Multi-Factor Authentication (MFA) for Employee Single Sign-On (SSO)

Updated 12/01/23

RANCHO SANTIAGO Community College District
Information Technology Services
SANTA ANA COLLEGE
Santiago Canyon College

Have specific questions about MFA?

See our **Multi-Factor Authentication (MFA) Frequently Asked Questions (FAQs)**.

Lost your phone or device?

Please see our FAQs section for **New Phone, Lost Phone, or Stolen Device** and **Managing MFA Methods**, or **Contact the ITS Help Desk**.

Continue down this guide for step-by-step instructions for MFA setup.

Approved Methods for MFA:

- **Microsoft Authenticator** (*Recommended)
- **Google Authenticator**
- **SMS Text Message**
- **Phone Call**
- **Hardware Token**

Also see how to **Manage Your Backup Authentication Methods**

Microsoft Authenticator – Summary of Steps

Continue down this guide for step-by-step instructions with screenshots.

Summary of steps

STEP 1 – Get the Microsoft Authenticator app on your phone. You can find it in your phone's app store.

STEP 2 – Go to https://aka.ms/mfasetup and sign in with your Single sign-on account.

STEP 3 – Follow the instructions on the website. You'll be shown a unique picture known as a QR code. When you see this QR code, open the MS Authenticator app on your phone, tap "Add work or school account," and then tap "Scan a QR code" to scan the code with your phone's camera.

STEP 4 – You'll then get a code from the website to test that it's working. Enter that code where it asks you to on your phone.

STEP 5 – Finish the steps, and you'll be logged into the Security Info page at https://aka.ms/mfasetup.

STEP 6 – On the Security Info page, select "Add sign-in method" to set up a backup authentication method (such as Text or Phone).

STEP 7 – The next time you log in, the Authenticator app will help make sure it's really you.

(Select this link to return to the list of Approved Methods for MFA)

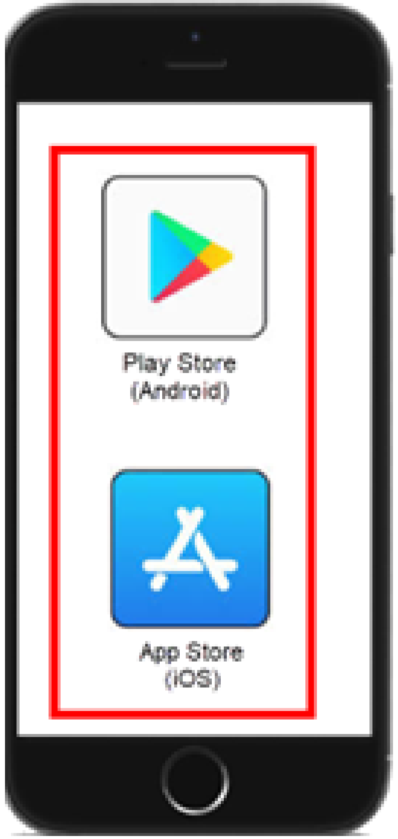
Microsoft Authenticator

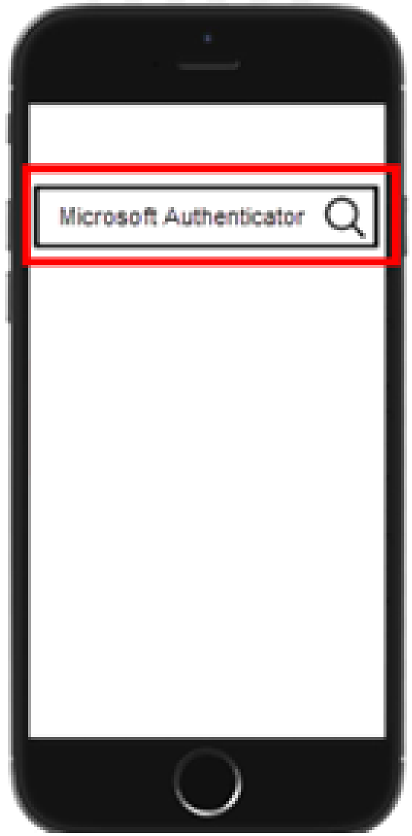
STEP 1

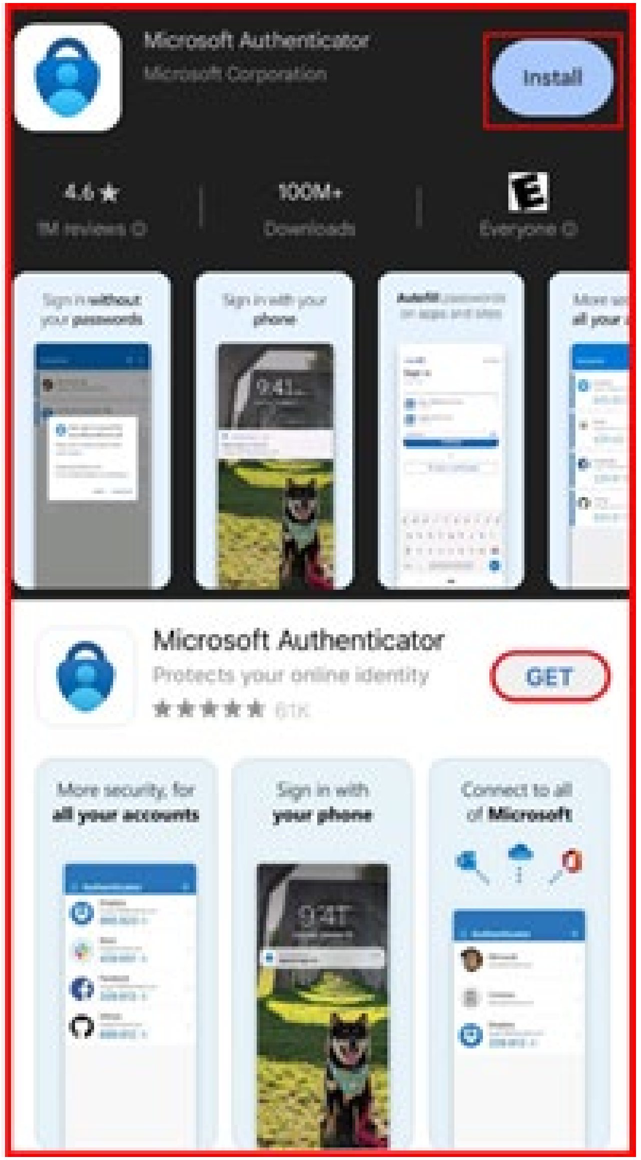
Get the Microsoft Authenticator app on your phone.

You can find it in your phone's app store.

NOTE: The official app you need is from *Microsoft Corporation* and is free to download.







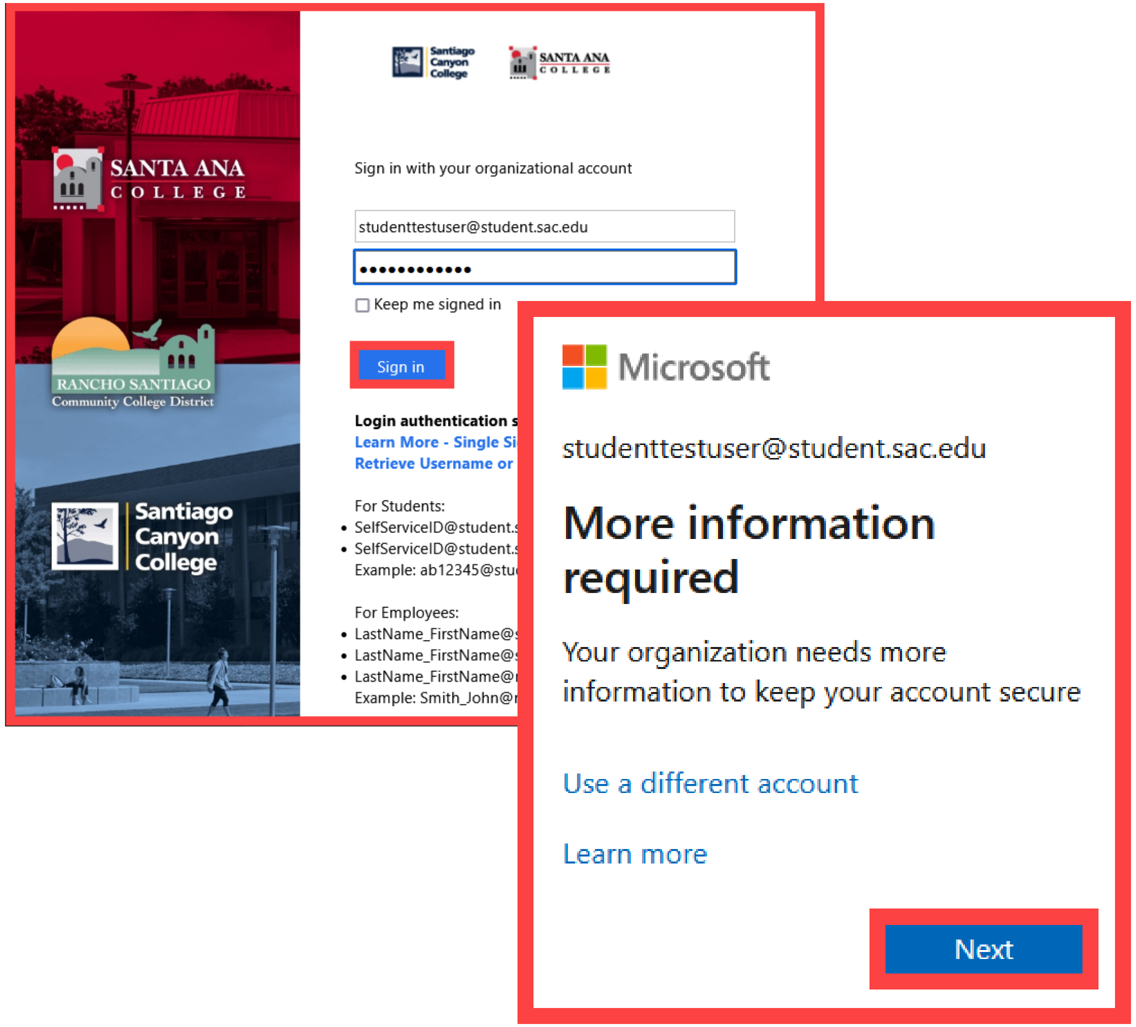
Microsoft Authenticator

STEP 2

Next, go to https://aka.ms/mfasetup on a computer or tablet.

Use your Single Sign-On (SSO) credentials to log in.

Select "Next" when it asks for "More Information Required."



Sign in with your organizational account

studenttestuser@student.sac.edu

••••••••••••

□ Keep me signed in

Sign in

Login authentication s

Learn More - Single Si

Retrieve Username or

For Students:

- SelfServiceID@student.s
- SelfServiceID@student.s

Example: ab12345@stu

For Employees:

- LastName_FirstName@s
- LastName_FirstName@s
- LastName_FirstName@r

Example: Smith_John@r

Microsoft

studenttestuser@student.sac.edu

More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more

Next

Microsoft Authenticator

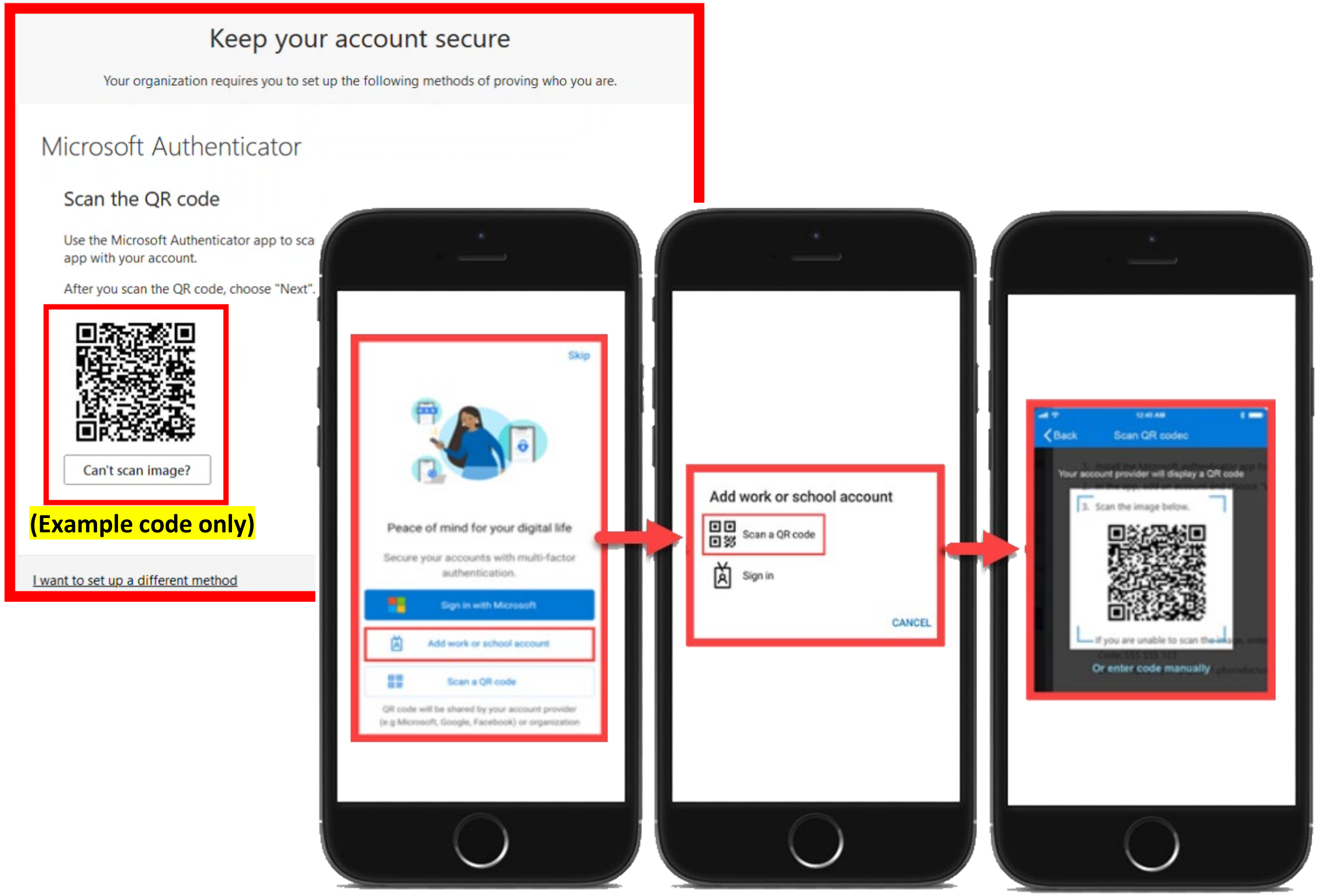
STEP 3

Follow the instructions on the website.

You’ll be shown a unique picture known as a QR code.

When you see the QR code:

1. **Please open the MS Authenticator app on your phone.**
2. **Tap "Add work or school account.“**
3. **Tap "Scan a QR code.”**
4. **Then scan the code with your phone’s camera.**



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to sca
app with your account.

After you scan the QR code, choose "Next".

(Example code only)

Can't scan image?
I want to set up a different method
Skip
Peace of mind for your digital life
Secure your accounts with multi-factor authentication.
Sign in with Microsoft
Add work or school account
Scan a QR code
QR code will be shared by your account provider (e.g Microsoft, Google, Facebook) or organization
Add work or school account
Scan a QR code
Sign in
CANCEL
Back
Scan QR codec
Your account provider will display a QR code
3. Scan the image below.
If you are unable to scan the image
Or enter code manually

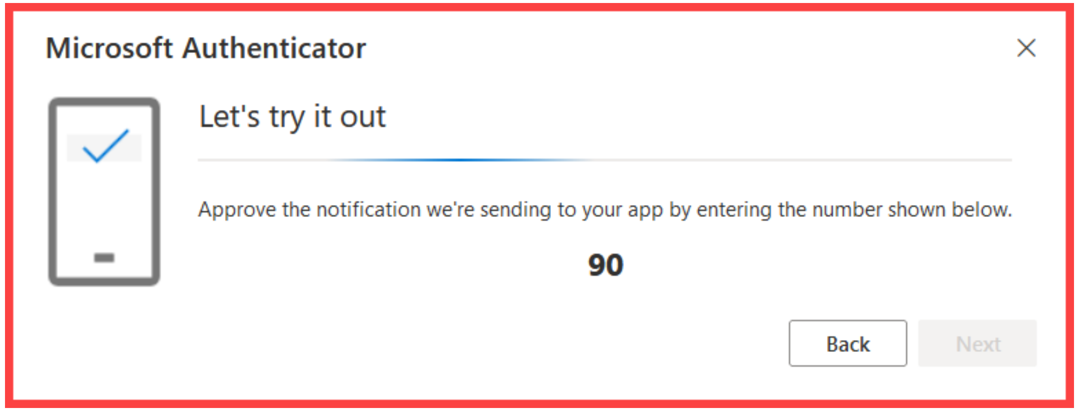
(Open MS Authenticator app > Add work or school account > Scan a QR code)

Microsoft Authenticator

STEP 4

You'll then get a code from the website to test that it's working.

Enter that code where it asks you to on your phone.



