

Multi-Factor Authentication Configuration Instructions

1. Go to <https://www.carrollcc.edu/password/>
2. Click on “Modify Account Registration”

Password Reset

You can use this site to unlock your account, reset your password or change your password.

[Set Up Your Account](#): To set up your account for the first time

[Unlock Account](#): If you have forgotten your password or your account is locked out

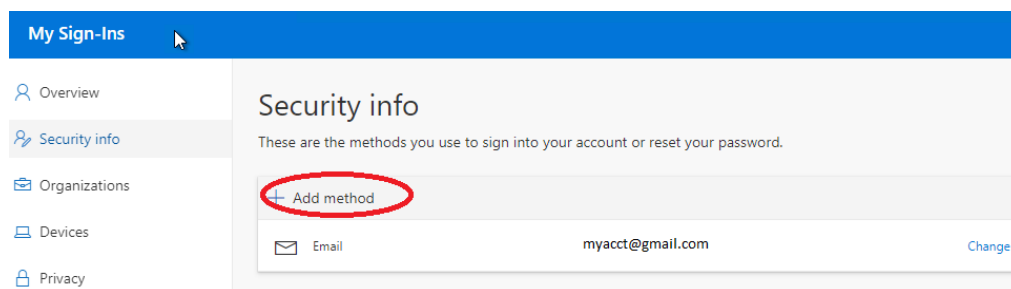
[Change Password](#): If you know your password and would like to change it

[Find Your User ID](#): Look up your User ID and email address

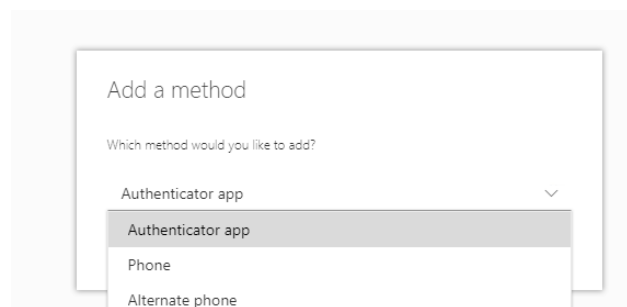
[Modify Account Registration](#): If you wish to modify information used for password resets

Other questions? View the [Student Account Frequently Asked Questions](#).

3. This will take you to your Microsoft 365 account Security Info page (you may need to login to access this page).
4. You will notice at least one method is already added. This may be a phone number or an email that you added when you initially set up your account. Click “+ Add method”.



5. Choose a method and click Add. *It is **highly recommended** to use the authenticator app or receive a phone call. **Texting may not always work as there may not be a place to enter a code or there may not be adequate cell service. The authenticator app will work over WiFi. Please contact the Enterprise Service Desk at (410) 386-8080 or ithelpdesk@carrollcc.edu if you do not have a smart phone or mobile device.**



- a. [Authenticator app](#) – an app that is installed on your mobile device that will ask you to **Approve** or **Deny** access logging in to Carroll systems from off campus.
- b. [Phone](#) – phone number to receive call or text to confirm authentication
- c. [Alternate phone](#) – backup phone number to receive call to confirm authentication

Mobile Authenticator Directions: you will need to use **both** your phone and a computer to setup the Authenticator app

1. Download the Authenticator App on your phone, then click Next

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

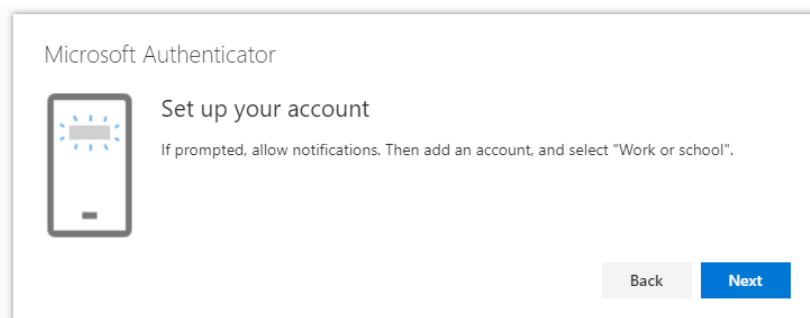
After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

