

# Multifactor Authentication Setup Guide

For ITE Students

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# 1<sup>st</sup> Time Registration for Multifactor Authentication for Smart Phone

## Step 1: Install the Microsoft Authenticator on your mobile phone

Click on the icon or scan the QR according to your mobile phone type to install the Microsoft Authenticator App.



After successful installing the App, open the App to allow notifications.

## Step 2: Sign In to Your Microsoft Account

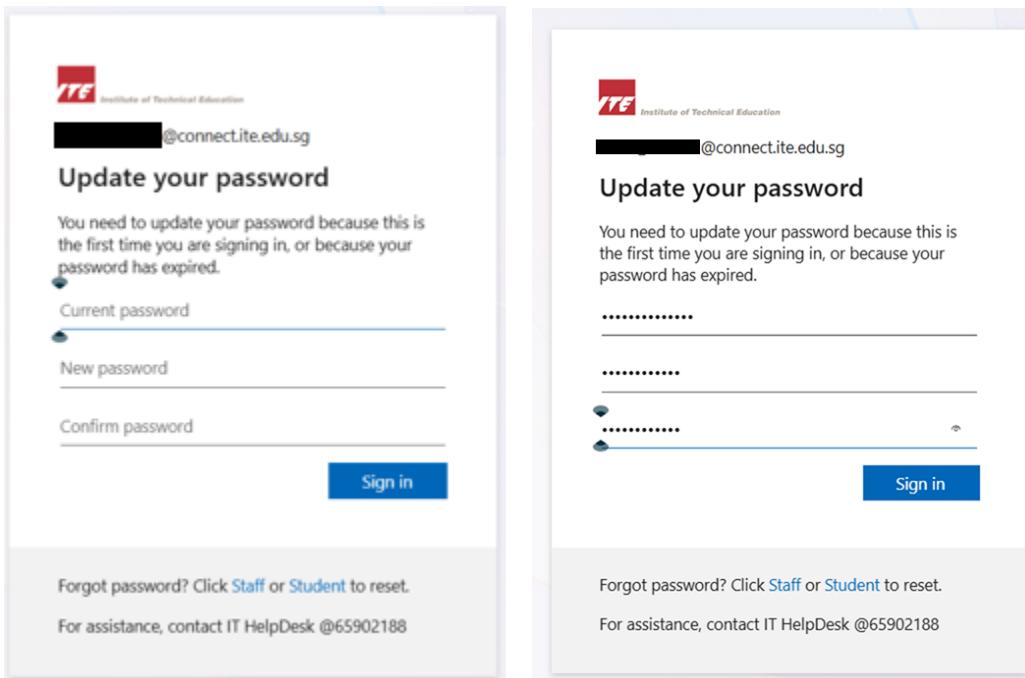
Go to the myITE at <https://myITE.ite.edu.sg>. Enter your student email and password, then click Sign In.

Your password is in the email you received during intake.

A screenshot of the myITE sign-in page. It features the ITE logo and the text "Sign in". A text input field contains a placeholder "████████@connect.ite.edu.sg". Below the input field are links for "Can't access your account?" and "Forgot password? Click Staff or Student to reset.". A "Next" button is at the bottom. At the bottom of the page, there is a link for "Forgot password? Click Staff or Student to reset." and a link for "For assistance, contact IT HelpDesk @65902188".A screenshot of the myITE password entry page. It features the ITE logo and the text "Enter password". A text input field is followed by a password strength indicator showing three stars. Below the input field are links for "Forgot my password?" and "Forgot password? Click Staff or Student to reset.". A "Sign in" button is at the bottom. At the bottom of the page, there is a link for "Forgot password? Click Staff or Student to reset." and a link for "For assistance, contact IT HelpDesk @65902188".

## Step 3: Change Your Password

On your first login, Microsoft 365 will prompt you to change your password.



The image consists of two side-by-side screenshots of a Microsoft 365 password change interface. Both screenshots show the following layout:

