# Multifactor Authentication (MFA) Setup Guide

For ITE Students

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# First time Multifactor Authentication (MFA) registration for Smartphones

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

Scan the QR code below for the direct download link to the App.

Download on the App Store

GET IT ON Google Play

After successfully installing the Microsoft Authenticator App, open it and allow notifications.

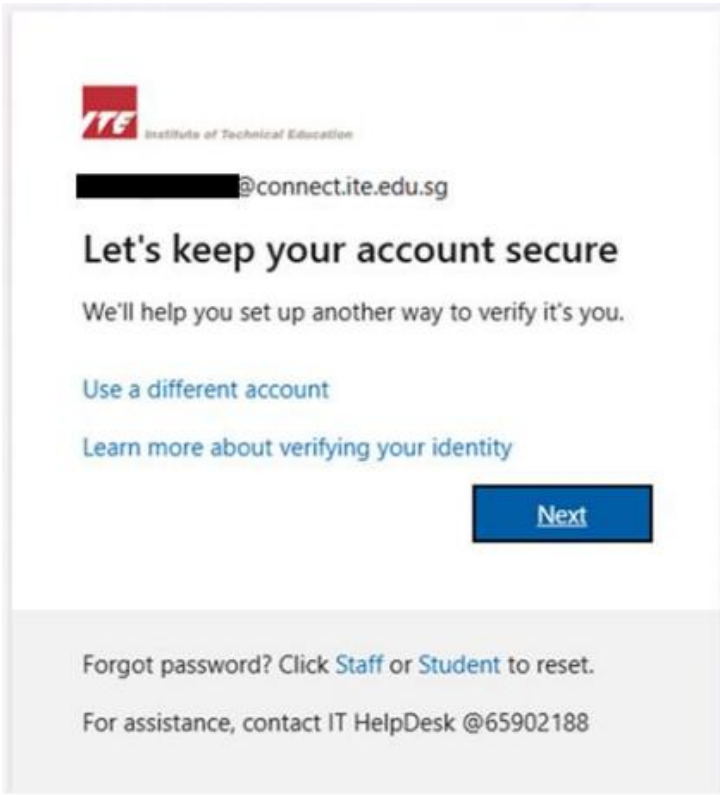
## Step 2: Sign In to your Microsoft 365 (M365) Account

1. Navigate to myITE: https://myITE.ite.edu.sg
2. Enter your ITE student email address and password*, then click Sign In

*your first-time password is sent to your personal email address that is registered with ITE

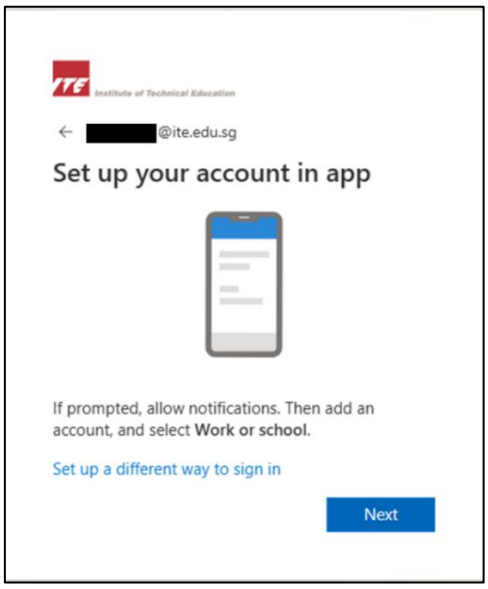
## Step 3: Secure Your Account

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


Institute of Technical Education
[redacted]@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

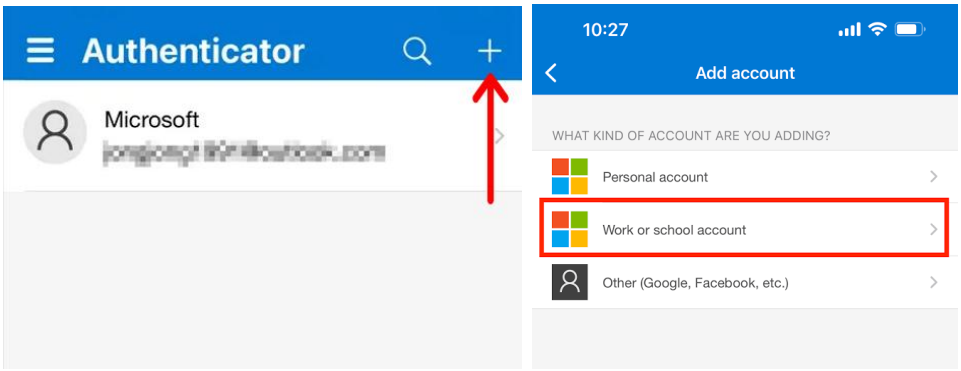
## Step 4: Linking your Account to the Authenticator App