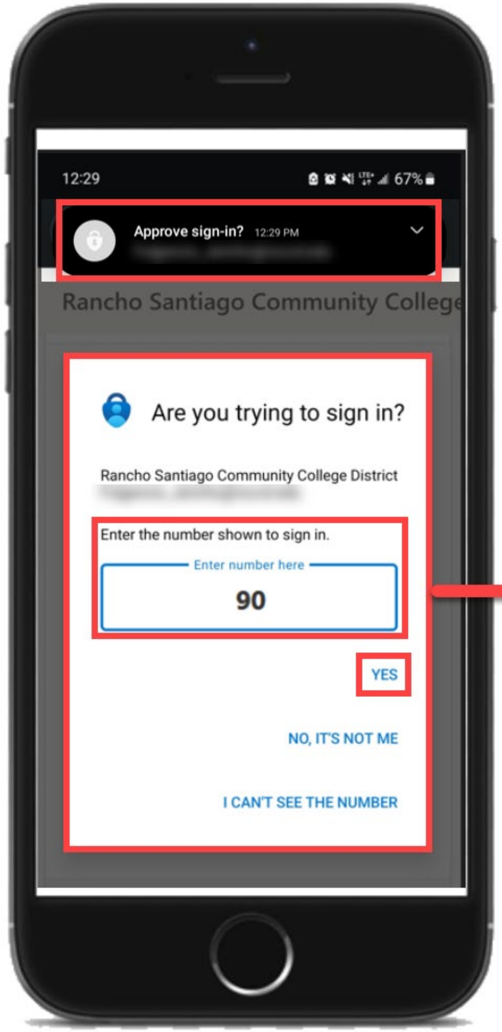
Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

90

(Example code only)



Approve sign-in? 12:29 PM

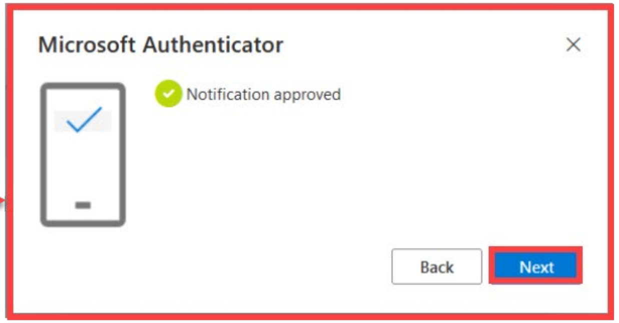
Rancho Santiago Community College

Are you trying to sign in?

Rancho Santiago Community College District

Enter the number shown to sign in.

Enter number here: 90



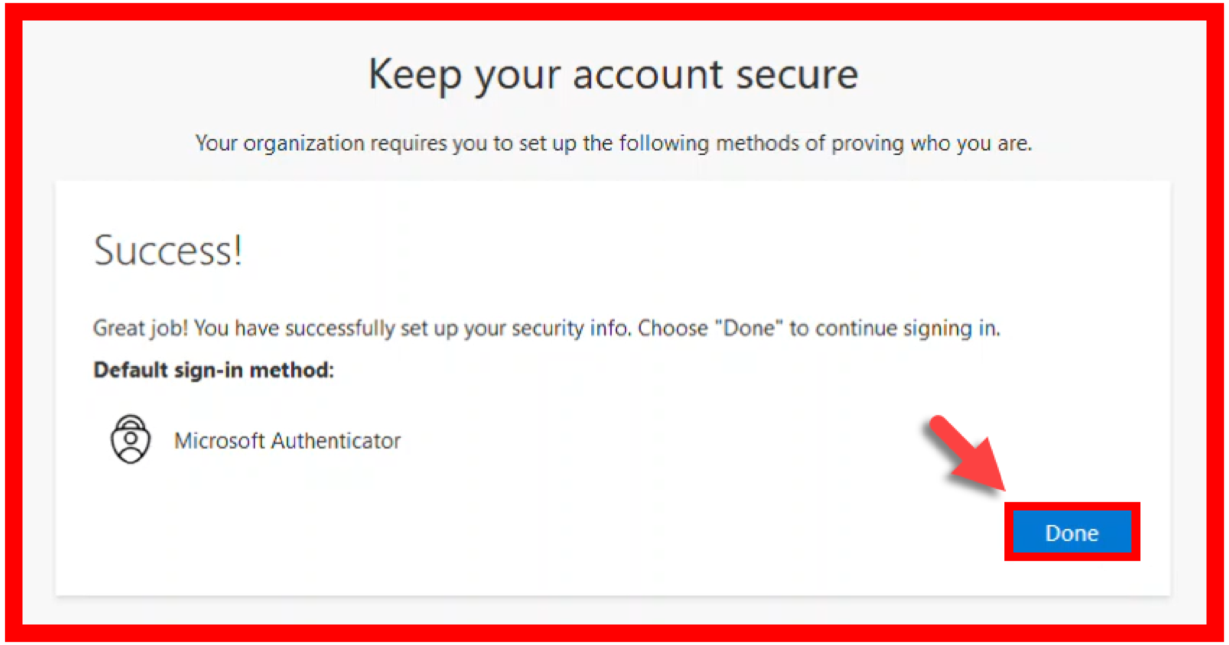
Microsoft Authenticator

Notification approved

Microsoft Authenticator

STEP 5

Finish the steps, and you'll be logged into the Security Info page at https://aka.ms/mfasetup.



Keep your account secure

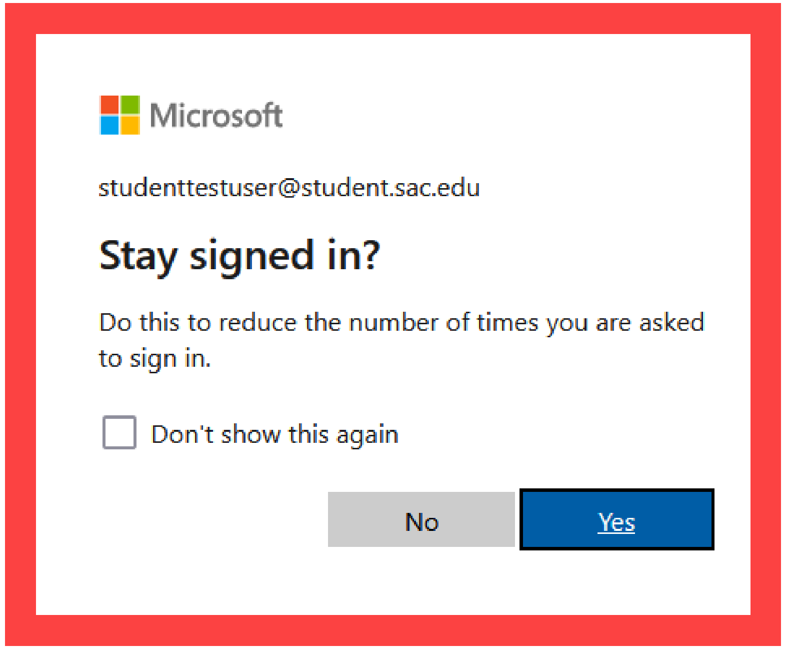
Your organization requires you to set up the following methods of proving who you are.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

Microsoft Authenticator



studenttestuser@student.sac.edu

Stay signed in?

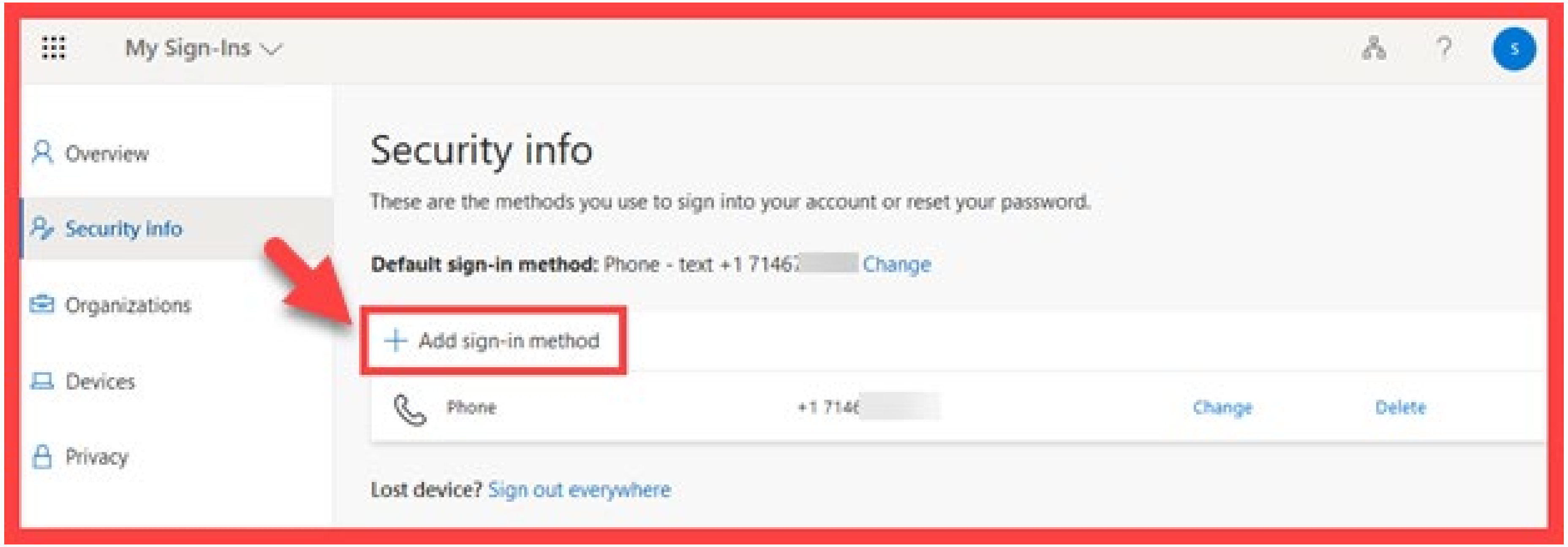
Do this to reduce the number of times you are asked to sign in.

□ Don't show this again

Microsoft Authenticator

STEP 6

On the Security Info page, select “Add sign-in method” to set up a backup authentication method (such as Text or Phone).



Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 7146[redacted] Change

+ Add sign-in method

Phone	+1 714[redacted]	Change	Delete

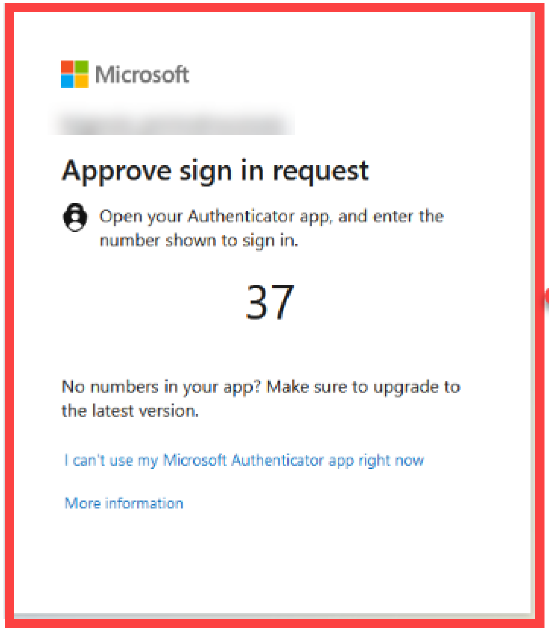
Lost device? Sign out everywhere

Microsoft Authenticator

STEP 7

The next time you log in, the Authenticator app will help make sure it's really you.

It's a way to keep your account safe!



Microsoft

[redacted]

Approve sign in request

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

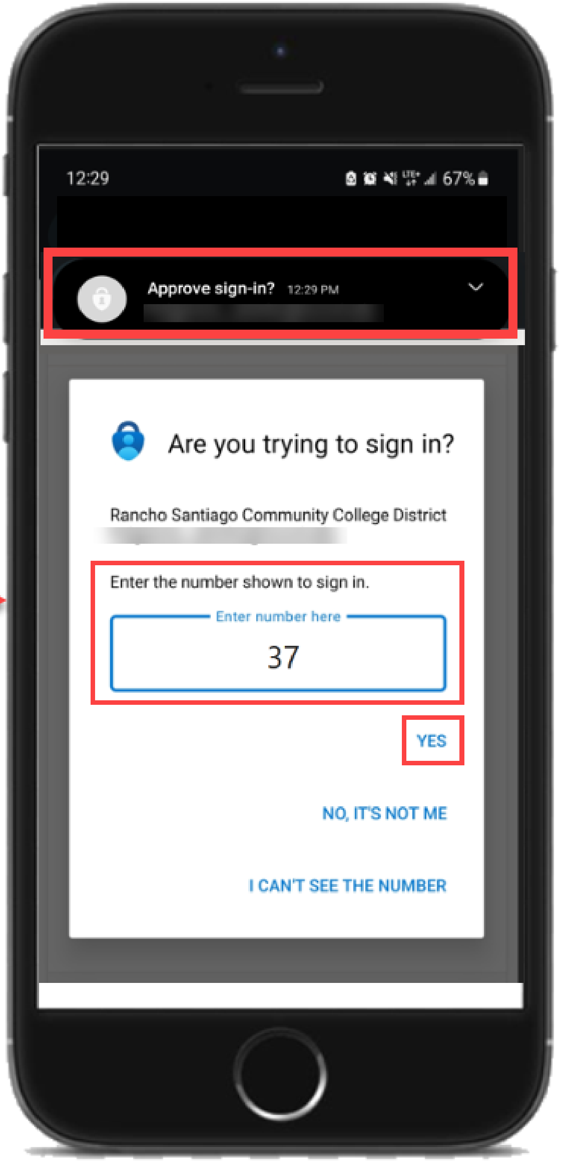
37

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

(Example code only)



12:29 67%

Approve sign-in? 12:29 PM

[redacted]

Are you trying to sign in?

Rancho Santiago Community College District

[redacted]

Enter the number shown to sign in.

Enter number here

37

YES

NO, IT'S NOT ME

I CAN'T SEE THE NUMBER

(Select this link to return to the summary of steps for Microsoft Authenticator)

(Select this link to return to the list of Approved Methods for MFA)

Google Authenticator – Summary of Steps

Continue down this guide for step-by-step instructions with screenshots.

STEP 1 – Get the Google Authenticator app on your phone. You can find it in your phone's app store.

STEP 2 – Go to https://aka.ms/mfasetup and sign in with your Single sign-on account.

STEP 3 – Choose the option that says, "I want to use a different authenticator app."

STEP 4 – Open the app, select "Scan a QR code," and scan the QR code that shows up on the website with your phone's camera.

STEP 5 – Follow the steps on the website to check the Google Authenticator app is working correctly.

STEP 6 – Finish the steps, and you'll be logged into the Security Info page at https://aka.ms/mfasetup.

STEP 7 - On the Security Info page, select "Add sign-in method" to set up a backup authentication method (such as Text or Phone).

STEP 8 - The next time you log in, the Authenticator app will help make sure it's really you. It's a way to keep your account safe!

(Select this link to return to the list of Approved Methods for MFA)

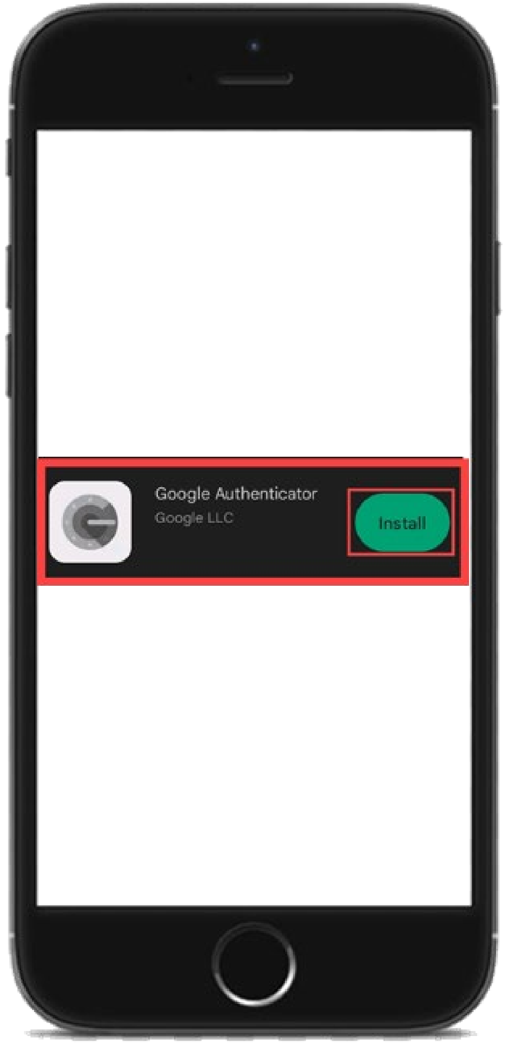
Google Authenticator

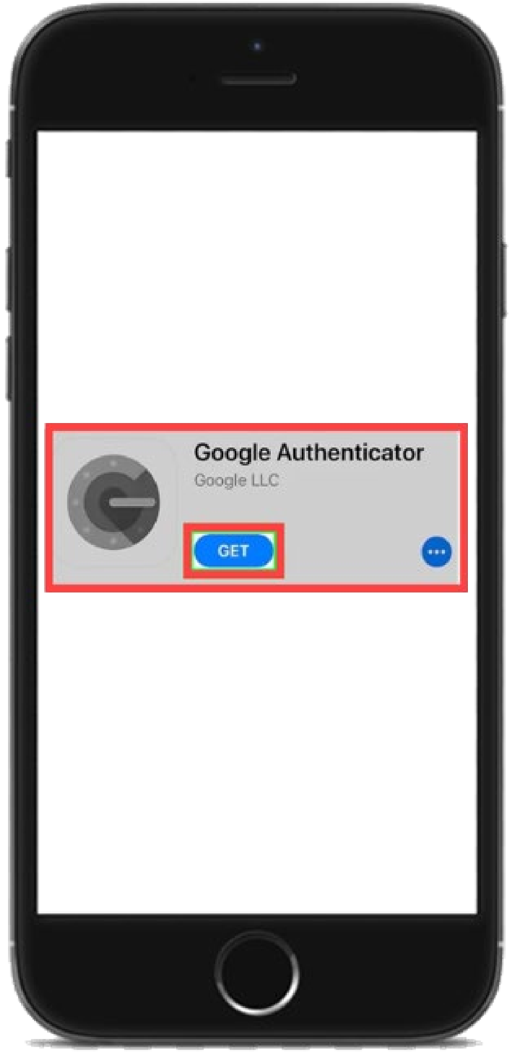
<u>STEP 1</u>

Get the Google Authenticator app on your phone.

