

Multi-Factor Authentication (MFA)

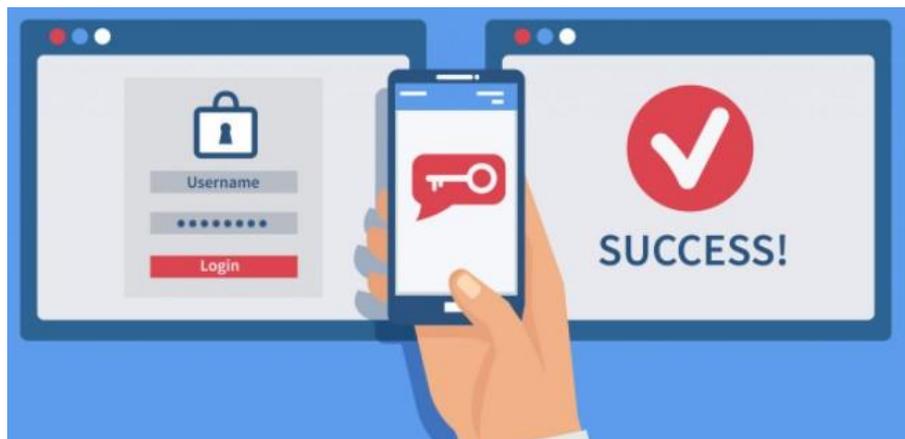
Multi-Factor Authentication (MFA) – what is it?

MFA is a common but effective security tool to help keep your ATCC account and information safe, adding an additional layer of protection using more than one verification method (such as only using a password), preventing cybercriminals, hackers, and “bad actors” gaining access to your personal information, including your email, documents, grades, or financial aid information.

Where is MFA used?

MFA will be used when logging into Microsoft Office 365, which includes Outlook (email), Word (papers, letters, etc.), Excel (spreadsheets), and PowerPoint (presentations). In addition, MFA will be used when accessing your OneDrive, where documents, spreadsheets, presentations, or any other files for ATCC should be saved.

MFA is easy – just sign in, verify, and get access!

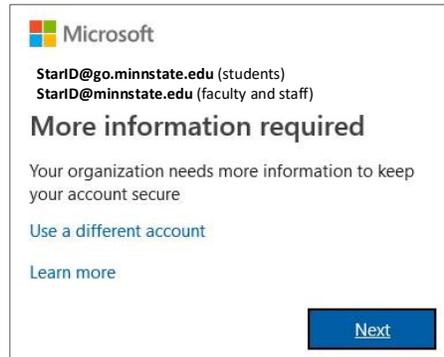


The first time you access Office 365 applications and resources on your desktop, mobile device, or using a web-based browser, it will ask for your Login ID and password.

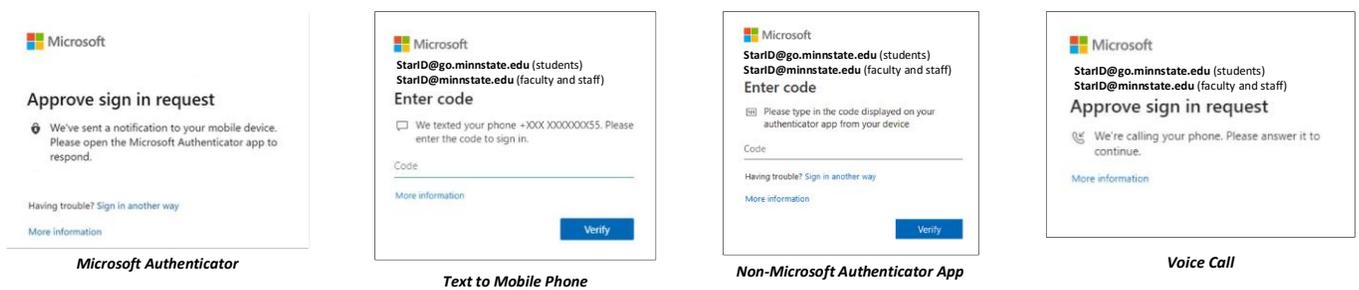
If you are a student, use STARID@go.minnstate.edu and your StarID password.
Faculty and staff, use STARID@minnstate.edu

A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the text 'Sign in'. There is a dropdown menu with two options: 'StarID@go.minnstate.edu (students)' and 'StarID@minnstate.edu (faculty and staff)'. Below the dropdown is a blue button with the text 'Next'. At the bottom left, there is a link that says 'Can't access your account?'.

You will be prompted for additional information – this starts MFA verification when you click “Next.”



The information you enter on the following page will determine which ways you want MFA to validate your login, and the system will prompt how it is contacting you to verify it's really you logging in.



