Multi-Factor Authentication (MFA)

Quick Reference Guide

HUMBER

Getting Started

Multi-factor authentication (MFA) is a process where you are challenged for an additional form of identification, such as a code sent to your phone, before being granted access to log onto a Humber webpage. If you only use a password to authenticate, it leaves the possibility of a hack more likely, as some passwords are not very secure, or can be compromised. Using multi-factor authentication increases the security since it will be harder for a hacker to compromise a password AND a mobile device. You will need to have your account added to the MFA group before you will be able to do the set up. Once you have received notification that you have been added to the group, you can follow the steps below.
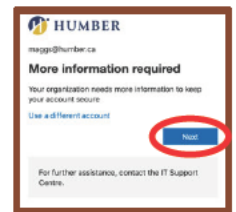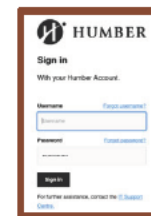
NOTE: *You will need your computer AND your mobile device.*

Setting up MFA

On your computer or laptop, launch a browser and navigate to the website: **humber.ca/office365**

You will be directed to the Humber logon page. Enter your credentials and click **Sign in**. You will then see a page indicating that more information is required. Click **Next**.

NOTE: *Do not close this window as you will be returning to it after downloading the Microsoft Authenticator app.*

Downloading the App on you Phone or Mobile Device

1. Go to the App Store or Google Play and search for 'Microsoft Authenticator'. Install the app (with the icon of the lock as shown in the Getting Started area). You will return to this window after you have finished installing the mobile app.
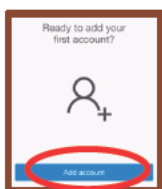
2. Open the mobile app and if prompted, allow for Authenticator to send you notifications. The window to **Add account** should then open (Android users will have to skip a number of screens to get to this specific window). Click **Add account** and the window asking what kind of account you are adding should appear. Select **Work or school account**.
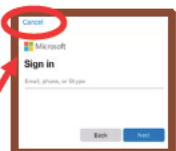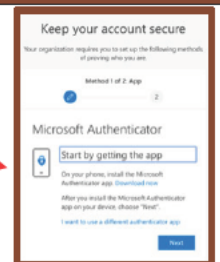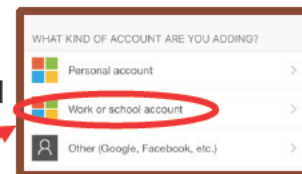
NOTE: *If you get directed to this Microsoft window click on the **Cancel** option and you will be returned to the **Add account** option.*

3. If prompted, allow the app to access your camera, as you will need to scan the QR code to add a new account. Click **Next** twice on the computer window – the QR code should be ready to scan. Once you have scanned the QR code, the authenticator app on your mobile should successfully add your account without requiring any additional infromation from you. Click **Next** on the computer window and then check your mobile and click **Approve**. The computer window will acknowledge the approval. Select **Next**.
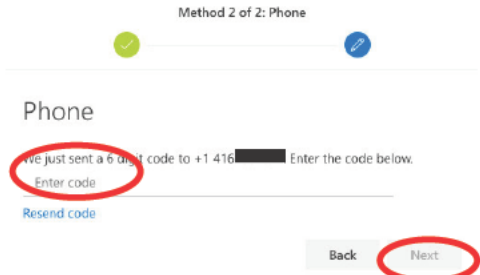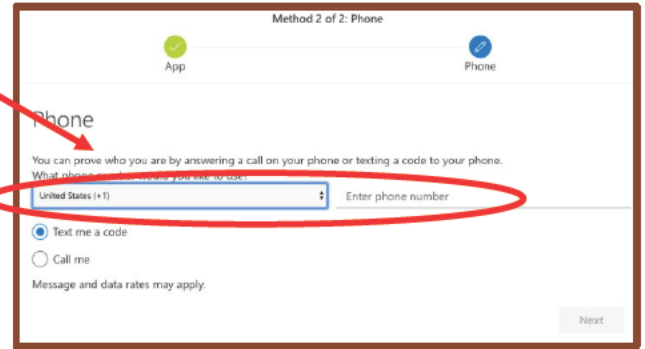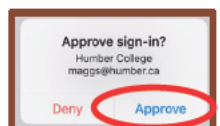
NOTE: *If the QR code reader on your phone can't read the code, you can select the **Can't scan the QR code link** and manually enter the code and URL into the Microsoft Authenticator app.*

Finish Setting up on Computer

4. On the computer, choose the country, and enter your mobile phone number. Click **Next**.
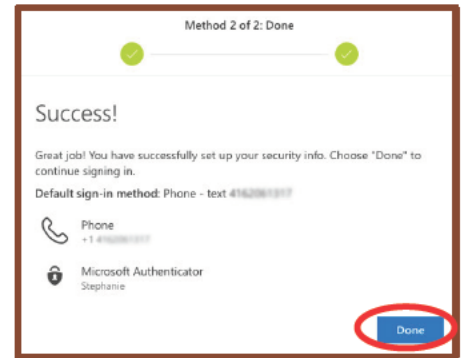

5. A 6-digit code will be sent to your mobile. Enter that code on the computer and click **Next**.

6. You will receive notification that your SMS was verified and that your phone is now registered. Click **Next**.


7. Success! You will see a window informing you that you have successfully set up your security information. You will also see your phone and default information.

Click **Done** to continue signing in.

Logging into Apps that Require MFA

If you are logging onto an applications that uses MFA on your computer or phone, this window will appear. A notification will be sent to your phone. Open the Microsoft Authenticator app, and approve the request.
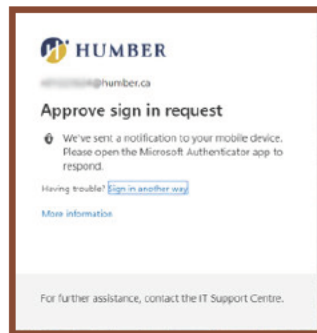
Changing your Notification Method

If you want to change your notification method, visit: https://myprofile.microsoft.com

Click on **Security info**, located on the left-hand menu. Select **Change** link next to the **Default sign-in method** (at the top of the page).

A drop-down box will appear with the options. Click on the method you want your default to be and select **Confirm**.

Updating Your Settings

If you need to update your information, visit:

https://myprofile.microsoft.com

Click on **Security info**, located on the left-hand menu. Select **Change** in the Phone area and update your mobile information. You will be sent a code to your phone to verify your identity.

Help & Support

Please contact the I.T. Support Centre if you experience any issues.

☎ 416.675.6622X8888 | 📢 humber.ca/techtalk

✉ SupportCentre@humber.ca

📍 A212 (Lakeshore) or NX210 (North)

Rev: 2020-04-22