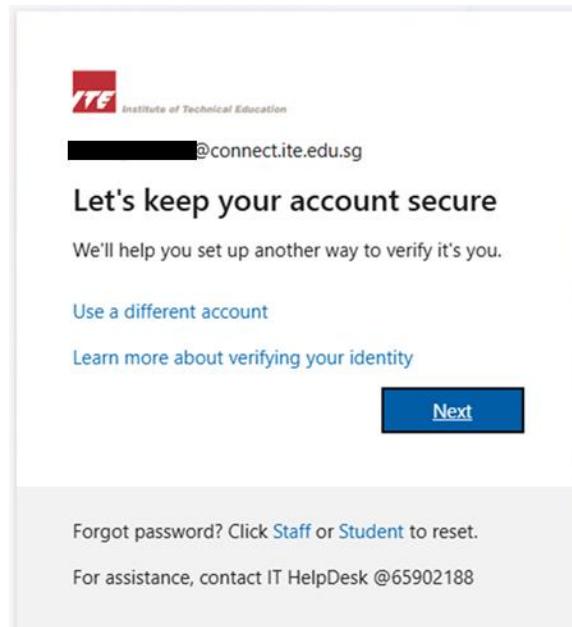
- Header:** ITE Institute of Technical Education logo and email address [REDACTED]@connect.ite.edu.sg
- Section:** Update your password
- Text:** You need to update your password because this is the first time you are signing in, or because your password has expired.
- Fields:**
  - Current password: A field containing several dots (.....).
  - New password: A field containing several dots (.....).
  - Confirm password: A field containing several dots (.....).
- Buttons:** A blue "Sign in" button.
- Footer:** Links for "Forgot password? Click [Staff](#) or [Student](#) to reset." and "For assistance, contact IT HelpDesk @65902188"

The only difference between the two screenshots is the content of the "New password" and "Confirm password" fields, which are filled with dots in the right screenshot, indicating they are being typed.

1. Enter your password in the *Current password* field.
2. Type your new password in the *New password* field. Make sure it meets the password complexity requirements (i.e. minimum 12 alphanumeric characters, with a mix of uppercase and lowercase letters, numbers, and special characters).
3. Re-enter your new password in the *Confirm password* field.
4. Click Sign in to save your new password.

## Step 4: Secure Your Account

You will see a prompt that says, "Let's keep your account secure". Click [Next] to begin the security setup.

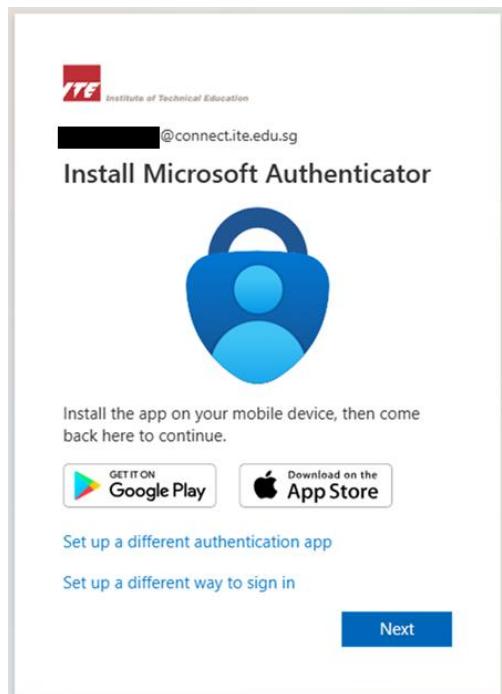


## Step 5: Install of Microsoft Authentication App

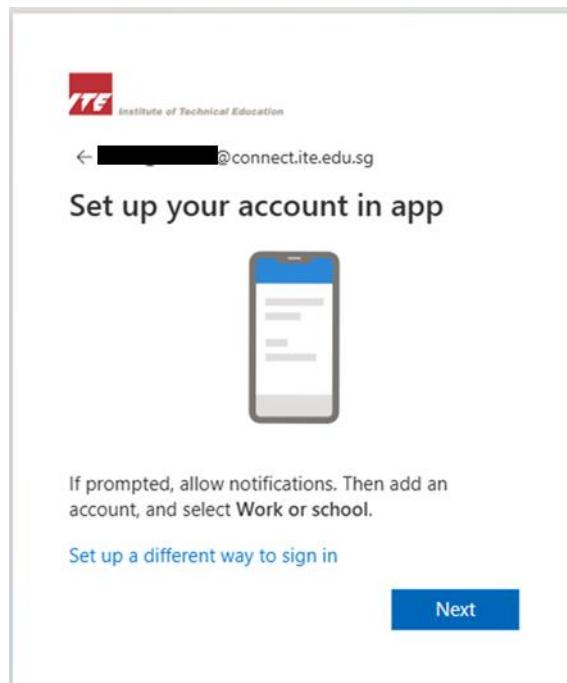
Skip this step if you have already installed the Microsoft Authenticator App on your phone by clicking on the [Next] button.

Follow the steps below to install the Microsoft Authenticator App on your phone.