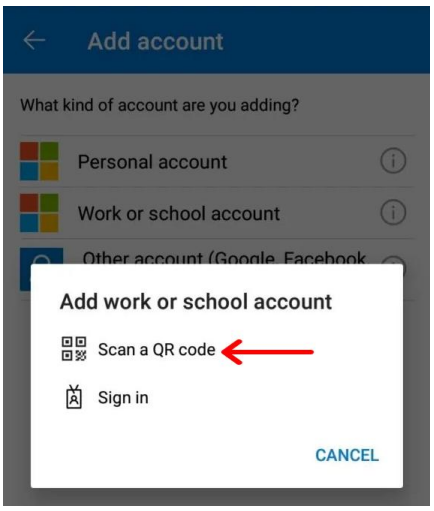
1. Click [Next] after you have successfully installed the Microsoft Authenticator app on your smartphone.



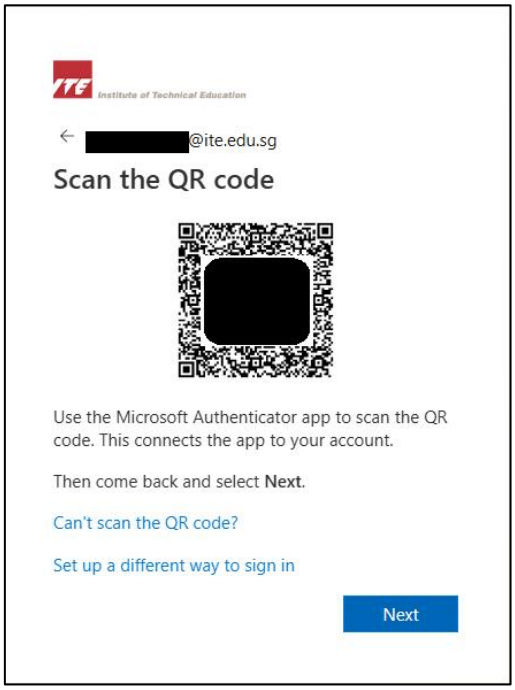

2. A QR code should appear on your computer screen. Leave the QR code showing on the screen.

3. In the app, tap Add account > Work or school account > Scan QR code.

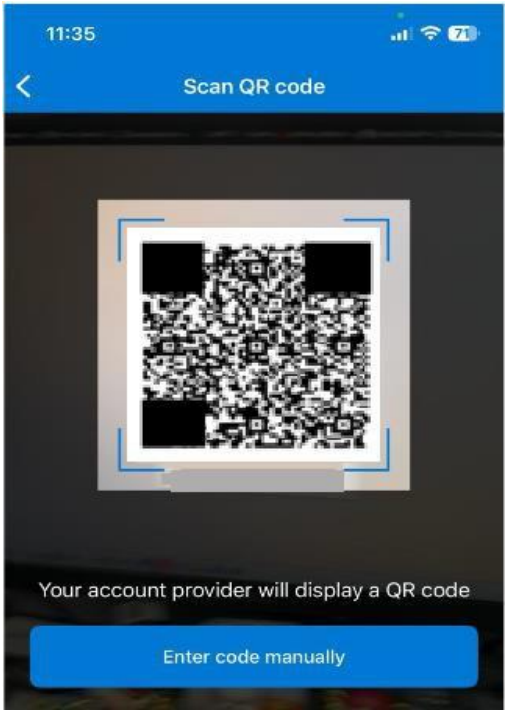





4. Scan the QR code displayed on your computer screen using the Authenticator app on your smartphone.

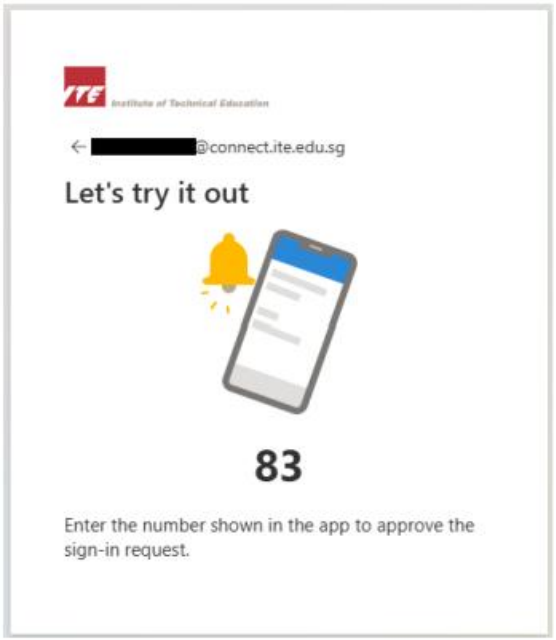


5. Point your smartphone at the QR code on your computer screen.



