# Re-Register Multi-Factor Authentication

In conjunction with strengthening our security processes, Iowa Western will be implementing two-factor authentication, also known as multi-factor authentication or MFA.   If you ever need to re-register you MFA please follow the following directions.

Enter a request to our help desk system by going to the following link, MFA Request, or emailing support@iwcc.edu.   Please be as specification as possible and make sure to include a personal email address.

Reset Password:

To verify identity for the MFA re-registration, the Information Technology center will force you to reset your password.   Once you hear that your password is reset, please do the following.

1. Go https://roc.iwcc.edu
2. If prompted, sign in using your Iowa Western account.
3.   When you get to the "Enter Password" prompt, click "forgot my password"
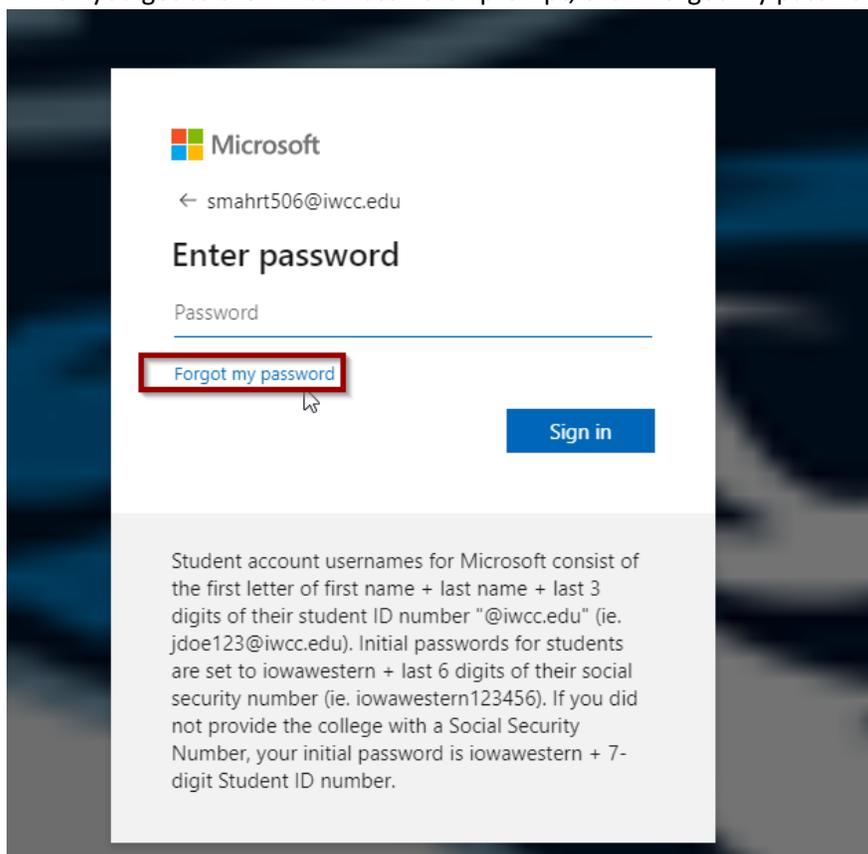
4. Enter in the email address of the login you want to change

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio.

Next   Cancel

5. It will ask you what contact method to use, pick one and verify it to get to the verification code.

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

◉ Email my alternate email   You will receive an email containing a verification code at your alternate email address (ng********@iwcc.edu).

