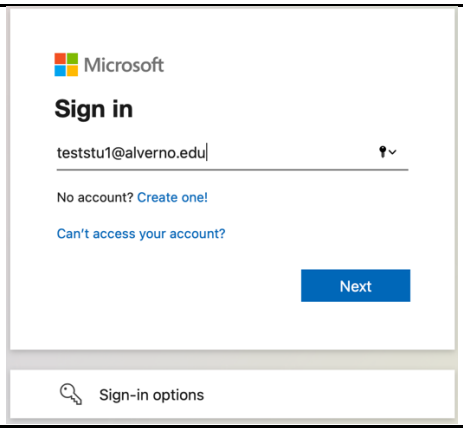
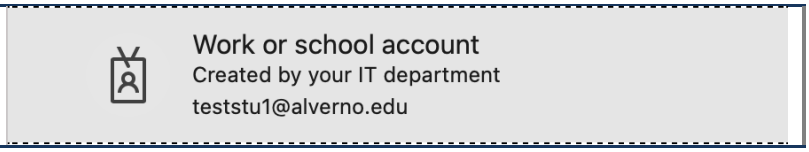
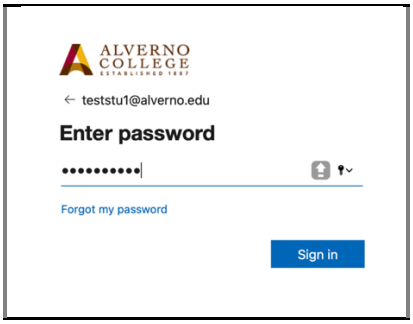
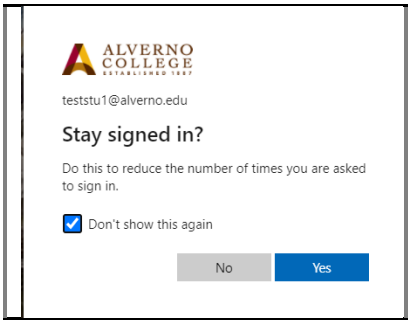
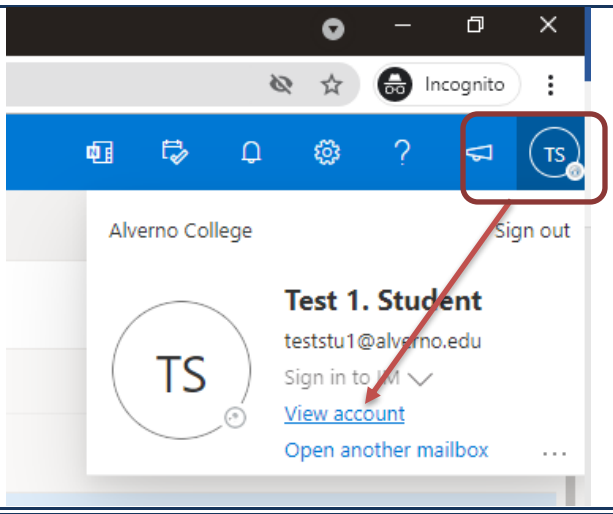
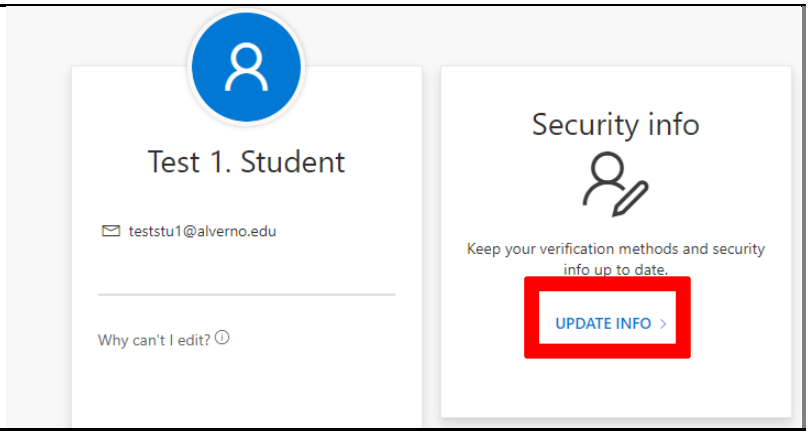
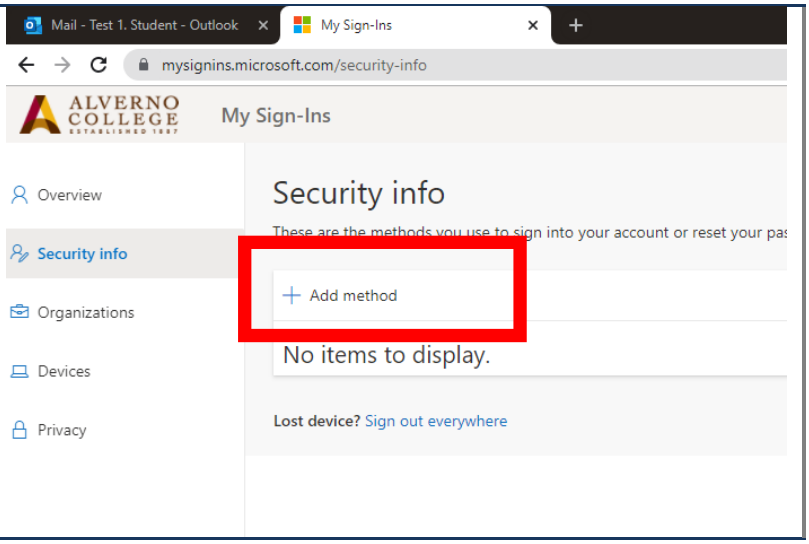
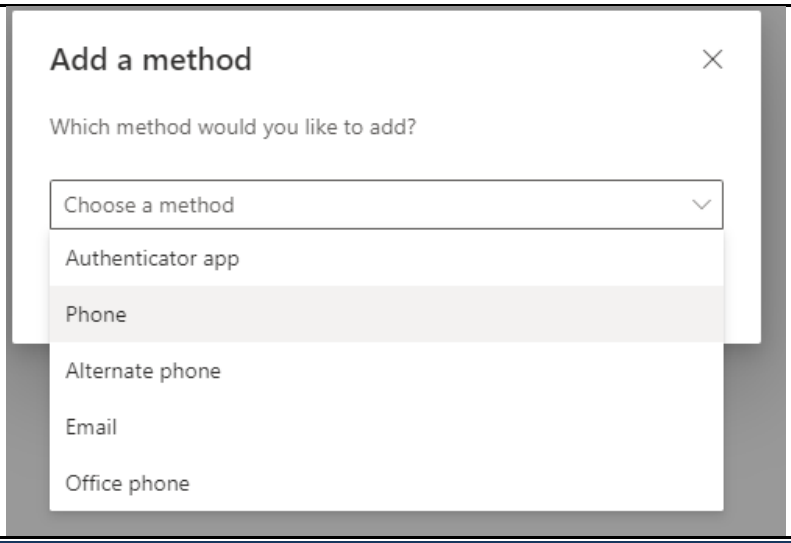
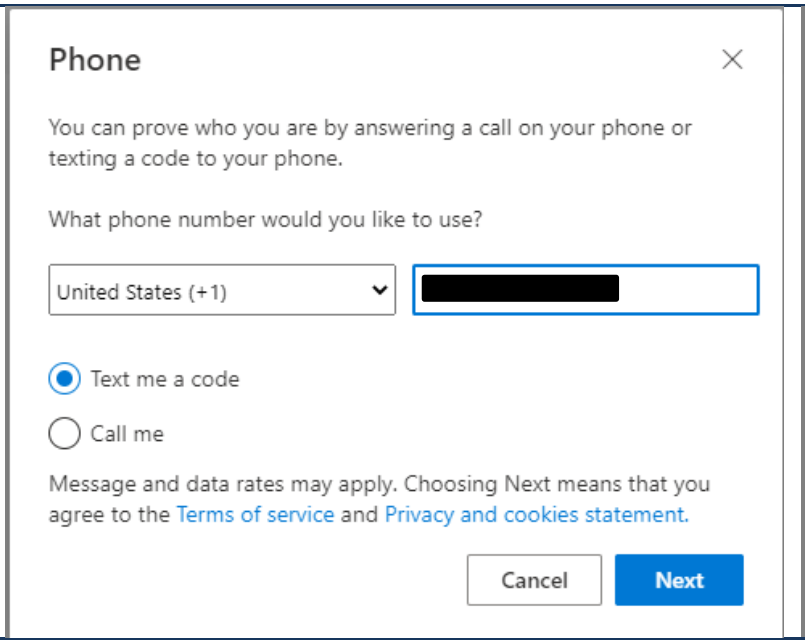
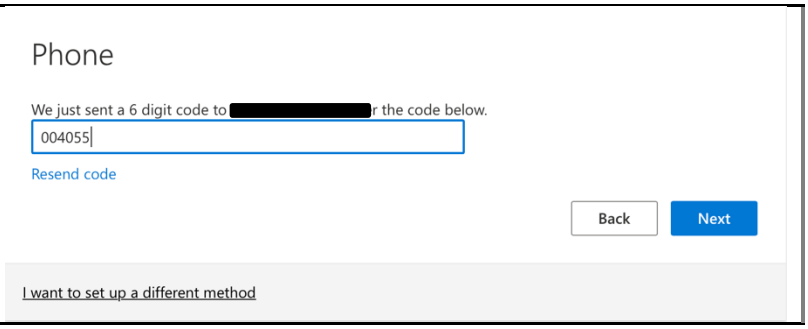
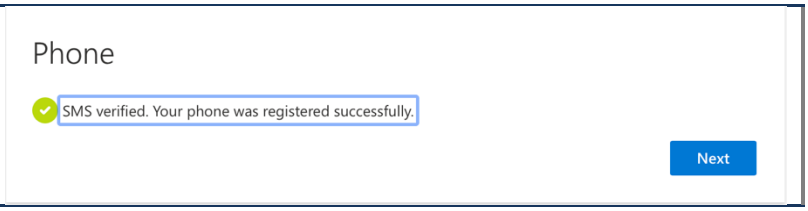
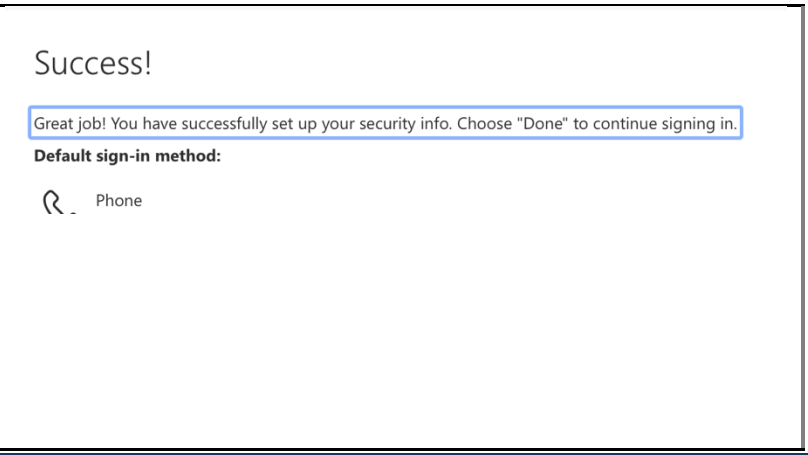
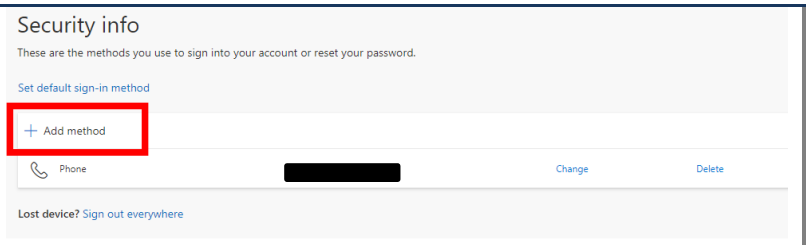
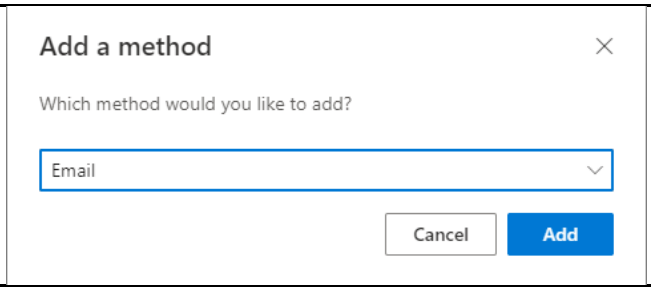
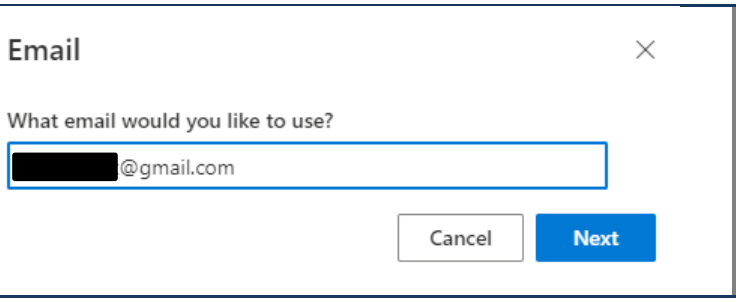
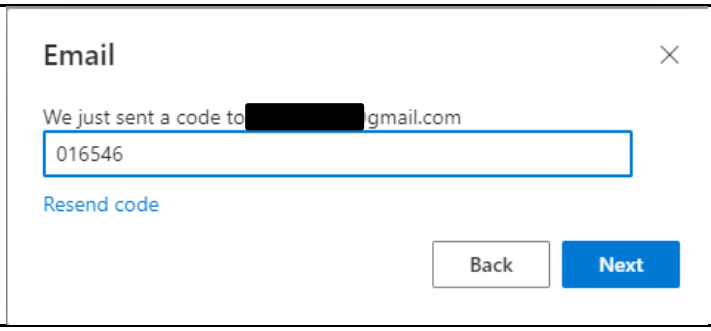
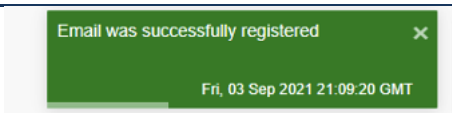
Technology Services
414-382-6700
helpdesk@alverno.edu

