



## Using Multi-Factor Authentication

Modified Date: August 28, 2023

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The College uses Microsoft's Multi-Factor Authentication (MFA) solution to provide seamless integration with our single-sign-on environment. For ease of use, phone numbers will be pre-populated for use as second-factor authenticators (phone call or text). The Microsoft Authenticator app is also available for Apple, Android and Chromebook smart devices as an authentication option.

**The Authenticator App needs an internet connection; however, this does not need to be cellular. WIFI service from anywhere will work. Examples include your house, coffee shops or Zane State College wireless service.**

Tips for using the Microsoft Authenticator App

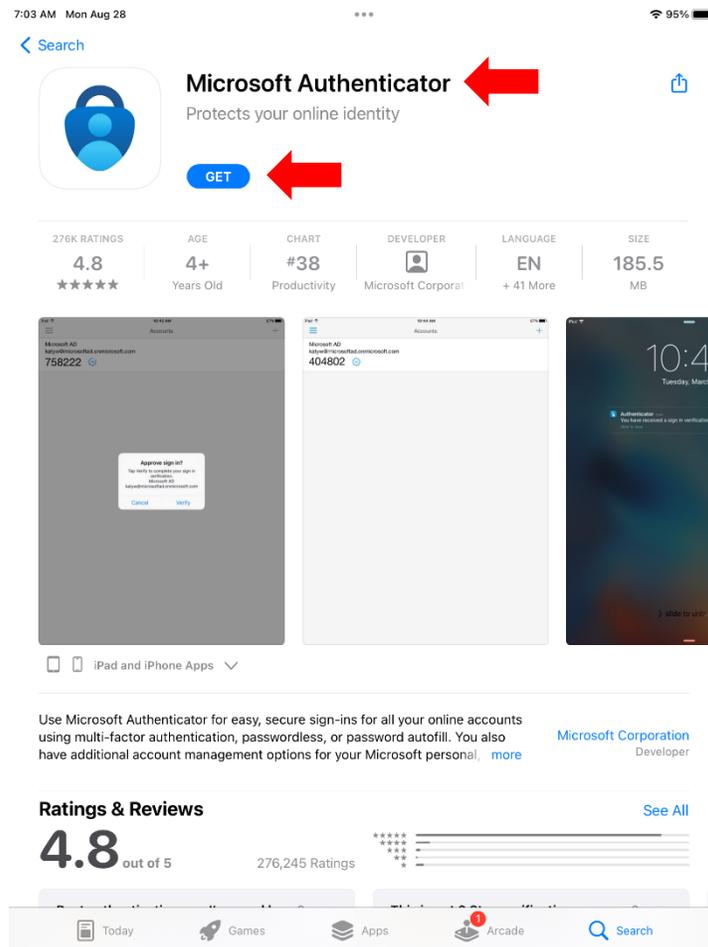
- You may use a smart phone without cellular (all you need is a WIFI connection)
- You may use any tablet that can download the Microsoft Authenticator App
- You may use any Chromebook that can download the Microsoft Authenticator App

Please use these instructions for help adding the Microsoft Authenticator App.

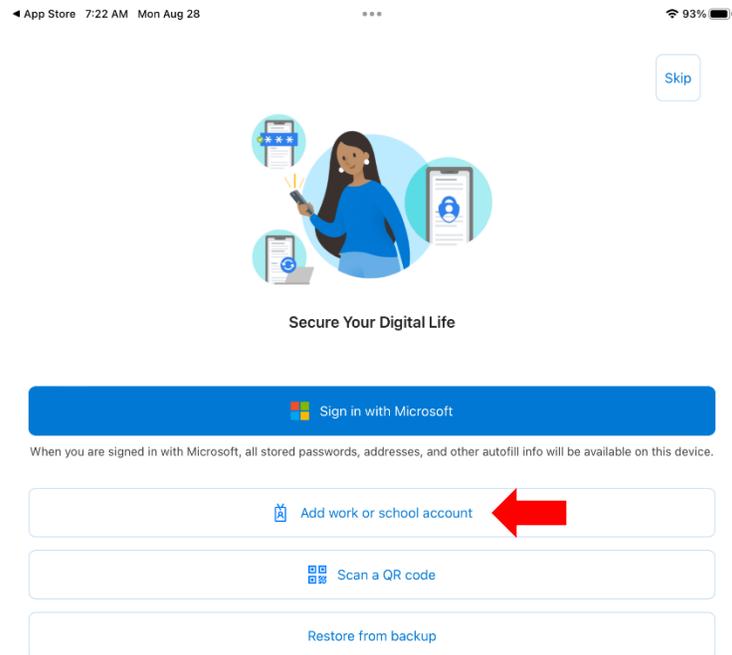
**If you need to change your phone number. Please change your phone number with Zane State College using our Request for Change of Phone Number form located at [https://my.zanestate.edu/ICS/Resources/Registrar's\\_Office/](https://my.zanestate.edu/ICS/Resources/Registrar's_Office/).**

