

Multi-Factor Authentication (MFA) for Students

Updated 01/03/24



Welcome to the Multi-Factor Authentication (MFA) guide for students at Rancho Santiago.

- By the end of this guide, you will learn:
 - [What Multi-Factor Authentication \(MFA\) is.](#)
 - [How MFA is used at Rancho Santiago.](#)
 - How to set up the [Approved Methods for MFA](#), including [backup methods](#).
 - How to [contact the Student Help Desk for help with MFA.](#)

What is Multi-Factor Authentication (MFA)?

- MFA is like an extra lock for your student login. It helps keep everyone at Rancho Santiago safe from hackers and other online threats.
- MFA is only for your student email at <https://outlook.office.com> and when you log into Microsoft Office365 at www.office.com.
- MFA doesn't change how you log into Canvas or Self-Service.

MFA for Students will be enforced on January 22, 2024.

- To voluntarily enroll, use a desktop or laptop to open a web browser to <https://aka.ms/mfasetup>
- Then, follow the steps to set up the [Approved Methods for MFA](#).

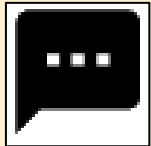
Approved Methods for MFA:



[Microsoft Authenticator \(*Recommended\)](#)



[Google Authenticator](#)



[SMS Text Message](#)



[Phone Call](#)

Also see how to [Manage Your Backup Authentication Methods.](#)

Need help? [Select this link for Student Help Desk contact information.](#)

Student Help Desk – Contact Information

For Santa Ana College

- Phone Number: (714) 564-6123
- Email: studenthelpdesk@sac.edu
- Website: [Select this link for the SAC Student Help Desk website.](#)

For School of Continuing Education (SCE), also known as Centennial Education Center

- Phone Number: (714) 480-7407
- Email: N/A
- Website: [Select this link for the SCE Technology Support website.](#)

For Santiago Canyon College

- Phone Number: (714) 628-5086
- Email: studenthelpdesk@sccollege.edu
- Website: [Select this link for the SCC Student Help Desk website.](#)

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



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.

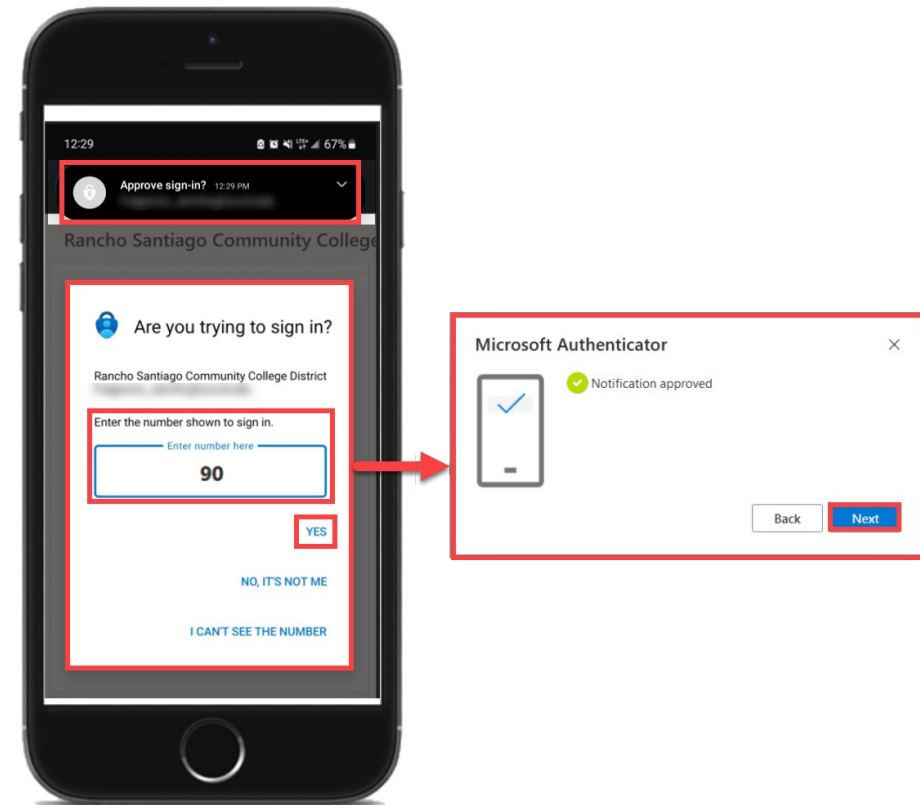
STEP 3 – Follow the instructions on the website. You'll be shown a unique picture known as a QR code. **When you see this QR code, open the MS Authenticator app on your phone, tap "Add work or school account," and then tap "Scan a QR code" to scan the code with your phone's camera.**

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.



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

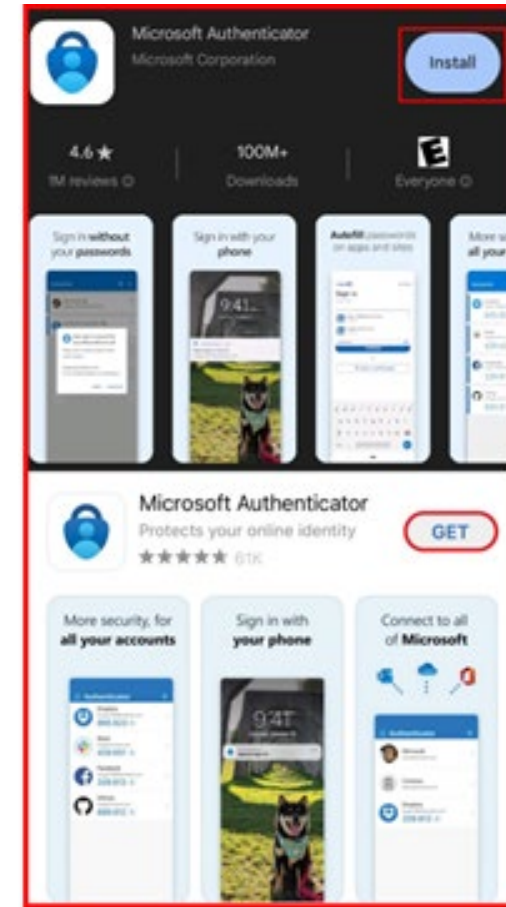
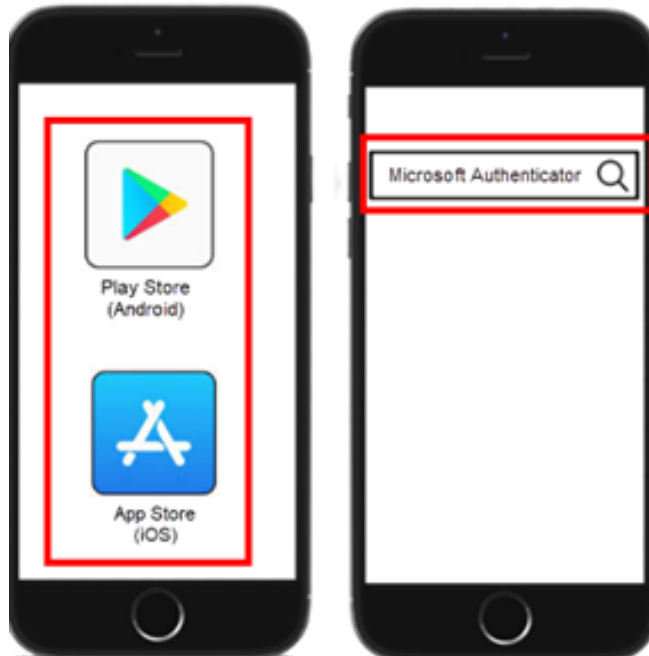


