Alternate Ways to Authenticate with Microsoft Azure Multi-factor Authentication

1) If you cannot use the Microsoft Authenticator mobile app to receive push notifications, you can use the **Sign in another way** option.

2) Log in to your Single Sign-On enabled service such as MTMail, D2L, etc. like normal:
   a. Students should log in with their MTMail user name and password (e.g. jdoe@mtmail.mtsu.edu)
   b. Employees should log in with their MTSU Pipeline user name with @mtsu.edu at the end (e.g. jdoe@mtsu.edu); **NOTE**: This is **NOT** the same as your employee email address.

3) When prompted to approve your sign in request, click the **Sign in another way** link as shown below.

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Students should login with their MTMail login: studentID@mtmail.mtsu.edu; Faculty/Staff with their fully qualified Active Directory login: facstaffID@mtsu.edu. Questions/issues, contact the ITD Help Desk at (615)898-5345 or help@mtsu.edu.
4) Choose your alternative verification method
   a. Use a verification code
      i. If you can use the Microsoft Authenticator mobile app but cannot receive push notifications, you can choose the **Use a verification code from my mobile app** option to generate a verification code as shown below.

![Verify your identity](image)

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ii. Open the Microsoft Authenticator app on your smartphone or tablet, enter the 6 digit code from the app into your Web browser, then click Verify as shown below.

![Image of Microsoft Authenticator app]

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b. Receive a text message with a verification code
   i. If you cannot use the Microsoft Authenticator mobile app, you can receive a text message with a 6 digit verification code
   ii. Choose the **Text** option as shown below

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**Verify your identity**

- Approve a request on my Microsoft Authenticator app
- Use a verification code from my mobile app
- Text +X XXXXXXXX
- Call +X XXXXXXXX

**Cancel**

[More information](#)

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iii. You will receive a text message with a 6 digit verification code
iv. Enter the 6 digit code into your Web browser and click **Verify** as shown below

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c. Receive a phone call
   i. If you cannot use the Microsoft Authenticator mobile app or receive a text message, you can receive a phone call to approve your sign in request
   ii. Choose the Call option as shown below

Verify your identity

- Approve a request on my Microsoft Authenticator app
- Use a verification code from my mobile app
- Text +X XXXXXXXX
- Call +X XXXXXXXX

More information

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iii. Follow the instructions on the phone call to complete your verification.

Approve sign in request

📞 We're calling your phone. Please answer it to continue.

Back

☐ Don’t ask again for 1 days

More information

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