How to Opt in to Microsoft Azure Multi-factor Authentication with a Smartphone or Tablet

1) Download and install the Microsoft Authenticator app from your smartphone’s or tablet’s app store. The icon will look like the following:

![Microsoft Authenticator](image)

2) Once installed, open a Web browser on a device other than your smartphone or tablet and go to [https://webservices.mtsu.edu/EnableMFA](https://webservices.mtsu.edu/EnableMFA)
   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) After you enter your user name and password, you will be redirected to the opt-in Web page. Click the **Enable Account for MFA** button as shown below:

![Enable Multifactor Authentication](image)

4) You will then receive a confirmation message as shown below. Click the **Access My Security Settings** button to continue.

![Success](image)
5) Click **Next** to begin the setup process:

6) On the next screen, choose **Mobile app** from the drop down box, select the **Receive notifications for verification** radio button, then click **Set up** as shown below.

   **Step 1: How should we contact you?**

   - **How do you want to use the mobile app?**
     - Receive notifications for verification
     - Use verification code

   To use these verification methods, you must set up the Microsoft Authenticator app. Then please configure the mobile app.

7) A QR code will now appear on your screen as shown below. **DO NOT** click **Next** yet.
Configure mobile app:

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose “Work or school account”.
3. Scan the image below.

If you are unable to scan the image, enter the following information in your app.
Code: 555 555
URL: https://testptpad91.phonefactor.net/ptpad/932934441

If the app displays a six-digit code, choose “Next”.

8) Open the Microsoft Authenticator app on your smartphone or tablet
9) Tap the plus + symbol in the top right corner to add an account
   a. Tap the Add Account blue button or the plus + symbol in the top right corner to add an account
b. If prompted for a backup, tap **Continue**

10) Tap the **Work or school account** option, and the QR code scanner will appear
11) Scan the QR code that appeared in step # 4 by aiming your smartphone or tablet camera at the QR code and centering it into the square as depicted below. NOTE: If prompted, allow Microsoft Authenticator to use your phone’s camera.

12) You will now see a new entry in the Microsoft Authenticator app called Middle Tennessee State University with your user name and a 6 digit code below it.
13) In your Web browser, click **Next** as shown below:

![Additional security verification](image1)

14) The screen will change, and Microsoft Azure will send a push notification to the Microsoft Authenticator app on your smartphone or tablet to verify your account as shown below:

![Additional security verification](image2)

15) Tap **Approve** on your smartphone or tablet to proceed as shown below, and the system will finish configuring your account.

![Approve sign-in?](image3)
16) The next screen in your Web browser will ask you to input your mobile phone number as a backup verification method. Enter your mobile phone number and click **Done** as shown below:

```
Additional security verification
```

Step 3: In case you lose access to the mobile app

```
United States (+1) 6155555555
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You phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Done

17) You next be will be presented with an App Password. Write down or copy this App Password for later use if needed then click **Done**. For more information on App Passwords, click **here**.

18) Close your Web browser to end your session