Setting Up Multifactor Authentication

To add another level of security on your CNM account, ITS is implementing Multifactor Authentication. MFA requires multiple forms of validation when logging in. For example, after entering a username and password, you may receive a code via text, a phone call, or use an app to verify you are the person logging into your account. Use the steps below to set up additional verification on your CNM account.

Each device you log into requires the second form of authentication. However, once a device such as a laptop, tablet, or phone is registered, you may not be prompted for another form of verification other than a password for 180 days.

[View a video from Microsoft](#) explaining MFA and how to authenticate using the Microsoft Authenticator mobile app.

ITS recommends setting up [multiple authentication methods](#) in case your primary method is unavailable.
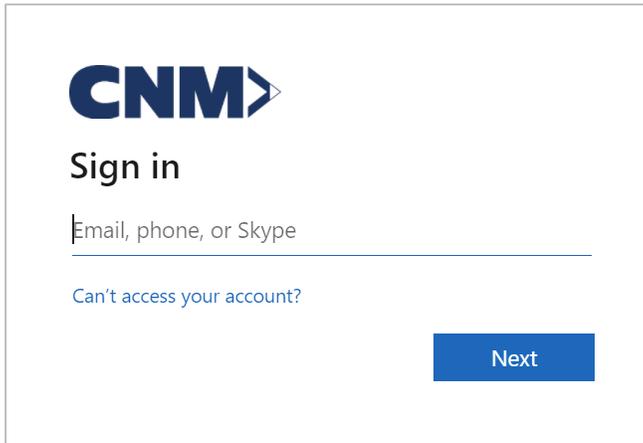
Table of Contents

CNM
Central New Mexico
Community College

Setting Up Two Methods of Authentication

Use the following steps to set up multifactor authentication with the Microsoft Authenticator app and text message.
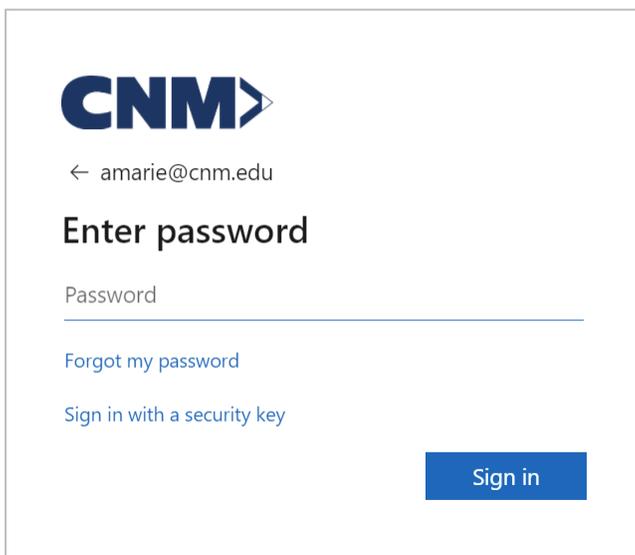
1.   When visiting a resource that requires a CNM login, such as Office 365, Brightspace, or myCNM, the following dialog box displays.