Microsoft Authenticator – Step 1

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.”

The screenshot displays the Microsoft Authenticator setup interface for Santa Ana College. The main window features the college's logo and a sign-in form with fields for email and password. A modal window titled "More information required" is overlaid, indicating that the organization needs more information to keep the account secure. The modal includes a "Next" button at the bottom right.

Sign in with your organizational account

studenttestuser@student.sac.edu

.....

☐ Keep me signed in

Sign in

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



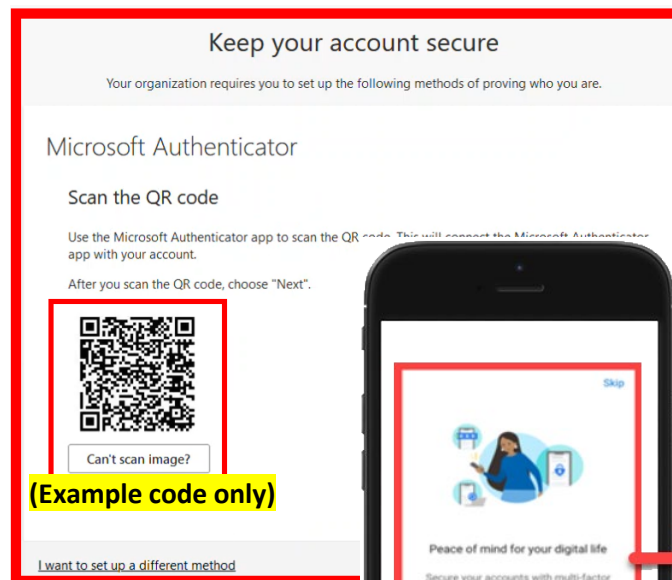
Microsoft Authenticator – Step 3

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.**



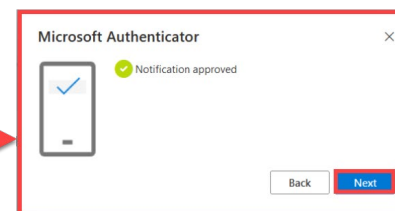
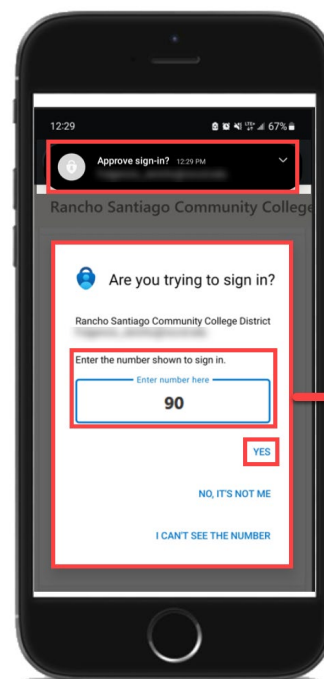
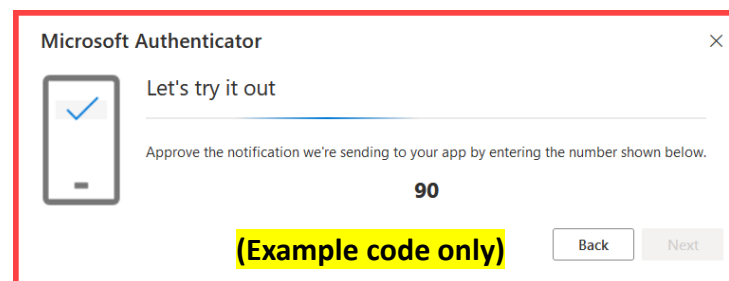
(Open MS Authenticator app > Add work or school account > Scan a QR code)



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 – 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

Done

Microsoft

studenttestuser@student.sac.edu

Stay signed in?

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

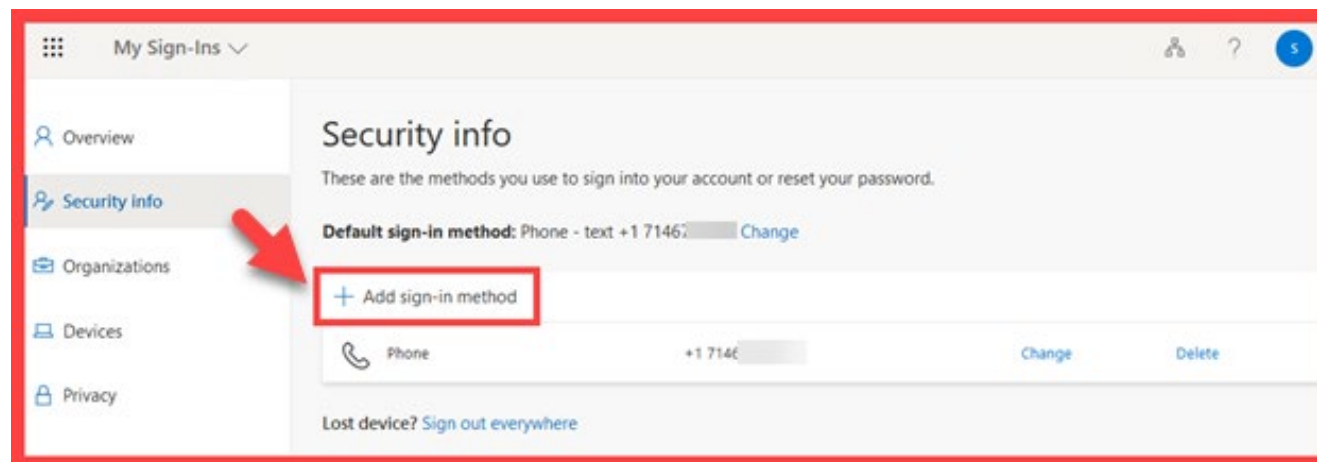
☐ Don't show this again

No Yes



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).

