

Multifactor Authentication Setup Guide

For ITE Students

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1st 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.

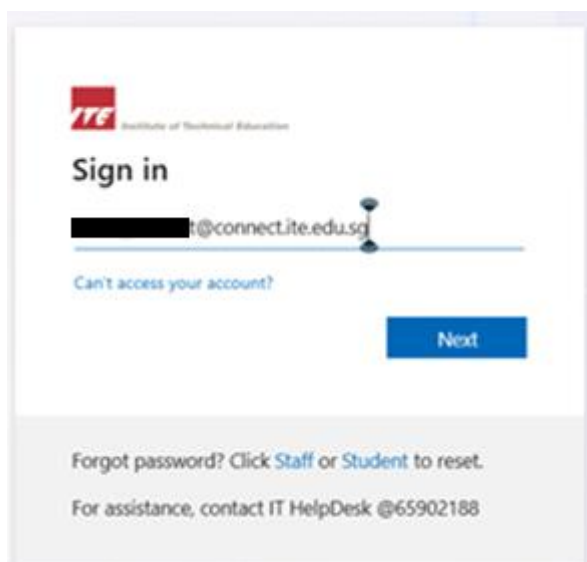
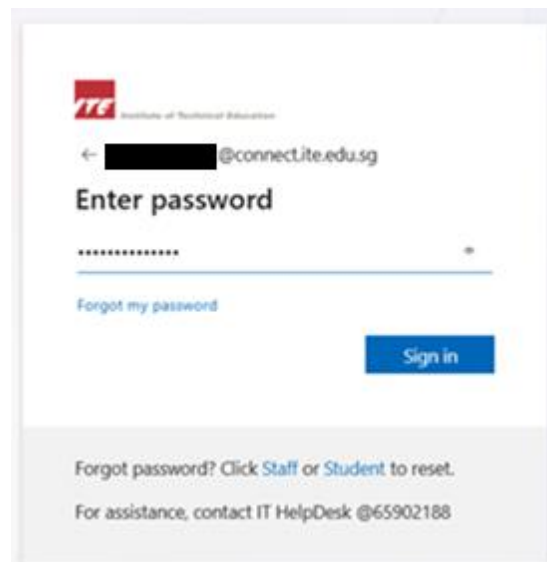


After successful installing the App, open the App to allow notifications.

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.

The sign-in screen for myITE. It features the ITE logo at the top left. Below it, the text "Sign in" is displayed. There is a text input field containing a partially masked email address ending in "@connect.ite.edu.sg". Below the input field is a link that says "Can't access your account?". At the bottom right is a blue button labeled "Next". At the very bottom, there is a footer with the text: "Forgot password? Click Staff or Student to reset. For assistance, contact IT HelpDesk @65902188".The "Enter password" screen for myITE. It features the ITE logo at the top left. Below it, there is a back arrow and a partially masked email address ending in "@connect.ite.edu.sg". The text "Enter password" is displayed. There is a password input field with masked characters. Below the input field is a link that says "Forgot my password?". At the bottom right is a blue button labeled "Sign in". At the very bottom, there is a footer with the text: "Forgot password? Click Staff or Student to reset. For assistance, contact IT HelpDesk @65902188".

Step 3: Change Your Password

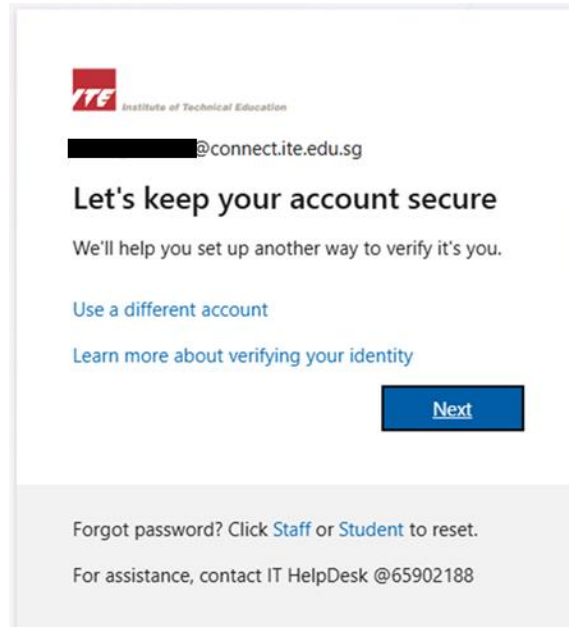
On your first login, Microsoft 365 will prompt you to change your password.