2.   Type your CNM email address.

3.   Select .

4.   Type your CNM password.

5.   Select . The following displays.
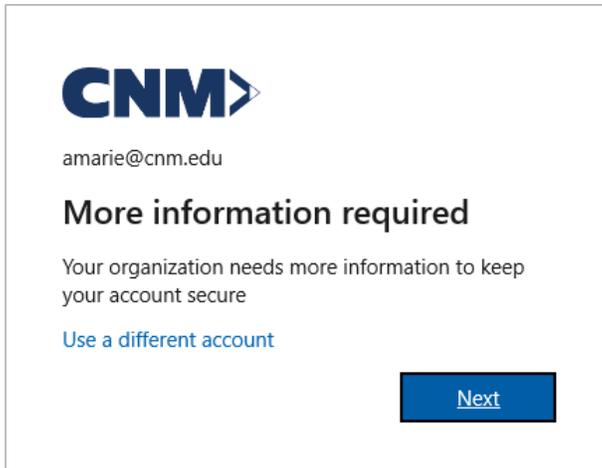
6.   Select .
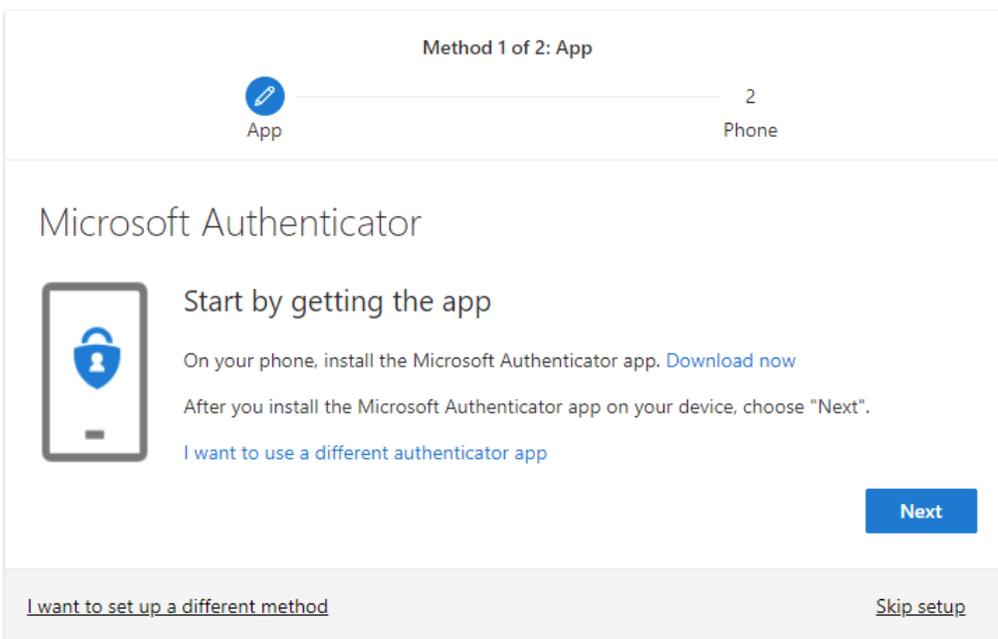
Note: To set up authentication by phone or email instead of authentication app, select **I want to set up a different method**.
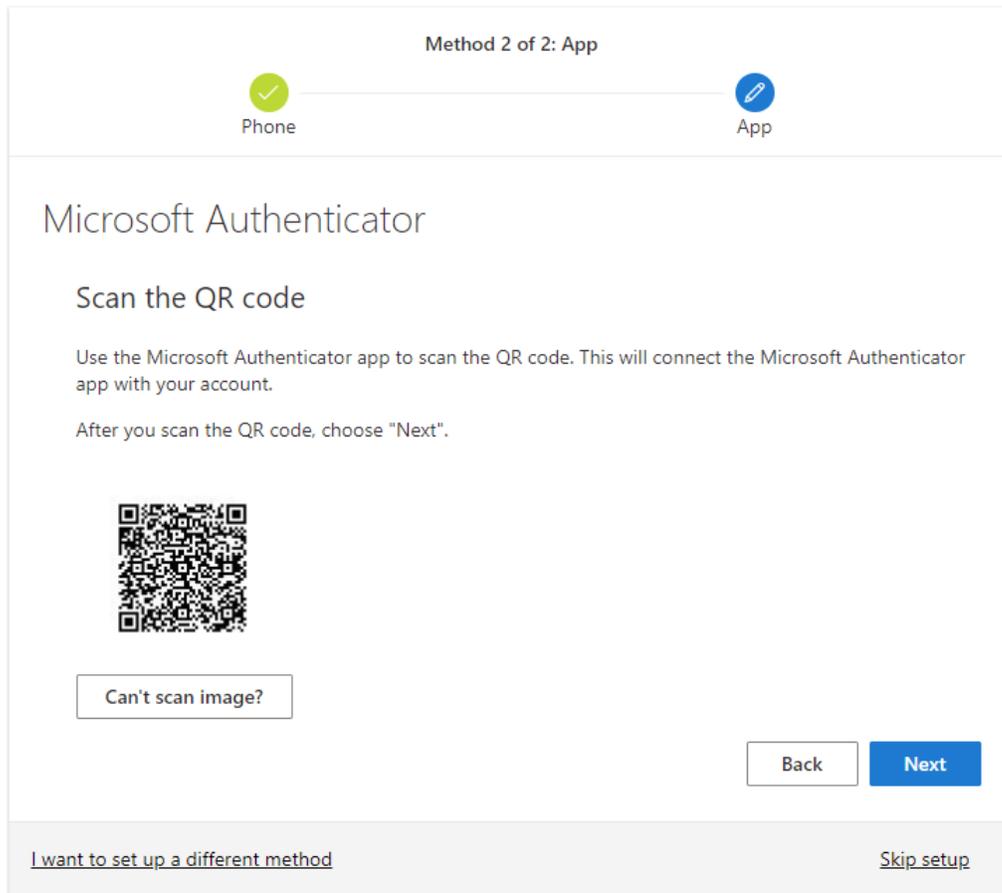
7.   Select .