**For all other phone number issues, please contact the Technology Solutions Center at 740.588.1327 or email [techhelp@zanestate.edu](mailto:techhelp@zanestate.edu). We will need to assist you, as you will not have access to setup the Microsoft Authenticator App on your own.**

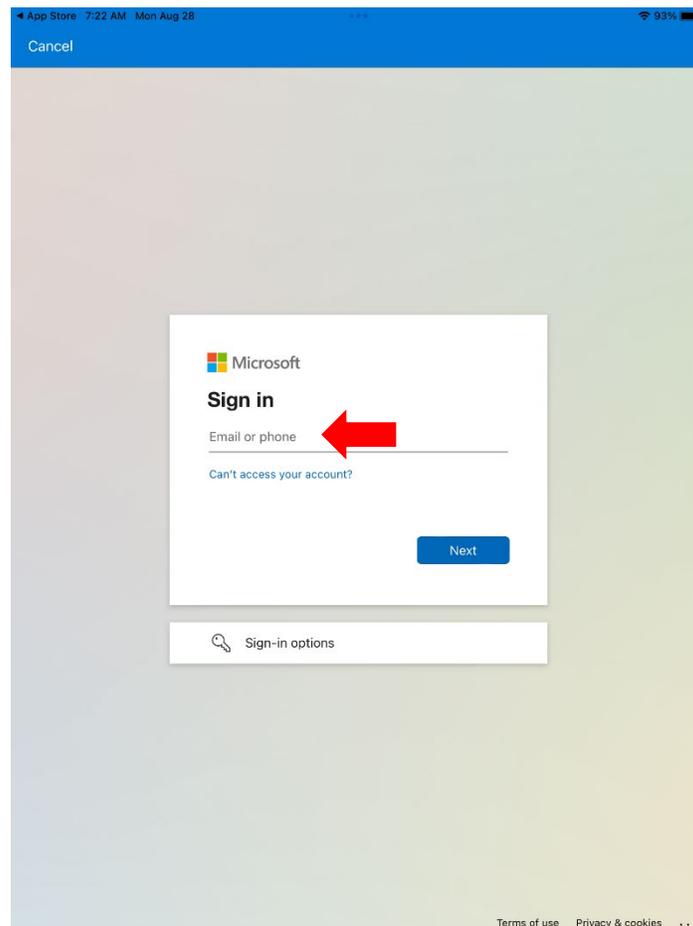
1. Download the Microsoft Authenticator App to your smart device using the Apple App Store or Google Play Store. Please note there are many third-party applications, so make sure you download the app named “Microsoft Authenticator”.



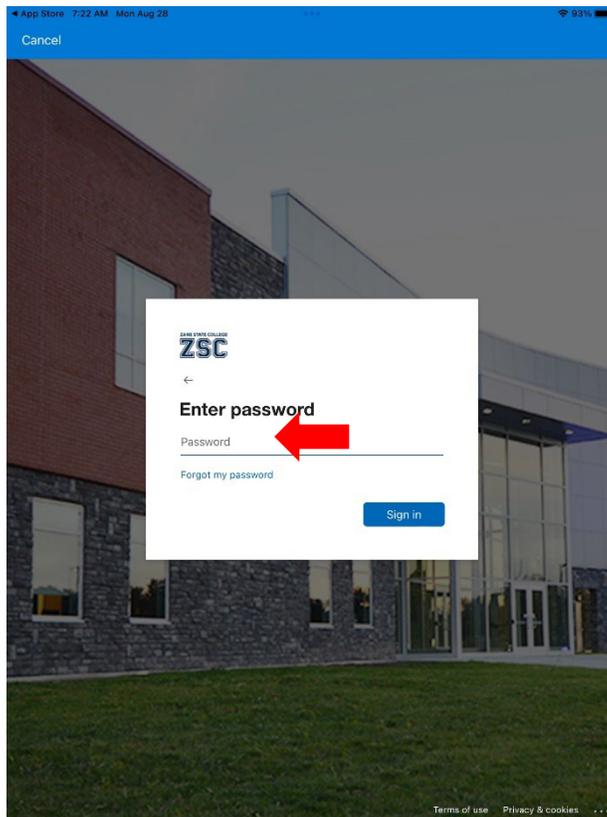
2. Open the Microsoft Authenticator App on your device.
3. Tap the Add work or school account button.