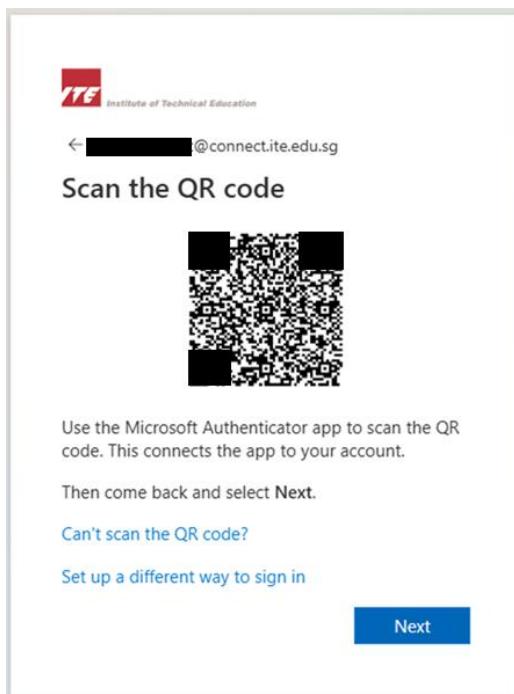
1. On your smartphone, open the App Store (iOS) or Google Play Store (Android).
2. Search for Microsoft Authenticator and install it.
3. Open the app and allow notifications.
4. Click [Next] to continue.



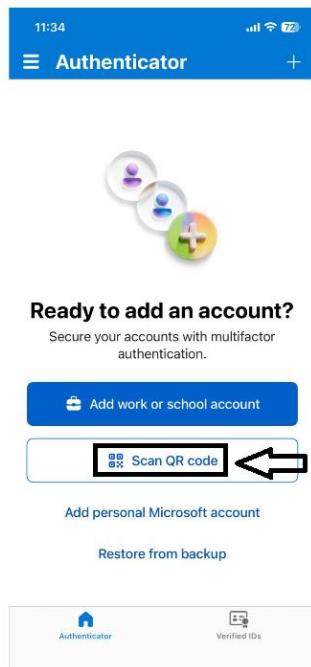
## Step 6: Link Your Account to the Authenticator App



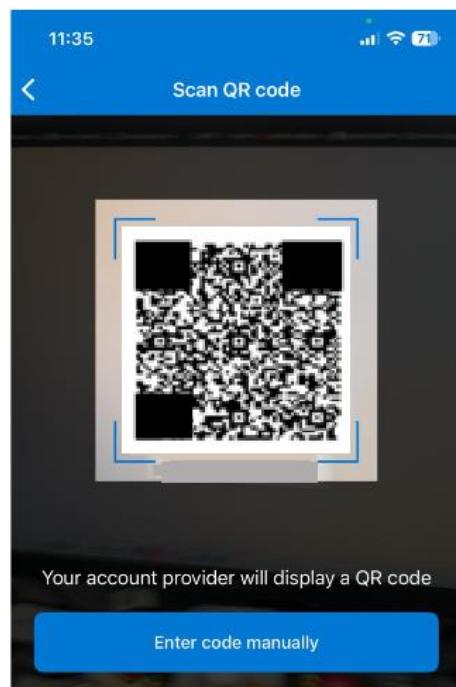
1. Click [Next] after you have successfully installed the Microsoft Authenticator on your phone.



2. A QR code will appear on the screen.
3. Scan the QR code displayed on your computer screen using the Authenticator app on your phone.
  - 3.1. In the app, tap Add account > Work or school account > Scan QR code.