The image displays two versions of a web form titled "Update your password" from the Institute of Technical Education (ITE). The left version shows the form with text labels for the password fields: "Current password", "New password", and "Confirm password". The right version shows the same form but with the password fields masked with dots and an eye icon to toggle visibility. Both forms include a "Sign in" button and a footer with a password reset link and IT HelpDesk contact information.


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.



The screenshot shows a web interface for the Institute of Technical Education (ITE). At the top left is the ITE logo, consisting of a red square with the letters 'ITE' in white, followed by the text 'Institute of Technical Education'. Below the logo, the email address '██████████@connect.ite.edu.sg' is displayed. The main heading is 'Let's keep your account secure' in bold. Below this, it says 'We'll help you set up another way to verify it's you.' There are two links: 'Use a different account' and 'Learn more about verifying your identity'. A blue button with the text 'Next' is positioned to the right. At the bottom, there is a footer section with the text 'Forgot password? Click [Staff](#) or [Student](#) to reset.' and 'For assistance, contact IT HelpDesk @65902188'.

 Institute of Technical Education

██████████@connect.ite.edu.sg

Let's keep your account secure

We'll help you set up another way to verify it's you.

[Use a different account](#)

[Learn more about verifying your identity](#)

[Next](#)

Forgot password? Click [Staff](#) or [Student](#) to reset.

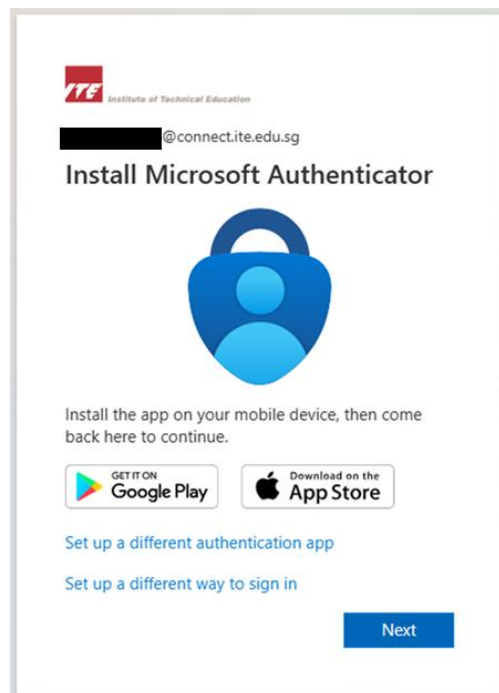
For assistance, contact IT HelpDesk @65902188

Step 5: Install of Microsoft Authentication App

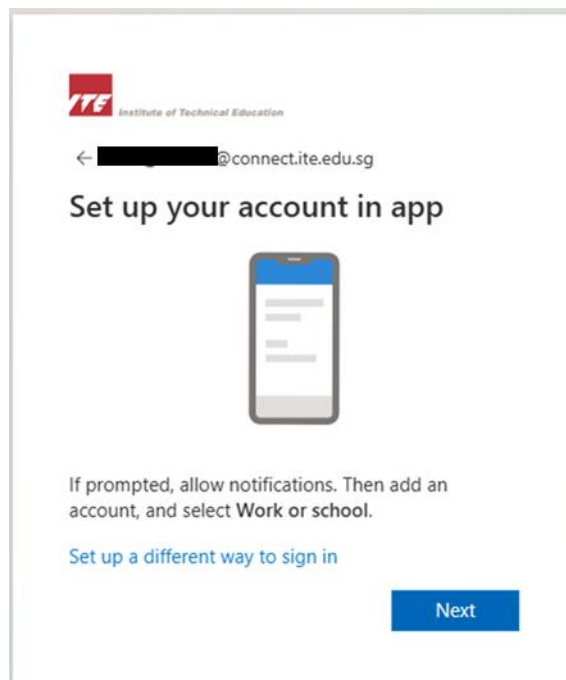
Skip this step if you have already installed the Microsoft Authenticator App on your phone by clicking on the [Next] button.