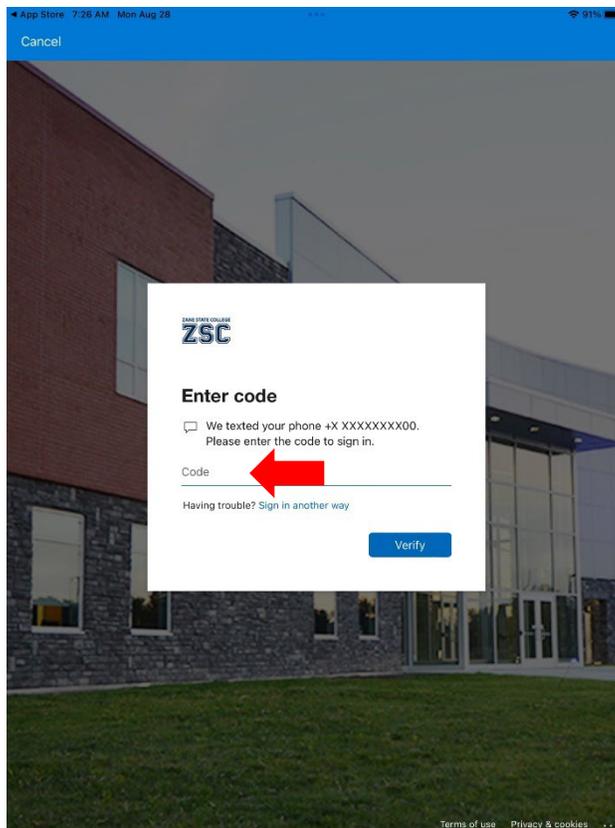
4. Type in your ZSC email address. Then tap the Next button.



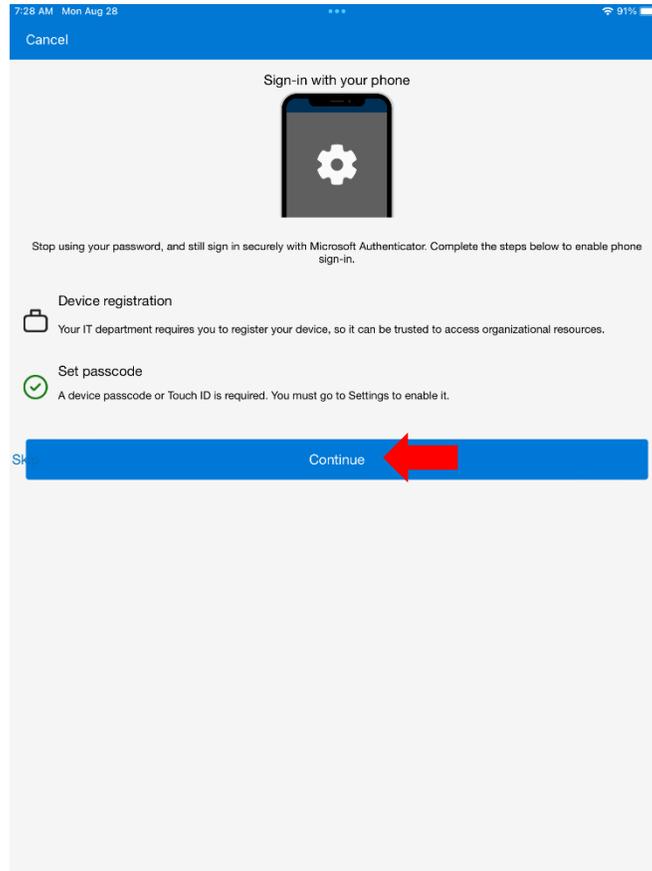
5. Type in your ZSC password. Then tap Sign in.