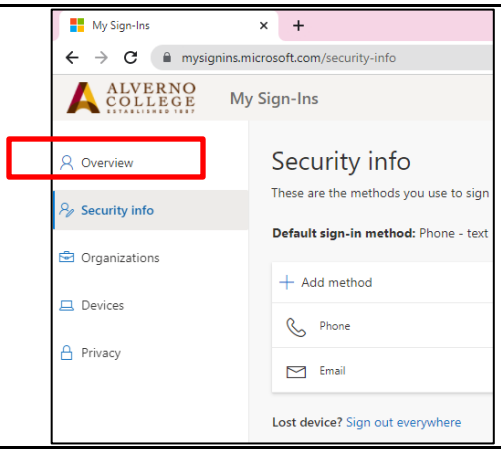
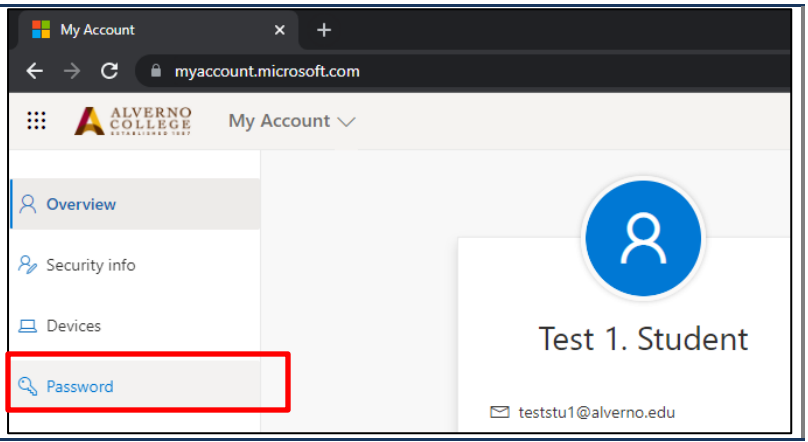
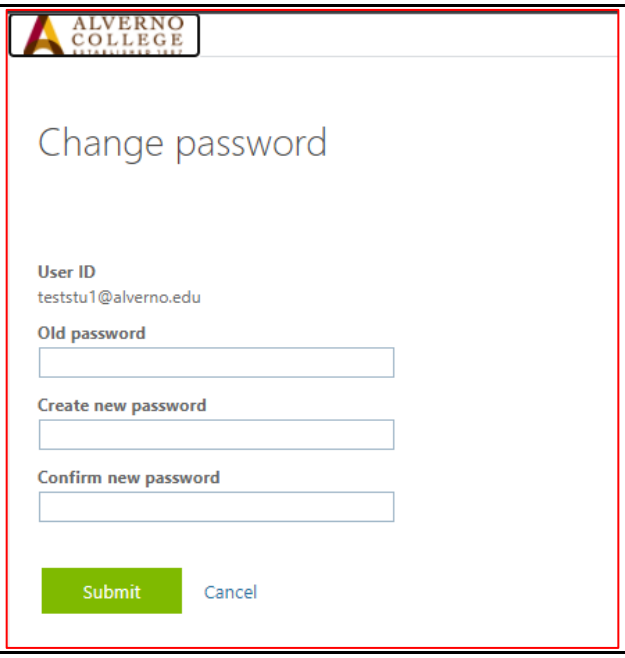
Registering for Multi-factor Authentication (MFA) and Self-Service Password Reset (SSPR)

Task	Screen Shot
1. Open a web browser and navigate to **outlook.com. Sign in** with your username@alverno.edu**.** Click **Next.**	
2. Select **Work or School account.**	
3. Enter your **Alverno Password** and click **Sign in.** If asked if you wish to stay signed in; click **Yes.**	 
4. Once signed in, click on your initials in the upper right corner, and then select **View Account** from the drop down box.	

Task	Screen Shot
5. Click **Update Info** in the Security Information section	
6. Click the **+ Add Method** option.	