You can find it in your phone's app store.

<u>NOTE:</u> The app you're looking for is *Google Authenticator* from *Google LLC* and is free to download.





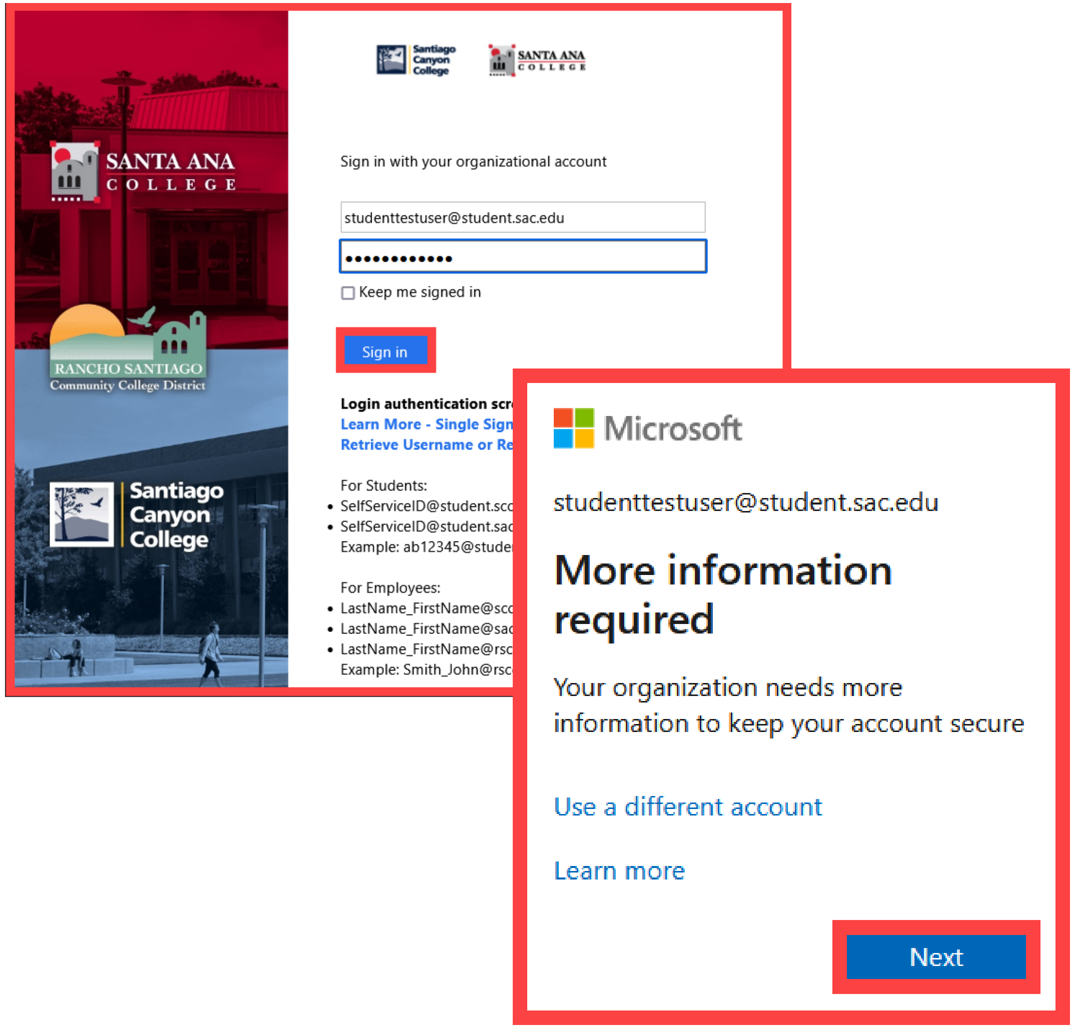
Google Authenticator

STEP 2

Next, go to https://aka.ms/mfasetup on a computer or tablet.

Use your Single Sign-On (SSO) credentials to log in.

Select “Next” when it asks for “More Information Required.”



Sign in with your organizational account

studenttestuser@student.sac.edu

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□ Keep me signed in

Sign in

Login authentication scr

Learn More - Single Sign

Retrieve Username or Re

For Students:
- SelfServiceID@student.scc
- SelfServiceID@student.sac

Example: ab12345@stude

For Employees:
- LastName_FirstName@scc
- LastName_FirstName@sac
- LastName_FirstName@rsc

Example: Smith_John@rsc

Microsoft

studenttestuser@student.sac.edu

More information required

Your organization needs more information to keep your account secure

Use a different account

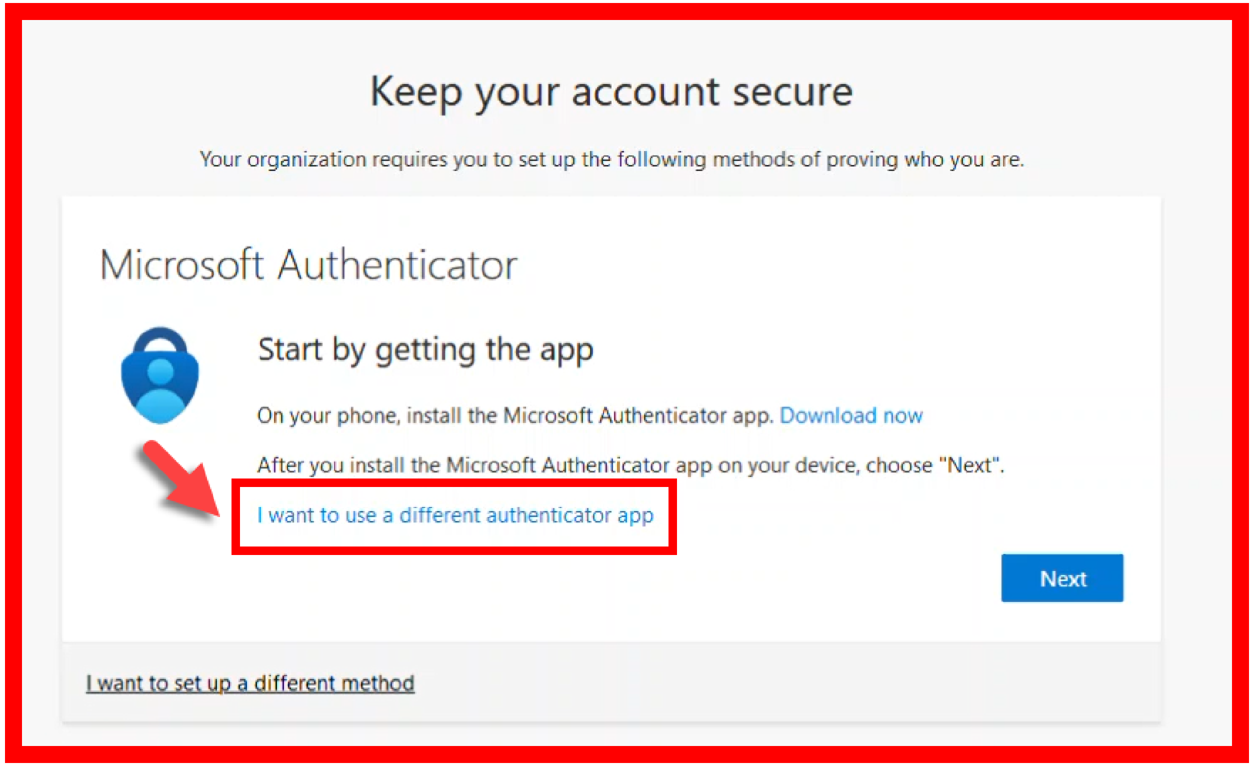
Learn more

Next

Google Authenticator

STEP 3

Choose the option that says “I want to use a different authenticator app.”



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

I want to set up a different method

Google Authenticator

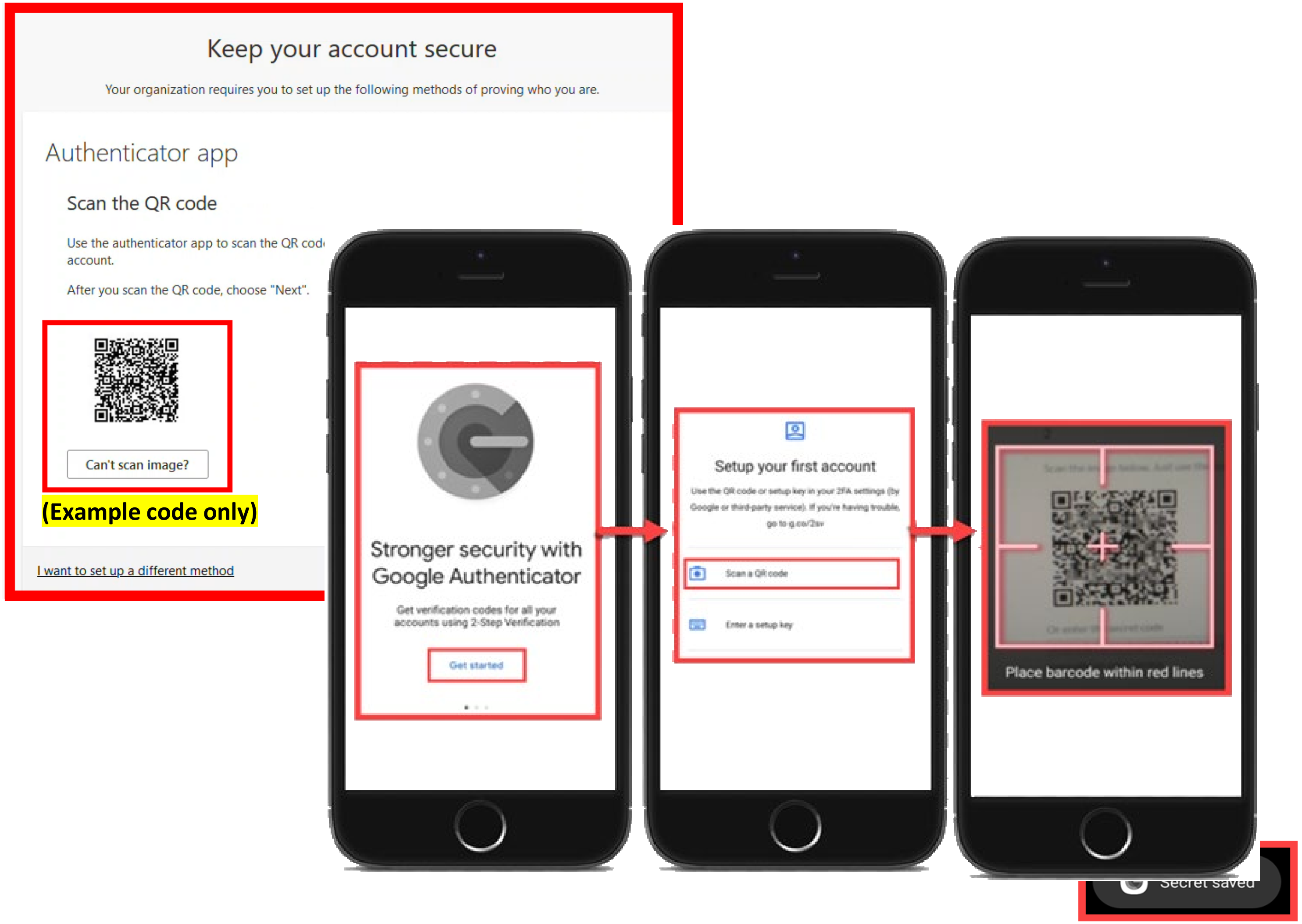
STEP 4

Follow the instructions on the website.

You'll be shown a unique picture known as a QR code.

When you see the QR code:

1. **Please open the Google Authenticator app on your phone.**
2. **Select "Scan a QR Code."**
3. **Then scan the QR code that shows up on the website with your phone's camera.**



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Authenticator app

Scan the QR code

Use the authenticator app to scan the QR cod account.

After you scan the QR code, choose "Next".

Can't scan image?

(Example code only)

I want to set up a different method

Stronger security with Google Authenticator

Get verification codes for all your accounts using 2-Step Verification

Get started

Setup your first account

Use the QR code or setup key in your 2FA settings (by Google or third-party service). If you're having trouble, go to g.co/2sv

Scan a QR code

Enter a setup key

Place barcode within red lines

Secret saved

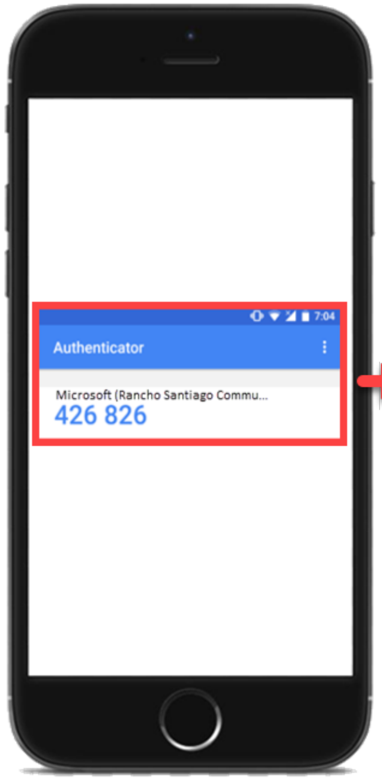
Google Authenticator

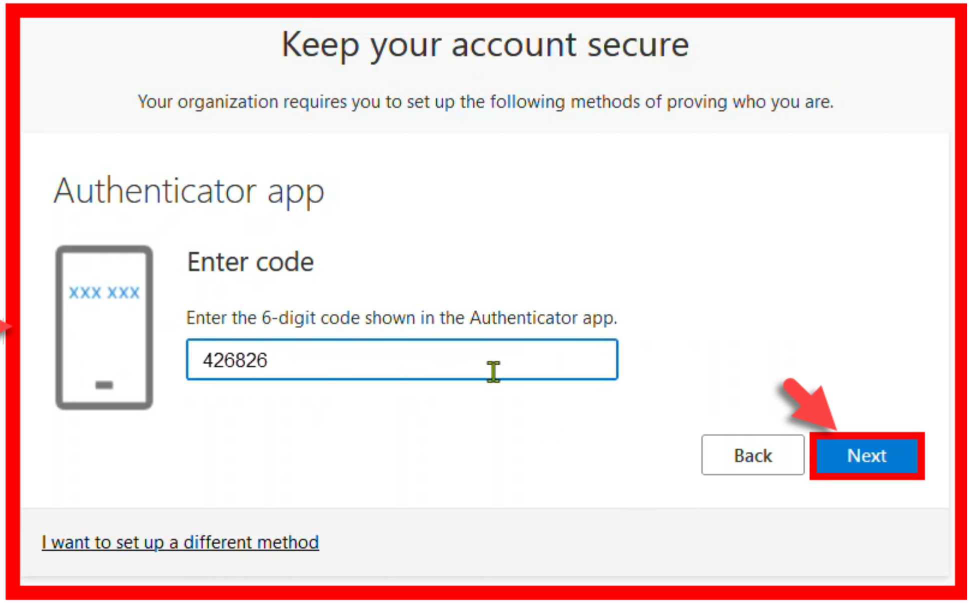
STEP 5

Continue by selecting “Next.”

You’ll then get a prompt from the website to enter a code shown on your Authenticator app.

Enter that code where it asks you to on the website to make sure it’s working.





Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Authenticator app

Enter code

Enter the 6-digit code shown in the Authenticator app.