8.   Install Microsoft Authenticator on your mobile device.

9.   Open the mobile app and agree to the terms.

10.   Select Skip in the upper-right corner.

11.   Select to add a **Work or school account**.

12.   Select **Scan a QR code**.

13.   Allow permissions to the camera.

14.   Scan the on-screen QR code.

15.   Select ![Next] on the screen with the QR code.

16.   On your mobile device, select **Approve**. You may also need to enter your device PIN or validate with a fingerprint.

17.   Select **Next**.

18.   Type your 10-digit phone number in the blank.

19.   Select **Text me a code** to receive a message containing a code to input on the next screen.
OR
Select **Call me** to receive a phone call for verification.

20.   Select [Next].

21.   After receiving the text message, type the numeric code.
OR
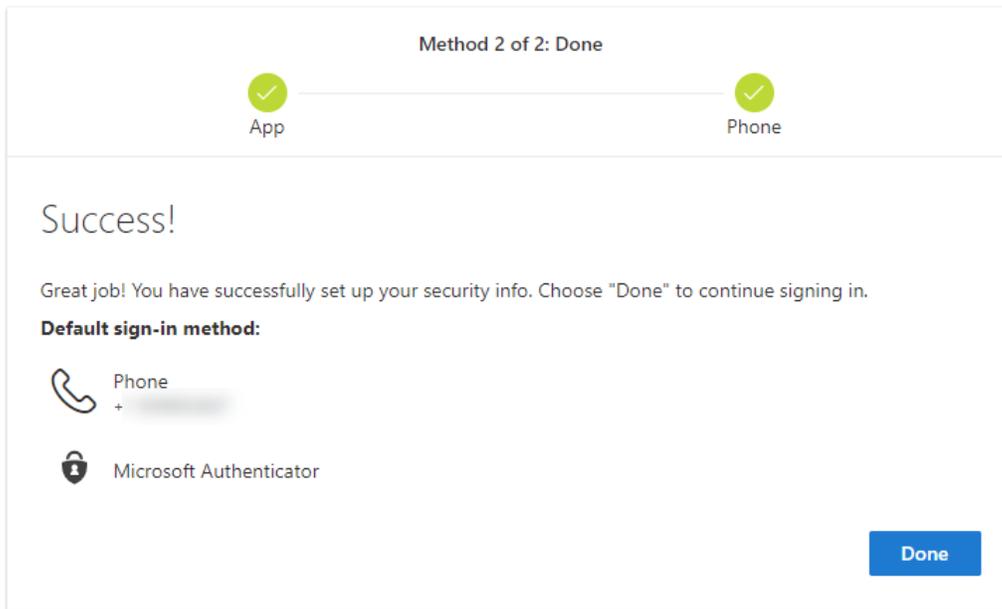Answer the phone call and press pound (#) to verify.

22.   Select [Next].
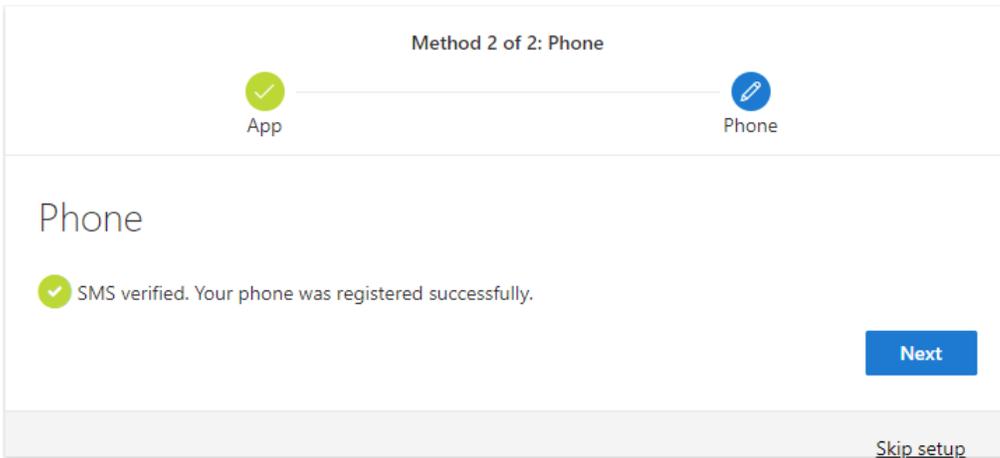
23.   Select [Next].

24.   Select **Done** to complete setting up the two methods of authentication.

Modifying Authentication Methods

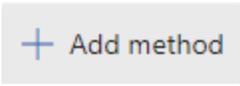Use the following steps to modify an authentication method.