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

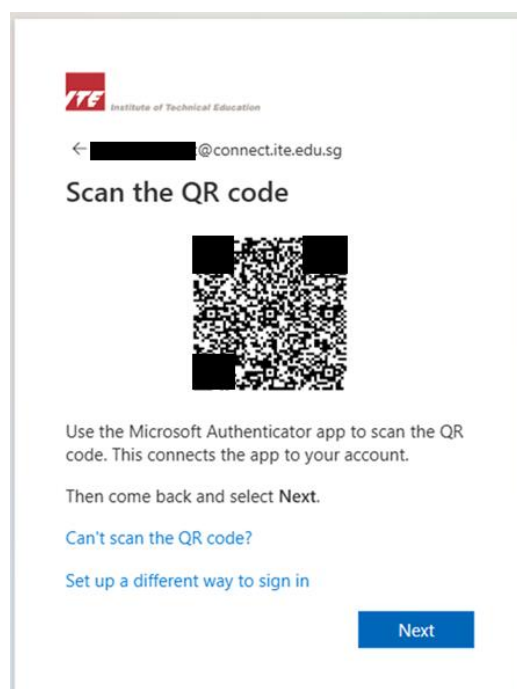
1. On your smartphone, open the App Store (iOS) or Google Play Store (Android).
2. Search for Microsoft Authenticator and install it.
3. Open the app and allow notifications.
4. Click [Next] to continue.



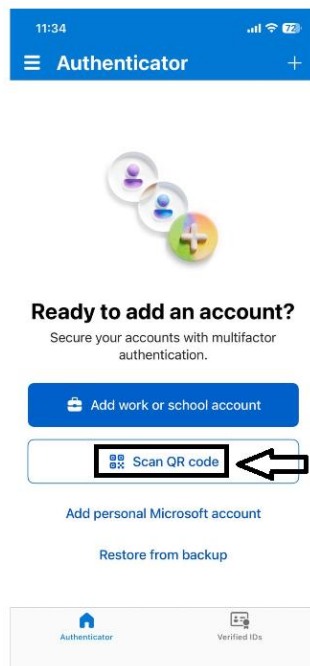
Step 6: Link Your Account to the Authenticator App



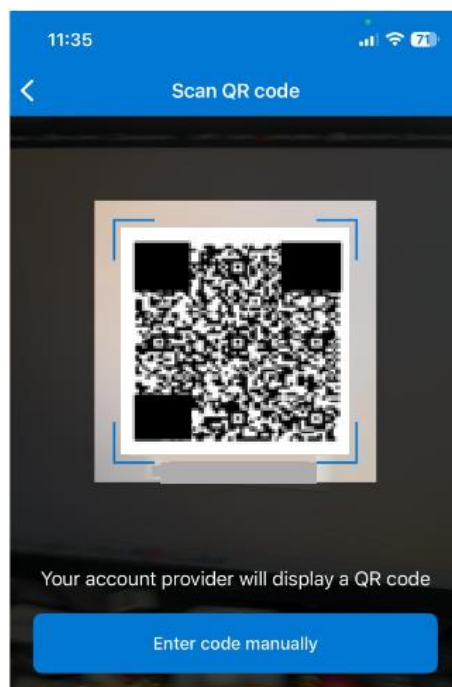
1. Click [Next] after you have successfully installed the Microsoft Authenticator on your phone.



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.