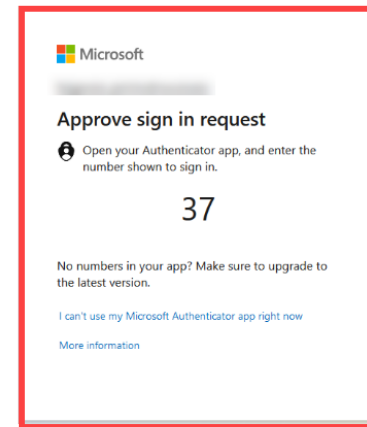




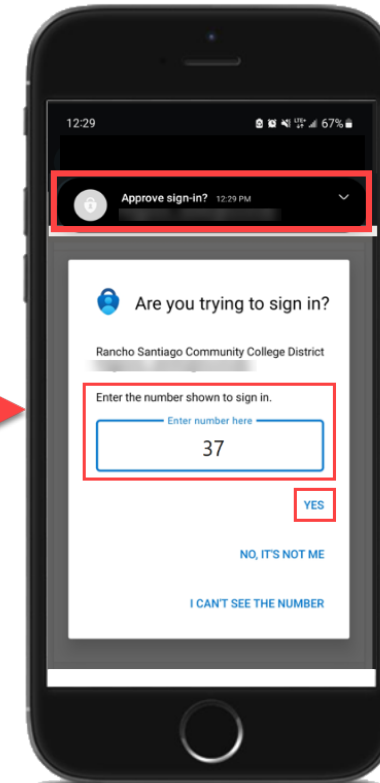
Microsoft Authenticator – Step 7

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!

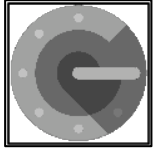


(Example code only)



[\(Select this link to return to the summary of steps for Microsoft Authenticator\)](#)

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



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!

Microsoft

studenttestuser@student.sac.edu

Enter code

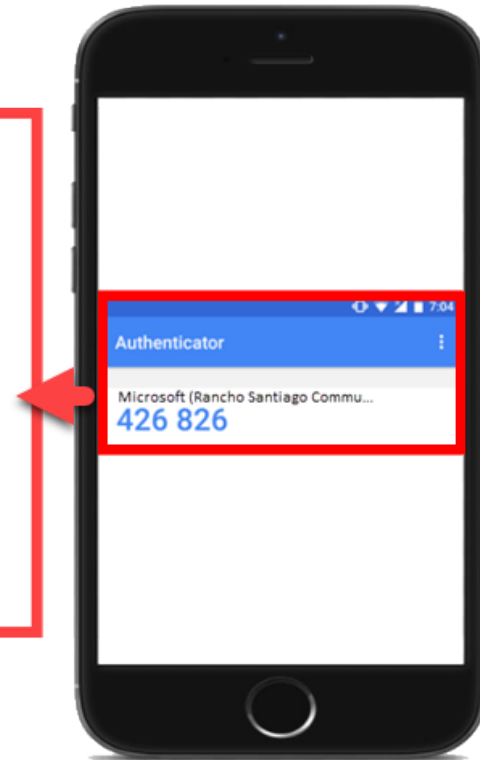
Enter the code displayed in the authenticator app on your mobile device

426826

Having trouble? [Sign in another way](#)

[More information](#)

Verify



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

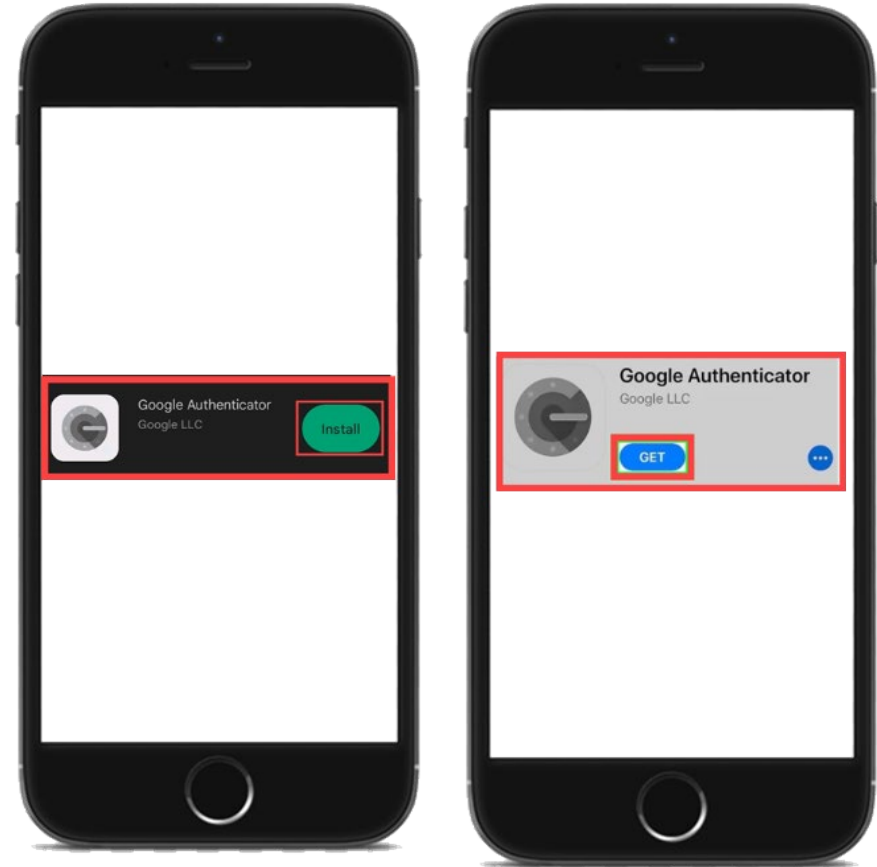


Google Authenticator – Step 1

Get the Google Authenticator app on your phone.

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

NOTE: 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.”