## Step 5: Confirm Setup

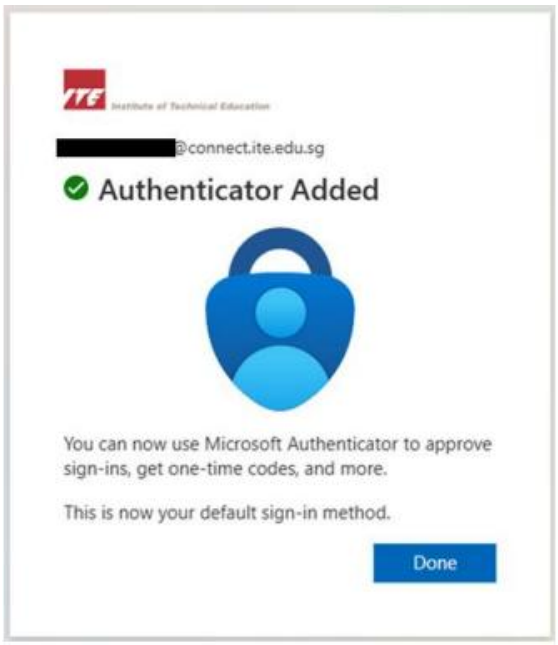
1. After scanning the QR code, your account will be added to the Authenticator app.
2. Click [Next] on your computer to test the app.  Check for the notification sent to your smartphone and enter the 2-digit number into the App.




## Step 7: Completing the MFA Registration Process

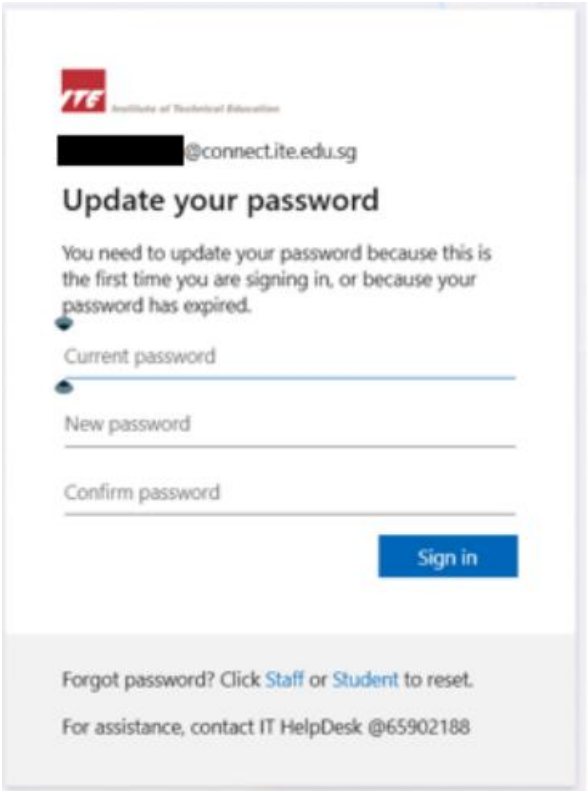
After approving the notification, you will see a confirmation screen. Click [Done] to complete the registration process and proceed to change your password.

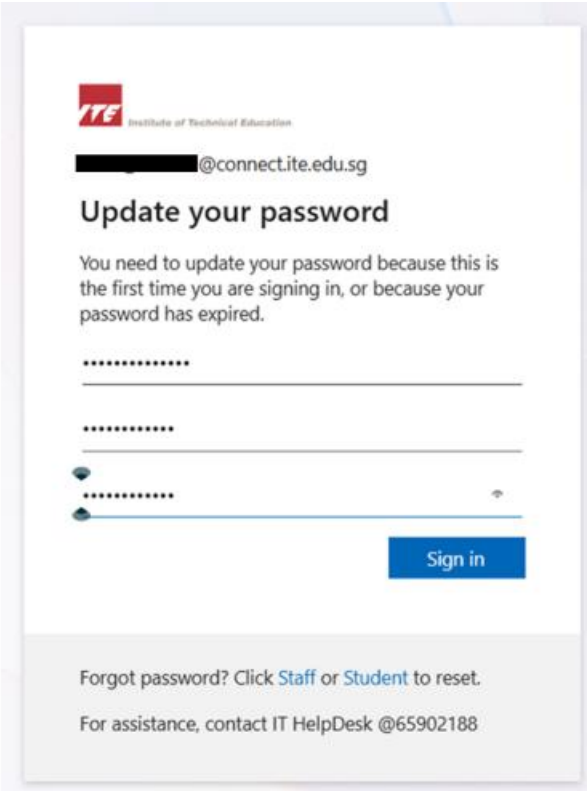
Your account is now protected by MFA.