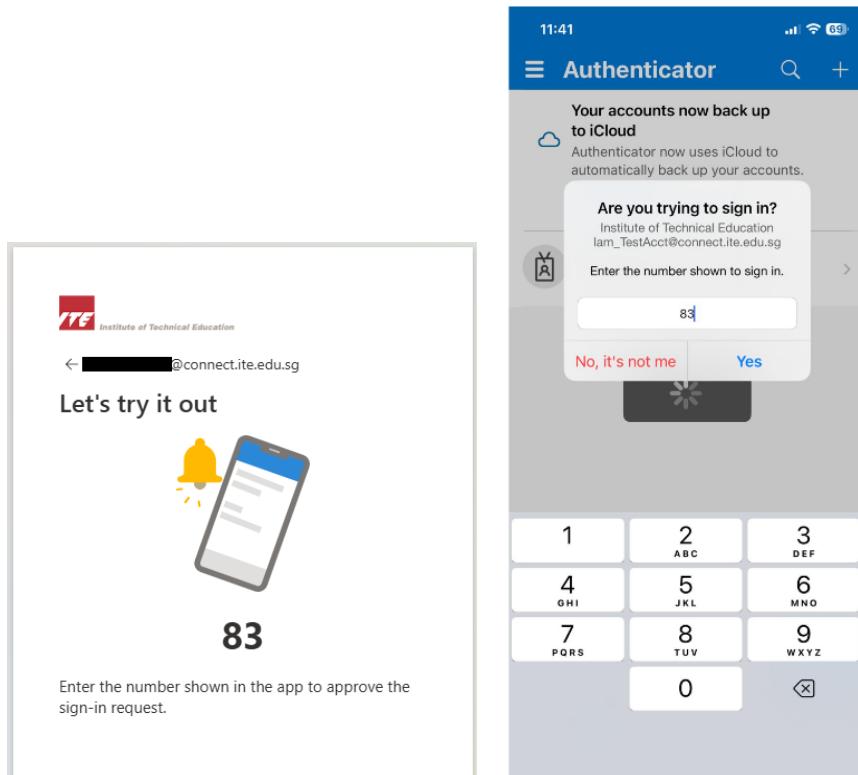


3.2. Point your phone at the QR code on your computer screen.



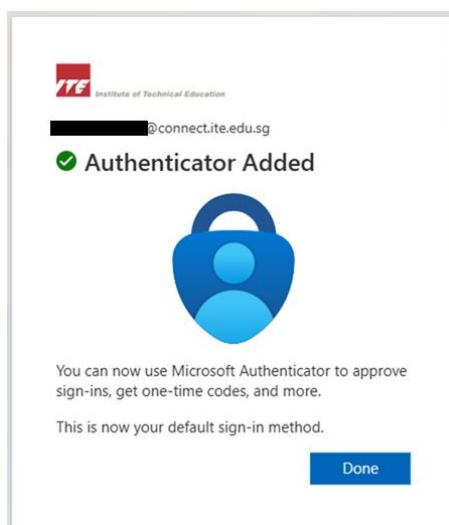
## Step 7: Confirm Setup

After scanning the QR code, your account will be added to the Authenticator app. Click [Next] on your computer to test the app. Approve the notification sent to your phone by keying in the 2-digit code into the App.



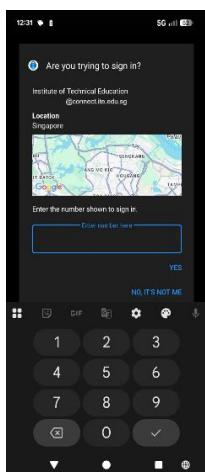
## Step 8: Completing the Registration Process

Once you have approved the notification, you will see a confirmation screen. Click [Done] to complete the registration process. Your account is now protected by MFA.



## Important Reminders

1. **DO NOT** share your password with anyone.
2. **DO NOT** approve any MFA not initiated by you.



- Verified that the location map is showing where you are located.
- **Do Not** key in any code that is provided to you by anyone else over WhatsApp, SMS, email etc.
- Contact IT Helpdesk if you received repeating requests to authentication not initiated by you.

3. Contact IT helpdesk **immediately** should you lose your phone.
4. **Register again** if you are changing phone/phone number.

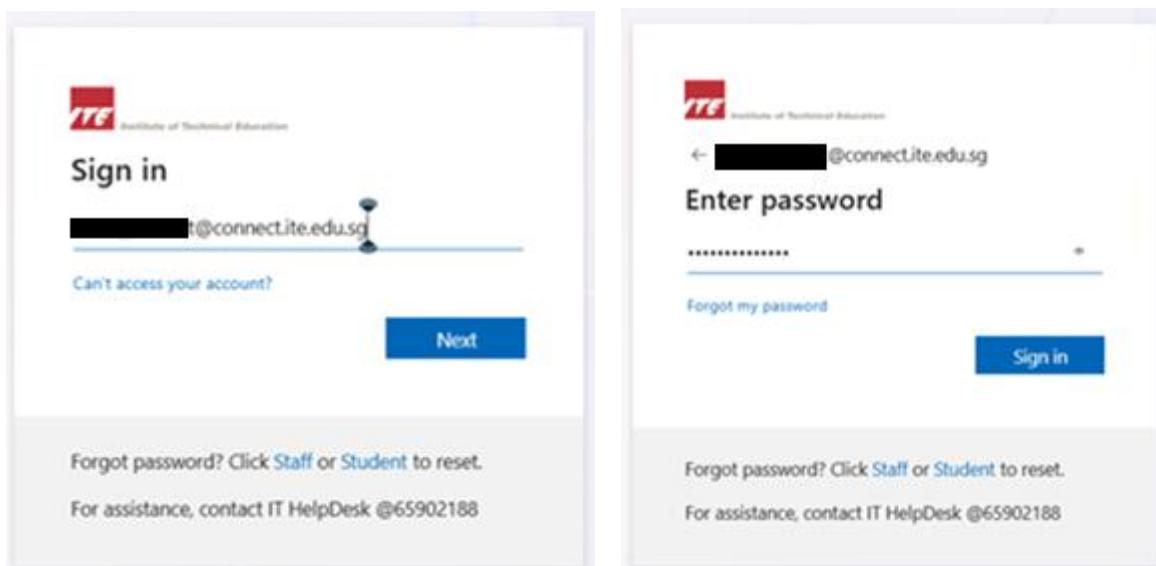
# 1<sup>st</sup> Time Registration for 2<sup>nd</sup> Factor Authentication for Non-Smart Phone

If you do not own a smart phone, you can use SMS One Time Passcode (OTP) as the 2<sup>nd</sup> factor authentication.