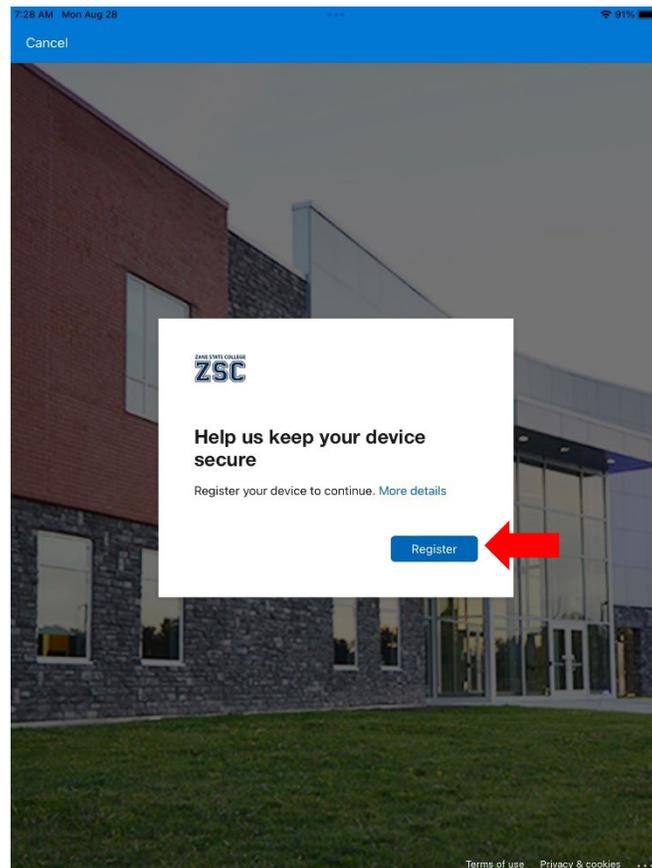
6. Verify your identity by typing in the 6-digit code Microsoft send you. Then tap Verify.



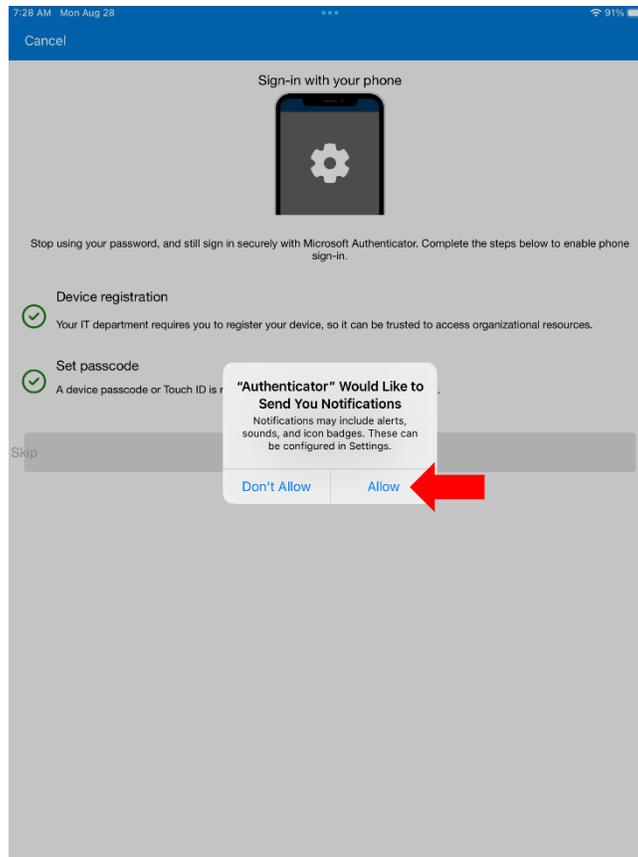
7. You will need to register your mobile device. Tap Continue.



