

Account Authentication - Change Multi Factor Authentication

This help aid has two sections; It covers how to **change Multi Factor Authentication (MFA)** and how to re-register MFA on a new device. The quick steps to change MFA are listed first and the detailed instructions follow. To set up *Multi Factor Authentication* on a new device after it has been set up previously, go to the **Re-Register MFA with a New Device** section below.

Change Multi Factor Authentication

Quick Steps

1. Sign in to the account at <https://myaccount.microsoft.com>
2. Click the Security Info section or the link on the left.
3. Make the changes or additions.
4. Sign out of the account.
5. Test the changes to the multi factor authentication.

Detailed Steps

1. On your computer, open a web browser and navigate to <https://myaccount.microsoft.com>
2. Sign in using your Stark State account credentials (email and password).

3. Go to the **Security info** section or link and click on the **UPDATE INFO >** link (reference figure 1).

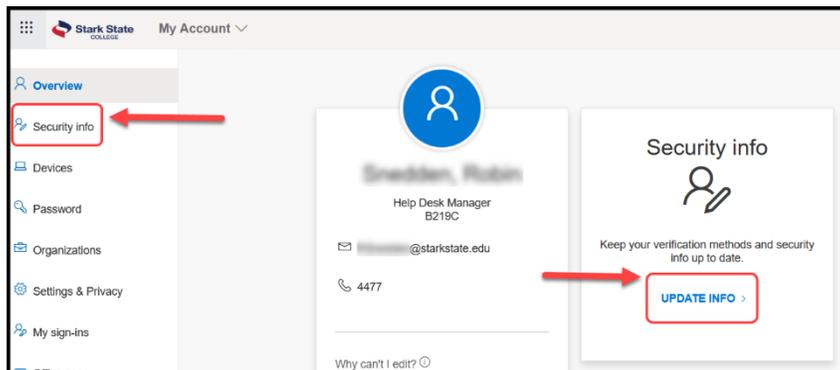


Figure 1

4. In the *Security info* section, click on what to change, update, or add.
 - a. To change or delete a phone number, click on the *Change* or *Delete* link by the current phone number and make the changes (reference figure 2).

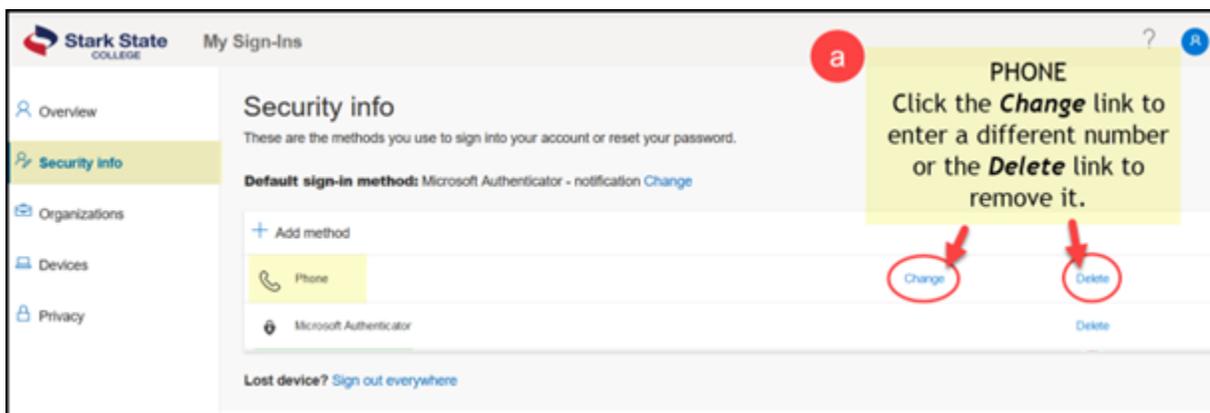


Figure 2

- b. To add another method, click the **Add method** dropdown menu, and make the selection (reference figure 3).

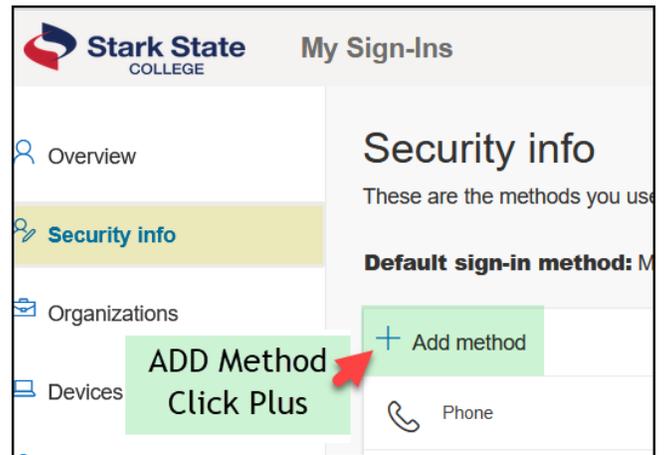


Figure 3

For more information and options to set up the Microsoft Authenticator application, visit Microsoft's set up documentation at:

<https://docs.microsoft.com/en-us/azure/active-directory/user-help/security-info-setup-auth-app>.

Re-Register MFA with a New Device

If *Multi Factor Authentication* is set up on a device and it needs to be registered to a *new* device, there are two options to transfer the authentication method.

You may call the Help Desk and ask a specialist to have your MFA device manually forced to re-register it. We will verify your identity and reset your account to setup the MFA authentication again and you may do it on your new device. Please call us during open hours at **(330) 494-6170, ext. 4357**.

If the old device is active and accessible, you may turn on the backup option for the Microsoft Authenticator app. Follow the how to steps in the link below:

<https://www.howtogeek.com/682273/how-to-move-microsoft-authenticator-to-a-new-phone>.

This concludes the help aid.