7. Click the **Choose a method dropdown menu;** select **Phone.** Then click **Add.**	

Task	Screen Shot
8. Type your cell phone number, area code first. Please do not use spaces, dashes or parentheses. Select **Text me a code;** click **Next.**	
9. Microsoft will send a text message to your phone. The body of that text will contain a **6-digit code**. Enter that code; click **Next**.	
10. If you enter the correct code, you'll be greeted with this message. Click **Next.**	
11. Success! You have successfully registered for both Multifactor Authentication (MFA) and Self-Service Password Reset (SSPR.). From now on, you'll be able to authenticate from your cell phone via text when you're off campus and change your password directly from within your Alverno Outlook email account.	

Task	Screen Shot
12. It is strongly recommended that you set up a second method at this time – preferably using a personal email address. **Click + Add Method again from the Security info page.**	
13. Click the dropdown menu and select **Email** this time. Click **Add.**	
14. Enter a personal email address that you will always have access to (preferably on your mobile device.). Then click **Next**.	
15. Microsoft will send an email to your personal email address with a 6-digit code. Enter this **6-digit code** into this field and click **Next.**	
16. Your will see a message that your email was successfully registered. **You are done.** **NOTE: You can only use email for self-service password reset (SSPR); you will need to use your cell phone for multi-factor authentication (MFA).**	

Task	Screen Shot
17. Now that you've registered for MFA/SSPR, you can change your temporary Alverno password to something that you will remember. 18. Click on **Overview** in the menu on the left side of the screen	
19. Click on **Password** in the same menu	
20. Enter your temporary Alverno password in the **Old password** field. 21. Then, enter a new password twice in the next two fields. 22. Please be sure to select a password that meets the following requirements: a. Contains between 8 and 200 characters; b. Includes a combination of upper and lower-case letters; c. Includes at least one number; d. Does NOT contain part of your name. 23. You're **DONE!**