CAPITOL Technology University

Multi-Factor Authentication FAQs

What is Multi-Factor Authentication (MFA)?
Multi-Factor Authentication (MFA) is an additional layer of security added to the login process. MFA is two forms of authentication: something you know, and something you have with you. The something you know is your password. The something you have with you will be the mobile device you set up. This means that even if your password is compromised, access to the account will remain secure.

Who is currently impacted by MFA?
MFA is currently used by most staff, but will be required by all staff, faculty and students beginning on Thursday, March 9, 2023.

What happens if I do not set up MFA after it is enabled?
Access to Microsoft 365 services (Outlook, Teams, OneNote, OneDrive, or SharePoint) is not permitted until MFA setup is completed.

What applications/systems are currently protected with MFA?
At this time, MFA is being used to authenticate into Microsoft 365 or any of the applications of the suite, including Outlook, Teams, OneNote, OneDrive, and SharePoint.

Do I have to authenticate through MFA separately for each browser or device?
Yes, you will need to authenticate for each browser (Chrome, Safari) or device (PC, phone, tablet) that you use to login to your Microsoft 365 account. Each browser on each device that you use will require MFA authentication.

How do I set up MFA for my Microsoft 365 account?
Detailed instructions are **here**.

Which web browser should I use for setting up my phone for MFA?
You can use any browser to set up MFA. The web browser is merely being used to configure MFA on your Microsoft 365 account settings and to connect your Capitol account to the Microsoft Authenticator app installed on your phone.

What are my authentication options?
There are a few different authentication methods. We recommend using the Microsoft Authenticator app approval process. There are other options that may be used including “Text Message” and “Call Me”.

Where do I modify my MFA authentication settings?
You can make changes to your authentication settings by visiting this link **https://aka.ms/MFASetup**

Why must I use a Personal Device to setup MFA?
We request that you use your personal device as your device is **unique to you**. Even if someone has your username and password, they would not be able to access your Microsoft 365 account without your personal device.

What if I am not prompted to enroll in MFA?
You will not be prompted to enroll; you must initiate the process yourself directly because on March 14th everyone will be required to use MFA. To setup MFA for your account please visit these detailed instructions **here**. If you have question or need assistance with this process, please call the IT Help at 240-965-

2454.

What if I experience an issue with MFA?
If you have any issues with MFA, please contact IT Help at 240-965-2454.

Can I use a different Authenticator App?
Although other apps may work like the Google Authenticator app, The Microsoft Authenticator app is the only app that Capitol's IT Department will be supporting.

What if I need to change my phone number?
Visit this weblink **https://aka.ms/MFASetup**, to make modifications to your security MFA settings.

My mobile device with Microsoft authenticator app is lost or stolen, what do I do?
1. Immediately change your Capitol Technology University password **https://account.captechu.edu**
2. Change the password on your third-party email address on record with Capitol Technology University.
4. Call IT Help at 240-965-2454 to report the incident and get assistance disabling the compromised device.
5. Monitor your account for sign-ins for any suspicious activity **here**.