Institute of Technical Education
[redacted]@connect.ite.edu.sg
Authenticator Added
You can now use Microsoft Authenticator to approve sign-ins, get one-time codes, and more.
This is now your default sign-in method.
Done

## Step 6: Change Your Password

Microsoft 365 will prompt you to change your password.



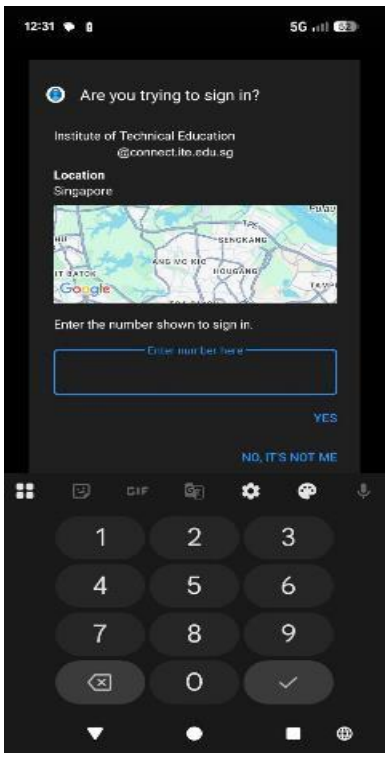




1. Enter your password in the *Current password* field.
2. Type your new password in the *New password* field.
3. Ensure it meets the password complexity requirements (i.e. minimum 12 alphanumeric characters, with a mix of uppercase and lowercase letters, numbers, and special characters).
4. Re-enter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

# Important Reminders

1. **DO NOT** share your password with anyone.

2. **DO NOT** approve any MFA not initiated by you.




- Verify that the location map displays your approximate physical location.
- **DO NOT** key in any codes that are provided to you by anyone else over WhatsApp, SMS, email etc.
- Contact the IT Helpdesk if you receive repeated requests to authenticate which are not initiated by you.

3. Contact the IT helpdesk (Tel: 6590 2188 | Email: ithelpdesk@ite.edu.sg) **immediately** should you lose your phone.

4. **Register for MFA again** if you have changed your smartphone.

5. Refer to Page 11 for a guide on how to **Backup or Restore your** Microsoft Authenticator App**.**

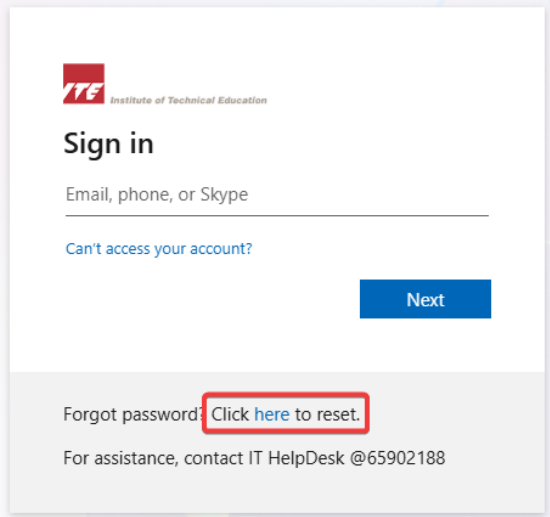
## Forgot your password?

If you forgot your password, you may use the following self-service method to reset it.

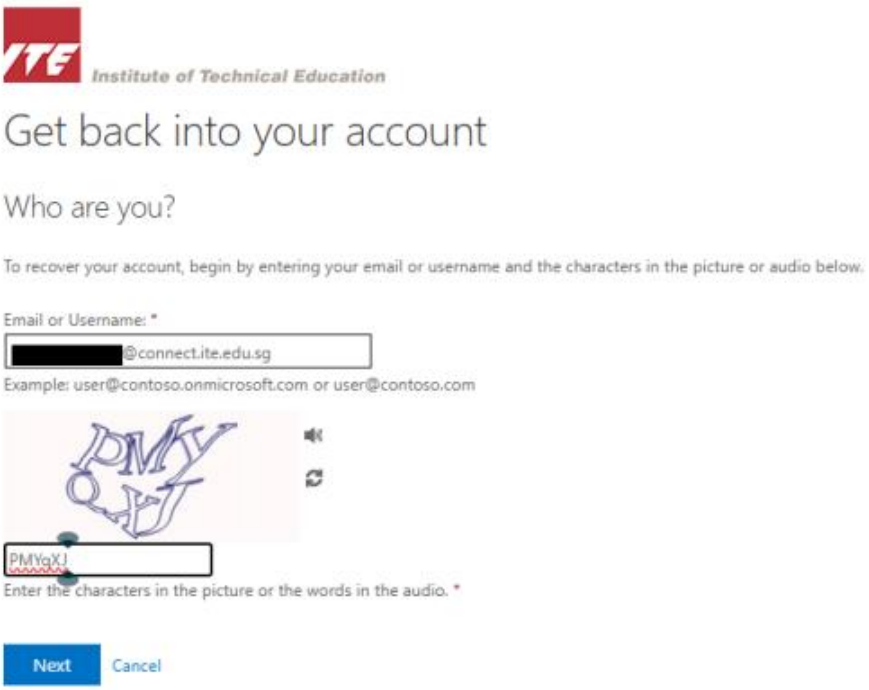
### Self-service Password Reset (SSPR)

