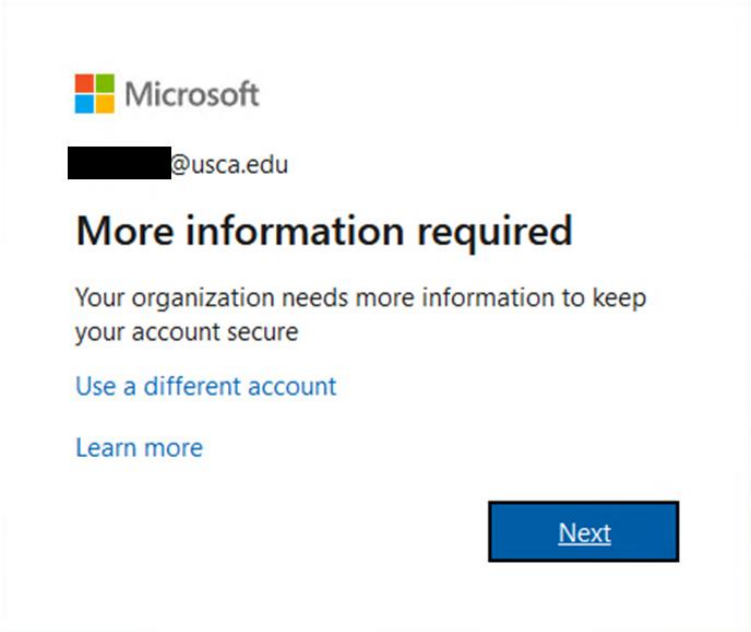
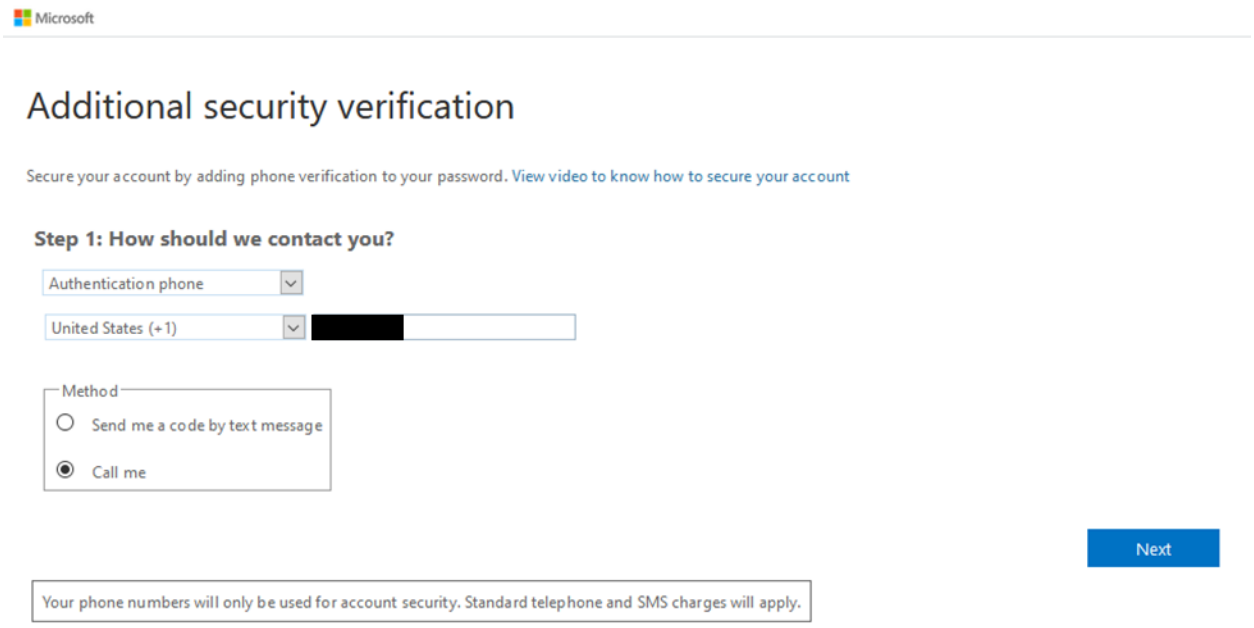
UofSC Aiken – Computer Services Division