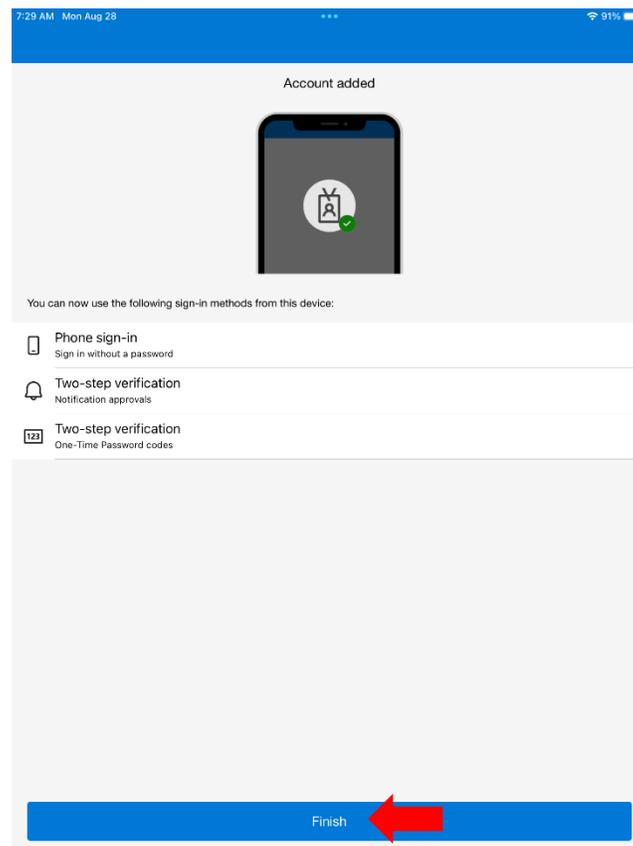
8. Tap Register at the confirmation screen.



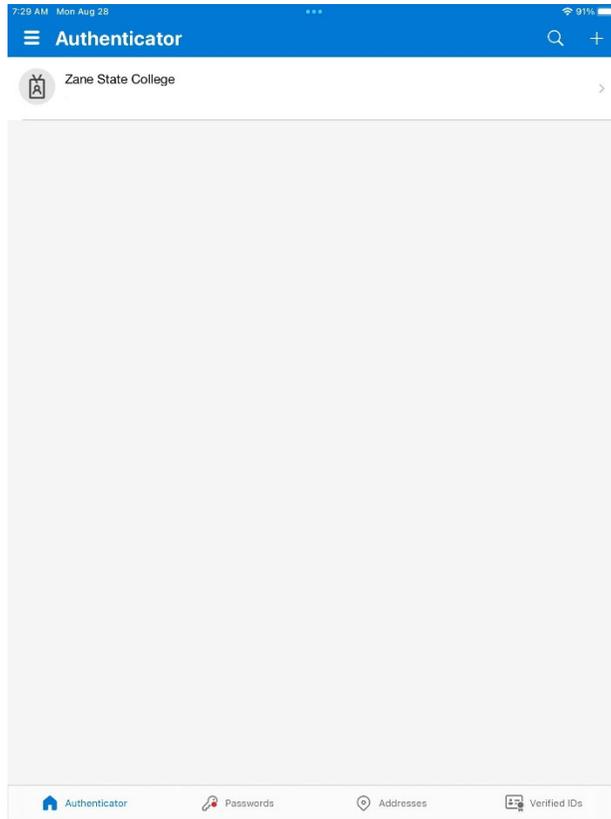
9. The Microsoft Authenticator App will need the ability to send you notifications. This is critical for you to be notified when to use your device. Tap Allow.



10. Your Microsoft Authenticator App is now setup. Tap the Finish button.



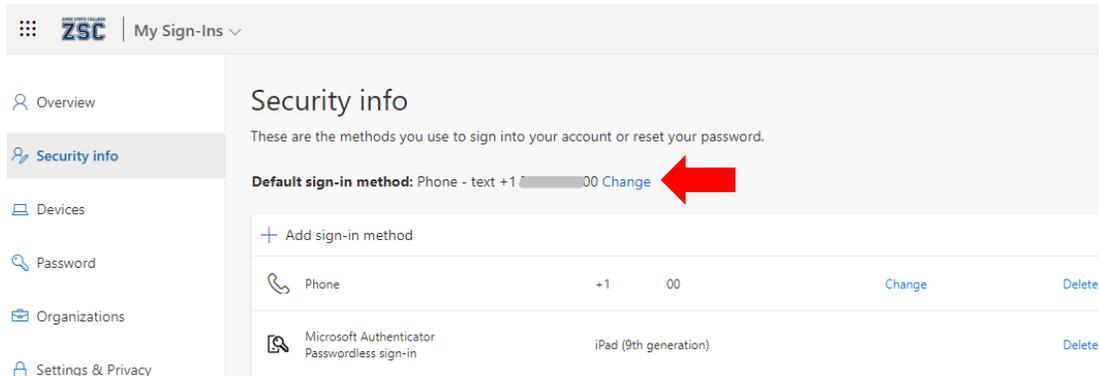
11. Your Microsoft Authenticator App should now have your account listed.