426826

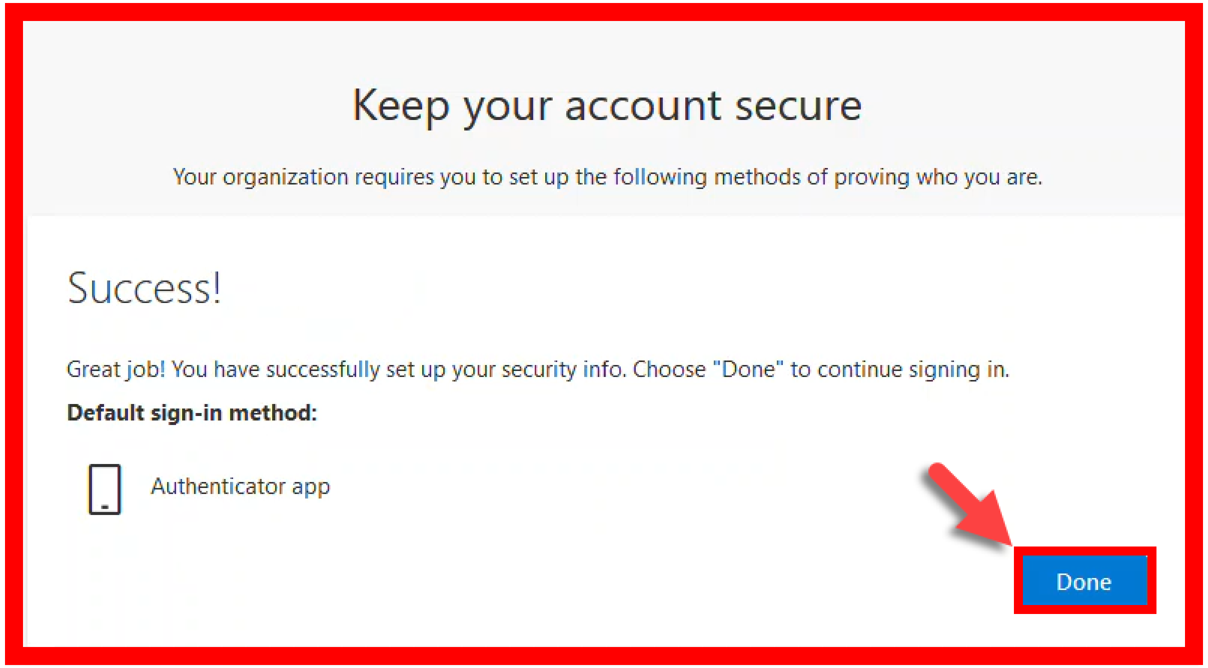
I want to set up a different method

(Example code only)

Google Authenticator

STEP 6

Finish the steps, and you'll be logged into the Security Info page at https://aka.ms/mfasetup.



Keep your account secure

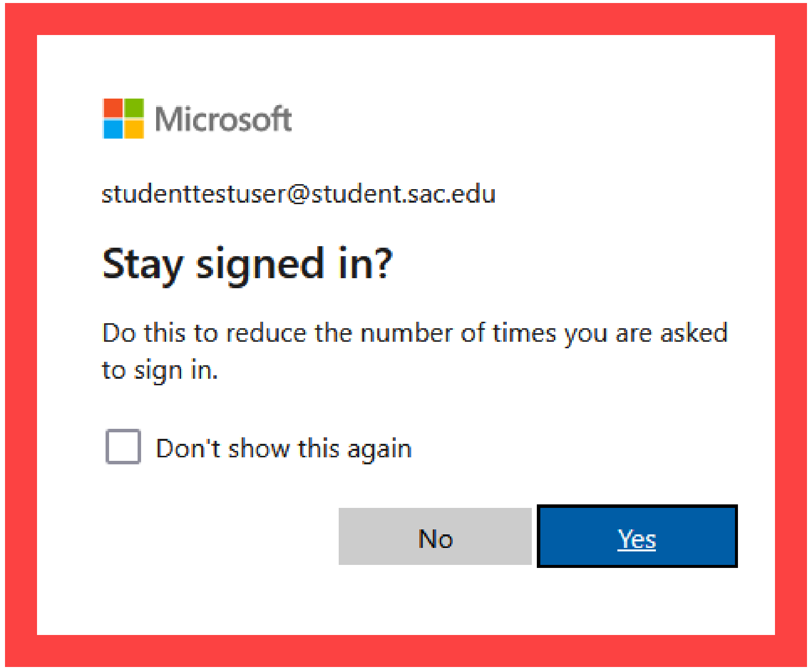
Your organization requires you to set up the following methods of proving who you are.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

Authenticator app



Microsoft

studenttestuser@student.sac.edu

Stay signed in?

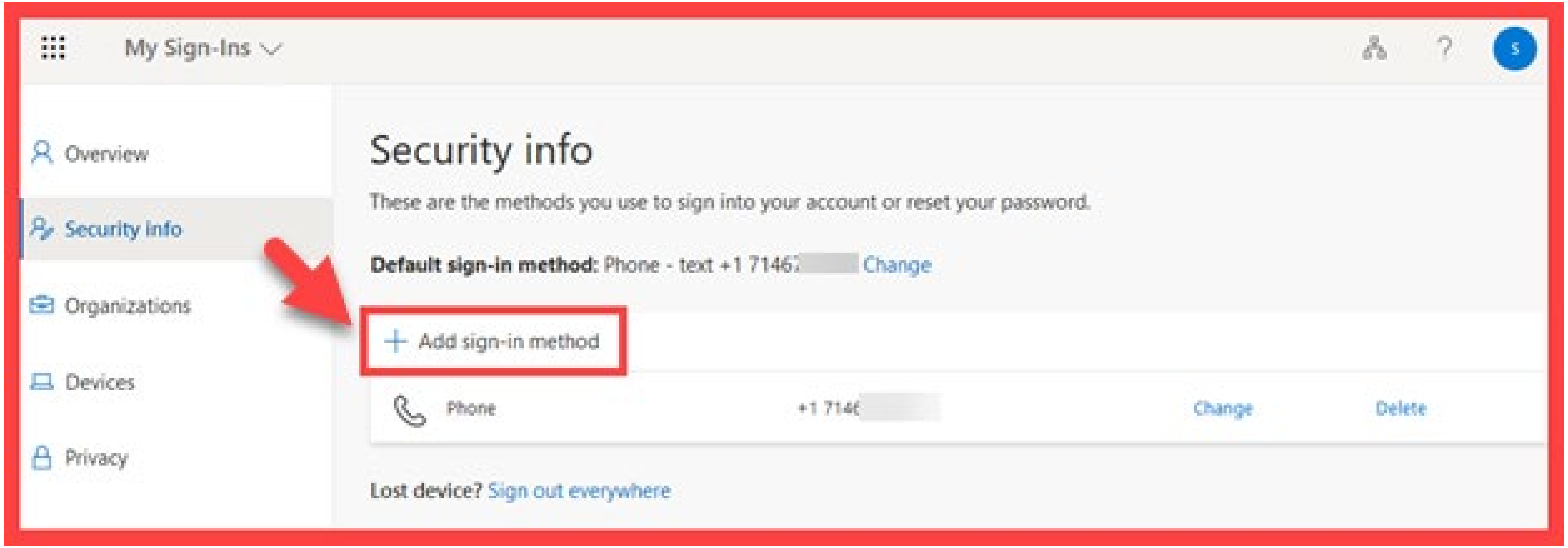
Do this to reduce the number of times you are asked to sign in.

□ Don't show this again

Google Authenticator

STEP 7

On the Security Info page, select “Add sign-in method” to set up a backup authentication method (such as Text or Phone).



Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 7146[redacted] Change

+ Add sign-in method

Phone +1 714[redacted] Change Delete

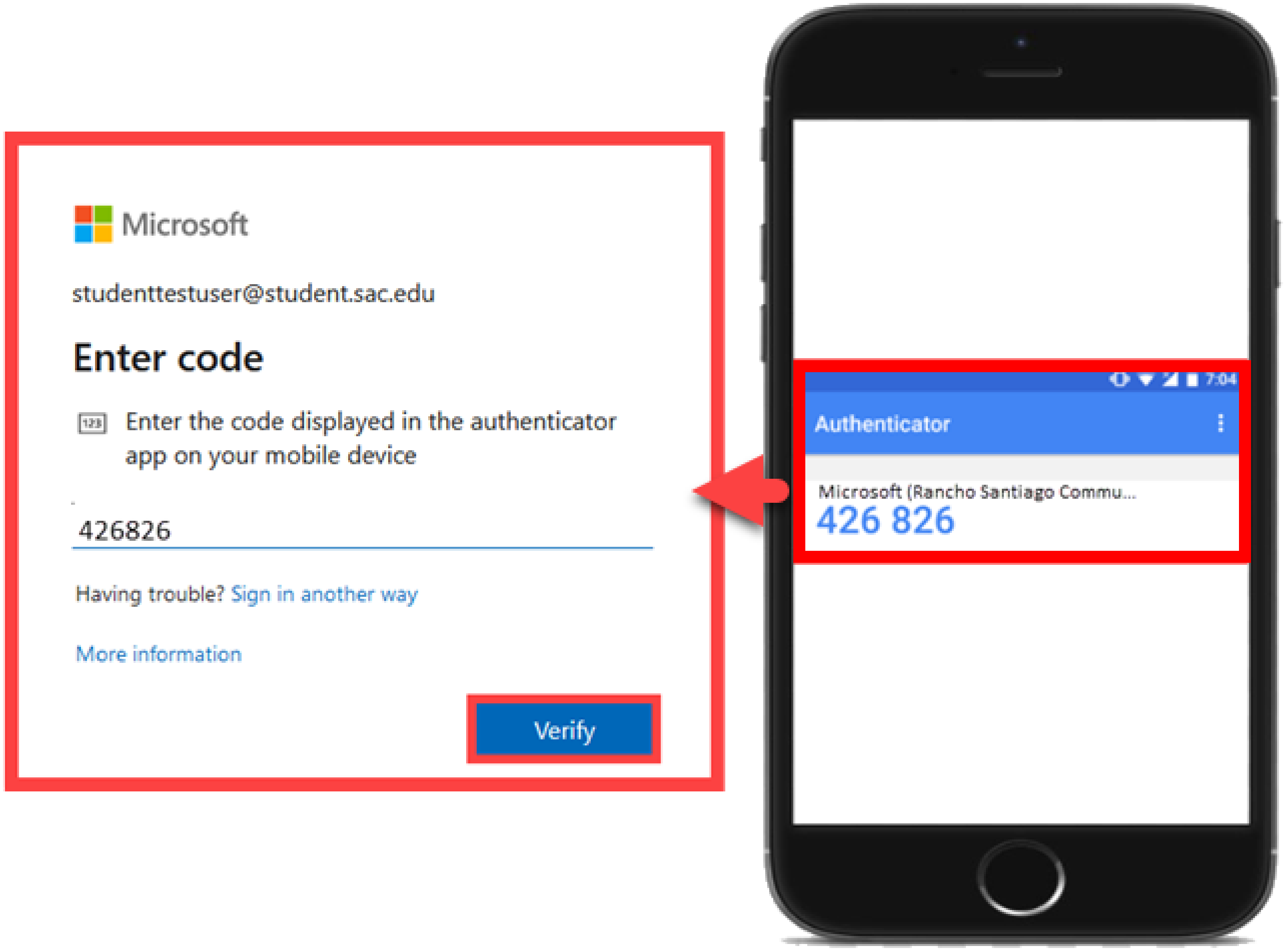
Lost device? Sign out everywhere

Google Authenticator

STEP 8

The next time you log in, the Authenticator app will help make sure it's really you.

It's a way to keep your account safe!



Microsoft

studenttestuser@student.sac.edu

Enter code

Enter the code displayed in the authenticator app on your mobile device

426826

Having trouble? Sign in another way

More information

Verify

Authenticator

Microsoft (Rancho Santiago Commu...

426 826

(Example code only)

[(Select this link to return to the summary of steps for Google Authenticator)]

[(Select this link to return to the list of Approved Methods for MFA)]

SMS Text Message – Summary of Steps

Continue down this guide for step-by-step instructions with screenshots.

STEP 1 – Go to https://aka.ms/mfasetup and sign in with your Single sign-on account.

STEP 2 – Choose "I want to set up a different method," then select "Phone."

STEP 3 – Type in your phone number, then choose "Text me a code."

STEP 4 – You'll get a code in a text message on your phone. Enter that code where it asks you to.

STEP 5 – Finish the steps, and you'll be logged into the Security Info page at https://aka.ms/mfasetup.

STEP 6 – On the Security Info page, select "Add sign-in method" to set up a backup authentication method (such as Microsoft Authenticator).

STEP 7 – The next time you login, we'll check it's really you by sending a text message code again to your phone. It's a way to keep your account safe!

(Select this link to return to the list of Approved Methods for MFA)

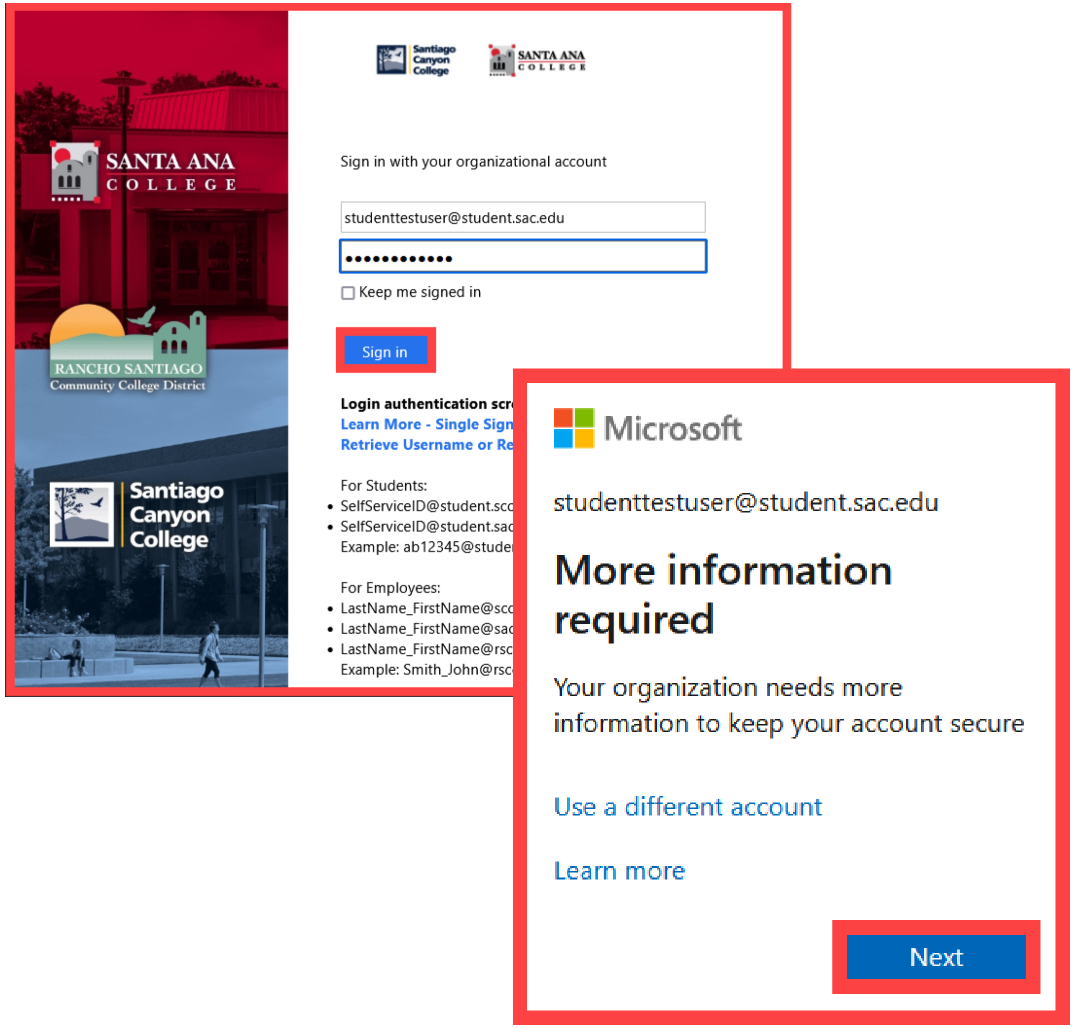
SMS Text Message

STEP 1

Go to https://aka.ms/mfasetup on a computer or tablet.

Use your Single Sign-On (SSO) credentials to log in.

Select “Next” when it asks for “More Information Required.”