1. Open the following URL on your computer:
    - https://passwordreset.microsoftonline.com/

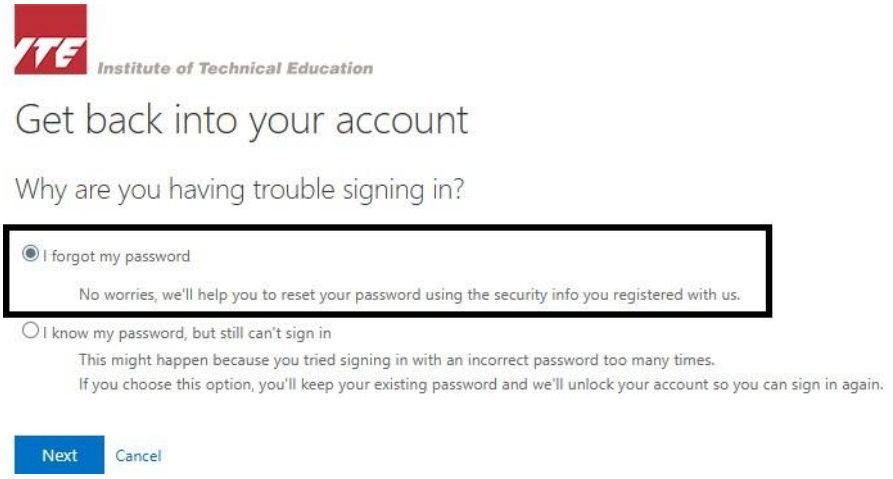
2. Or from the ITE sign-in page, use the “Click **here** to reset” option.



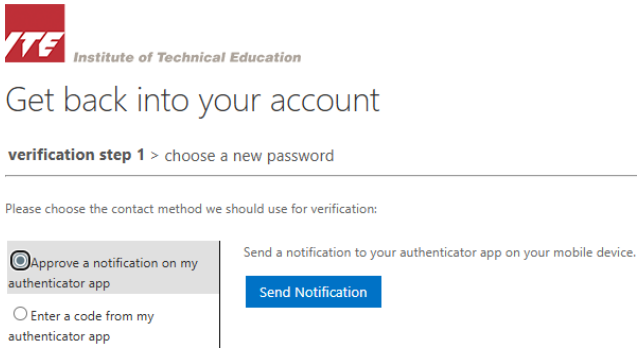
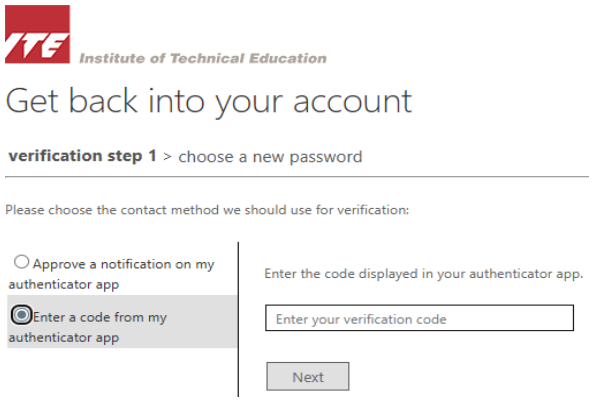

3. Enter your ITE email address and the characters in the picture if prompted, then click on [Next]



4. Choose “I forgot my password” and click on [Next]



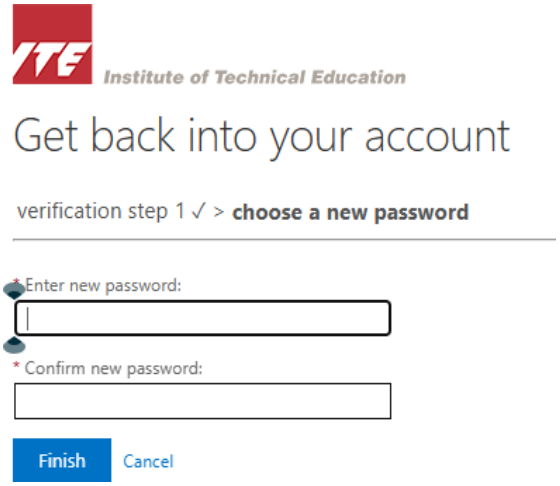

5. You may choose to:
   (1) Approve a Notification via the Microsoft Authenticator app OR
   (2) Enter a code from the Microsoft Authenticator app.

