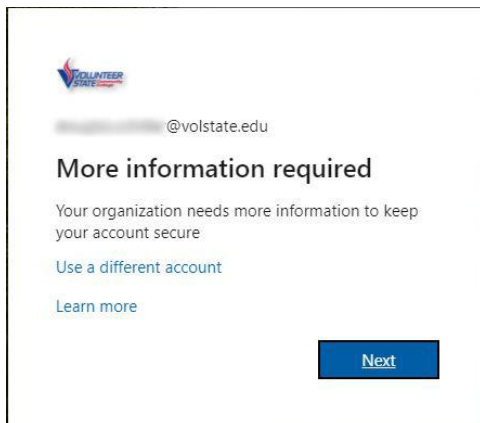


MFA (Multi-Factor Authentication) is a system that provides an important layer of security to prevent cybercriminals from gaining access to your private, confidential information stored in your e-mail, files, and computers by requiring a request to use your account to be sent to the Microsoft Authenticator app (preferred method), text message, or voice call.

There are three basic methods below on how to receive MFA requests.

Microsoft Authenticator App

1. Start by logging in to [My Vol State](#) and you will be prompted to set up your MFA.



2. On the second window, you will need to select:
 1. **Mobile app**
 2. Under **How do you want to use the mobile app**, select **Receive notifications for verification**.

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

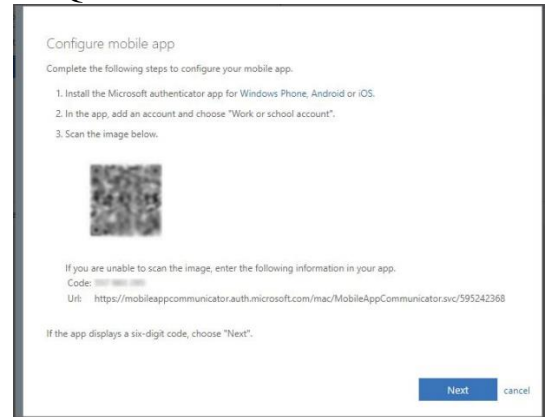
Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator

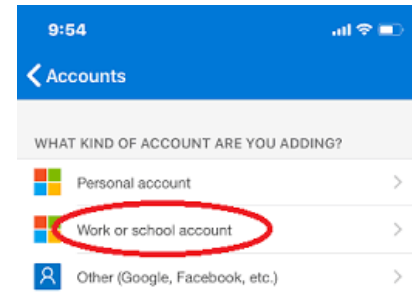
Set up Please configure the mobile app.
3. Download and install Microsoft Authenticator App on your phone.

4. Click **Set up** and open the Microsoft Authenticator App from your phone to scan the QR code.



5. Open the Microsoft Authenticator App and select the + (**plus**) icon in the upper-right corner.

Select Work or school account



6. Click on **Scan QR Code** and point your phone's camera at the QR code shown in Step 4 on the screen of your computer.
7. Once scanned you are ready to use the Authenticator App you will be prompted to click **Next** on the screen shown in step 4.
8. You will be sent a test authentication in which you will need to click **Approve** on your cell phone.
9. You will be taken to an **Additional Security Verification** option to enter your cell phone number as a recovery method.
10. You should then be taken to the website you were attempting to access.
11. **IMPORTANT NOTE:** You may choose to turn off the **App Lock** setting on the Microsoft Authenticator App that is on your phone. Go to Settings (3 vertical lines in top left) then click **Settings**. Scroll down till you see **App Lock** and slide the dot to mark it unchecked (gray). Now you will not be asked to unlock your phone after each authentication.

Text Message

1. Navigate to <https://mysignins.microsoft.com/security-info>
2. Under **Security Info** you can click on + **Add sign-in method**.
3. Select **Phone** from drop-down and then click on **Add**.
4. Enter your phone number and make sure United States (+1) is selected for country and select **Text me a code** and click **Next**.
5. Once you receive the text, enter the code received and click **Next**.
6. You'll receive a verification message, **SMS verified. Your phone was registered successfully** and then click **Done**.

Opt-In To MFA Early

1. Navigate to <https://mysignins.microsoft.com/security-info>
2. Under **Security Info** you can click on + **Add sign-in method**

Phone Verification

(Preferably another phone and as a backup to the Microsoft Authenticator App)

NOTE: This should only be set up as a secondary backup to the Microsoft Authenticator App or Text as you will have to be able to receive the call to log in.

1. Navigate to <https://mysignins.microsoft.com/security-info>.
2. Under **Security Info** you can click on + **Add sign-in method**.
3. Select **Office phone** or **Phone** from drop-down and then click on **Add**.
4. Enter your phone number and make sure United States (+1) is selected for country and select **Call Me** then click **Next**.
5. Your phone will ring; answer it and it will provide you with instructions to authenticate.
6. Once verified, the call will end and you will receive a verification message, **Call answered. Your phone was registered successfully**.

Still Need Help?

If you're experiencing a technical problem with MFA, help is only a [ticket](#) or [phone call](#) away.

Contact the [IT Help Desk](#) at 615-230-3302, visit them in Thigpen 202, or put in a [ticket](#).

If you're *unable to submit a ticket*, you can also [email us](#) for help with your MFA issue.