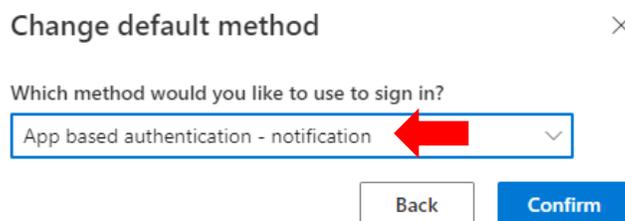
12. You now need to change your default authentication method with Microsoft.

13. Open an Internet browser to <https://aka.ms/mfasetup>.

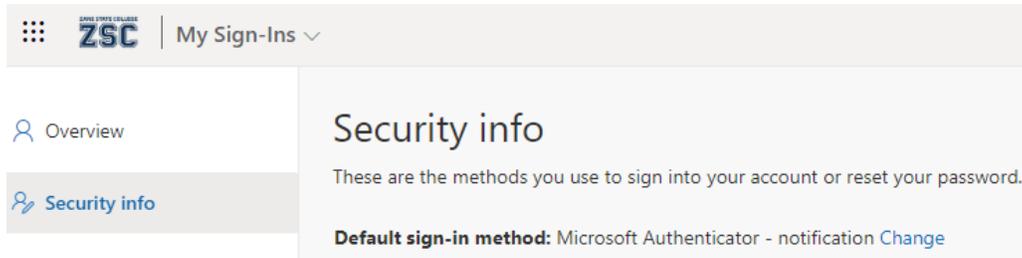
14. At the Security info screen, click the Change button to the right of the Default sign-in method.



15. Select App based authentication – notification, from the list of options. Then tap Confirm.



16. Your Default sign-in method should now be set to Microsoft Authenticator – notification.



17. Your setup is complete, you may close this internet browser.

### Additional Information

To use the Microsoft Authenticator App you will need your device every time you login to a ZSC service. For example, to login to My ZSC, after you enter your username and password. Microsoft will request you enter a set of numbers into your Authenticator app to proceed.



### Approve sign in request

 Open your Authenticator app, and enter the number shown to sign in.

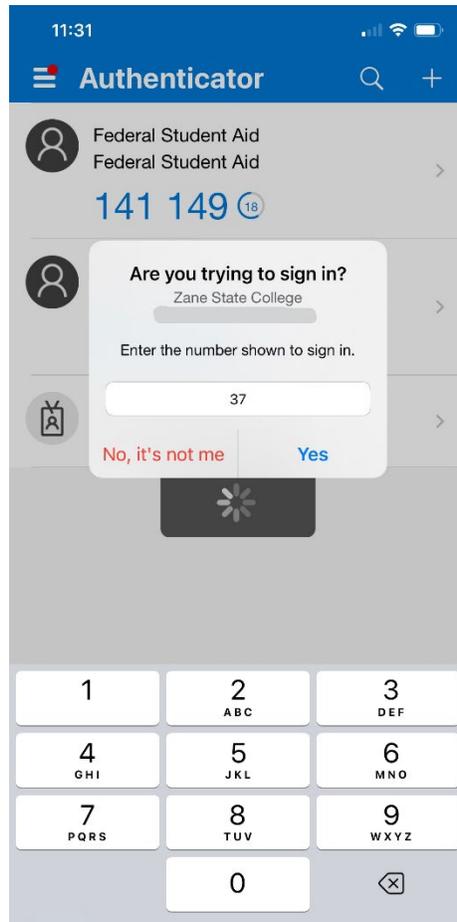
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No numbers in your app? Make sure to upgrade to the latest version.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

Open the Microsoft Authenticator App on your smart device and enter the numbers provided by Microsoft.



You now have access using the Microsoft Authenticator App.

**If you have questions or would like additional help, please contact the Technology Solutions Center at [techhelp@zanestate.edu](mailto:techhelp@zanestate.edu) or call us at 740.588.1327.**