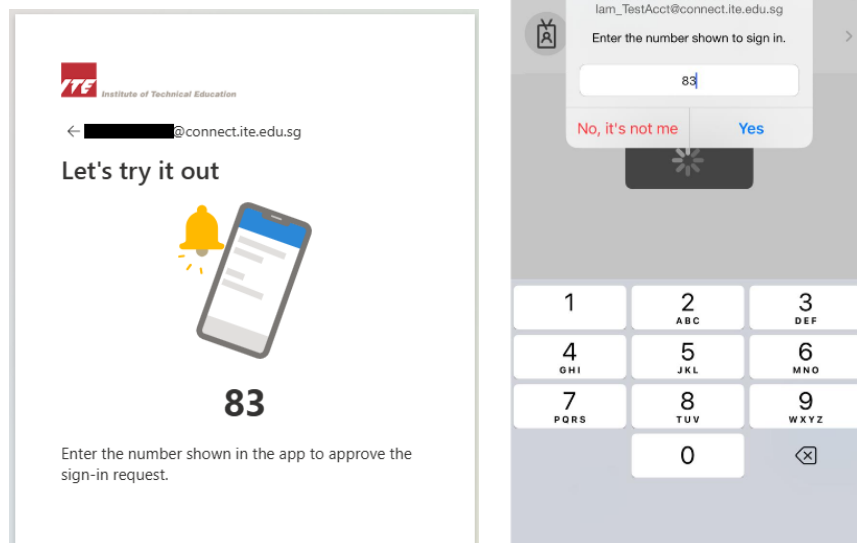


3.2. Point your phone at the QR code on your computer screen.



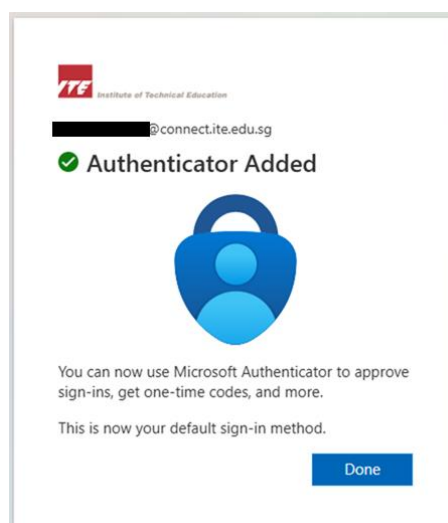
Step 7: Confirm Setup

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.



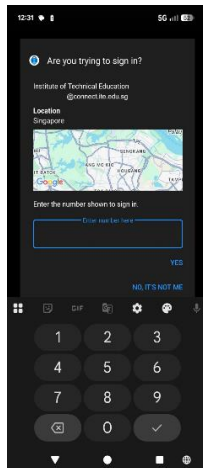
Step 8: Completing the Registration Process

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.

1st Time Registration for 2nd Factor Authentication for Non-Smart Phone

If you do not own a smart phone, you can use SMS One Time Passcode (OTP) as the 2nd 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 displays two sequential screenshots of the myITE login process. The left screenshot shows the 'Sign in' page with the ITE logo at the top. Below the logo, the text 'Sign in' is followed by a text input field containing a redacted email address ending in '@connect.ite.edu.sg'. A 'Next' button is positioned at the bottom right. The right screenshot shows the 'Enter password' page, also with the ITE logo. It features a password input field with masked characters and a 'Sign in' button at the bottom right. Both pages include a footer with the text: 'Forgot password? Click [Staff](#) or [Student](#) to reset. For assistance, contact IT HelpDesk @65902188'.

Step 2: Change Your Password

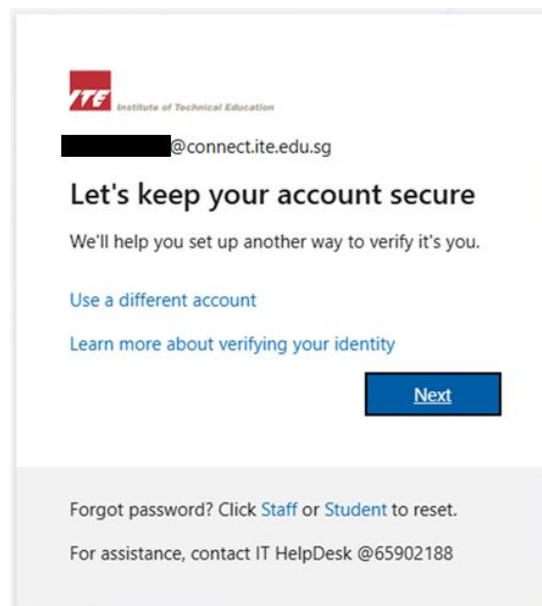
On your first login, Microsoft 365 will prompt you to change your password.

The image displays two versions of a password update form for the Institute of Technical Education (ITE). Both forms feature the ITE logo and the email address [redacted]@connect.ite.edu.sg. The title is 'Update your password'. The message states: 'You need to update your password because this is the first time you are signing in, or because your password has expired.' The left form has three input fields labeled 'Current password', 'New password', and 'Confirm password'. The right form has three masked input fields (represented by dots) and a 'Sign in' button. Both forms include a footer with links for 'Forgot password?' (Staff or Student) and contact information for IT HelpDesk @65902188.

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.

