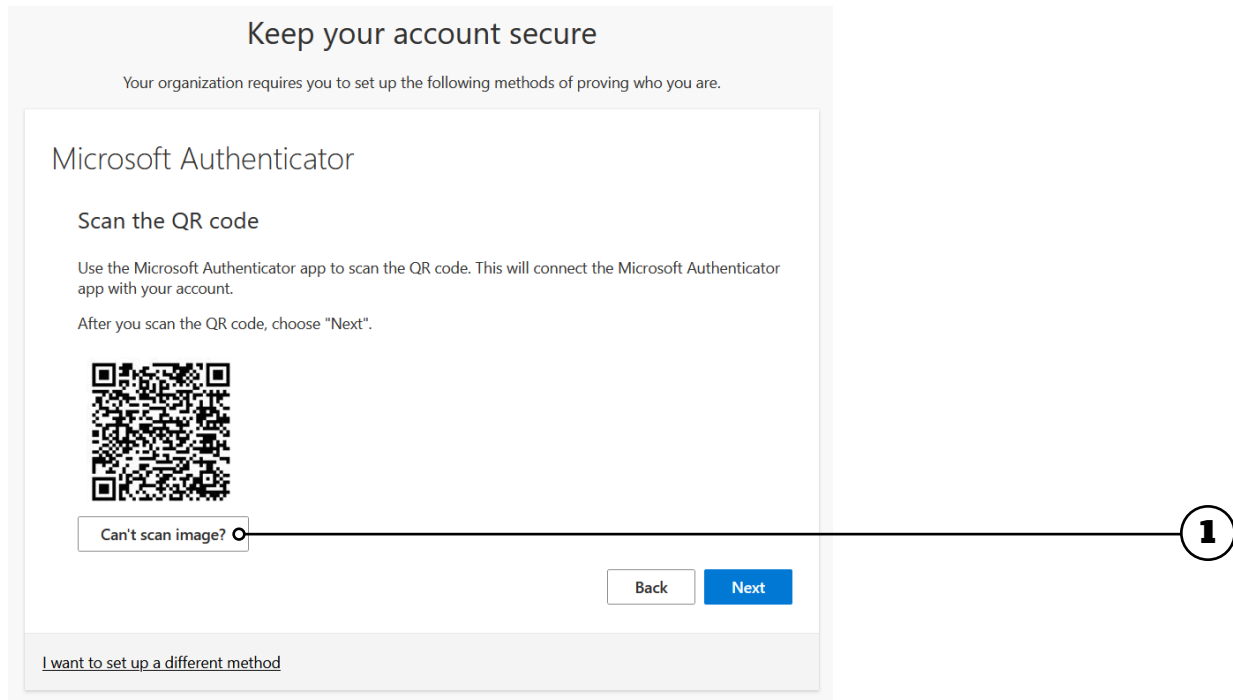
9. Your **Default sign-in method** should now be Microsoft Authenticator. Click **Done**.



## Manually Enter the QR Code

If you cannot scan the QR code in step 6 of the previous section, you can enter it manually. Complete steps 1-5 of the previous section, then do the following:

1. Click **Can't scan image?** A code and URL will be displayed on the screen.
2. In the app on your mobile device, select **Or enter code manually**.
3. Enter the **Code** and **URL** into the authenticator app.
4. Continue following steps 7-9 of the previous section to complete setting up the authenticator app.





# Additional Resources



## More Information

You can find more information about Multi-Factor Authentication at [brocku.ca/information-technology/service-catalogue/security-and-access/multi-factor-authentication/](https://brocku.ca/information-technology/service-catalogue/security-and-access/multi-factor-authentication/).



## Help Desk Support

If you require technical assistance with Multi-Factor Authentication, please contact the Help Desk at x4357 or [ithelp@brocku.ca](mailto:ithelp@brocku.ca).



## Other Learning Support

For additional learning support resources, go to [brocku.sharepoint.com/information-technology](https://brocku.sharepoint.com/information-technology).