The screenshot displays the Microsoft login interface for organizational accounts. On the left, there are logos for Santa Ana College and Rancho Santiago Community College District. The main content area includes a sign-in form with the following elements:

- Logos for Santiago Canyon College and Santa Ana College.
- Text: "Sign in with your organizational account"
- Email input field: studenttestuser@student.sac.edu
- Password input field (masked with dots)
- Checkbox: "Keep me signed in"
- Blue "Sign in" button
- Section: "Login authentication screen" with links: "Learn More - Single Sign-On" and "Retrieve Username or Reset Password"
- Section: "For Students:" with bullet points:
 - SelfServiceID@student.sac.edu
 - SelfServiceID@student.sac.edu
 - Example: ab12345@student.sac.edu
- Section: "For Employees:" with bullet points:
 - LastName_FirstName@student.sac.edu
 - LastName_FirstName@student.sac.edu
 - LastName_FirstName@student.sac.edu
 - Example: Smith_John@student.sac.edu

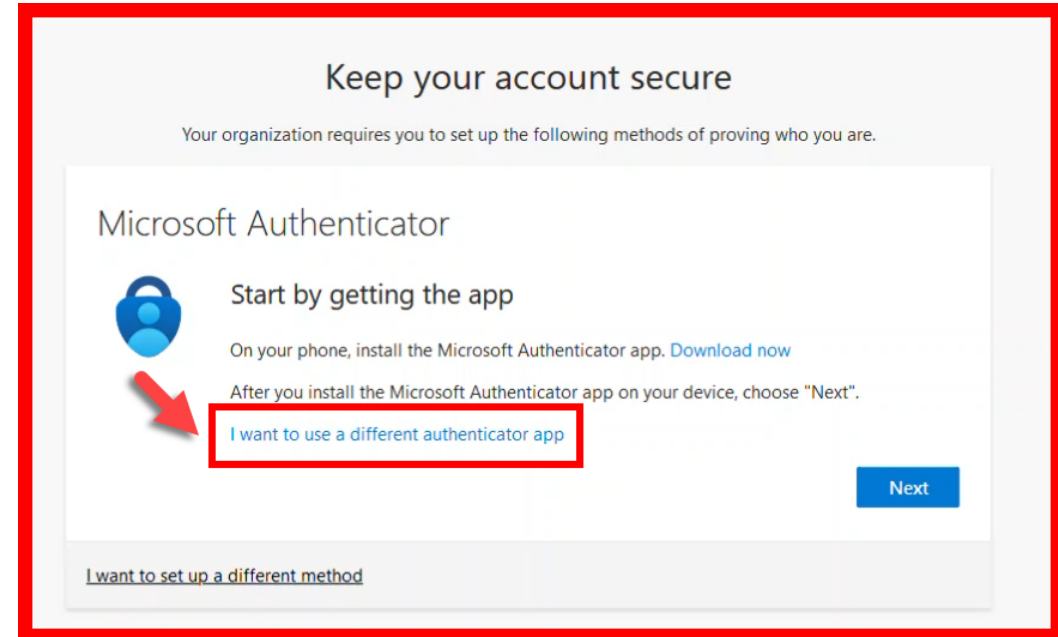
On the right, a red-bordered box highlights the "More information required" section, which includes:

- Microsoft logo
- Email: studenttestuser@student.sac.edu
- Section: "More information required"
- Text: "Your organization needs more information to keep your account secure"
- Link: "Use a different account"
- Link: "Learn more"
- Blue "Next" button