Multifactor Authentication (MFA) Setup Procedure

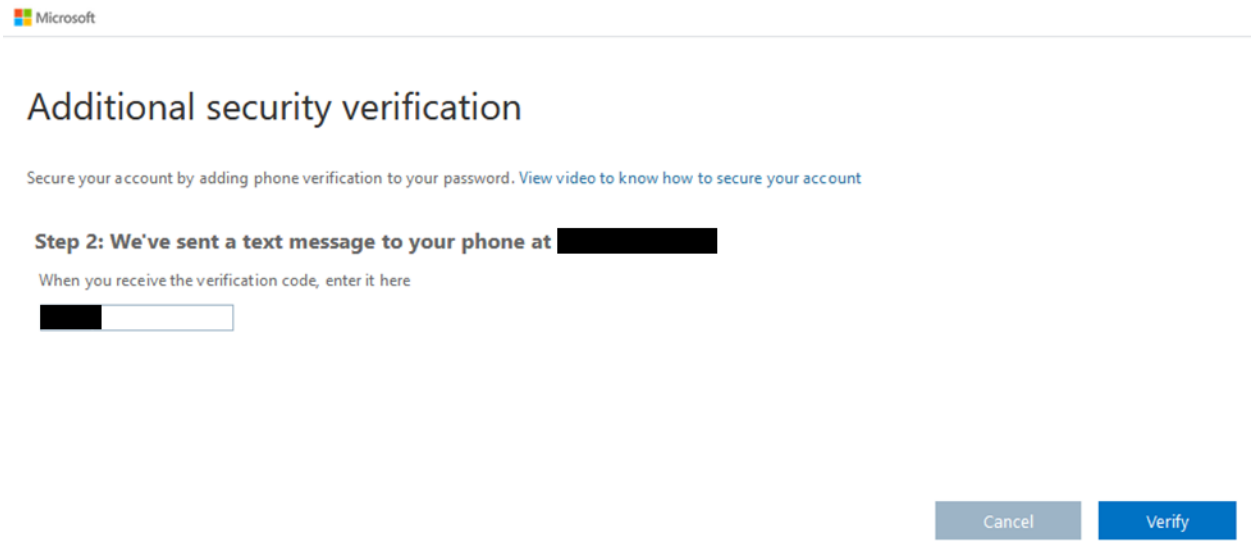
Once a usca.edu account has been enabled for MFA, you will be prompted to complete the MFA setup process upon their next account login. You will be presented with the following dialog after logging into https://portal.office.edu/:



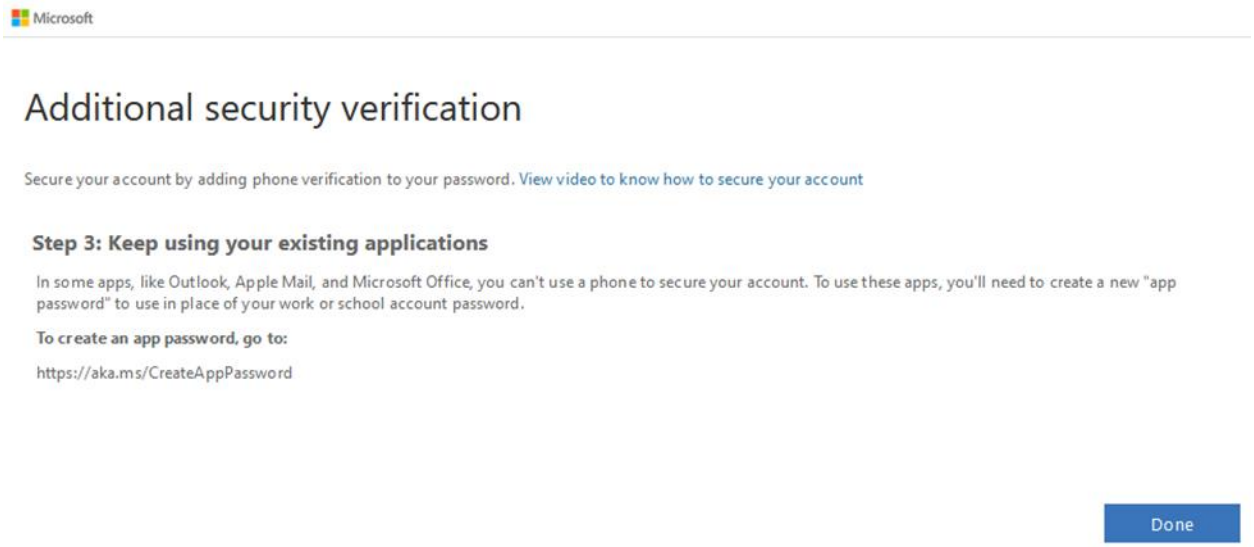
After selecting Next, the next page will prompt you to enter a phone number and select the authentication method: text message or phone call. A valid phone number should be entered, and the desired authentication method selected:



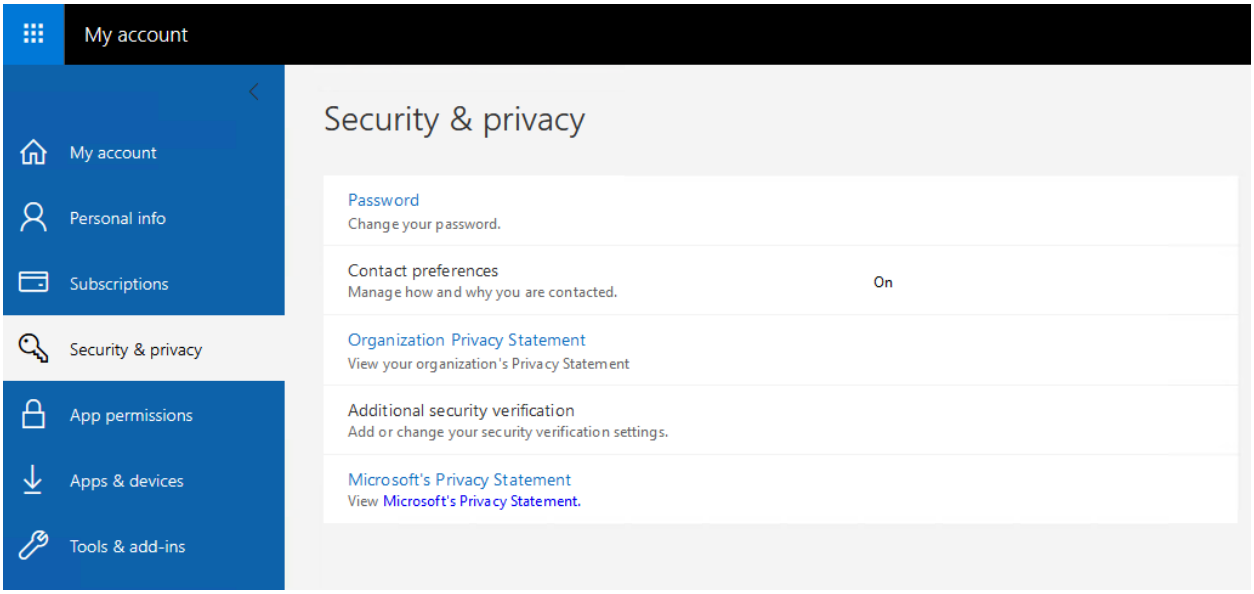
After selecting Next, you will receive a phone call or text message at the provided phone number and given a six-digit code. That code should be entered on the next verification page:



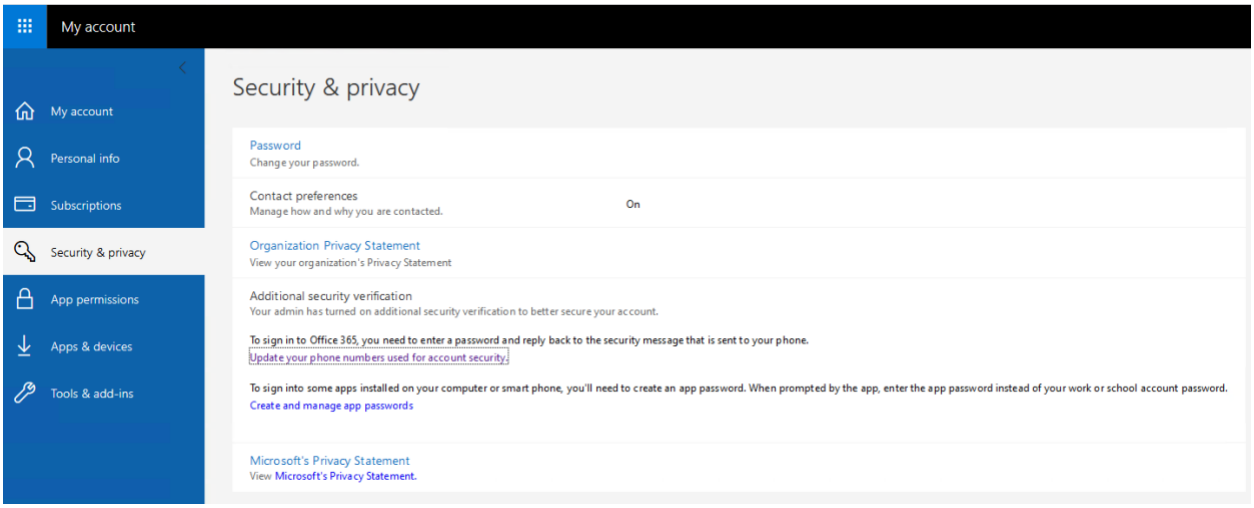
Upon successful verification, MFA will be enabled and required on your account. You will then be presented with a page informing them about using certain applications. Outlook, Apple Mail, the Office suite, and others are incompatible with MFA by phone. There are two methods for using these applications with MFA. The first is presented on the following page:



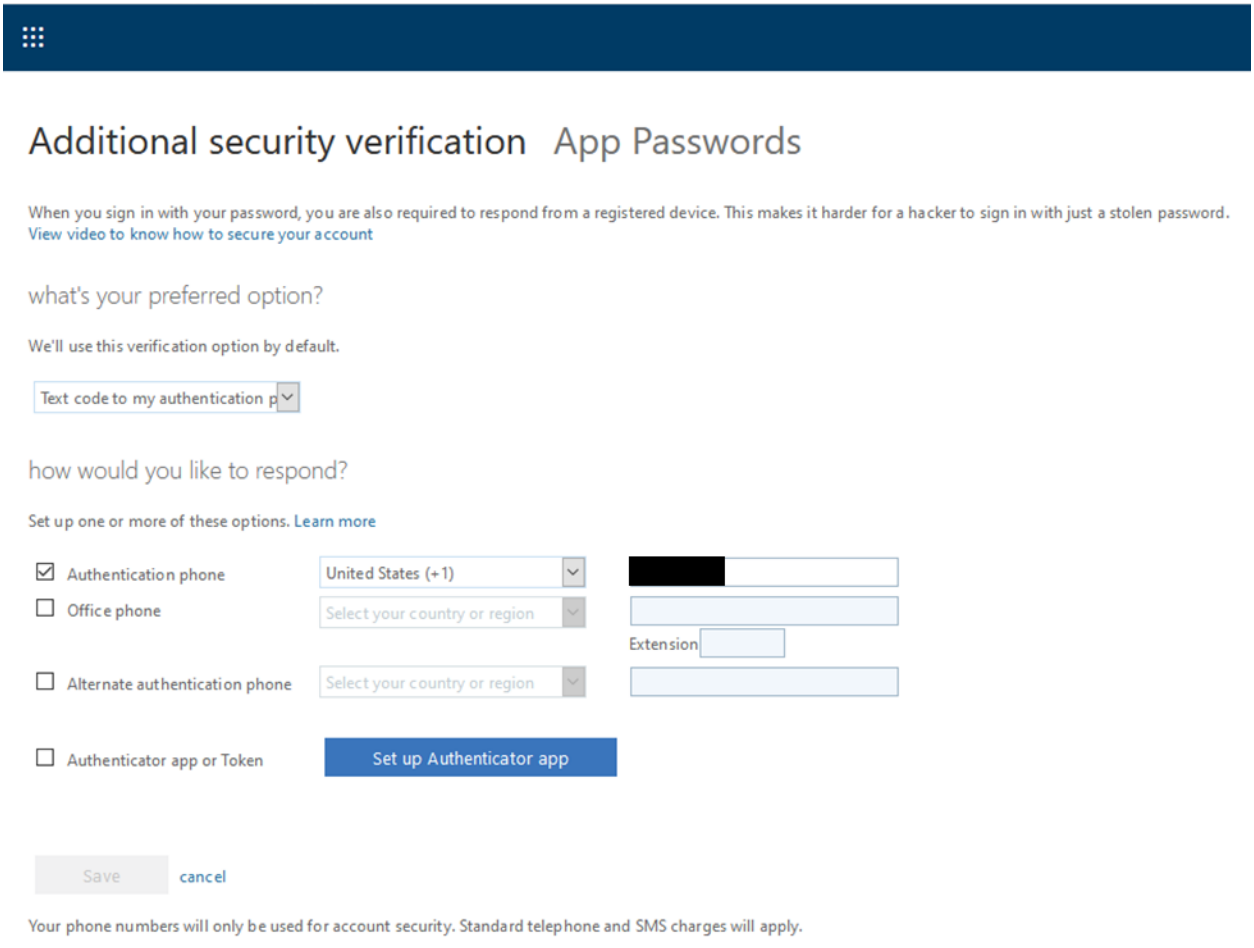
You can create app passwords by going to: https://aka.ms/CreateAppPassword.
The second method is to setup MFA with the Microsoft Authenticator App. This method uses your cell phone and the Microsoft Authenticator app which is available in both the Apple and Google app store. After selecting Done, select the account avatar at the top right of the browser and then select View Account. Once the account page has loaded, select Security & Privacy on the left:



In the Security & Privacy menu, select Additional Security Verification:

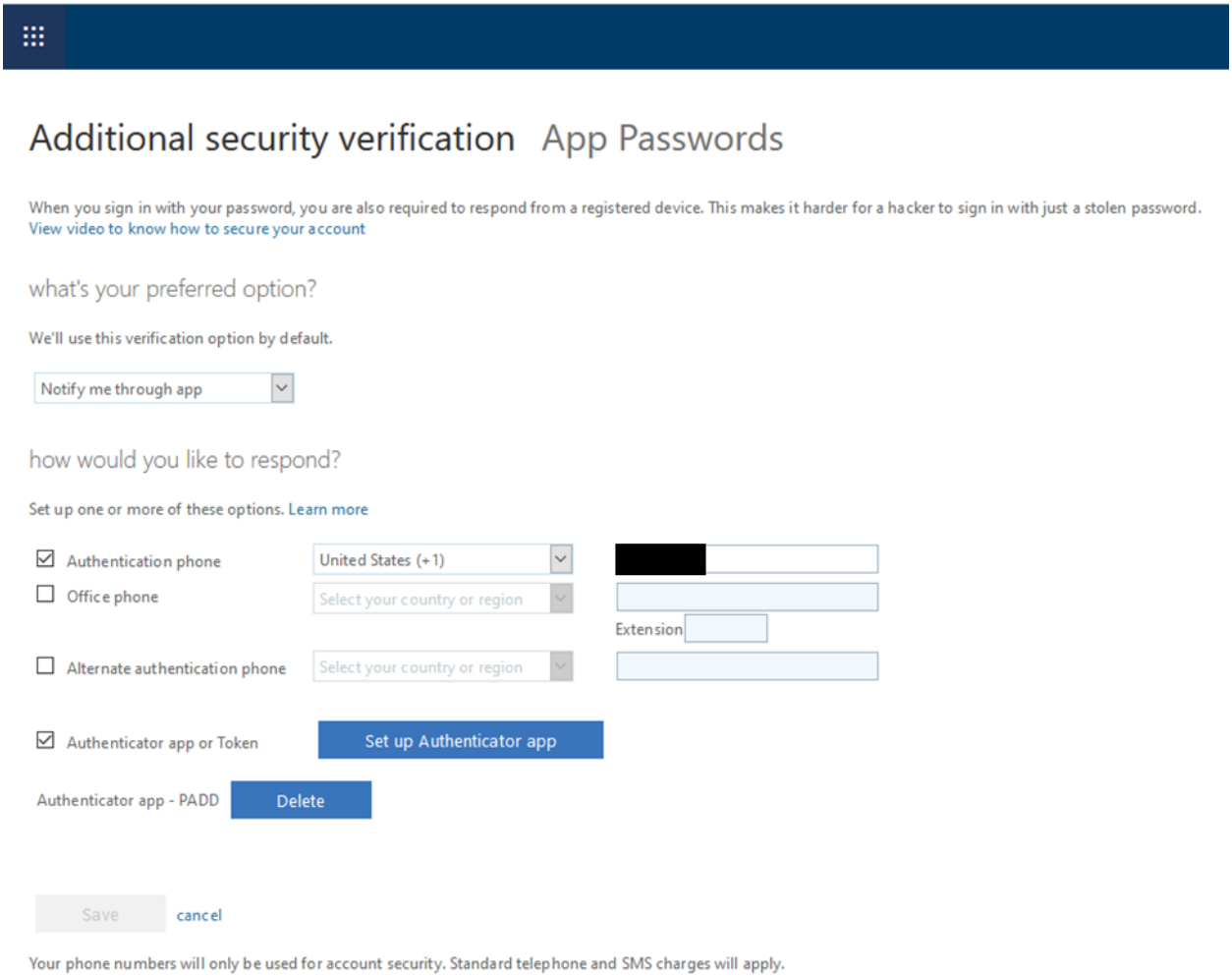


Then select Update Your Phone Numbers Used for Account Security to get to this page:



Additional phone numbers can be setup on this page; however, to setup the Microsoft Authenticator App, first select the Set Up Authenticator App button. A page with a QR code will appear.

Launch the Microsoft Authenticator App and select the + symbol at the top right. When the QR scanner is visible, point the phone's camera to the QR code displayed in the browser. Upon a successful scan, the Authenticator app will create a new entry for the usca.edu account. Also, in the browser, the following page will be displayed:



The box next to the Authenticator App or Token text should be checked and a new Authenticator App entry should be visible below it. Once this is visible, you have successfully setup MFA on their account with the Authenticator app. You can close their browser and navigate away from this page.