Two-Factor Authentication
Setup and Use Guide

Rev. 5/30/2019

Designed to protect your online identity and sensitive information, two-factor authentication (2FA) is a security method that requires users to prove in multiple ways that they are authorized to access online accounts and resources.

You will be prompted to set up your verification method *only after* VSU Information Technology has enrolled your VSU accounts into the 2FA system.

Learn how to

For additional help, contact VSU Solutions Center:

229.245.HELP (4357) | solutions@valdosta.edu | www.valdosta.edu/it

Walk-up: Odum Library 2nd Floor – Next to Circulation Desk

Set Up 2FA with MS Authenticator App

The Microsoft Authenticator Mobile App is the recommended and easiest method.

Complete setup using two devices: a mobile device (i.e., smartphone/tablet) and a secondary device (i.e., desktop computer/laptop). Instructions and screenshots may vary depending on the device and platform you use.

Install the App

On your mobile device:

Install **Microsoft Authenticator App** 🔒 for [Android](#), [IOS](#), or [Windows](#).

Select Contact Method

On your computer/laptop:

1. Log in to **MyVSU** using your VSU email address and password > click **SIGN IN**.

2. Select **Mobile app** when asked: "*How should we contact you?*"

Add Account

Direct back to your mobile device; open authentication app

1. Open the app and click **ADD ACCOUNT** (+) link. Select **Work or school account**.
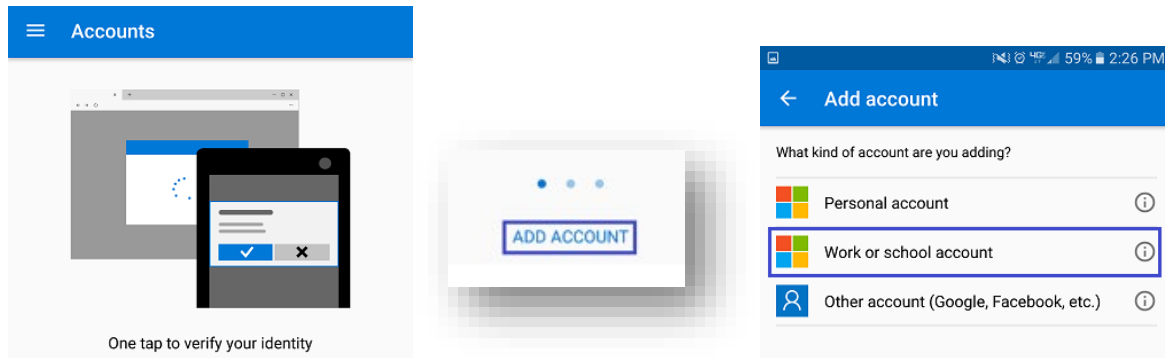
Activate the App

Scan or manually enter the QR code displayed on your computer using your mobile device.

Option 1 - Scan QR Code

1. If applicable, press the **Scan Barcode** icon to launch mobile device camera.
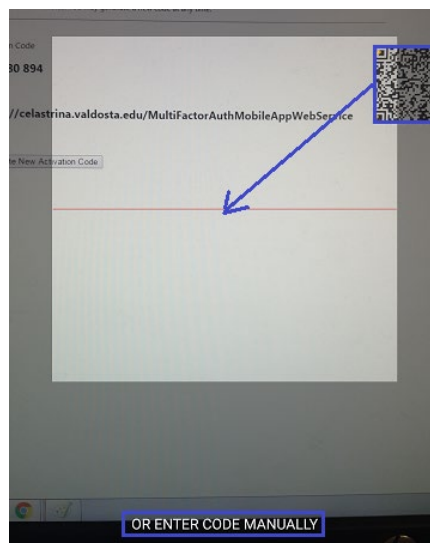
2. Click the **Authenticate Me Now** button and scan the QR code by moving your phone until the QR code is centered and the app is activated.

3. Press **Done** to close the QR code screen.

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Option 2 - Manually Enter Code

1. Click the **Enter Code Manually** link and enter the provided Code and URL using your mobile device and click **Finish.**
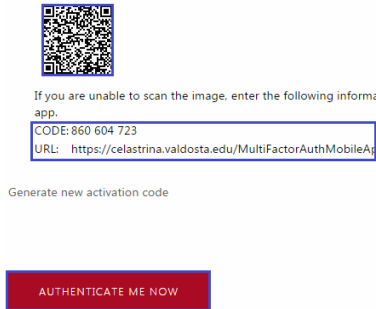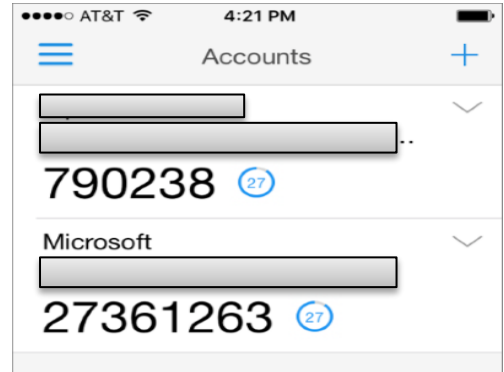
Establish 4 Security Questions

On your computer/laptop:

Select **Question** from the drop-down menu. Type response in the associated **Answer** field. Click **Continue**.