Sign in with your organizational account

studenttestuser@student.sac.edu

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□ Keep me signed in

Sign in

Login authentication scr

Learn More - Single Sign

Retrieve Username or Re

For Students:

- SelfServiceID@student.scc
- SelfServiceID@student.sac

Example: ab12345@stude

For Employees:

- LastName_FirstName@scc
- LastName_FirstName@sac
- LastName_FirstName@rsc

Example: Smith_John@rsc

Microsoft

studenttestuser@student.sac.edu

More information required

Your organization needs more information to keep your account secure

Use a different account

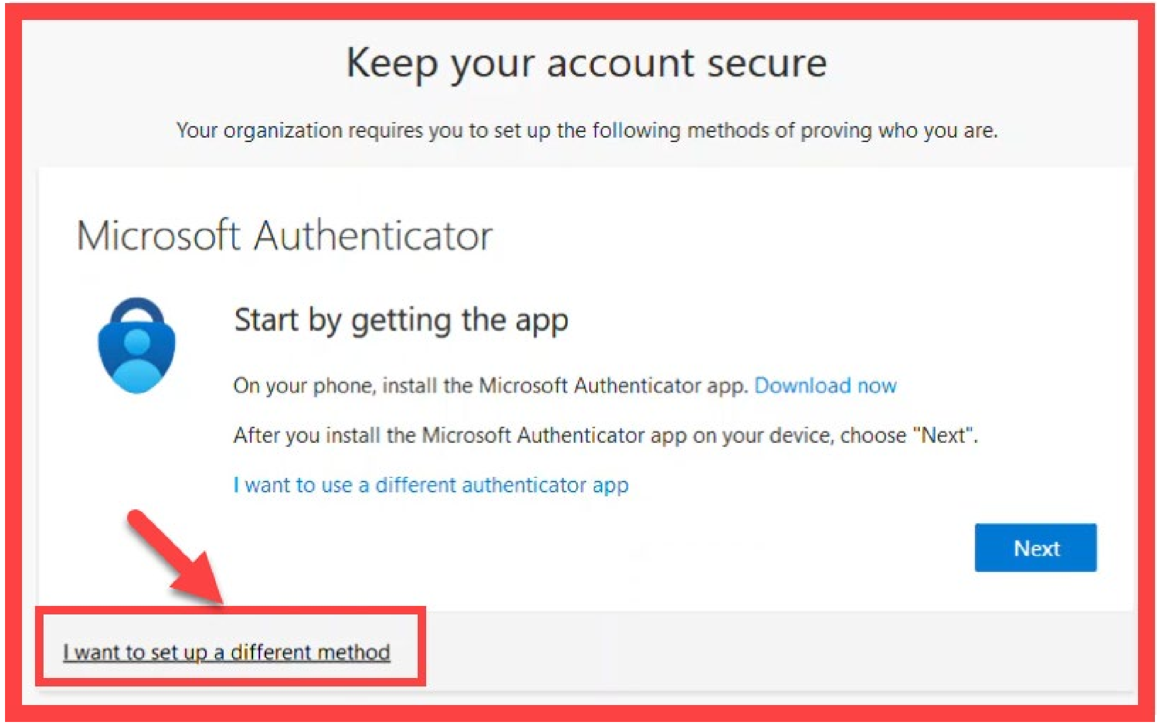
Learn more

Next

SMS Text Message

STEP 2

Choose "I want to set up a different method," then select "Phone."



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

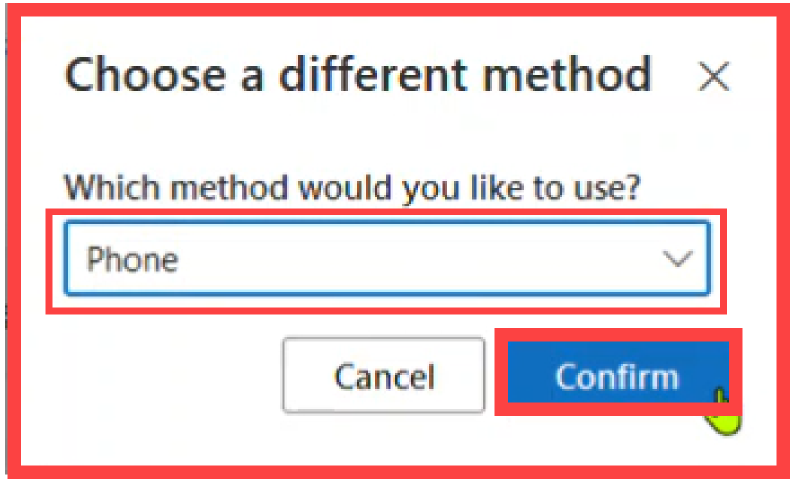
Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

I want to set up a different method



Choose a different method

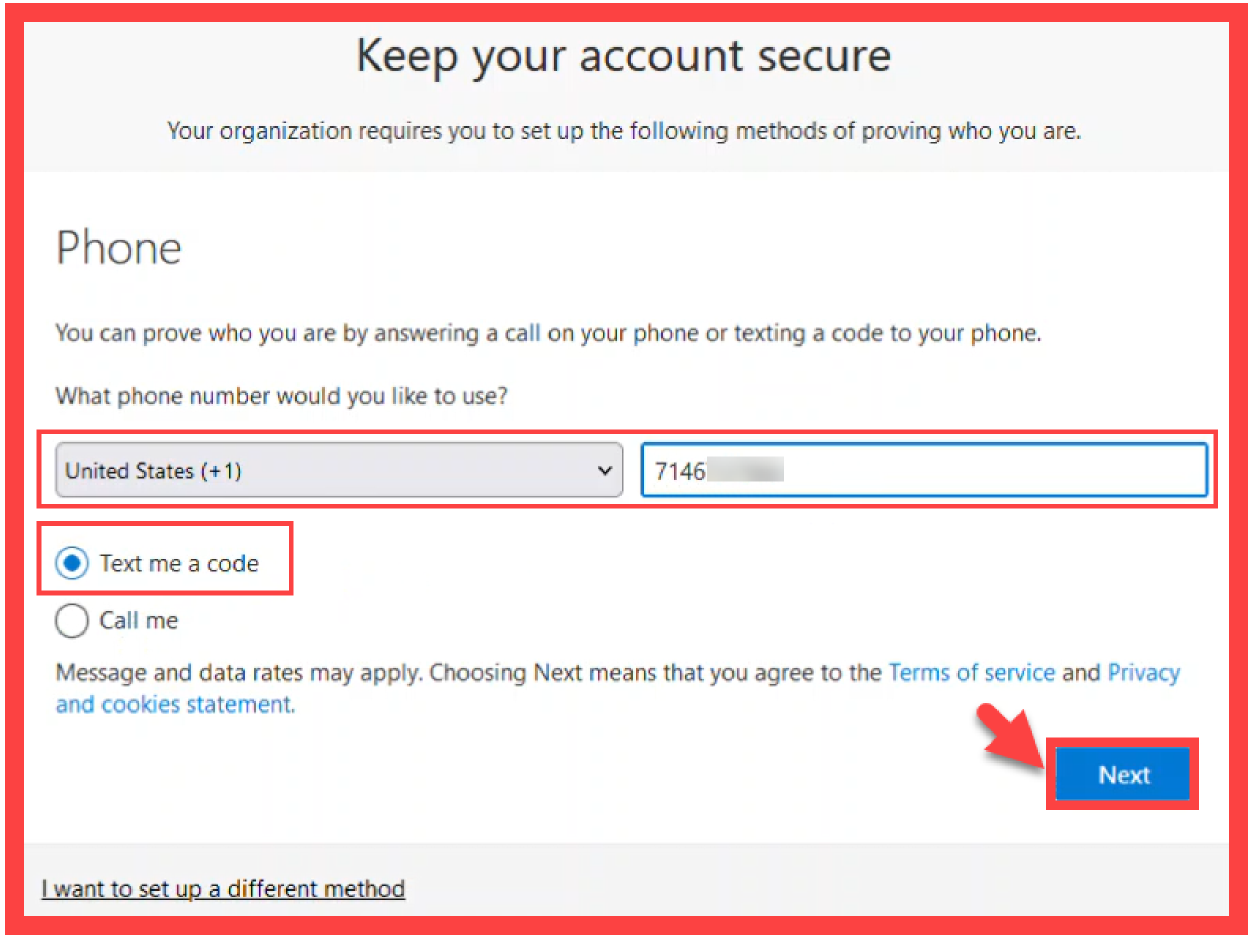
Which method would you like to use?

Phone

SMS Text Message

STEP 3

Type in your phone number, then choose “Text me a code”.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) | 7146[redacted]

● Text me a code

○ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

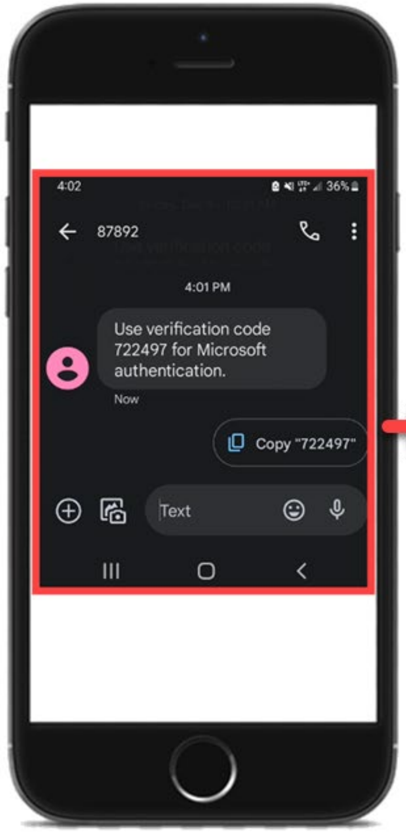
I want to set up a different method

SMS Text Message

STEP 4

You'll get a code in a text message on your phone.

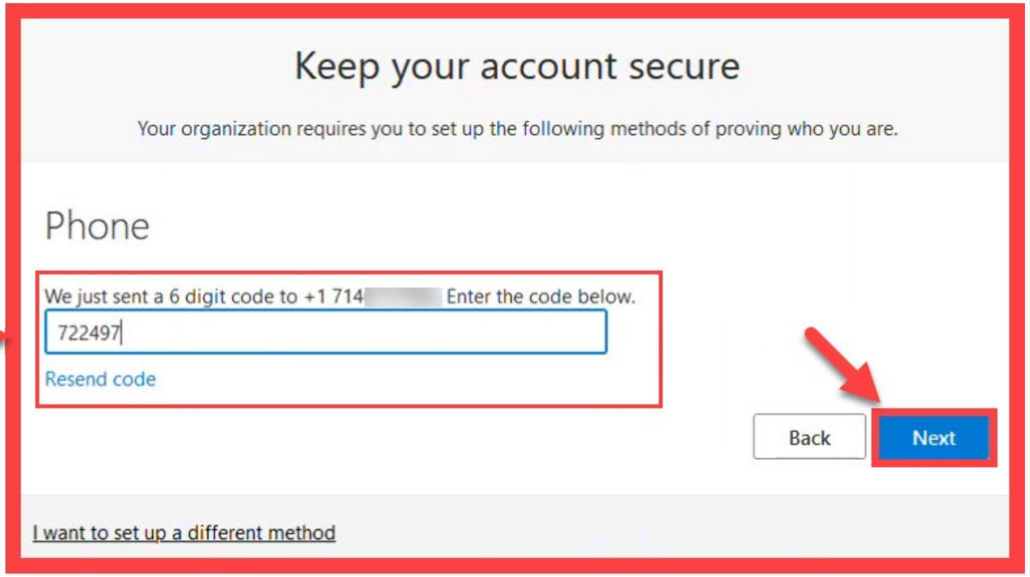
Enter that code where it asks you to.



4:01 PM

Use verification code 722497 for Microsoft authentication.

Now



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

We just sent a 6 digit code to +1 714 [redacted] Enter the code below.

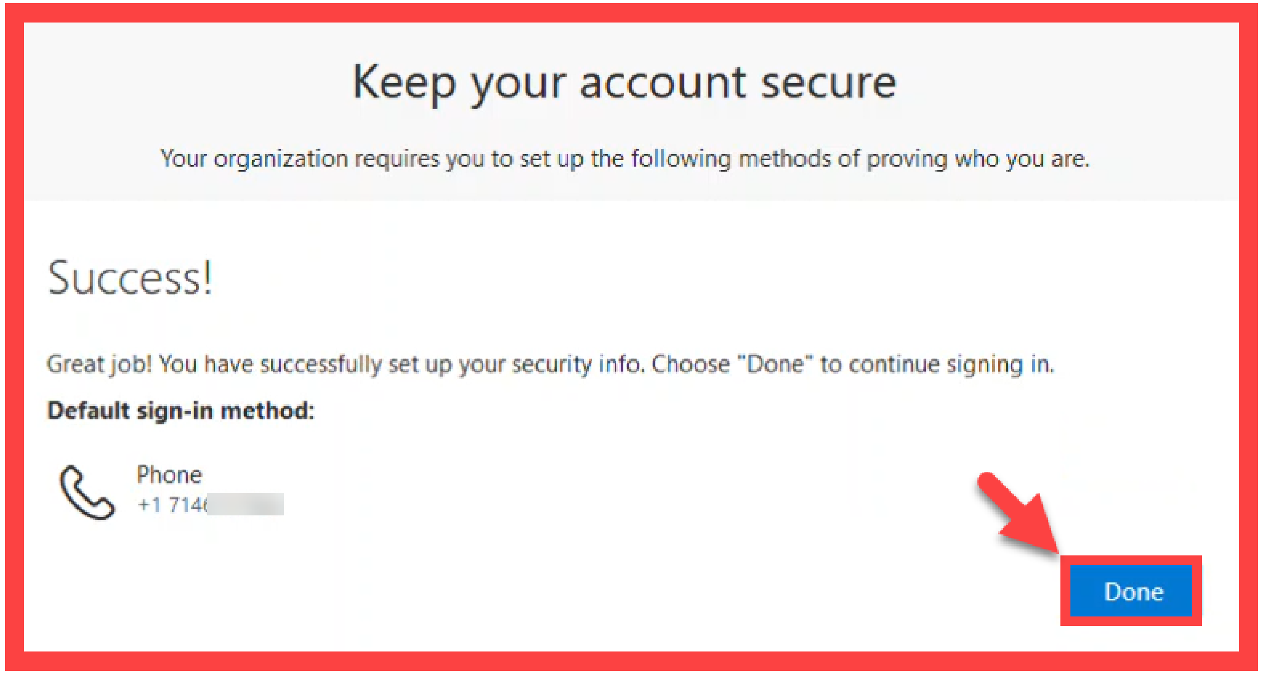
722497

(Example code only)

SMS Text Message

STEP 5

Finish the steps, and you'll be logged into the Security Info page at https://aka.ms/mfasetup.



Keep your account secure

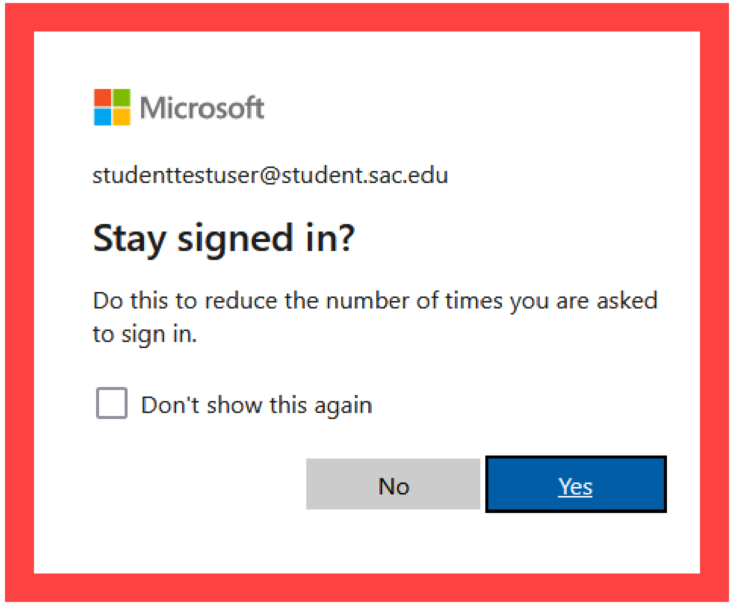
Your organization requires you to set up the following methods of proving who you are.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

Phone
+1 714[redacted]



Microsoft

studenttestuser@student.sac.edu

Stay signed in?

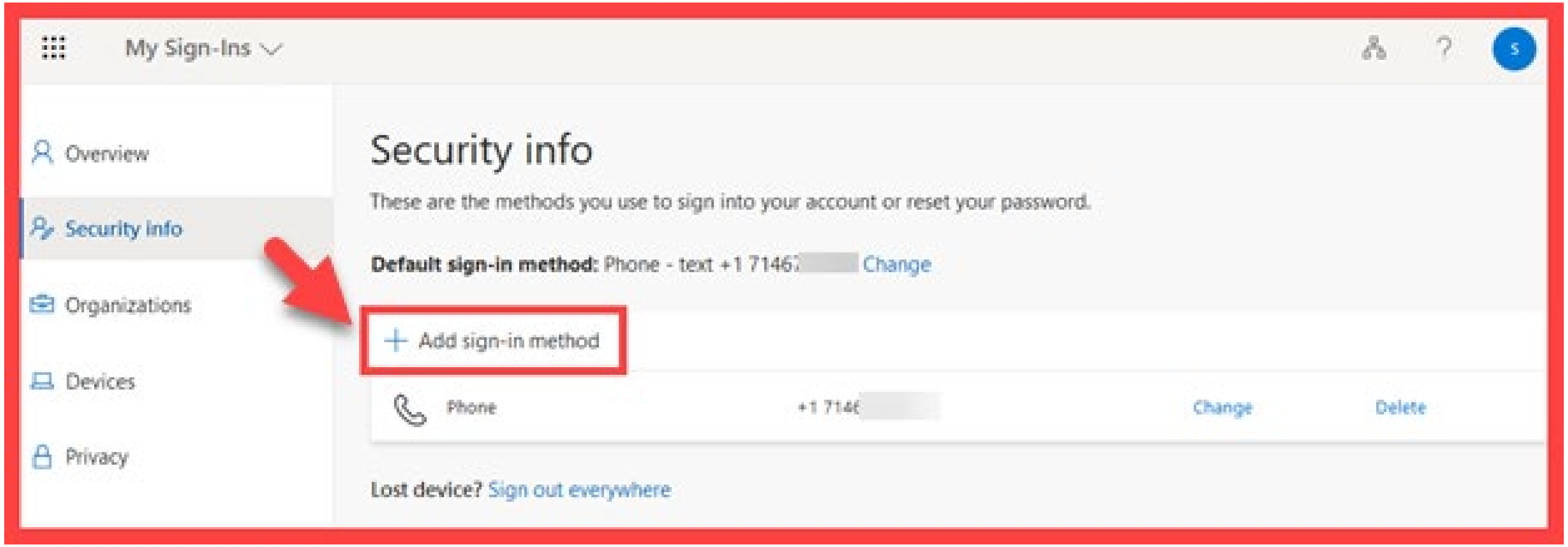
Do this to reduce the number of times you are asked to sign in.