## Step 1: Sign In to Your Microsoft Account

Go to the myITE at <https://myITE.ite.edu.sg>. Enter your student email and password, then click Sign In.

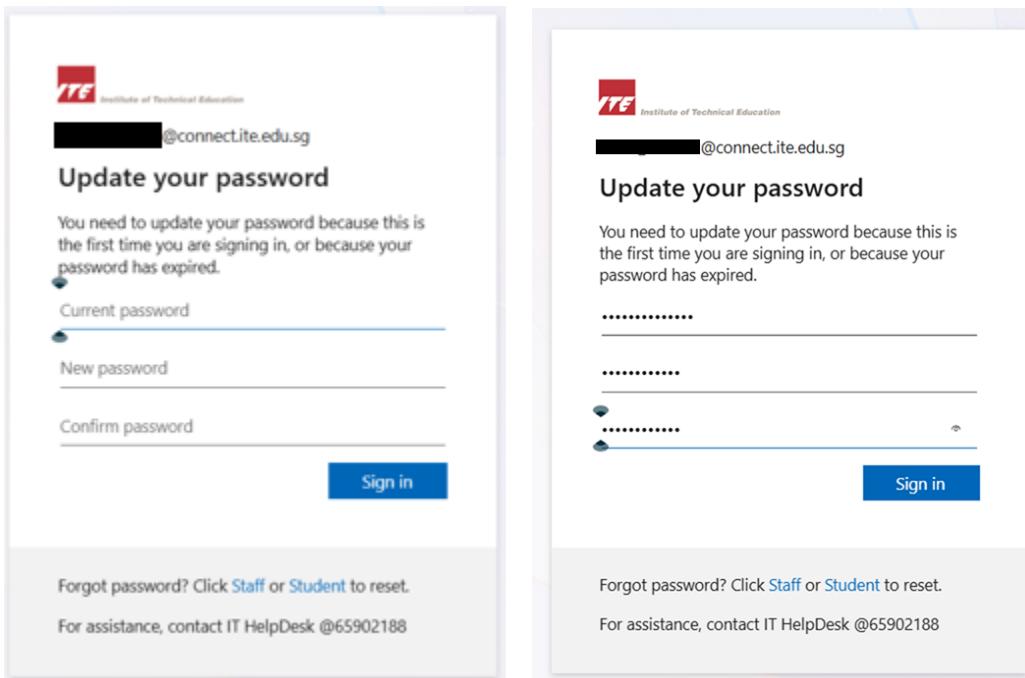
Your password is in the email you received during intake.



The image consists of two side-by-side screenshots of a web-based sign-in interface. Both screenshots feature the 'ITE Institute of Technical Education' logo at the top left. The left screenshot is titled 'Sign in' and shows a text input field containing a redacted email address followed by '@connect.ite.edu.sg'. Below the input field is a 'Next' button. The right screenshot is titled 'Enter password' and shows a redacted email address followed by a password input field containing redacted text. Below the input field is a 'Sign in' button. Both screenshots include a 'Forgot password?' link at the bottom.

## Step 2: Change Your Password

On your first login, Microsoft 365 will prompt you to change your password.

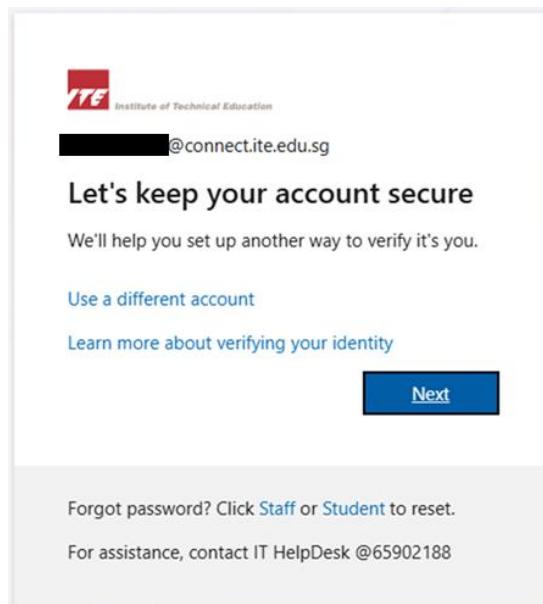


The image consists of two side-by-side screenshots of a Microsoft 365 password update interface. Both screenshots show the 'Update your password' screen for the user 'ITE [REDACTED]@connect.ite.edu.sg'. The left screenshot shows the initial state with empty password fields. The right screenshot shows the password fields filled with redacted text, indicating they have been entered. Both screenshots include the 'Sign in' button and forgot password/assistance links.