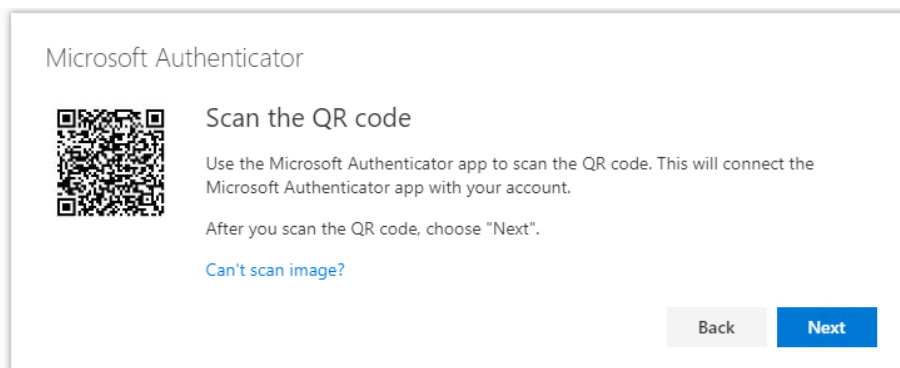
Cancel

Next

2. Click Next

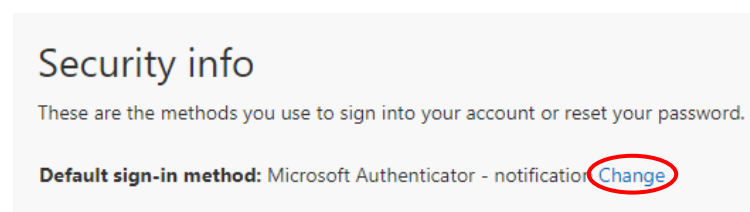


3. A QR code will appear on your computer; leave this screen open and complete the configuration on your device (example below).

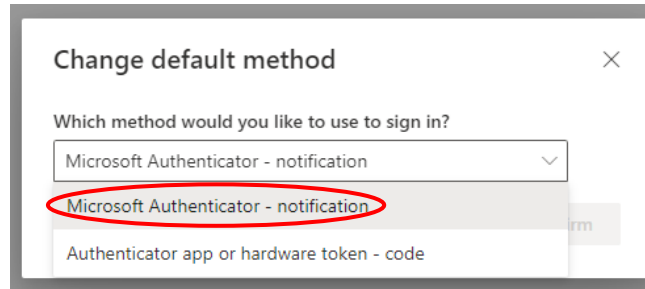


Change your Default Sign-In Method

1. On the Security Info screen, select "Change" next to "Default sign-in method"

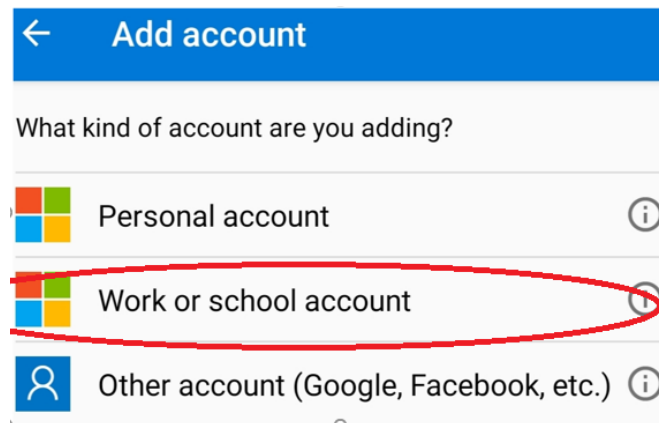


2. Select the method you wish to set as your default and click “Confirm”

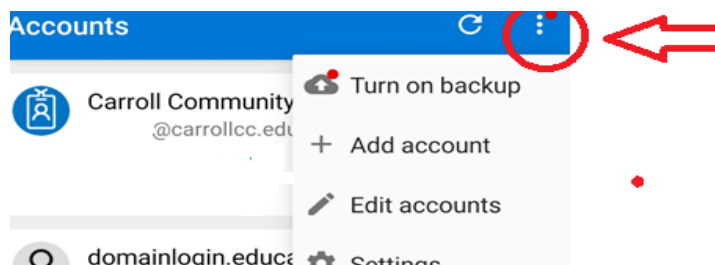


Configure your [Device](#)