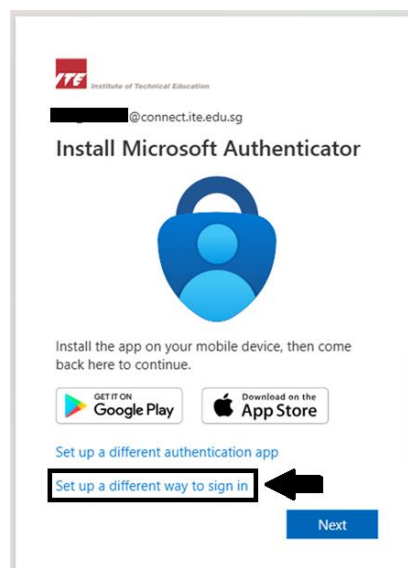
Step 3: Secure Your Account

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



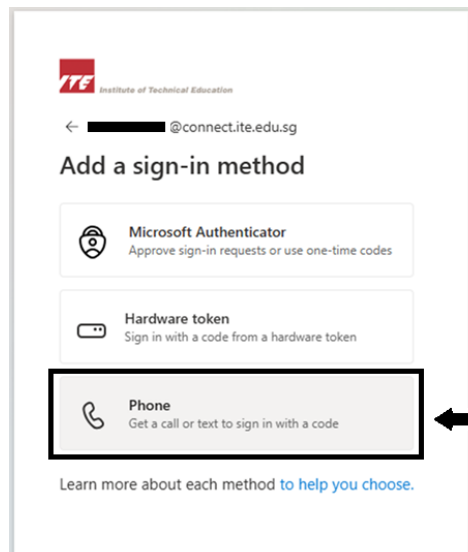
Step 4: Set up Authentication Method

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.



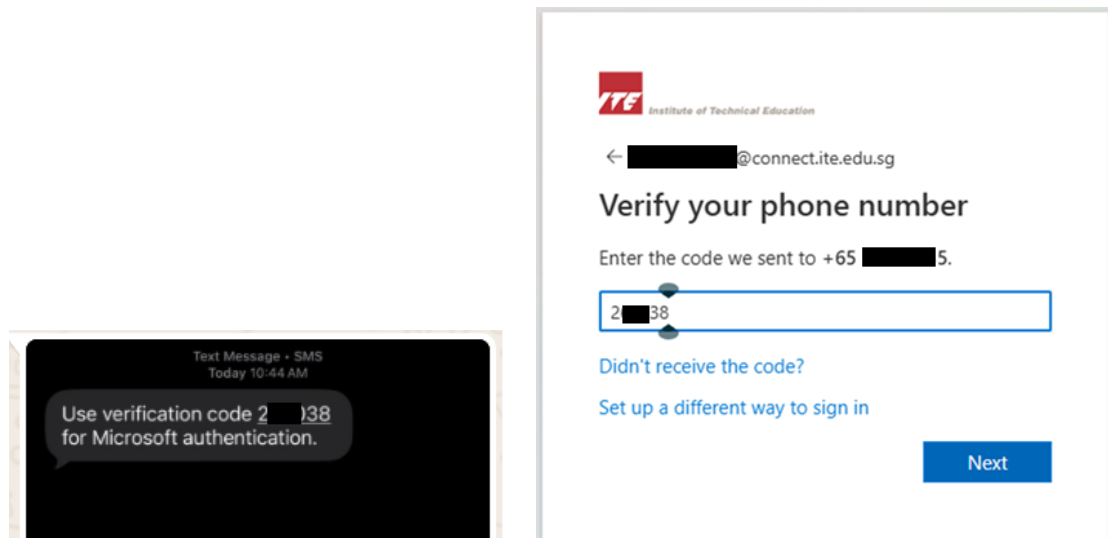
Step 6: Add your phone number

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

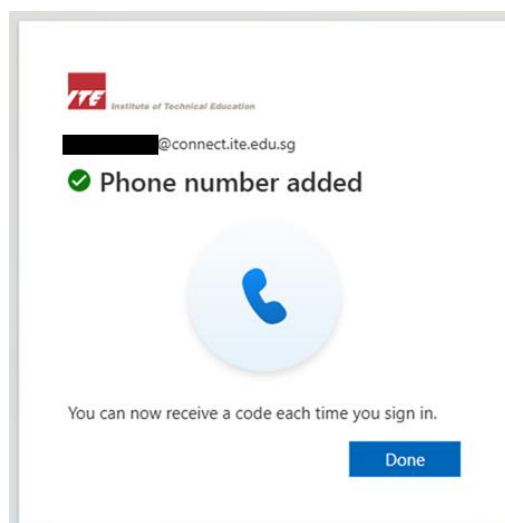
Step 7: Confirm Setup

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 or approach the Onsite Engineer at the IT Support Service Centres at your College below.