1. Enter your password in the *Current password* field.
2. Type your new password in the *New password* field. Make sure it meets the password complexity requirements (i.e. minimum 12 alphanumeric characters, with a mix of uppercase and lowercase letters, numbers, and special characters).
3. Re-enter your new password in the *Confirm password* field.
4. Click Sign in to save your new password.

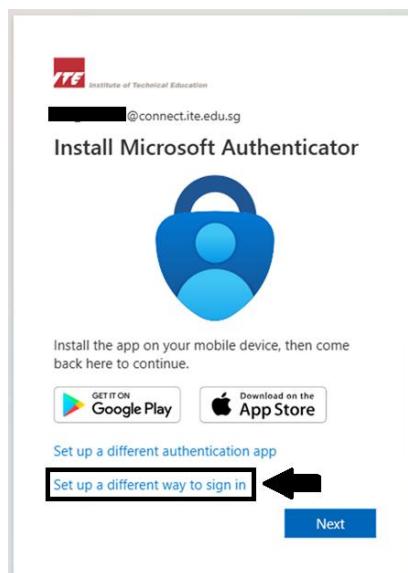
## Step 3: Secure Your Account

You will see a prompt that says, “Let’s keep your account secure” Click Next to begin the security setup.



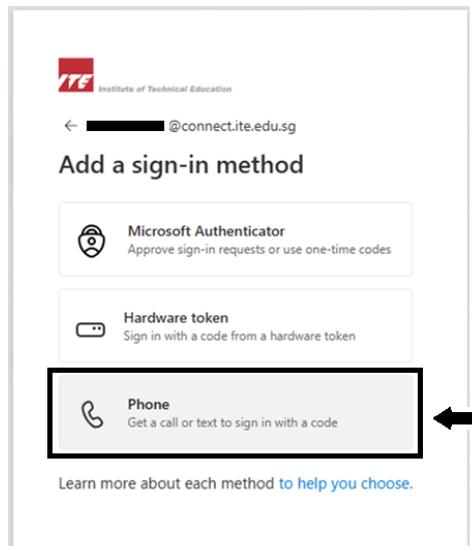
## Step 4: Set up Authentication Method

Select [Set up a different way to sign in] and click [Next].



## Step 5: Add a sign-in method

On the [Add a sign-in method], select [Phone] to get a call or text.



## Step 6: Add your phone number

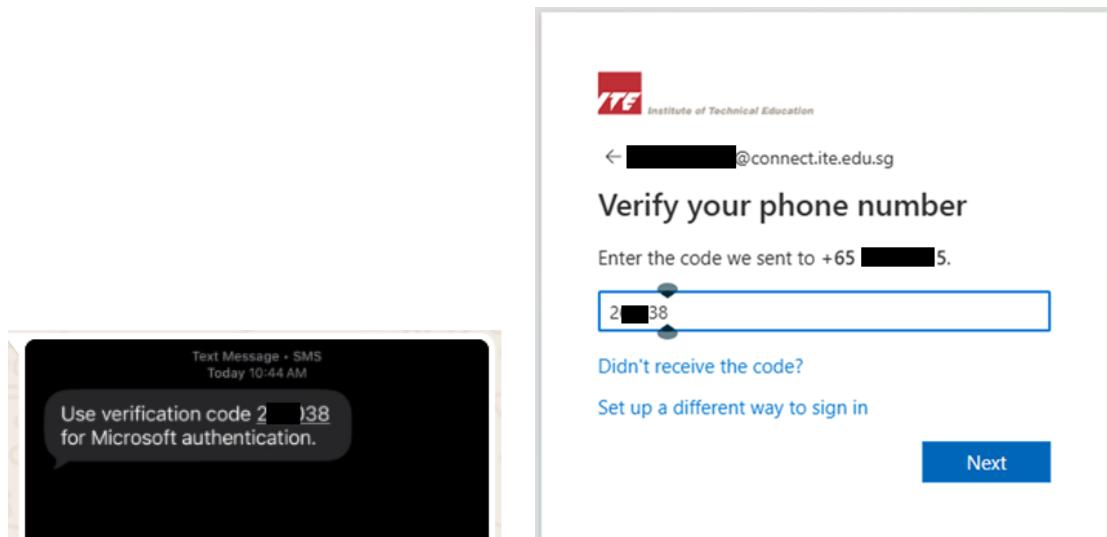
The screenshot shows a 'Verify it's you with a call or text code to your phone.' section. It includes a 'Country code' dropdown set to 'Singapore (+65)', a 'Phone number' input field containing a redacted number starting with '+65', and a 'Choose how to verify' section with 'Text a code' selected. A note at the bottom states: 'Message and data rates may apply. Pressing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#)'. A 'Set up a different way to sign in' link is also present. A blue 'Next' button is at the bottom right.