Google Authenticator – Step 3

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





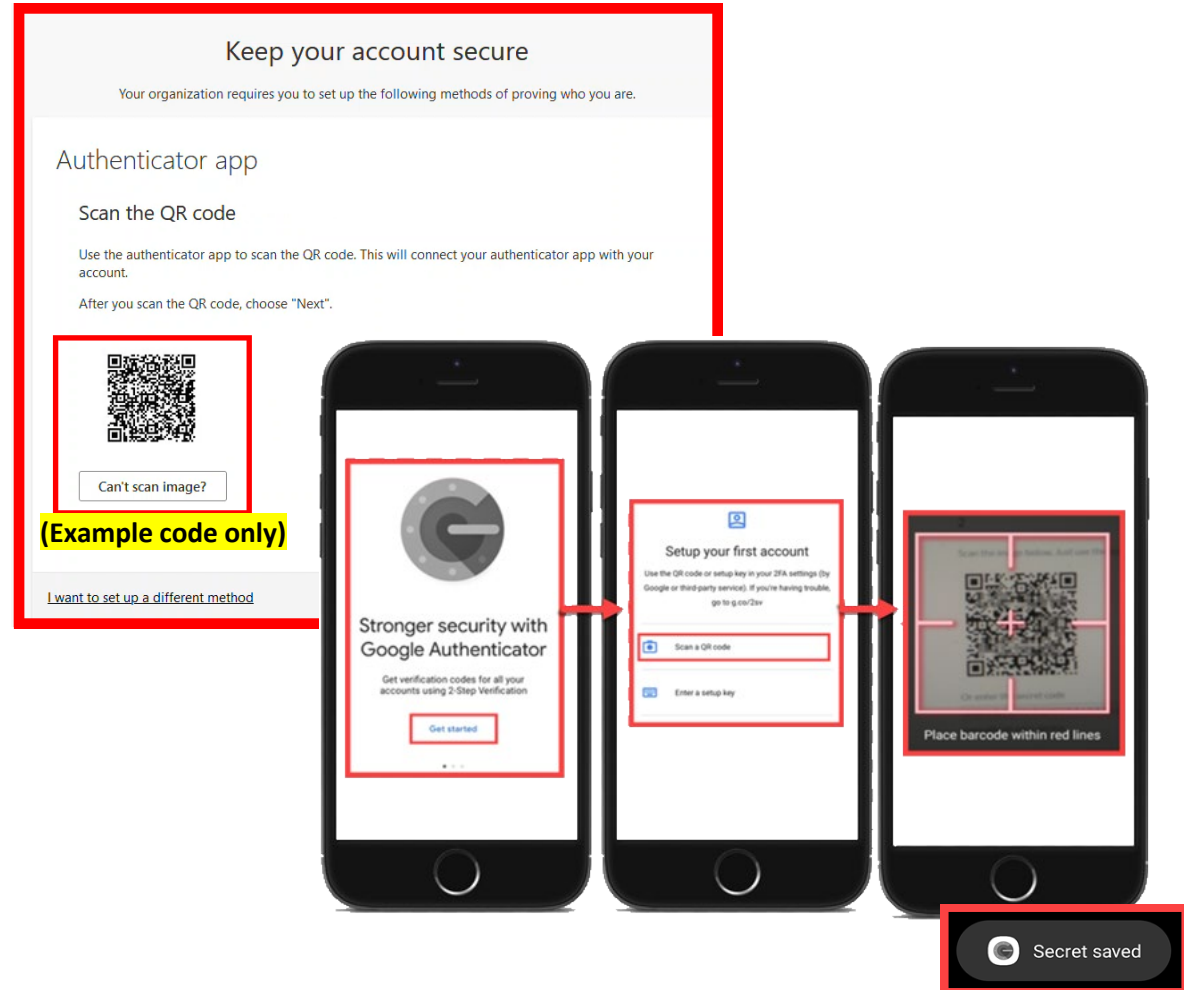
Google Authenticator – Step 4

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.**

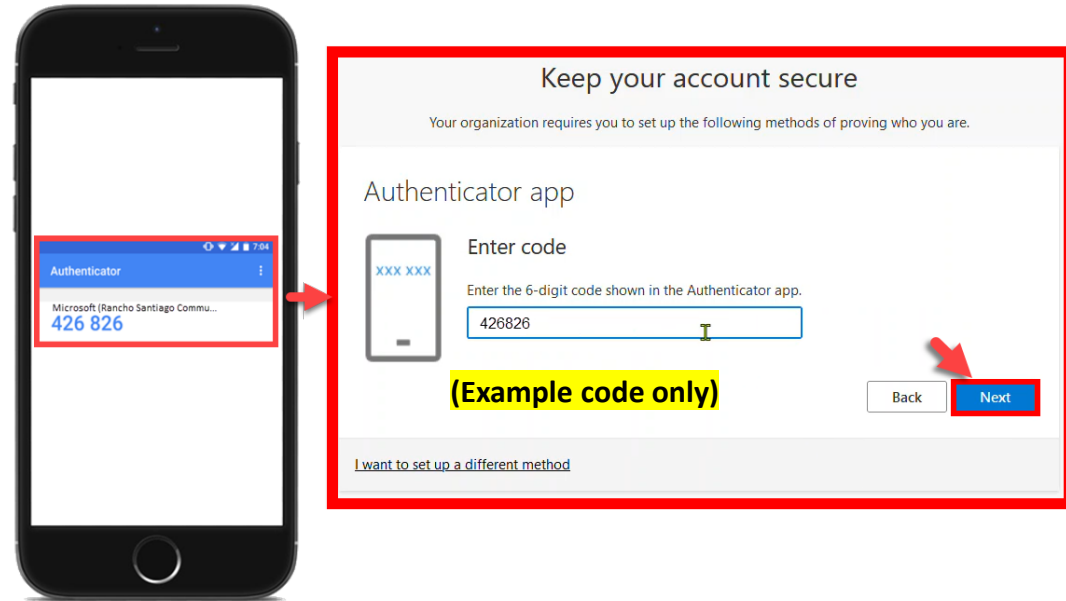




Google Authenticator – Step 5

**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.**





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

 [Done](#)

 Microsoft

studenttestuser@student.sac.edu

Stay signed in?

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

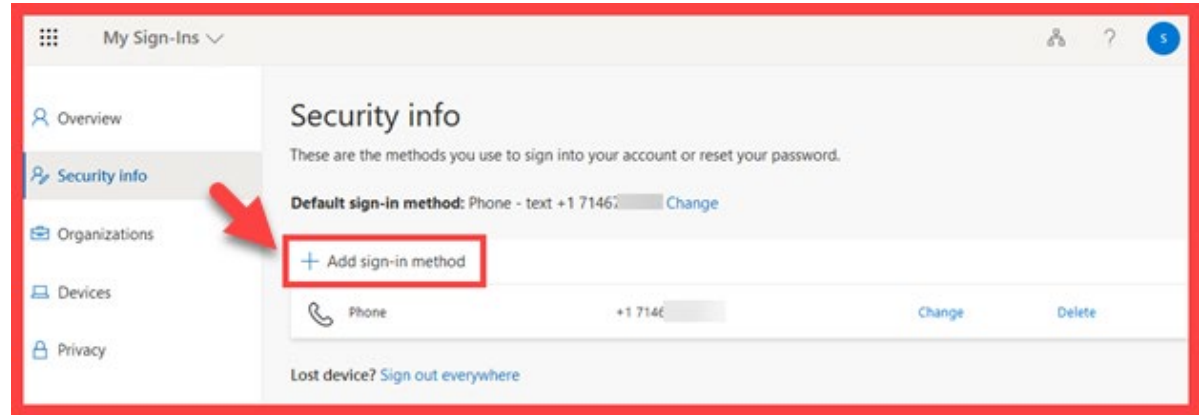
☐ Don't show this again

[No](#) [Yes](#)



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).

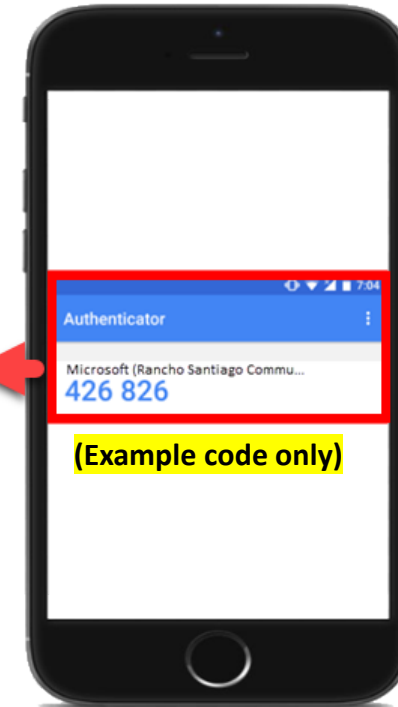




Google Authenticator – Step 8

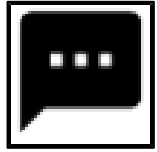
**The next time you log in, the Authenticator app will help make sure it's really you.
It's a way to keep your account safe!**