1.   Go to https://mysignins.microsoft.com/security-info.

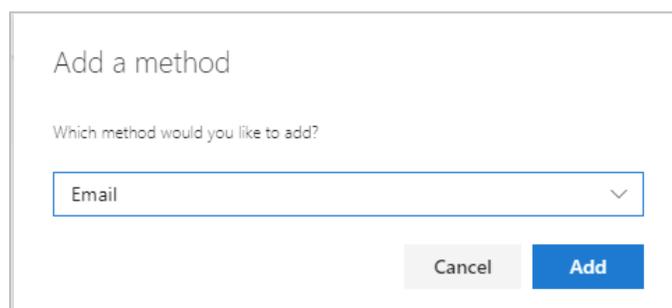2.   Select **Change** or **Delete** next to an existing method.

Adding an Additional Authentication Method

Adding an Email Address as an Authentication Method

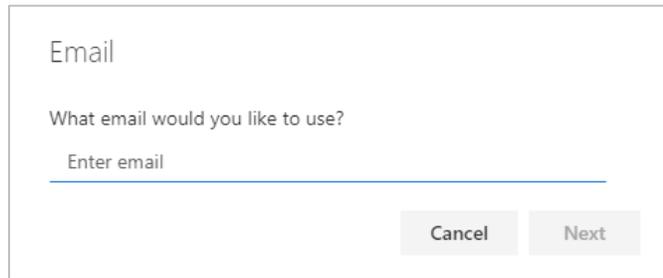Use the following steps to add an email as an additional authentication method.

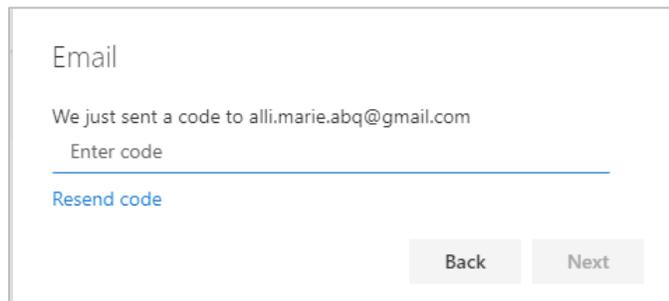1.   Go to https://mysignins.microsoft.com/security-info.

2.   Select **+ Add method**.

3.   Select **Email**.

4.   Select [**Add**].

Email

What email would you like to use?

Enter email

Cancel   Next

5.   Type a non-CNM email address.

6.   Select [**Next**].

Email

We just sent a code to alli.marie.abq@gmail.com

Enter code

Resend code

Back   Next

7.   Check your non-CNM email, locate the message, and type the code

8.   Select [**Next**]. Your email address is registered as an alternate authentication method.

Adding a Phone Call as an Authentication Method

When using a phone call as an authentication method, you must answer the call and press the pound key each time you need to verify your credentials.

1.   Go to https://mysignins.microsoft.com/security-info.
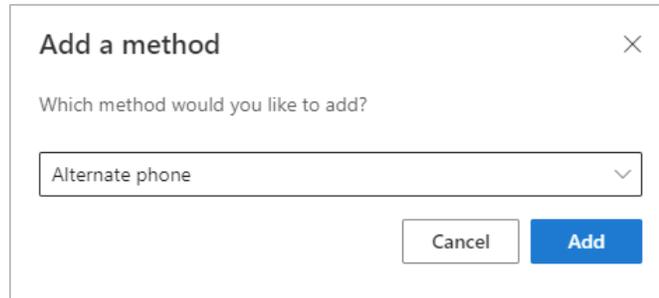
2.   Select [+ Add method].