1. Download and install the latest version of the Microsoft Authenticator app on your device, based on your operating system
 - a. **Google Android** - On your Android device, go to Google Play to download and install the Microsoft Authenticator app.
 - b. **Apple iOS** - On your Apple iOS device, go to the App Store to download and install the Microsoft Authenticator app.
2. After installation open the Authenticator App on device and add choose Work or school account



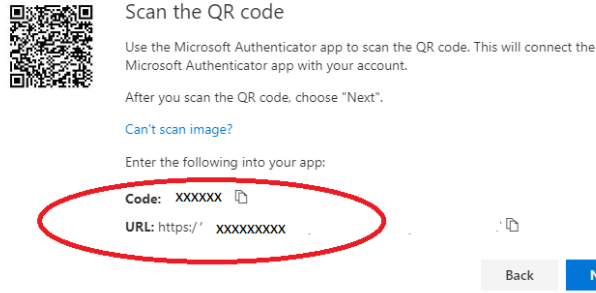
**If you already have the Authenticator app installed on your device, choose Add account by clicking on the three dots or plus symbol when opening the app



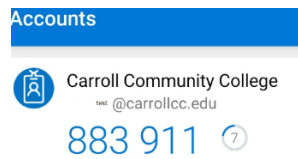
3. Using your device, scan the **barcode displayed on your computer**.

**If you cannot scan the image or receive an error, click on “Can’t scan image?”. You will be provided a code and URL to enter in the app (example below).

Microsoft Authenticator



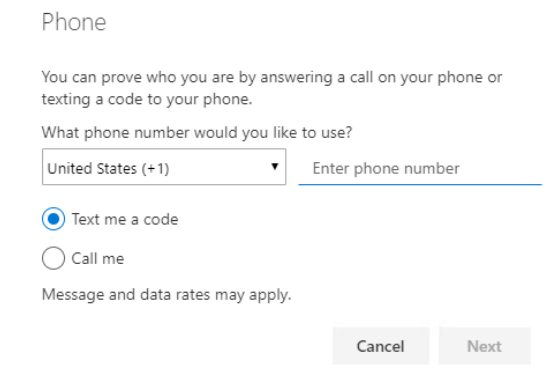
4. Click Next
5. Open the Authenticator app on your device and review the Accounts screen to make sure your account is correct and there is an associated six-digit verification code. For additional security, this code will change every thirty seconds preventing someone from using a code multiple time.



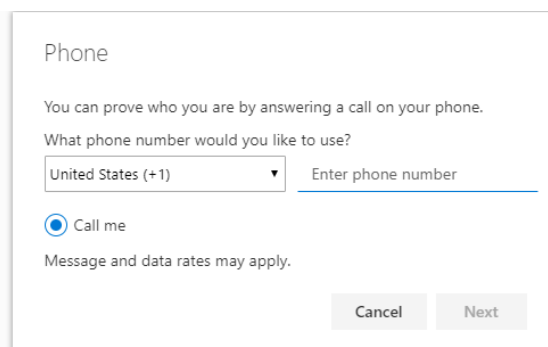
Set Up Phone Number for Calls and Texts (Optional)

**** Texting may not always work as there may not be a place to enter a code or cell service. The authenticator app will work over WiFi.**

1. Set up default phone number for calls and texts



2. Set up an alternative phone number in case your default phone number is unavailable



For questions regarding set up or use of Multi-Factor Authentication, or if you do not have a smart phone or mobile device, please contact the Enterprise Service Desk at (410) 386-8080 or ithelpdesk@carrollcc.edu.