□ Don't show this again

SMS Text Message

STEP 6

On the Security Info page, select “Add sign-in method” to set up a backup authentication method (such as Microsoft Authenticator).



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+ Add sign-in method

Phone	+1 714[redacted]	Change	Delete

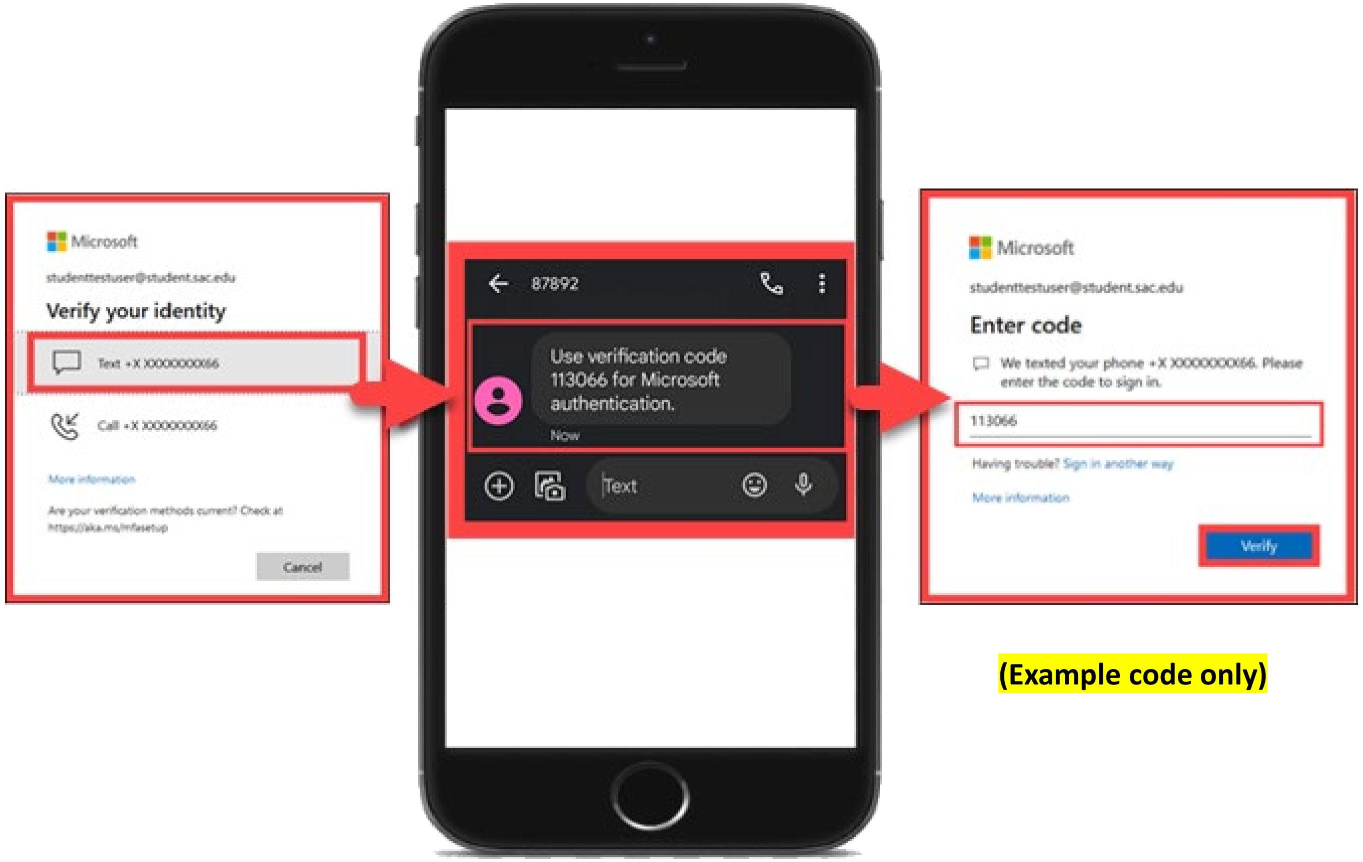
Lost device? Sign out everywhere

SMS Text Message

STEP 7

The next time you login, we'll check it's really you by sending a text message code again to your phone.

It's a way to keep your account safe!



Microsoft

studenttestuser@student.sac.edu

Verify your identity

Text +X XXXXXXXX66

Call +X XXXXXXXX66

More information

Are your verification methods current? Check at https://aka.ms/mfasetup

87892

Use verification code 113066 for Microsoft authentication.

Now

Microsoft

studenttestuser@student.sac.edu

Enter code

We texted your phone +X XXXXXXXX66. Please enter the code to sign in.

113066

Having trouble? Sign in another way

More information

(Example code only)

(Select this link to return to the summary of steps for SMS Text Message)

(Select this link to return to the list of Approved Methods for MFA)

☎ Phone Call – Summary of Steps

Continue down this guide for step-by-step instructions with screenshots.

STEP 1 – Go to https://aka.ms/mfasetup and sign in with your Single sign-on account.

STEP 2 – Choose "I want to set up a different method," then select "Phone."

STEP 3 – Type in your phone number, then choose "Call Me."

STEP 4 – Answer the call from Microsoft and press the "#" key to confirm it's you.

STEP 5 – Finish the steps, and you'll be logged into the Security Info page at https://aka.ms/mfasetup.

STEP 6 – On the Security Info page, select "Add sign-in method" to set up a backup authentication method (such as Microsoft Authenticator).

STEP 7 – The next time you login, you'll receive a phone call to verify it's really you.

(Select this link to return to the list of Approved Methods for MFA)

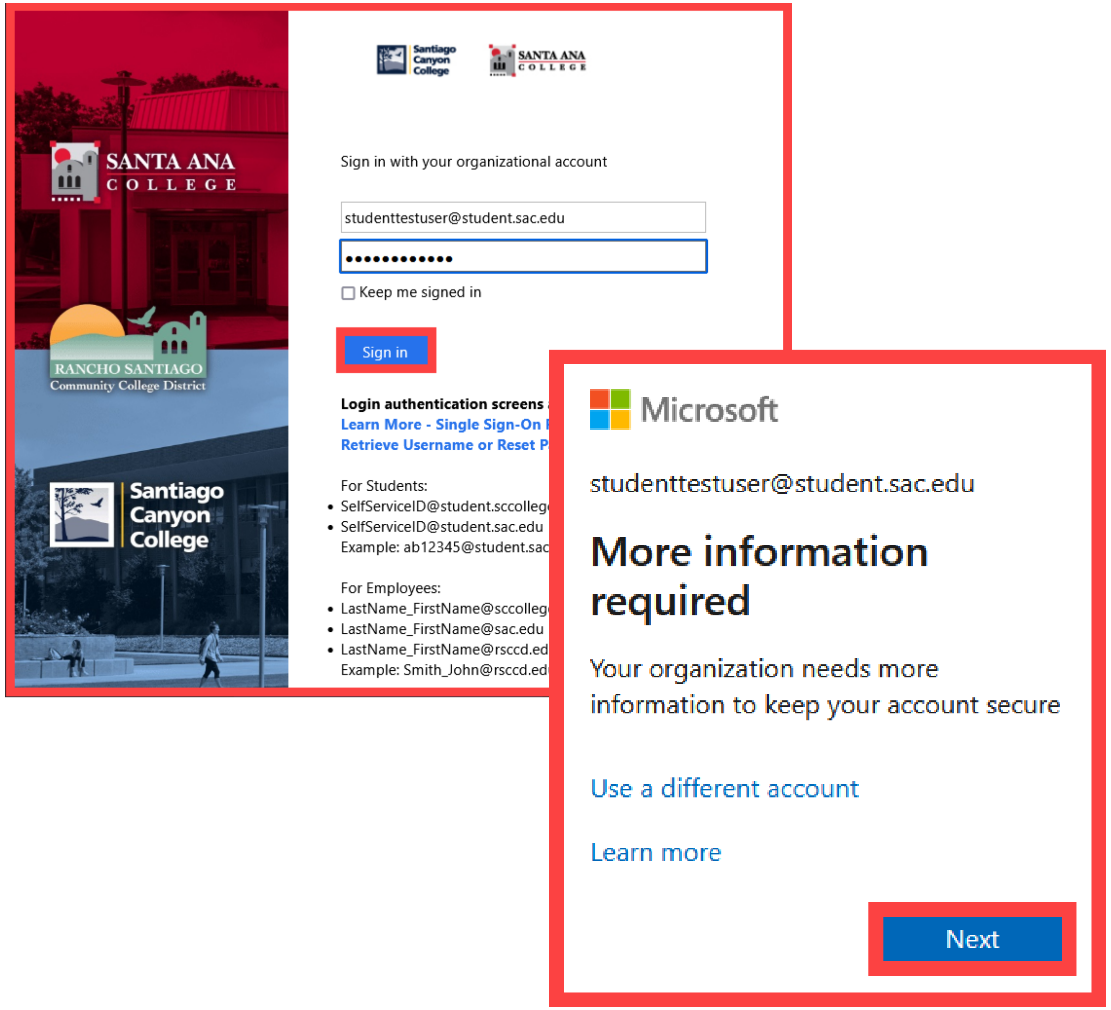
☎ Phone Call

STEP 1

Go to https://aka.ms/mfasetup on a computer or tablet.

Use your Single Sign-On (SSO) credentials to log in.

Select "Next" when it asks for "More Information Required."



Sign in with your organizational account

studenttestuser@student.sac.edu

••••••••••••

☐ Keep me signed in

Sign in

Login authentication screens

Learn More - Single Sign-On F

Retrieve Username or Reset P

For Students:

- SelfServiceID@student.sccolleg
- SelfServiceID@student.sac.edu

Example: ab12345@student.sac

For Employees:

- LastName_FirstName@sccolleg
- LastName_FirstName@sac.edu
- LastName_FirstName@rsccd.ed

Example: Smith_John@rsccd.ed

Microsoft

studenttestuser@student.sac.edu

More information required

Your organization needs more information to keep your account secure

Use a different account

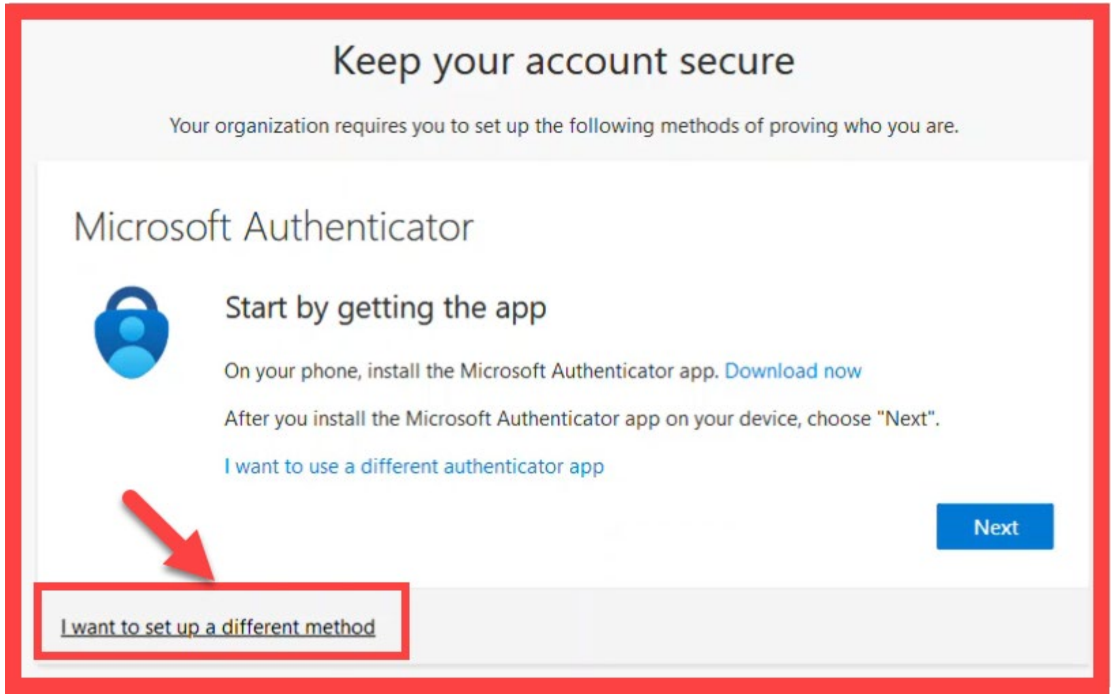
Learn more

Next

☎ Phone Call

STEP 2

Choose “I want to set up a different method,” then pick “Phone.”



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

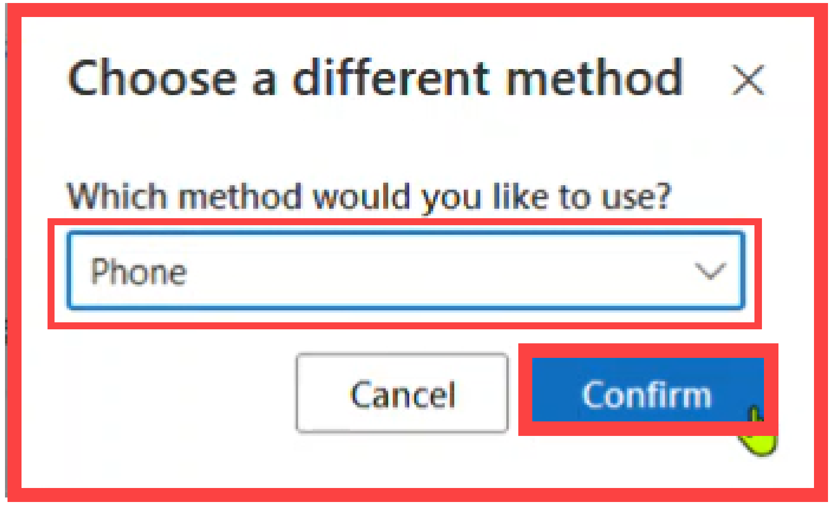
Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app



Choose a different method

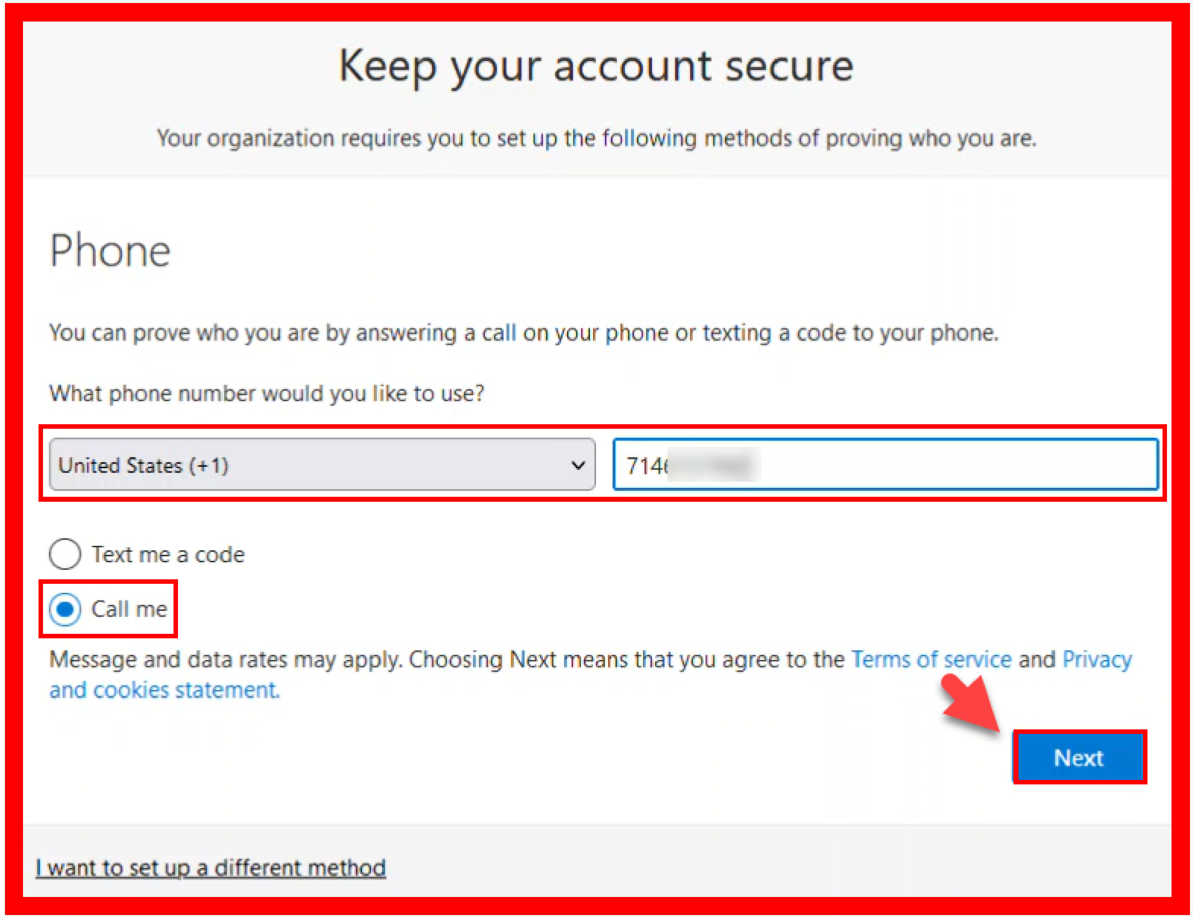
Which method would you like to use?