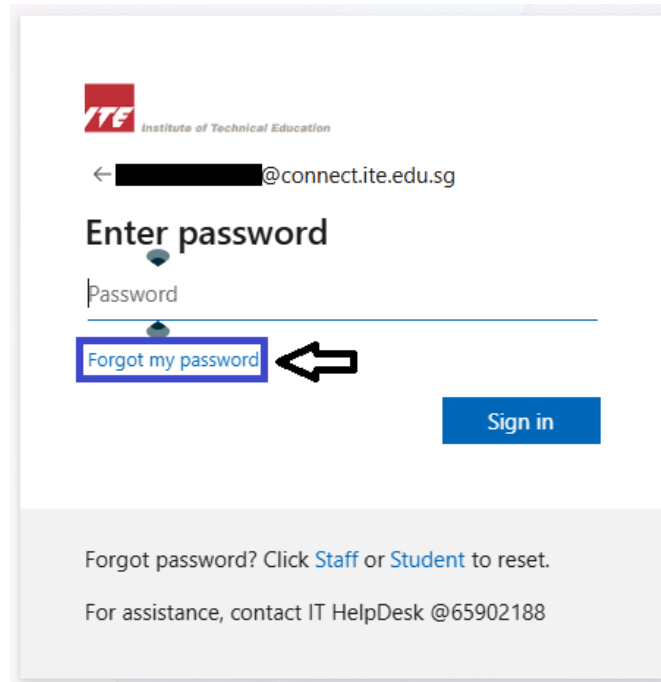
College Central	College East	College West
Block J Level 4 IT Support Centre Room J4-05	Business Block Level 2 Multimedia Learning Centre Room B2-05	Block 1 Level 2 Self Service Access Room Room 1219

Forget My Password

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

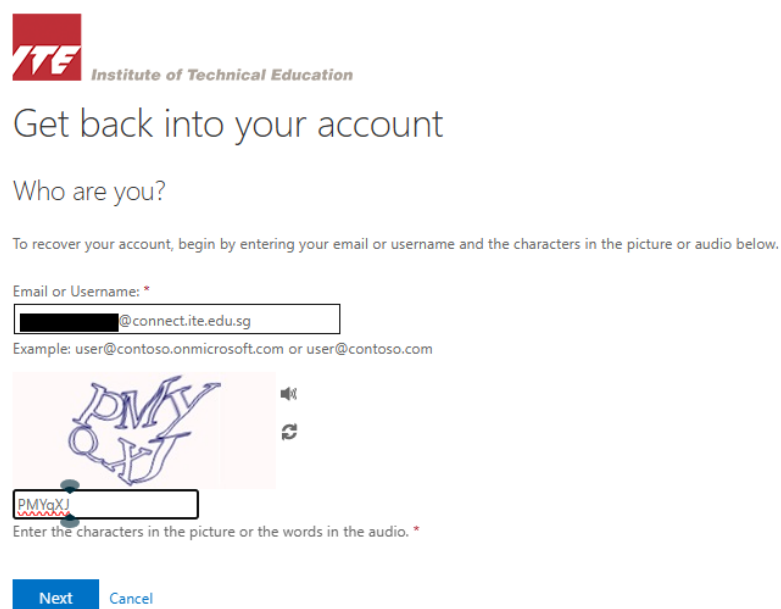
Method 1: Self-service Password Reset

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



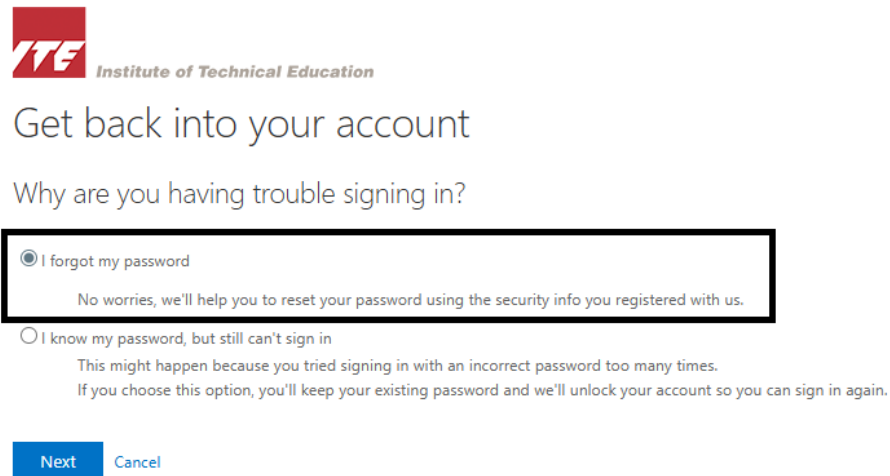
The screenshot shows the ITE login page. At the top is the ITE logo and 'Institute of Technical Education'. Below it is a back arrow and a redacted email address '@connect.ite.edu.sg'. The main heading is 'Enter password'. There is a password input field with a blue underline. Below the password field is a blue box containing the text 'Forgot my password', with a black arrow pointing to it from the right. To the right of the password field is a blue 'Sign in' button. At the bottom, there is a grey footer area with the text: 'Forgot password? Click [Staff](#) or [Student](#) to reset.' and 'For assistance, contact IT HelpDesk @65902188'.