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



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

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



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.”**

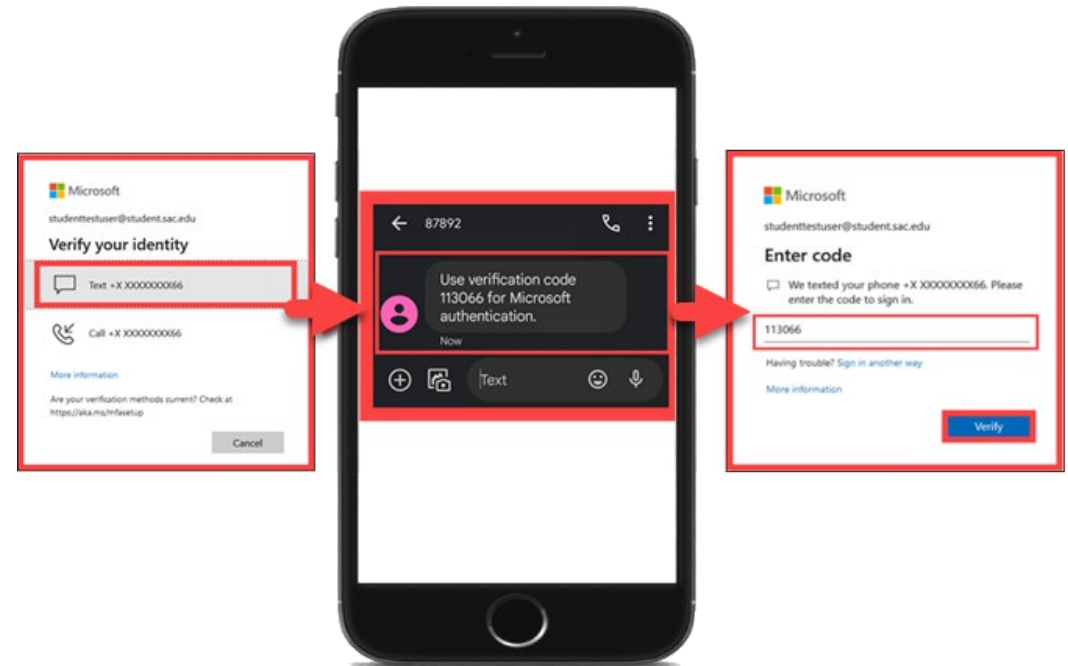
STEP 3 – Type in your phone number, then choose **“Text me a code.”**

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

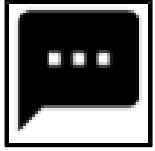
STEP 5 – Finish the steps, and you’ll be logged into the Security Info page at <https://aka.ms/mfasetup>.

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!



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



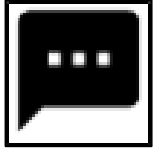
SMS Text Message – Step 1

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.”

The image shows a two-step login process. The first step is a sign-in page for Santa Ana College and Rancho Santiago Community College District. It features a 'Sign in with your organizational account' section with a text input for the email address (studenttestuser@student.sac.edu) and a password input field. There is a checkbox for 'Keep me signed in' and a 'Sign in' button. The second step is a 'More information required' screen from Microsoft. It displays the email address studenttestuser@student.sac.edu and a message: 'Your organization needs more information to keep your account secure'. Below this message are two links: 'Use a different account' and 'Learn more'. At the bottom right is a blue 'Next' button.




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](#)

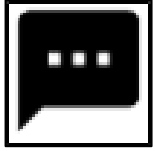
Next

Choose a different method ×

Which method would you like to use?

Phone

Cancel Confirm



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

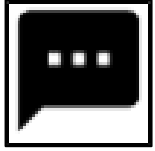
☒ Text me a code

☐ Call me

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

Next

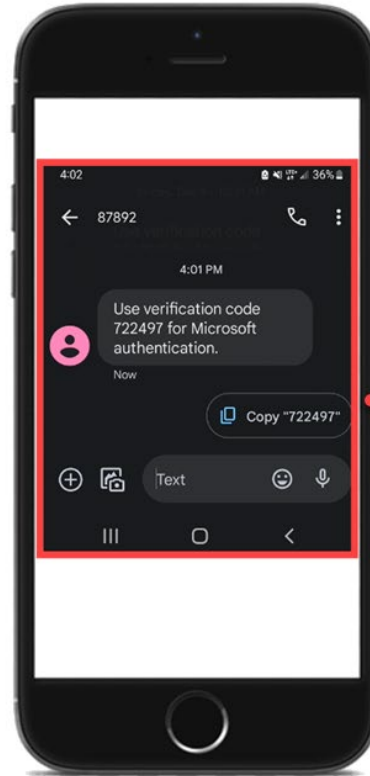
[I want to set up a different method](#)

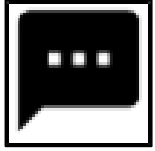


SMS Text Message – Step 4

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

Enter that code where it asks you to.

A screenshot of a Microsoft account security page. The title is "Keep your account secure" with a subtitle "Your organization requires you to set up the following methods of proving who you are." The section is titled "Phone". It says "We just sent a 6 digit code to +1 714-... Enter the code below." There is a text input field containing "722497". Below the field is a "Resend code" link. At the bottom right are "Back" and "Next" buttons, with a red arrow pointing to the "Next" button. At the bottom left is a link "I want to set up a different method". A yellow box highlights the text "(Example code only)" below the input field. Red boxes highlight the entire page content and the input field area.



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

Done

Microsoft

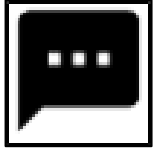
studenttestuser@student.sac.edu

Stay signed in?