| Method 1: Approve notification | Method 2: Enter a Code |
|---|---|
|  |  |





6. Once your identity has been verified, proceed to set your new password.



# Getting a New Phone? How to Move Your Authenticator Account

A backup helps protect your account. If your phone is lost, damaged, or replaced, you can restore your Authenticator account on your new device more easily.

### Steps to back up your Authenticator account:

https://support.microsoft.com/en-us/authenticator/back-up-your-accounts-in-microsoft-authenticator

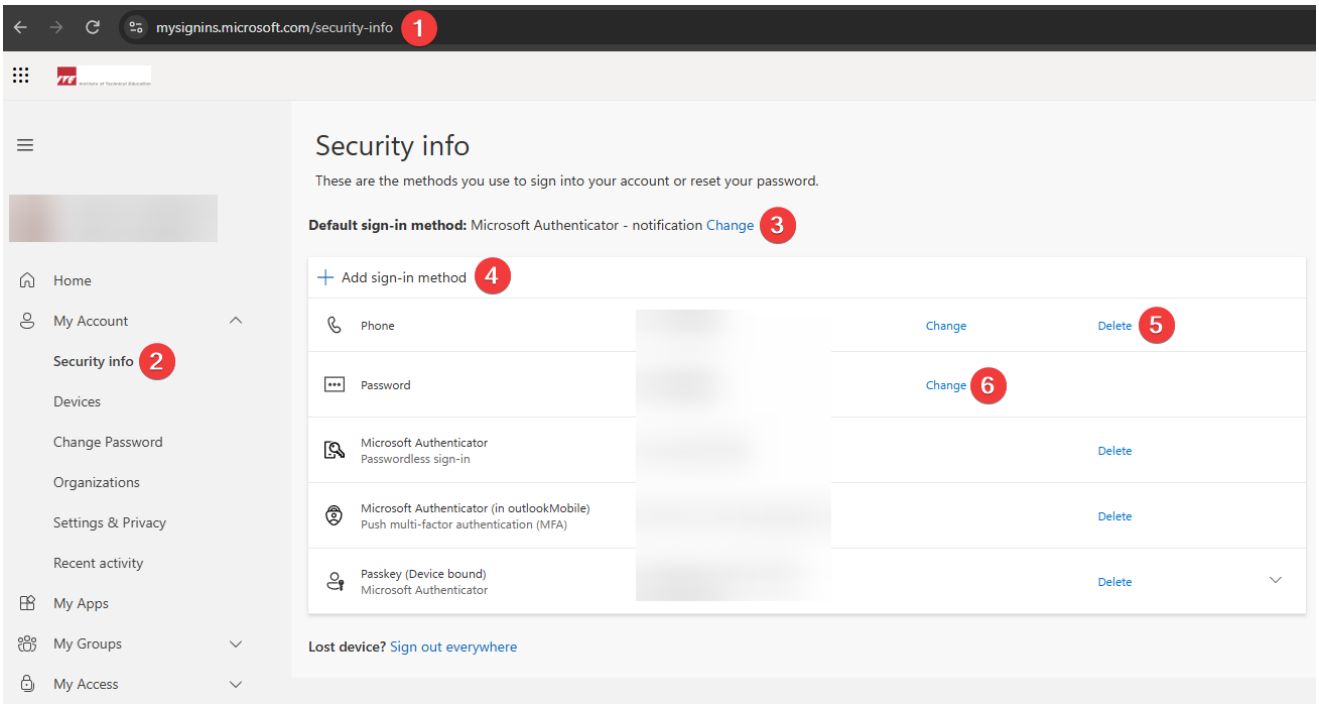
### Restoring the Authenticator account on your new device:

https://support.microsoft.com/en-us/authenticator/restore-account-credentials-from-microsoft-authenticator

## Changing or adding an MFA method

Adding or changing your MFA method allows you to update how you verify your identity when signing in. This is also where you can set up a **Passkey** - a more secure and convenient sign-in method that lets you use facial recognition, fingerprint, or your device PIN instead of entering a password.

1. Access the following URL (1) on your computer: [https://mysignins.microsoft.com/security-info](https://mysignins.microsoft.com/security-info)
    a. Sign in using your ITE email address and password.
    b. You may be prompted to authenticate with your existing MFA before seeing the page below.
    c. (2) Navigate to the “Security info” tab.