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



The screenshot shows the ITE account recovery page. At the top is the ITE logo and 'Institute of Technical Education'. The heading is 'Get back into your account'. Below it is the question 'Who are you?'. A sub-heading says 'To recover your account, begin by entering your email or username and the characters in the picture or audio below.' There is an 'Email or Username: *' label above a text input field containing a redacted email address '@connect.ite.edu.sg'. Below the input field is an example: 'Example: user@contoso.onmicrosoft.com or user@contoso.com'. There is a CAPTCHA image showing the characters 'PMYQXJ' in a stylized font. Below the image is a text input field containing the characters 'PMYQXJ'. To the right of the CAPTCHA image are speaker and refresh icons. Below the input field is the text 'Enter the characters in the picture or the words in the audio. *'. At the bottom are two buttons: 'Next' and 'Cancel'.

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



 **Institute of Technical Education**

Get back into your account

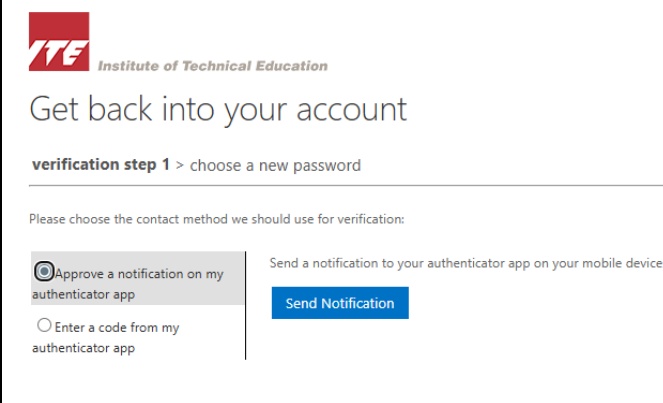
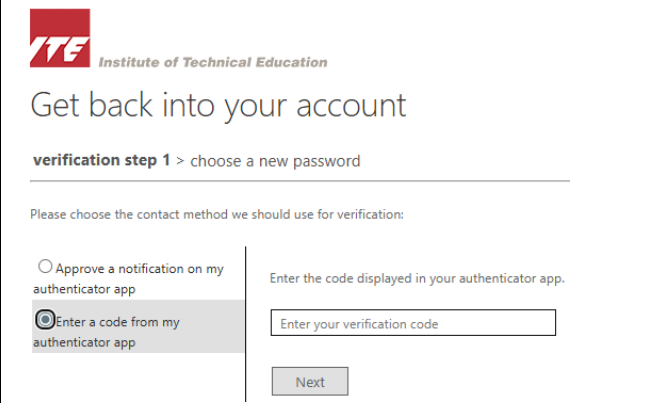
Why are you having trouble signing in?

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

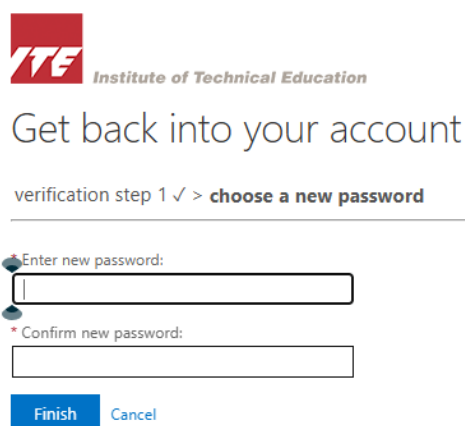
☐ I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.


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
	

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 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