Email

Cancel

6. Enter the Verification Code from the email sent to you

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

○ Email my alternate email

◉ Text my mobile phone

○ Call my mobile phone

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

Cancel

7. Enter a new password
   a. Must be 15 characters and cannot be one you used before.

Get back into your account

verification step 1 ✓ > **choose a new password**

' Enter new password:
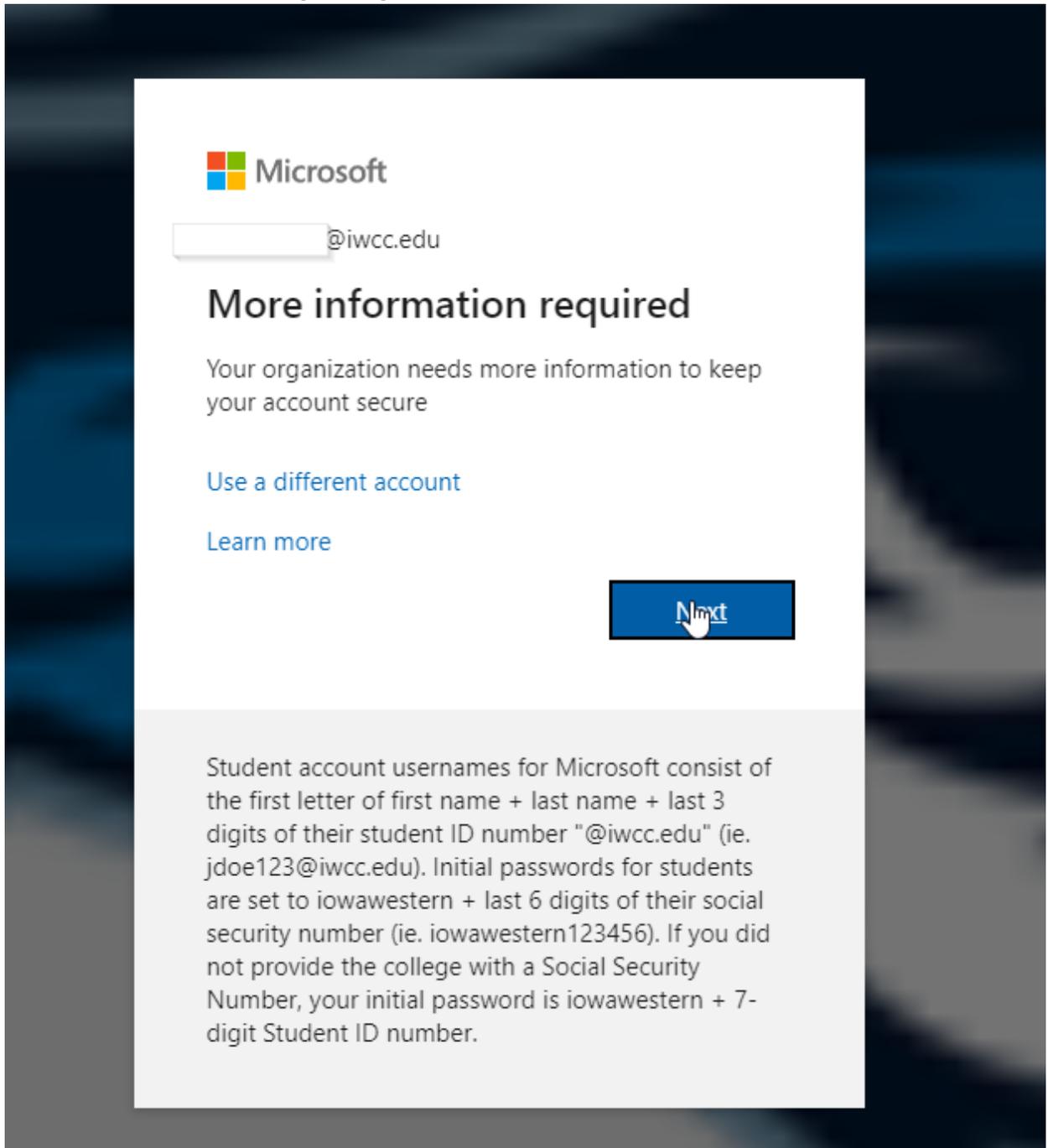
' Confirm new password:

Finish   Cancel

8. Now you will use the new password to login to setup MFA

To set up MFA:

1. Download the Microsoft Authenticator app from the app store on your smart phone.
2. On your computer, open a browser and go to www.office.com.
3. If prompted, sign in using your Iowa Western account.

4. You will then see the following message, click Next

5. On the Start by getting the app page, select Download now to download and install the Microsoft Authenticator app on your mobile device, and then select Next. For more information about how to download and install the app, see Download and install the Microsoft Authenticator app.

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

Cancel   **Next**

6. Remain on the Set up your account page while you set up the Microsoft Authenticator app on your mobile device.
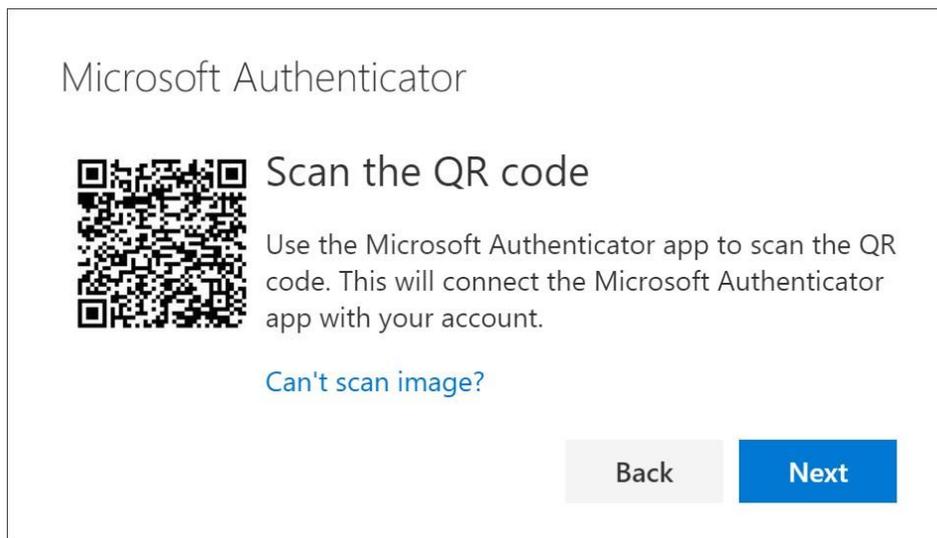

Microsoft Authenticator

Set up your account

When prompted, allow notifications. Then add an account, and select "Work or school".

Back   **Next**

7. Open the Microsoft Authenticator app, select to allow notifications (if prompted), select Add account from the Customize and control icon on the upper-right, and then select Work or school account.

8. Note: The first time you set up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select Allow so the authenticator app can access your camera to take a picture of the QR code in the next step. If you don't allow the camera, you can still set up the authenticator app, but you'll need to add the code information manually. For information about how to add the code manually, see see Manually add an account to the app.

9. Return to the Set up your account page on your computer, and then select Next. The Scan the QR code page appears.

10. Scan the provided code with the Microsoft Authenticator app QR code reader, which appeared on your mobile device after you created your work or school account in Step 6.

11. The authenticator app should successfully add your work or school account without requiring any additional information from you. However, if the QR code reader can't read the code, you can select Can't scan the QR code and manually enter the code and URL into the Microsoft Authenticator app. For more information about manually adding a code, see Manually add an account to the app.

12. Select Next on the Scan the QR code page on your computer. A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account.

13. Approve the notification in the Microsoft Authenticator app, and then select Next. Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.