1. Change the Country code to **Singapore (+65)**
2. Type in your mobile phone number
3. Choose how to verify, select either **Text a code** or **Call**

Text a code	A 6-digits verification code is sent via SMS to your registered mobile number
Call	Microsoft places a voice call to your registered phone number, and you are prompted to press the pound key (#) on your phone's keypad to verify your identity

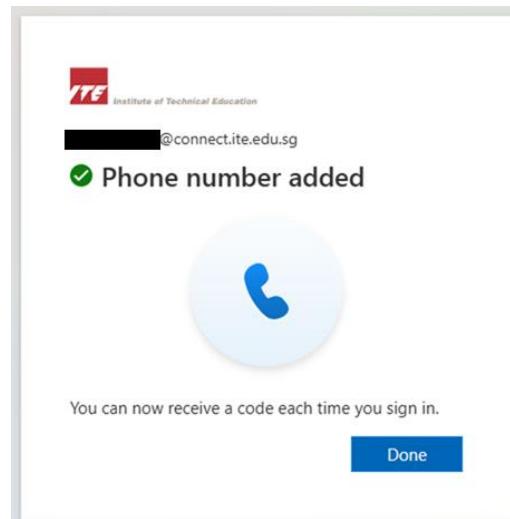
## Step 7: Confirm Setup

You will receive a 6 digits code via SMS on your mobile phone. Key in the code on the verification page and click [Next].



## Step 8: Finish Registration

You should see a confirmation screen as below. Click [Done] to complete the process. Your account is now protected by MFA.



## Important Reminders

1. **DO NOT** share your password with anyone.
2. **DO NOT** share the SMS code send to your phone with anyone. Contact IT Helpdesk if you received repeating requests to authentication not initiated by you.
3. Contact IT helpdesk **immediately** should you lose your phone.
4. **Register again** if you are changing phone/phone number.

## Troubleshooting & Support

If you have trouble receiving notifications, ensure your phone is connected to the internet.

If you are not able to register, please contact IT helpdesk at 65902188 or [ithelpdesk@ite.edu.sg](mailto:ithelpdesk@ite.edu.sg) or approach the Onsite Engineer at the IT Support Service Centres at your College below.

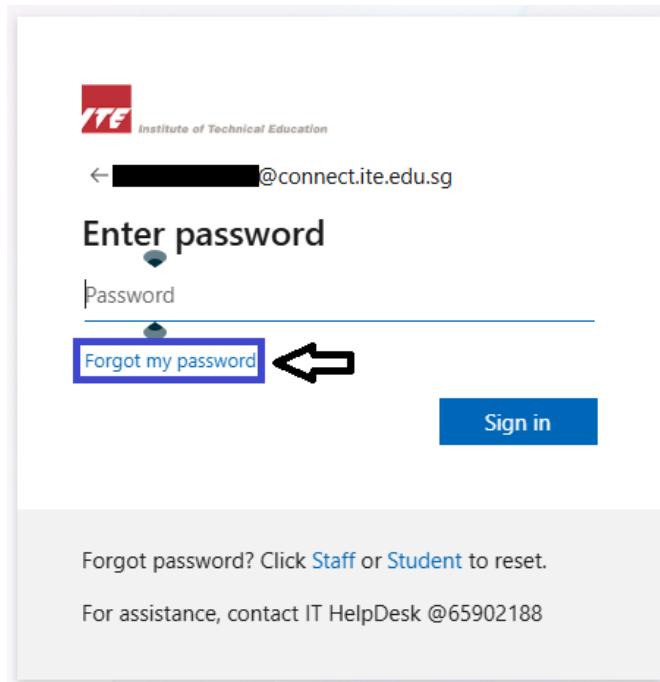
College Central	College East	College West
Block J Level 4 IT Support Centre Room J4-05	Business Block Level 2 Multimedia Learning Centre Room B2-05	Block 1 Level 2 Self Service Access Room Room 1219