Phone

☎ Phone Call

STEP 3

Type in your phone number, then choose “Call me.”



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) | 714[redacted]

○ Text me a code

● Call me

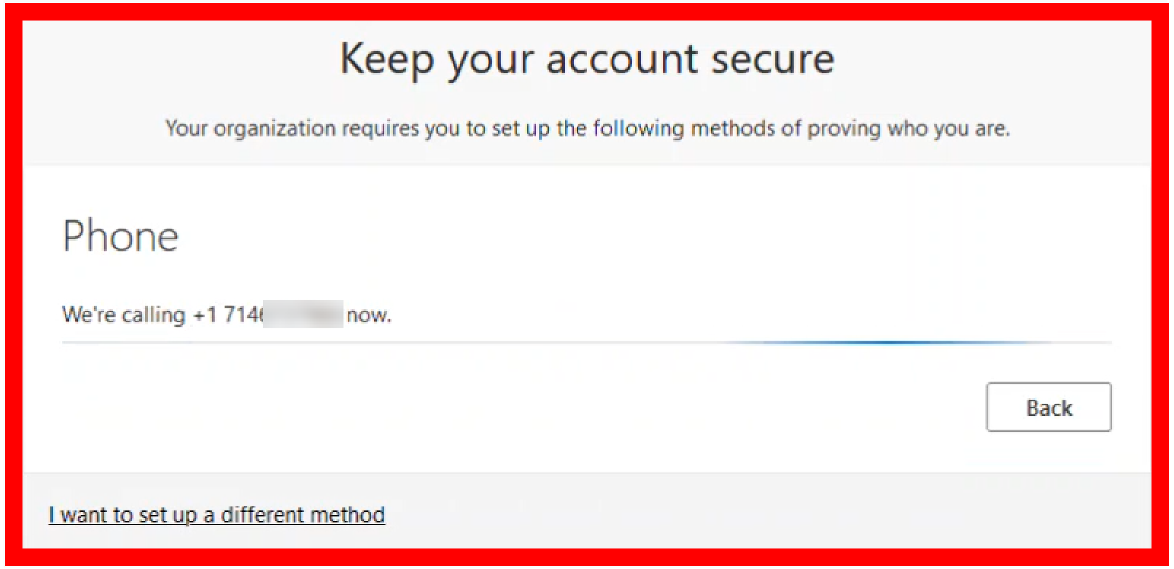
Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

I want to set up a different method

☎ Phone Call

STEP 4

Answer the call from Microsoft and press the "#" key to confirm it's you.



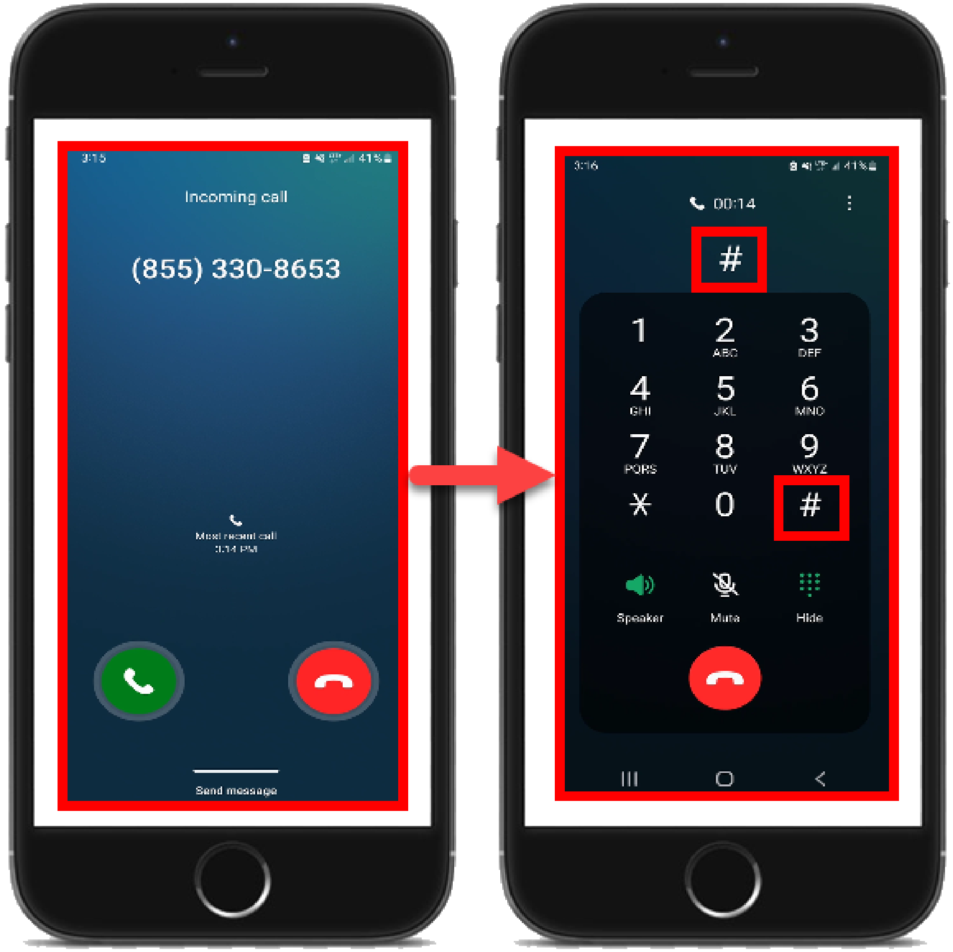
Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

We're calling +1 714[redacted] now.

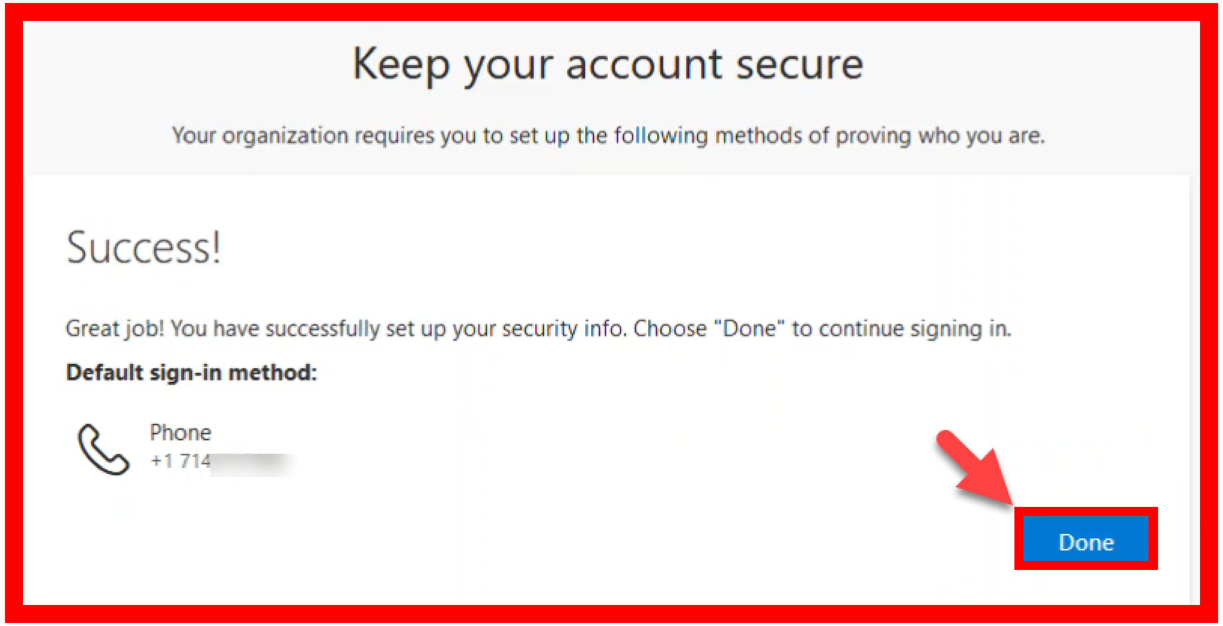
I want to set up a different method



☎ Phone Call

STEP 5

Finish the steps, and you'll be logged into the Security info page at https://aka.ms/mfasetup.



Keep your account secure

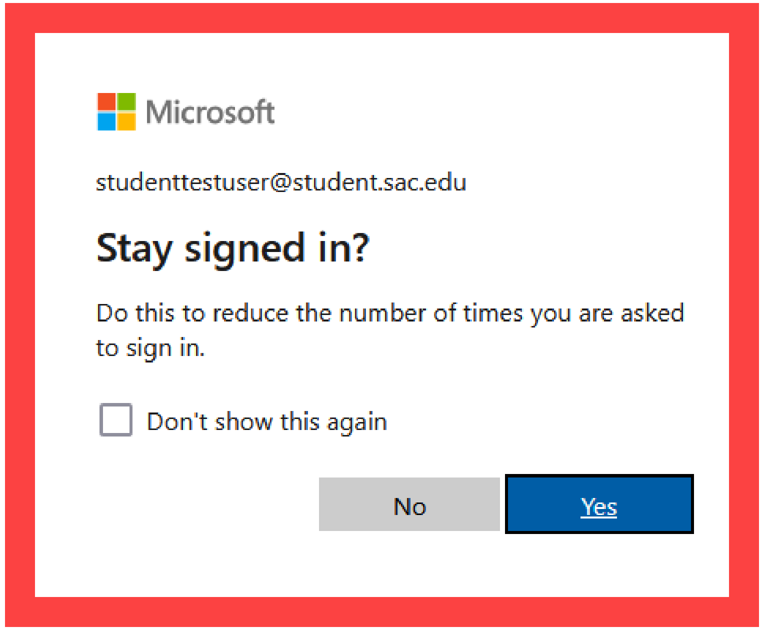
Your organization requires you to set up the following methods of proving who you are.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

Phone
+1 714 [redacted]



Microsoft

studenttestuser@student.sac.edu

Stay signed in?

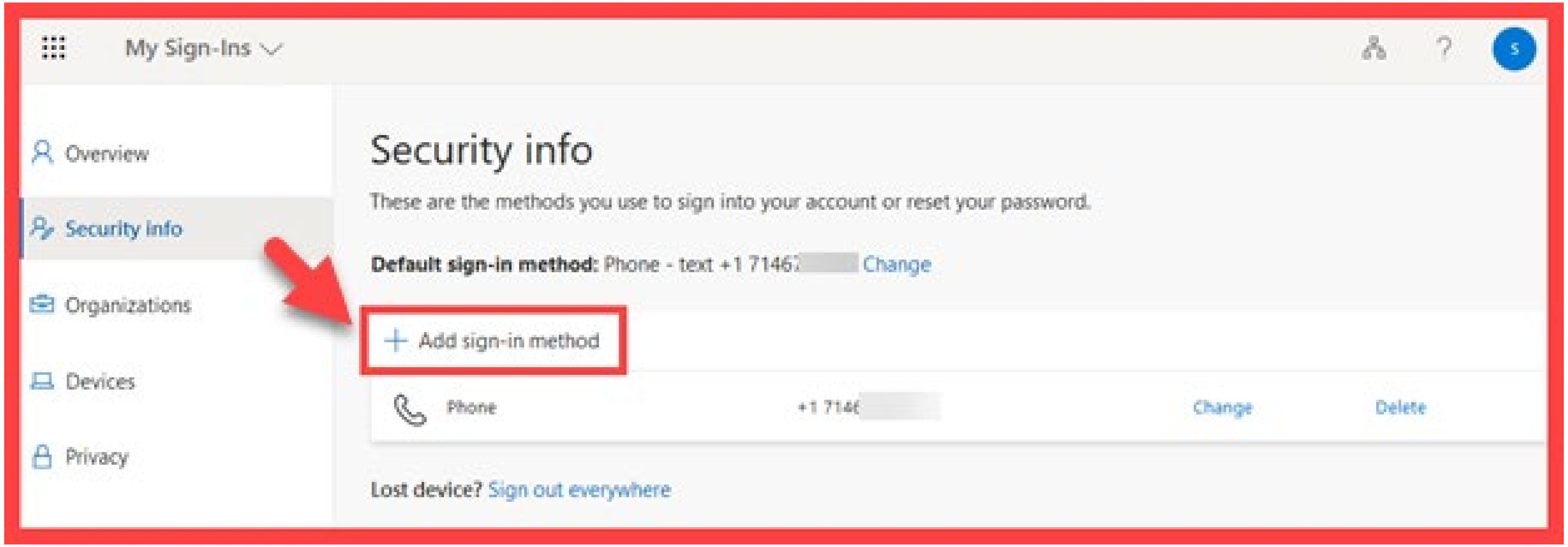
Do this to reduce the number of times you are asked to sign in.

□ Don't show this again

☎ Phone Call

STEP 6

On the Security Info page, select “Add sign-in method” to set up a backup authentication method (such as Microsoft Authenticator).



Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 7146[redacted] Change

+ Add sign-in method

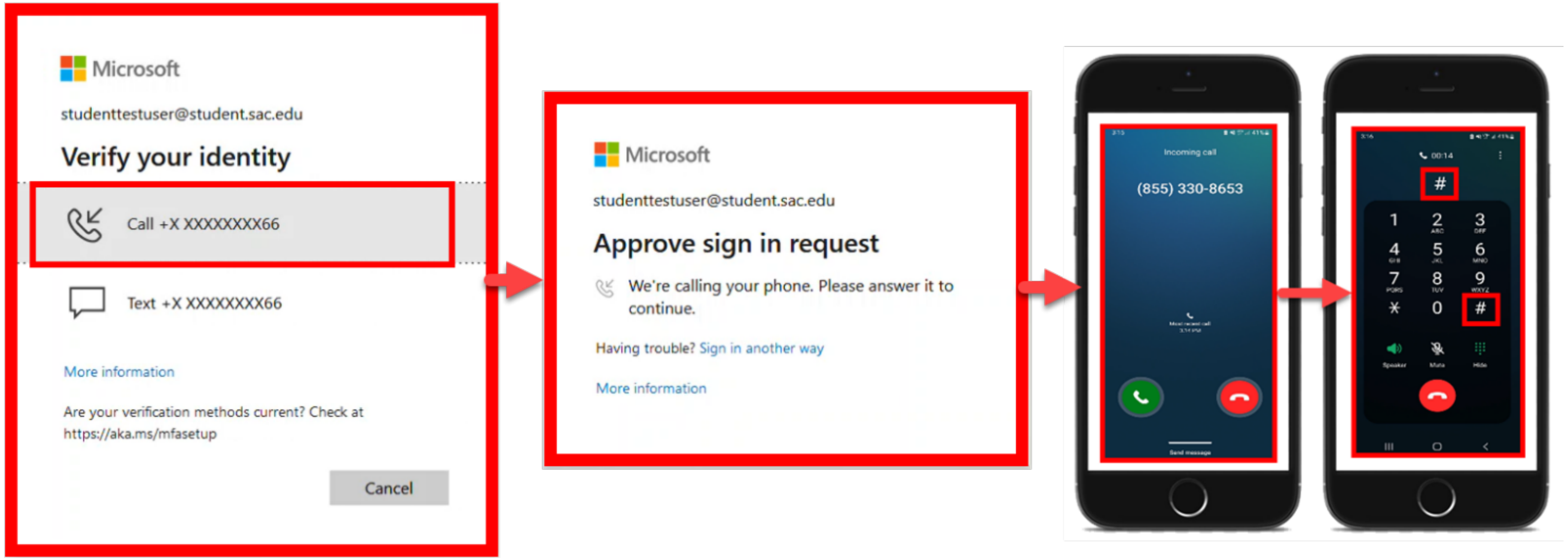
Phone +1 7146[redacted] Change Delete

Lost device? Sign out everywhere

☎ Phone Call

STEP 7

The next time you login, you'll receive a phone call to verify it's really you. It's a way to keep your account safe!



Microsoft

studenttestuser@student.sac.edu

Verify your identity

Call +X XXXXXXXX66

Text +X XXXXXXXX66

More information

Are your verification methods current? Check at https://aka.ms/mfasetup

Cancel

Microsoft

studenttestuser@student.sac.edu

Approve sign in request

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

Having trouble? Sign in another way

More information

Incoming call

(855) 330-8653

[(Select this link to return to the summary of steps for Phone Call)]

[(Select this link to return to the list of Approved Methods for MFA)]

Hardware Token – Summary of Steps

Continue down this guide for step-by-step instructions with screenshots.

STEP 1 – Request a Hardware Token from the ITS Department.

STEP 2 – Login to www.Office.com with your Single Sign-on (SSO) Username.

STEP 3 – Press the Power button to generate a code, which refreshes every 30 seconds, then Enter the Verification Code.

STEP 4 – Complete Office.com login.

STEP 5 – Verify your identity with Hardware Token on next login.