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

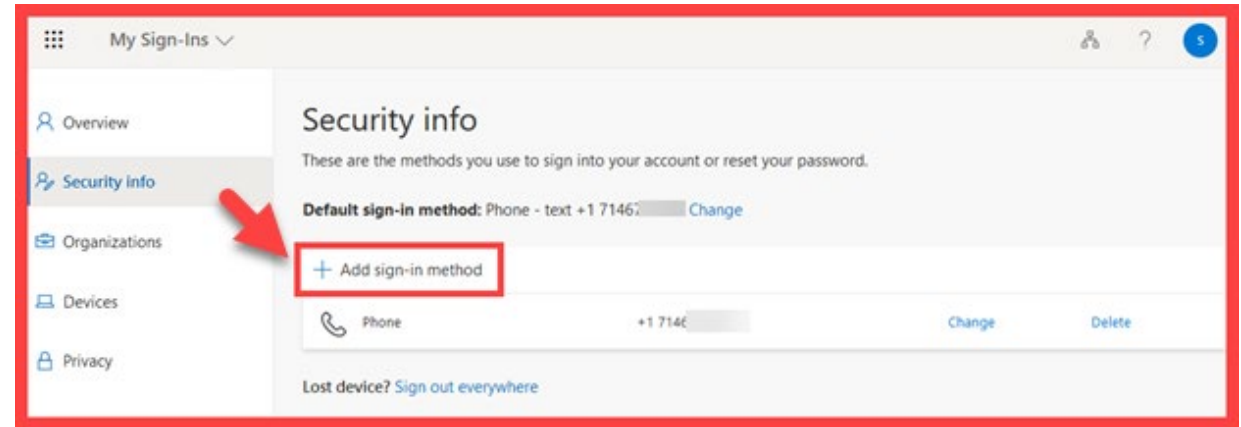
☐ Don't show this again

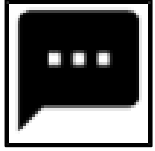
No Yes



SMS Text Message – Step 6

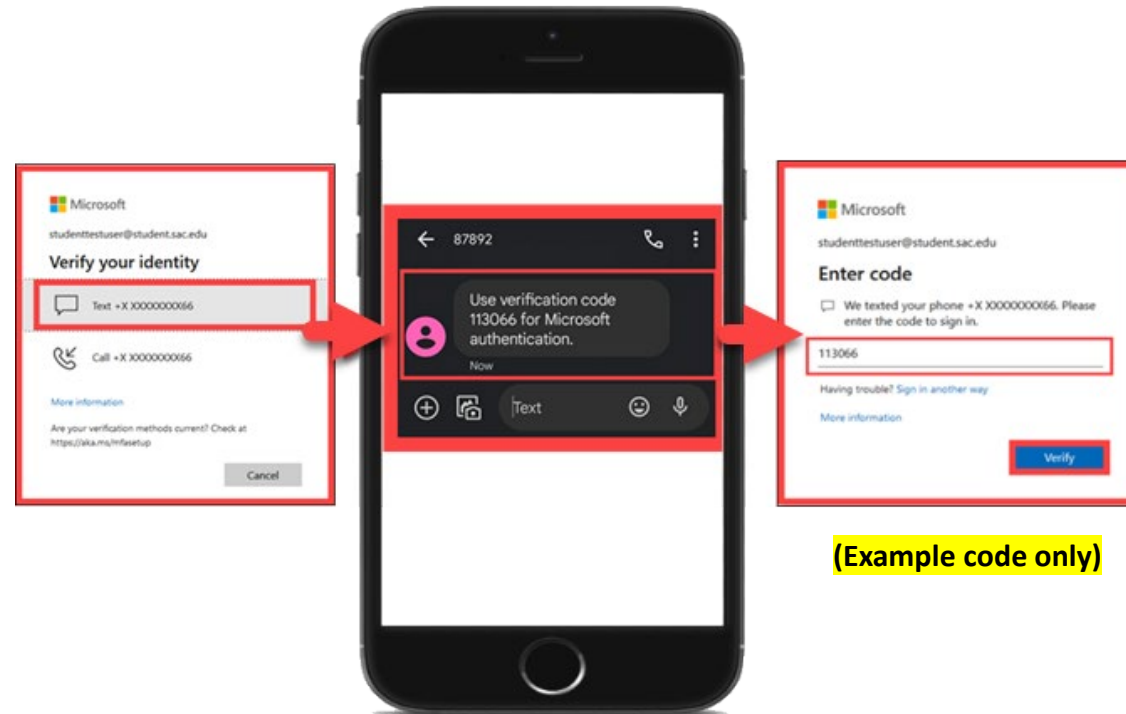
On the Security Info page, select **“Add sign-in method”** to set up a backup authentication method (such as [Microsoft Authenticator](#)).





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!



[\(Select this link to return to the summary of steps for SMS Text Message\)](#)

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



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.”**

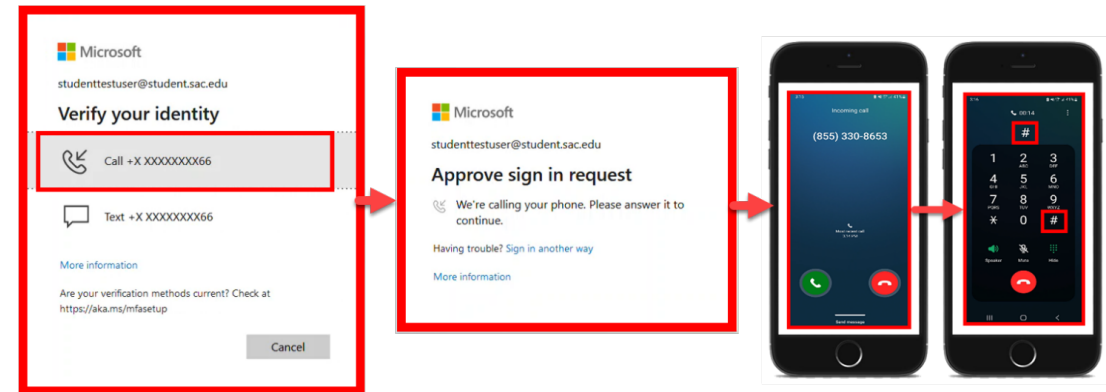
STEP 3 – Type in your phone number, then choose **“Call Me.”**

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.”

The screenshot shows the Microsoft login interface for Santa Ana College. On the left, there is a vertical banner with logos for Santa Ana College, Rancho Santiago Community College District, and Santiago Canyon College. The main content area has the heading "Sign in with your organizational account" and a text input field containing "studenttestuser@student.sac.edu". Below the input field is a password field with masked characters and a "Keep me signed in" checkbox. A blue "Sign in" button is visible. Below the sign-in section, there is a "Login authentication screens" section with links for "Learn More - Single Sign-On" and "Retrieve Username or Reset Password". It also lists examples for students and employees. On the right, a "More information required" dialog box is overlaid, showing the Microsoft logo, the email address "studenttestuser@student.sac.edu", and the message "Your organization needs more information to keep your account secure". It includes links for "Use a different account" and "Learn more", and a prominent blue "Next" button at the bottom right.

Santa Ana College
Rancho Santiago Community College District
Santiago Canyon College

Sign in with your organizational account

studenttestuser@student.sac.edu

Keep me signed in

Sign in

Login authentication screens
Learn More - Single Sign-On
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@rscdd.edu
- Example: Smith_John@rscdd.edu

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](#)

[I want to set up a different method](#)

Next

Choose a different method ×

Which method would you like to use?

Phone

Cancel Confirm



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

☐ 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](#).

Next

[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() now.

Back

[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]

Done

Microsoft

studenttestuser@student.sac.edu

Stay signed in?