Initial set-up is complete.

After the initial setup, you should not need to open the MS Authenticator app or make changes to it unless your device settings changed or updates occurred.

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Use MS Authenticator App to Log In

1. At the MyVSU**,** OneUSG, or Georgia*FIRST* login screen, enter your username and password. Click **SIGN IN**

2. Select **Send notification to my mobile app** when asked: *"How do you want us to verify your account?"*

Welcome VSU\janbrady

For security reasons, we require additional information to verify your account

How do you want us to verify your account?

Send notification to my mobile app

3. Select **Approve** (or Deny) when the notification appears on your mobile phone/device.
The app does not have to be open on your device to receive notification. Power Save and other device settings may interfere with notification prompt.

Success! You're a 2FA Rock Star

Set Up 2FA using Alternate Method

If you cannot or do not want to use MS Authenticator App, select to use **Phone Call** or **Text Message** as your preferred contact method:

1. Log in to **MyVSU**

2. Select **Phone Call** or **Text Message** when asked: "*How should we contact you?*"

3. Select your **country and enter a phone number**.
   You will be contacted by Microsoft to continue the setup process.

4. **Establish four (4) security questions:** Use the drop-down menu to select **Question.** Type response into the associated **Answer** field. Click **Continue**.

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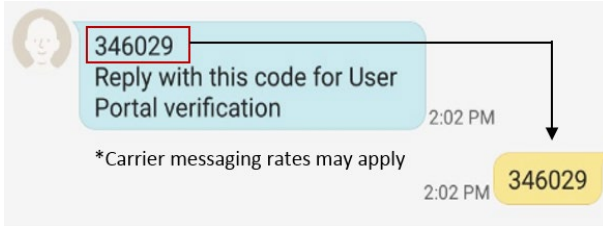
Use Alternate Method to Log In

1. At the MyVSU**,** OneUSG, or Georgia*FIRST* login screen, enter your username and password and click **SIGN IN**

2. Select **Call me at** or **Text me at** when asked: *"How do you want us to verify your account?"*

How do you want us to verify your account?

Send notification to my mobile app
Call me at xxx-xxx-1893
Text me at xxx-xxx-1893

- **Call me -** Receive an automated call from Microsoft. When prompted, enter your **PIN** and press the **pound (#)** key using your phone keypad.

- **Text me** – Receive a verification code via a cell phone text message from Microsoft. Use your cell phone to **Reply** with the **same verification code** listed in Microsoft's text message. *Your phone carrier messaging rates may apply.*

346029
Reply with this code for User
Portal verification   2:02 PM

*Carrier messaging rates may apply
                        2:02 PM   346029

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Use Security Questions to Log In

If you do not have access to a cell/landline phone or cannot use the other methods to log in:

1. **Select one of the listed contact methods:** Mobile app, Call me, or Text me

2. **Wait 60 seconds** for the selected method to fail due to no response:
   "We didn't receive the expected response. Please try again with a different verification option."

   Select **Use a different verification option.**

   We didn't receive the expected response. Please try again with a different verification option.

   View details

   Use a different verification option

3. Select **Answer security questions** when asked: *"How do you want us to verify your account?"* Correctly **answer** two security questions > click **SIGN IN**.

   Welcome VSU\janbrady

   For security reasons, we require additional information to verify your account

   How do you want us to verify your account?

   Send notification to my mobile app
   Call me at xxx-xxx-1893
   Text me at xxx-xxx-1893
   Answer security questions

   Welcome VSU\janbrady

   For security reasons, we require additional information to verify your account

   What was your favorite teacher's name?

   What was your high school mascot?

   SIGN IN

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Modify 2FA Settings

You can change your 2FA contact methods and information as often as needed.

1. Sign in to the 2FA Management Portal at **2fa.valdosta.edu** using your MyVSU login.
    Authenticate log in using your current method (mobile app, phone call, or text).

2. Select the account setting you would like to modify:
    *   **Change Method**
    *   **Change Phone**
    *   **Change PIN**
    *   **Activate Mobile App**
    *   **Change Security Questions**

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3. Follow steps related to the selected setting:

- Change Method - Select a Contact Method. Click Save.

    o **Phone Call** - Receive a call from Microsoft to enter your PIN and press the **p**ound (#) key on your phone.
    o **Text Message** - Receive a text from Microsoft with a verification code. Reply to the message from your cell phone with the same verification code.
    o **Mobile App** - Receive an 'Approve or Deny' notification on your mobile device.

- Change Phone - Select Country. Enter New Phone Number. Click Save.

    TIP: Although a previous phone number cannot be removed, if your phone is lost or stolen, you can change the number listed to a fake phone number (555-555-5555) in order to de-activate your old phone until a new phone can be acquired.

- Change PIN – Enter New PIN. Confirm PIN. Click Save. The PIN must be at least 4 digits.

- Activate Mobile App - Click the **Generate Activation Code** button to display information to quickly activate Microsoft Authenticator on your device. Alternatively, click the **Deactivate** link to deactivate the Microsoft Authenticator mobile app on that device.

- Change Security Questions - Select from a list of questions. Type your answers. Click Save.

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