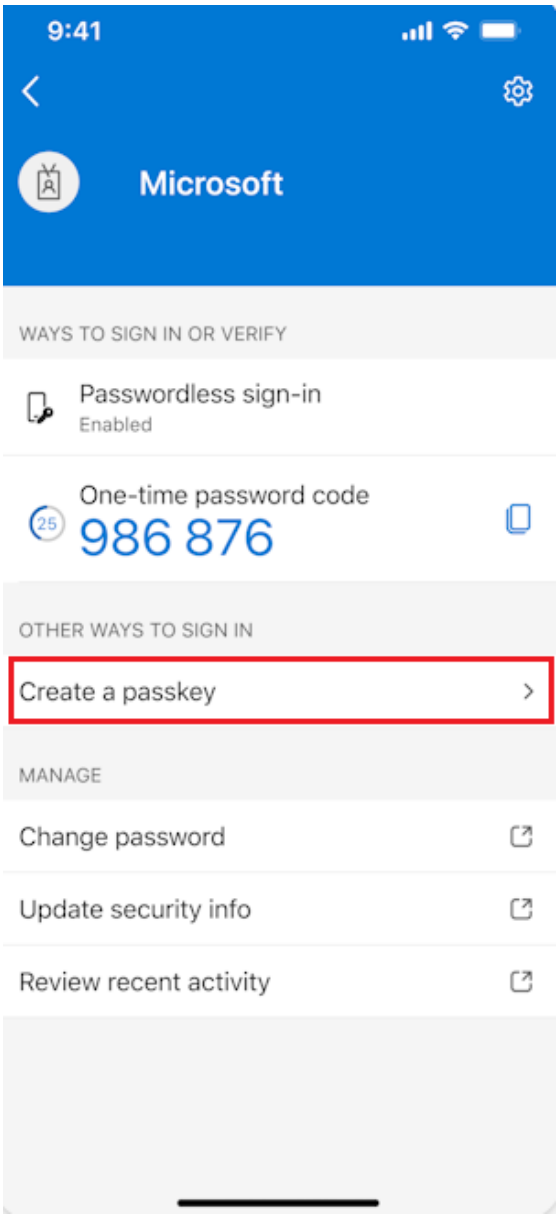

2. Click on (3) to change your default MFA method.
    a. Click on (4) to add another MFA method such as **Passkey**.
    b. Click on (5) to delete any old/existing MFA method that should no longer be used.
    c. Click on (6) for the “Password” to change your password.

### Adding a Passkey in the Microsoft Authenticator app

## For iOS* (iPhone/iPad)

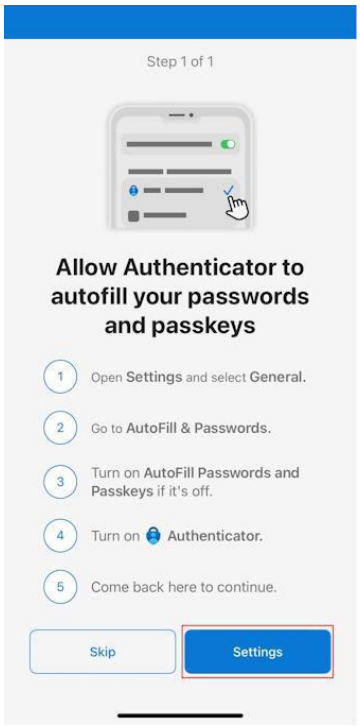
*Scroll further down for the Android guide.

1. Open the Authenticator app on your smartphone and tap on your ITE account.
2. Tap “Create a passkey” for the account.

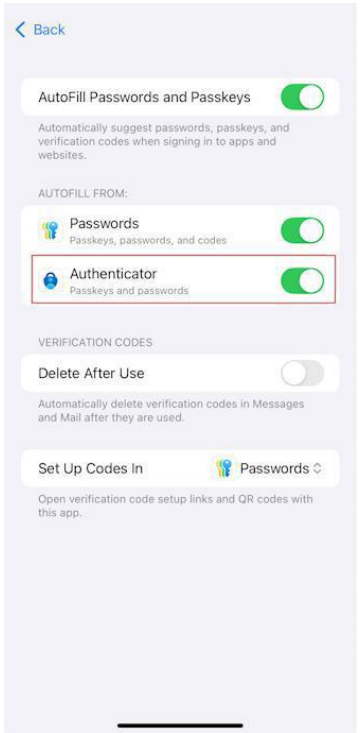



3. Enable Microsoft Authenticator When prompted, tap Settings.
    a. On iOS 18 and above, go to Settings > General > Autofill & Passwords

b. On iOS 17 and below, go to Settings > Passwords > Password Options




4. Allow Passkey autofill
   a. Ensure that AutoFill Passwords and Passkeys is turned on. Under “Autofill From”, make sure that Authenticator is toggled on.