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

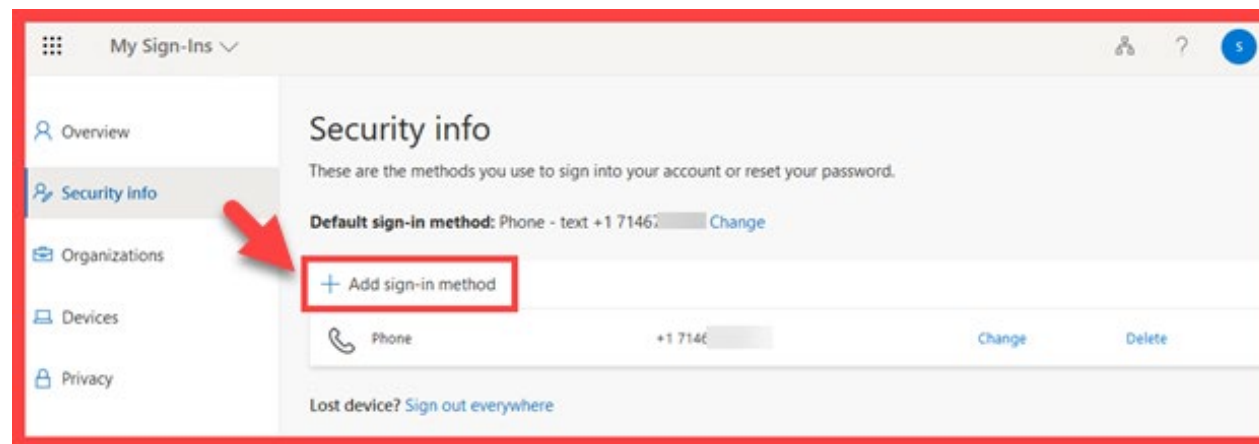
☐ Don't show this again

No Yes



Phone Call – Step 6

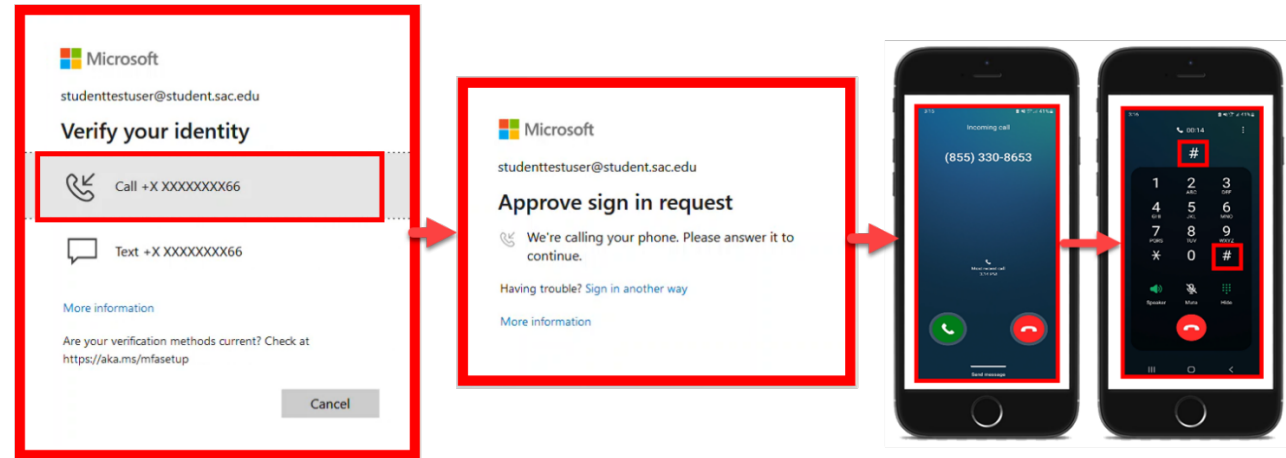
On the Security Info page, select **“Add sign-in method”** to set up a backup authentication method (such as [Microsoft Authenticator](#)).





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!



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

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

Manage Your Backup Authentication Methods



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

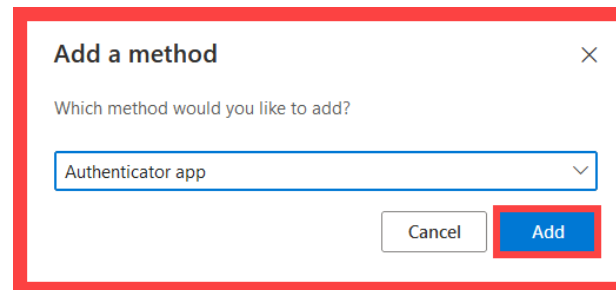
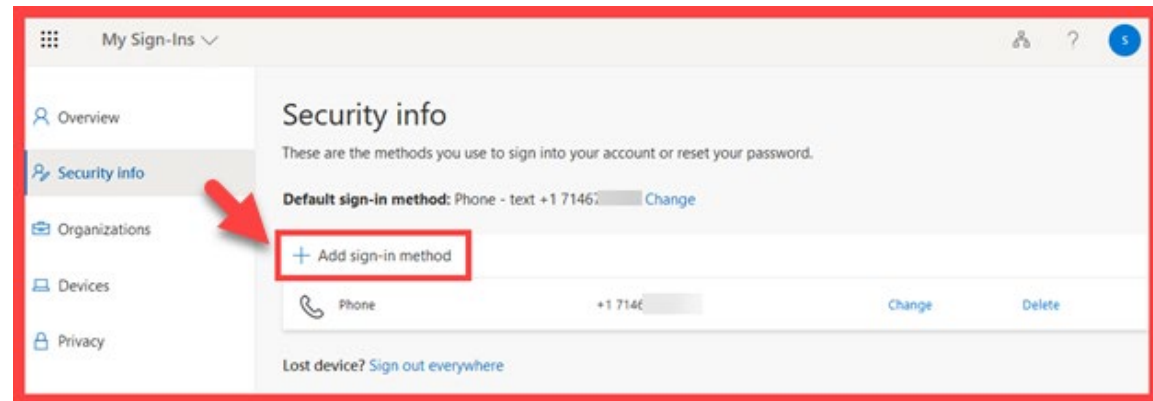
Follow these steps to access the **My Sign-ins** > **Security Info** page, where you can manage your MFA methods.

STEP 1

Go to <https://aka.ms/mfasetup> and login with your Single sign-on credentials.

STEP 2

Use this page to Add, Delete, or Change Your Sign-In Methods.



(Select this link to return to the list of Approved Methods for MFA)
Need help? [Select this link for Student Help Desk contact information.](#)