3. Select **Alternate phone**.
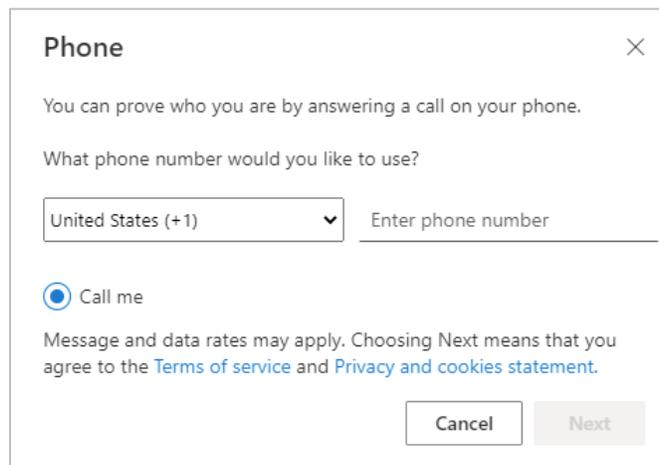
4. Select .

5. Type your 10-digit phone number.

6. Select .

7. Answer the incoming phone call and when prompted, press pound (#).
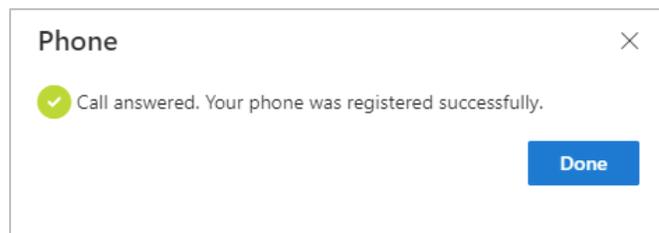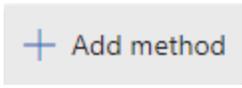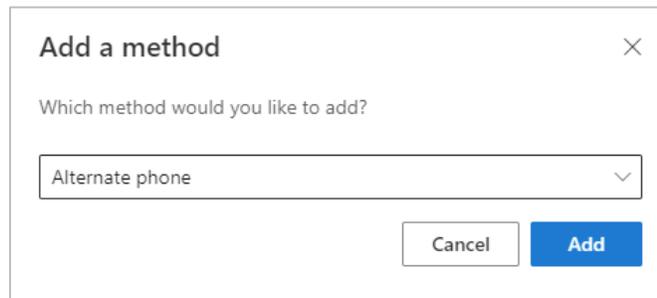

8. Select .

Authenticating with an Office Phone

Use the following steps to set up multifactor authentication with a phone that has an extension, such as an office phone. When using a phone call as your authentication method, you must answer the call and press the pound key each time you need to verify your credentials.
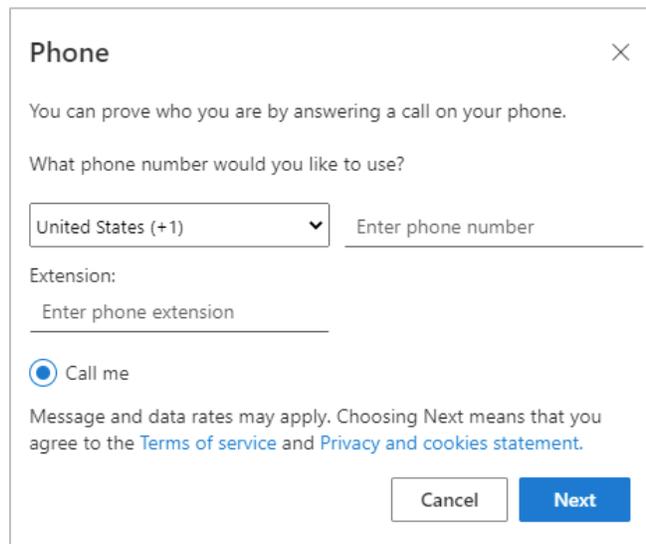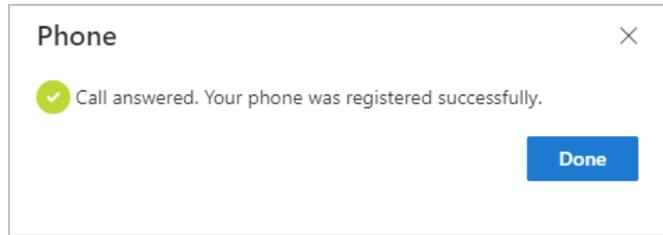
1.   Go to https://mysignins.microsoft.com/security-info.

2.   Select ＋ Add method .

3.   Select **Office phone**.

4.   Select **Add** .

5.   Type the 10-digit phone number.

6.   In the **Extension** field, type your extension.

7.   Select **Next** .

8.   Answer the incoming call and press the pound (#) key to begin.

9.   Press the pound (#) key to finish verification.

10.   Select .