(Select this link to return to the list of Approved Methods for MFA)

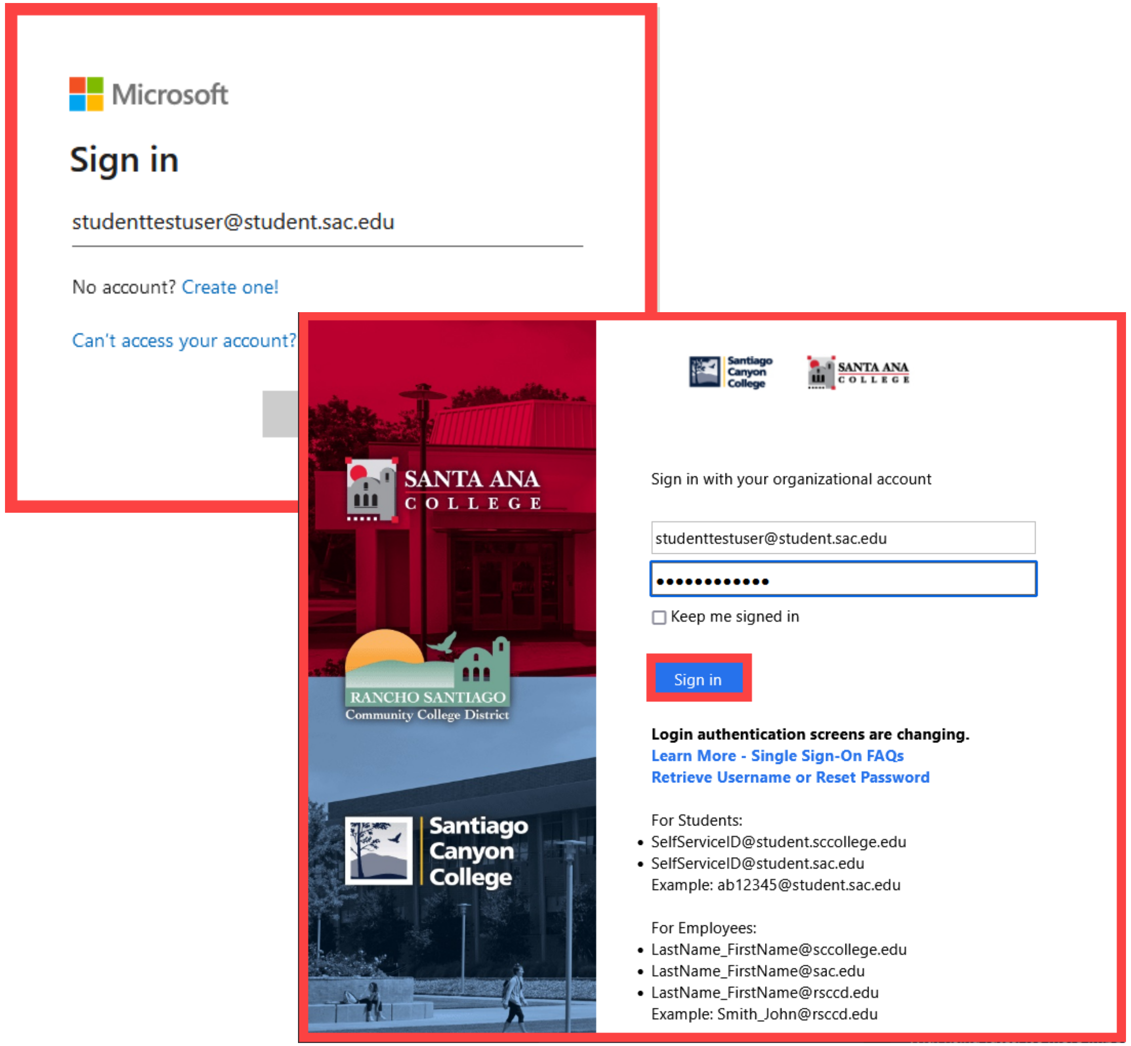
Hardware Token

STEP 1 – Request a Hardware Token from the ITS Department.

Contact **ITS Help Desk** at helpdesk@rsccd.edu **or 714-564-4357 Ext 0** to request a Hardware Token.

Hardware Token

STEP 2 – Login to www.Office.com with your Single Sign-on (SSO) Username.



Sign in

studenttestuser@student.sac.edu

No account? Create one!

Can't access your account?

Sign in with your organizational account

studenttestuser@student.sac.edu

••••••••••••

□ Keep me signed in

Sign in

Login authentication screens are changing.
Learn More - Single Sign-On FAQs
Retrieve Username or Reset Password

For Students:
- SelfServiceID@student.sccollege.edu
- SelfServiceID@student.sac.edu

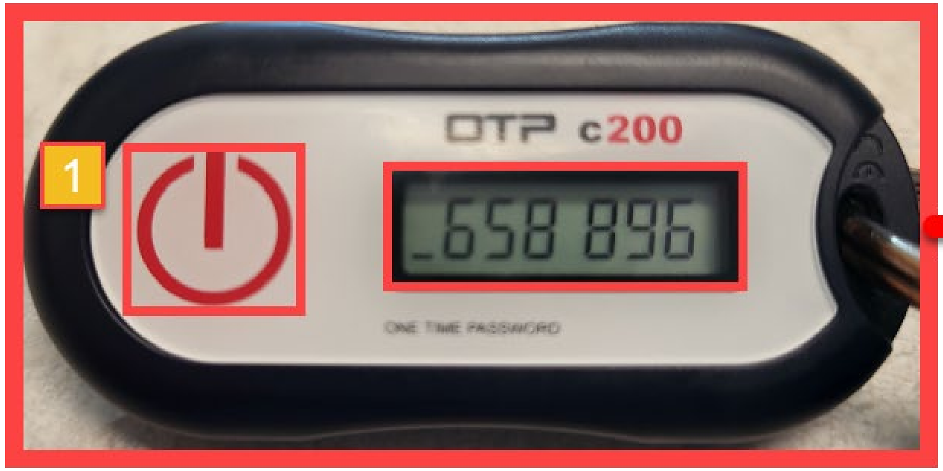
Example: ab12345@student.sac.edu

For Employees:
- LastName_FirstName@sccollege.edu
- LastName_FirstName@sac.edu
- LastName_FirstName@rsccd.edu

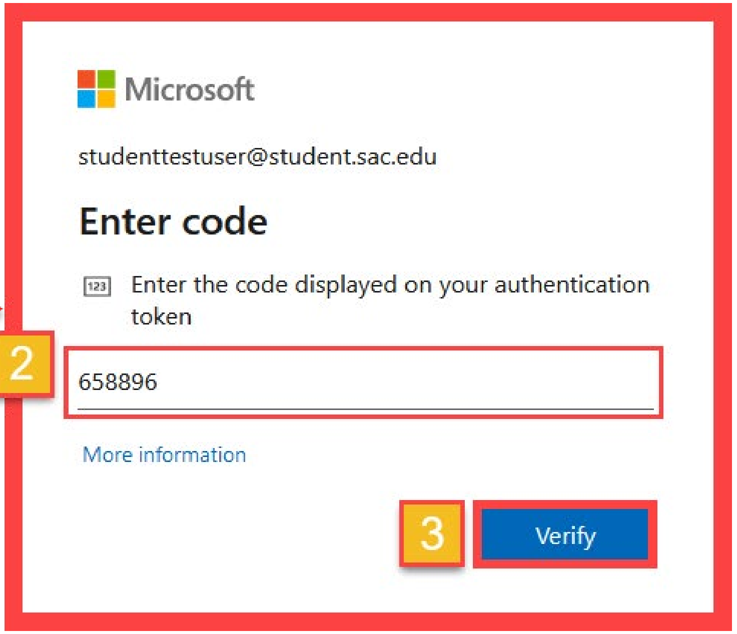
Example: Smith_John@rsccd.edu

Hardware Token

STEP 3 – Press the Power button to generate a code, which refreshes every 30 seconds, then Enter the Verification Code.



(Example code only)



studenttestuser@student.sac.edu

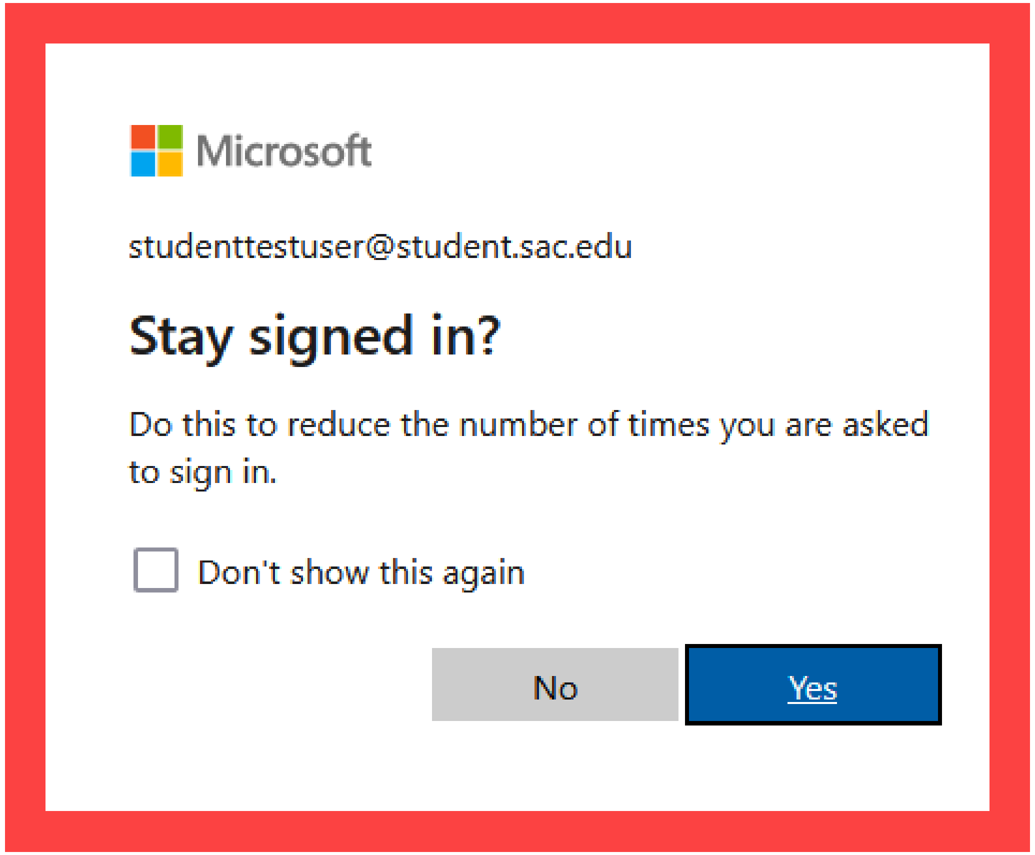
Enter code

Enter the code displayed on your authentication token

2 658896

Hardware Token

STEP 4 – Complete Office.com login.



studenttestuser@student.sac.edu

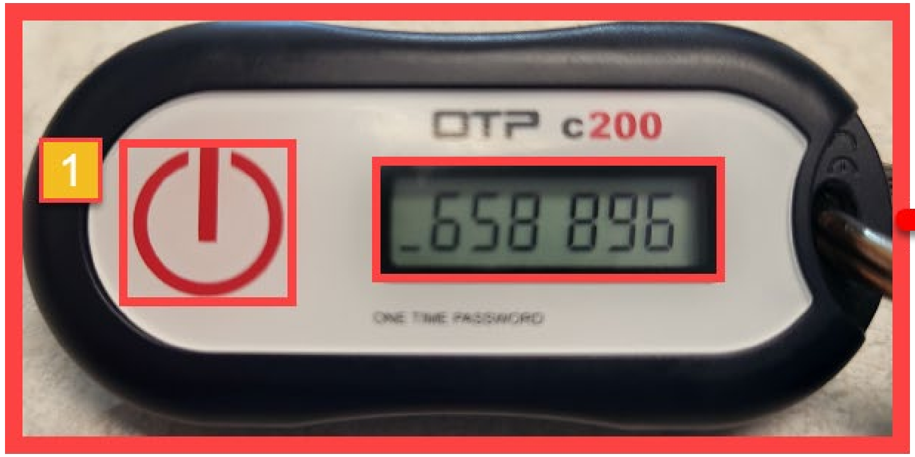
Stay signed in?

Do this to reduce the number of times you are asked to sign in.

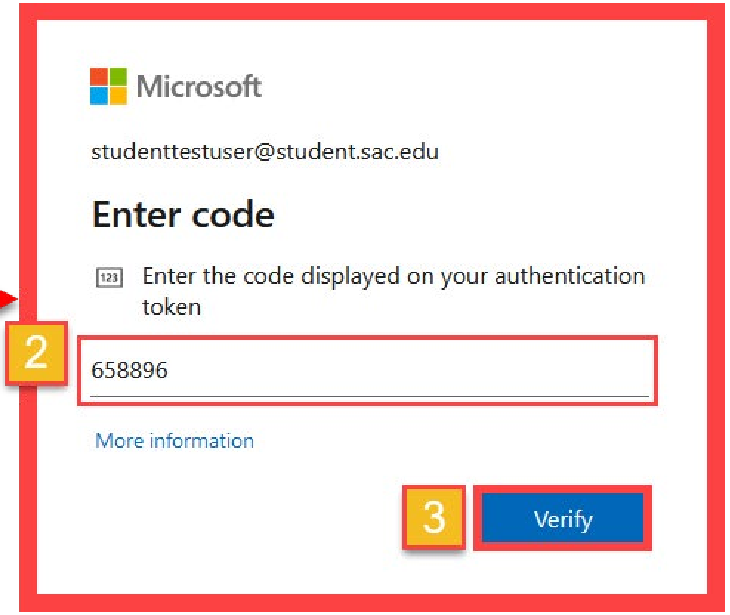
□ Don't show this again

Hardware Token

STEP 5 – Verify your identity with Hardware Token on next login.



(Example code only)



studenttestuser@student.sac.edu

Enter code

Enter the code displayed on your authentication token

658896

[(Select this link to return to the summary of steps for Hardware Token)]()

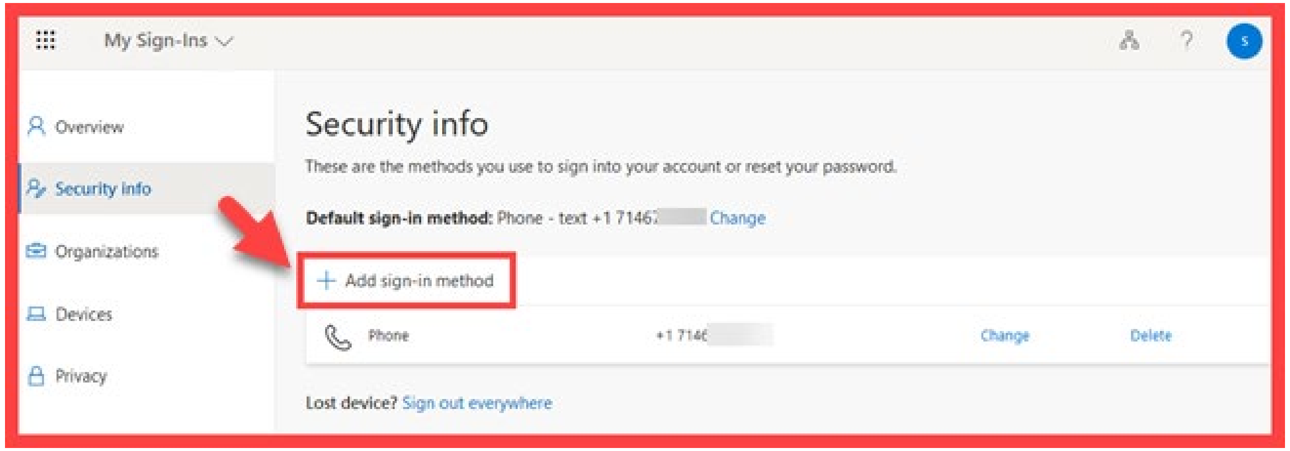
[(Select this link to return to the list of Approved Methods for MFA)]()

Manage Your Backup Authentication Methods

ITS strongly recommends setting up at least 2 different MFA Methods.
(If you lose access to one method, you can still sign in with the other.)

STEP 1 – Go to https://aka.ms/mfasetup and login

STEP 2 – Add, Delete, or Change Your Sign-In Methods



Security info

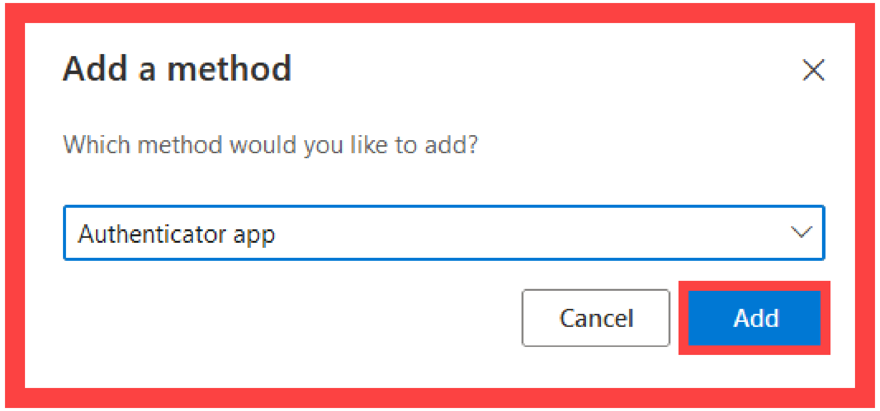
These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 7146[redacted] Change

+ Add sign-in method

Phone +1 7146[redacted] Change Delete

Lost device? Sign out everywhere



Add a method

Which method would you like to add?

Authenticator app

[(Select this link to return to the list of Approved Methods for MFA)]()