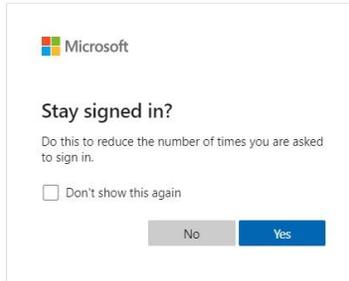
Once you have responded or entered the correct information, you are in!

Does MFA prompt me EVERY TIME I access Office 365?

You can dramatically reduce how often MFA prompts you, as it can “remember” your MFA setup from the devices you use exclusively and are responsible for, such as an ATCC device *personally issued to you* or your *personally owned* device (mobile, home computer, etc.).

Do not use this feature on any public device, such as a shared computer or kiosk anyone can use, including public computers in the library or other locations at ATCC.

To have MFA “remember,” after you login the first time and use MFA, click on the “Don’t show this again” check box and then click “Yes.”



What ways can I set up to use MFA?

There several methods you can use for MFA. We recommend the Microsoft Authenticator App as your default method for ease of use after initial setup. You can also configure it to send you a text message or call a phone number. We also recommend that you configure more than one option as a backup. (Add another friend or family member's phone number, in case your phone is unavailable).

None of these methods will work for me. What should I do?

If you do not believe any of the options for MFA will work due to your unique situation, please contact the ATCC IT Department to discuss – some additional methods could work for you.

I don't want to use my personal device. How can I set up MFA?

If you have concerns about using your personal device because ATCC data may be stored on your device or have privacy concerns using MFA, don't be! There is **NO** data stored on your device or transmitted between your device and ATCC or MinnState.

I am ready! How do I set up and enable MFA for me?

Enrolling and activating MFA is a very simple process, and once it is set up, is very easy to use. To get MFA started, open a web browser and connect to:

<https://www.minnstate.edu/mfa>

Follow the instructions on the page, carefully understanding what methods are available for MFA and which ones you will use before starting the Enable process.

You can choose more than one method and more than one device to use MFA!

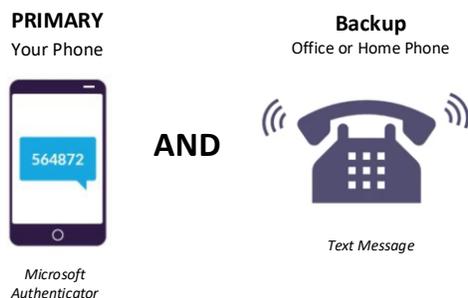
It is recommended to use at least **two different methods** and, if at all possible, **two different devices**, using the second device as an emergency backup in case your primary method or device fails or you simply forgot your device at home.

Examples:

- 1) Use the Microsoft Authenticator app your primary device you have with you all the time (mobile phone, iPad, etc.) and set up sending a code via text on your spouse's or trusted family member's device.



- 2) Set up texting on your primary device, then set up voice call on your work or home voice line.



What else do I need to know about MFA?

There are a few things to keep in mind regarding MFA:

- 1) When you change your StarID password, MFA will prompt you the next time you logon to Office 365, even on devices you configured to have MFA "remember" you.
- 2) Once you are enabled with MFA your account will use MFA and follow you, even if you decide to move between any college or university that is part of the Minnesota State system. Click [HERE](#) to see which colleges and universities are part of Minnesota State.
- 3) If you are using MFA for other systems outside of ATCC on your device, you can still you MFA for those as well. In fact, you may be able to use the same MFA method.

Example:

You can set up MFA using text codes from ATCC and your bank on the same personal device you have.

Note that there is **NO ability** for the different systems to talk to each other using the same device.



Always be on your guard!

Even with MFA, **criminals and bad actors will try ways to scam you!**

- a. **NO ONE**, including ATCC will ever call you to ask to press “Approve” on a notification or to give them your Authenticator app or texted code. **NEVER GIVE OUT THIS INFORMATION.**
- b. **THINK BEFORE YOU AUTOMATICALLY APPROVE.** If you were not logging into your account yourself, and were not expecting it...
 - i. **DO NOT ANSWER** an “Approval” request coming from your Authenticator app.
 - ii. **DO NOT ENTER THE REQUEST KEY(S)** if you receive a voice call on your mobile device, office, or alternate phone. Ensure your spouse or trusted family doesn’t automatically enter the key(s) without checking with you first.

We are here for you...

MFA will help ensure your experience with ATCC is safe and secure. If you have any questions about MFA during your time with us, please contact the ATCC IT Department - we are happy to help!

Location: ATCC building, room 403

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Email: it@alextech.edu

Phone: 320-762-4949