5. Return to the Microsoft Authenticator app

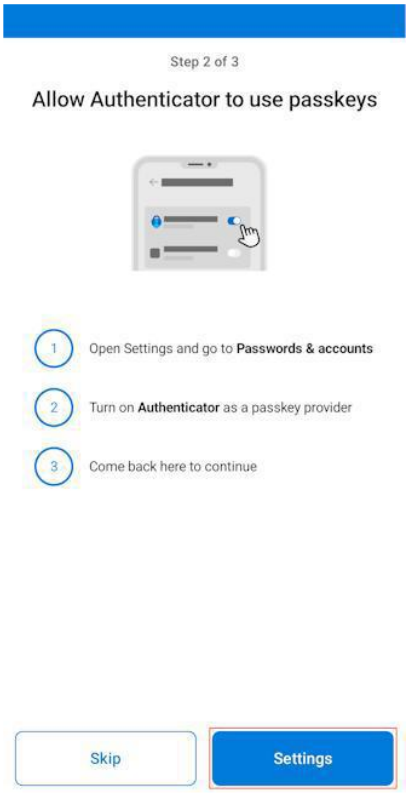
a. Tap Done to confirm that you added Authenticator as a passkey provider. You should be able to see “Passkey” added as a sign-in method for your account.
b. Tap Done again to finish.

## Adding a Passkey in the Microsoft Authenticator app

### For Android smartphones & tablets

1. Open the Authenticator app on your smartphone and tap on your ITE account.

2. Tap “Create a passkey” for the account.
3. Tap Settings to enable Authenticator as a passkey provider*.
    a. Open Passwords & accounts.
    b. In the Additional providers section, make sure that Authenticator is selected.





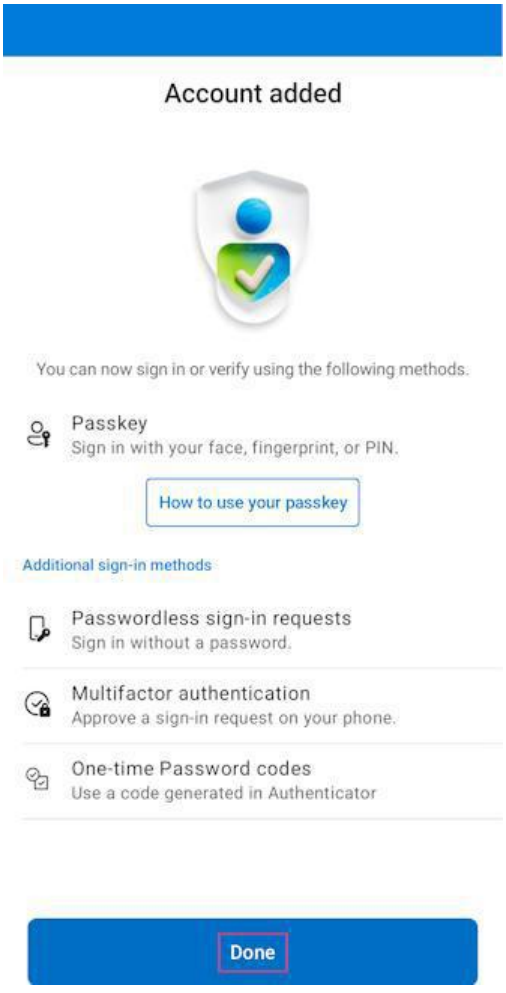


*Note

The steps to enable passkey providers on Android might vary based on the make and model of your device. Search for Passkey on your device settings or consult the IT Helpdesk for guidance.

If your device runs Android 14 or older and you can't enable Authenticator as a passkey provider, we recommend that you upgrade to at least Android 15.

4. After you return to Authenticator, tap Done to confirm that you added Authenticator as a passkey provider. You can then see the Passkey added as a sign-in method for your account.




5. Tap Done again to finish.

## Final Step: Confirm Passkey Registration

1. In Microsoft Authenticator, tap on your work or school account and confirm that Passkey is listed.

2. In Security info [https://mysignins.microsoft.com/security-info], confirm that Passkey in Microsoft Authenticator appears as one of your sign-in methods.

3. Perform a test sign-in when convenient to confirm the Passkey works.

## Troubleshooting & Support

If you're not able to register or require further assistance, please contact the IT Helpdesk:

1. Call 65902188 OR
2. Email to ithelpdesk@ite.edu.sg OR
3. Approach the Onsite Engineer at the IT Support Service Centers at your respective College below.

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