# Forget My Password

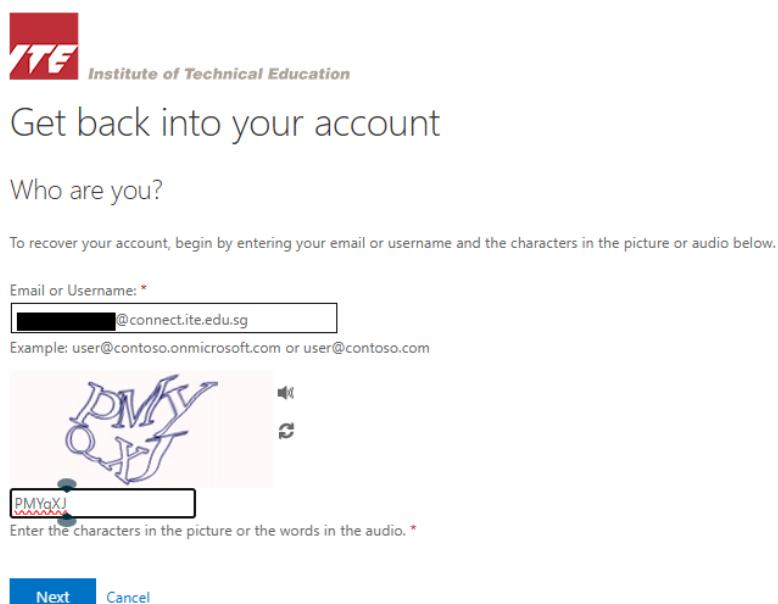
If you forget your password, you may use one of the following methods.

## Method 1: Self-service Password Reset

1. Login to any ITE web applications (e.g. <https://myite.ite.edu.sg>), click on the [Forgot my password] link.



2. Key in the characters in the picture and click [Next].



3. Click on [I forgot my password] and click [Next]



**Institute of Technical Education**

Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.  
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

**Next** **Cancel**

4. You can select (1) to send notification to your mobile phone Microsoft Authentication app or (2) select to key in the code on your mobile phone Microsoft Authentication.

Method 1 Send Notification	Method 2 Key in Security Code
 <p><b>Institute of Technical Education</b></p> <p>Get back into your account</p> <p><b>verification step 1 &gt; choose a new password</b></p> <p>Please choose the contact method we should use for verification:</p> <p><input checked="" type="radio"/> Approve a notification on my authenticator app</p> <p><input type="radio"/> Enter a code from my authenticator app</p> <p>Send a notification to your authenticator app on your mobile device.</p> <p><b>Send Notification</b></p>	 <p><b>Institute of Technical Education</b></p> <p>Get back into your account</p> <p><b>verification step 1 &gt; choose a new password</b></p> <p>Please choose the contact method we should use for verification:</p> <p><input type="radio"/> Approve a notification on my authenticator app</p> <p><input checked="" type="radio"/> Enter a code from my authenticator app</p> <p>Enter the code displayed in your authenticator app.</p> <p><b>Enter your verification code</b></p> <p><b>Next</b></p>

5. Set your new password



**Institute of Technical Education**

Get back into your account

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

\* Enter new password:

\* Confirm new password:

**Finish** **Cancel**

## Method 2: Approach ITE Service Centres

1. If you are unable to create a new password with the Self-service password reset portal, you may obtain assistance from:
  - a. Customer Service Centre;
  - b. IT Helpdesk Service Centre; or
  - c. Approach your Class Advisor.

# Guide on Changing Mobile Phone.

## Backup your old device

1. iOS Device  
<https://support.microsoft.com/en-us/account-billing/back-up-your-accounts-in-microsoft-authenticator-bb939936-7a8d-4e88-bc43-49bc1a700a40>
2. Android Device  
<https://support.microsoft.com/en-us/account-billing/back-up-your-accounts-in-microsoft-authenticator-bb939936-7a8d-4e88-bc43-49bc1a700a40#id0ebbf=android>

## Restore the backup on your new device

1. iOS Device  
<https://support.microsoft.com/en-us/account-billing/restore-account-credentials-from-microsoft-authenticator-ce53096e-1e1c-4840-9e32-1618bc33cd43>
2. Android Device  
<https://support.microsoft.com/en-us/account-billing/restore-account-credentials-from-microsoft-authenticator-ce53096e-1e1c-4840-9e32-1618bc33cd43#id0ebh=android>

## Guide on Loss of Phone

If you lose your device, immediately contact IT helpdesk at 65902188 or [ithelpdesk@ite.edu.sg](mailto:ithelpdesk@ite.edu.sg) or approach the Onsite Engineer at the IT Support Service Centres in your College below:

College Central	College East	College West
Block J Level 4 IT Support Centre Room J4-05	Business Block Level 2 Multimedia Learning Centre Room B2-05	Block 1 Level 2 Self Service Access Room Room 1219