New Student MFA Enrollment

What is MFA?

MFA stands for Multi-Factor Authentication. MFA requires the use of a second method to verify that you are the actual person logging into your ENMU account. It uses either a smart-phone application or a phone call to approve you are logging in or to provide a code that will prove you are allowing the login attempt.

Why is ENMU Requiring MFA?

ENMU is dedicated to keeping student information private and confidential. Over the last three years, the world has seen a dramatic increase in cybercrime focusing on stealing Personally Identifiable Information (PII) to steal money or identities using a practice called Phishing. The criminals typically try to gain access to an account using emails, text messages or phone calls by prompting you for your username and password under the guise of being an official communication from the University. They are now targeting students to use your email account to send emails to internal individuals from an email address that shows it is from a legitimate ENMU email address. Further, the criminals also steal information out of your email and attempt to compromise other people you have sent emails using the same tactics as stated above. By having access to an actual ENMU email address, the criminal has a higher chance of getting other users to fall victim to their ploys.

MFA provides protection from such an attack. A criminal might be able to get the username and password for an account, but it is very difficult for them to gain access to your MFA credentials. We are requiring MFA on all accounts to protect your personal data, protect you from potentially negative consequences to your reputation to other people you talk to using ENMU email and to protect everyone from potential financial loss. MFA is becoming a standard at all schools and many companies throughout the world and is considered best practice by cybersecurity professionals.

Where will I need to use MFA?

MFA is required for students to access any Microsoft resource at ENMU including email. Other services may require MFA access in the future as we continue the deployment to other University systems.

How often will I have to authenticate using MFA?

You will need to authenticate using MFA the first time you login from a new device and every 7 days thereafter.

What happens if I lose my device I was using for MFA?

Contact the ENMU ITS Helpdesk by phone at 575-562-4357 or email help.desk@enmu.edu. We can assist you in adding your MFA to a new phone and disabling the old phone's access to MFA, as well as with temporary assistance to login one time without MFA.

Setting Up MFA for the First Time

As a new user, you will be prompted to enroll in MFA the first time you log into your email. We recommend that you do this process on a computer rather than a mobile device.

Step 1: Verify your username to the left of @sd.enet.enmu.edu and click Next. Contact the helpdesk if it is showing the wrong username
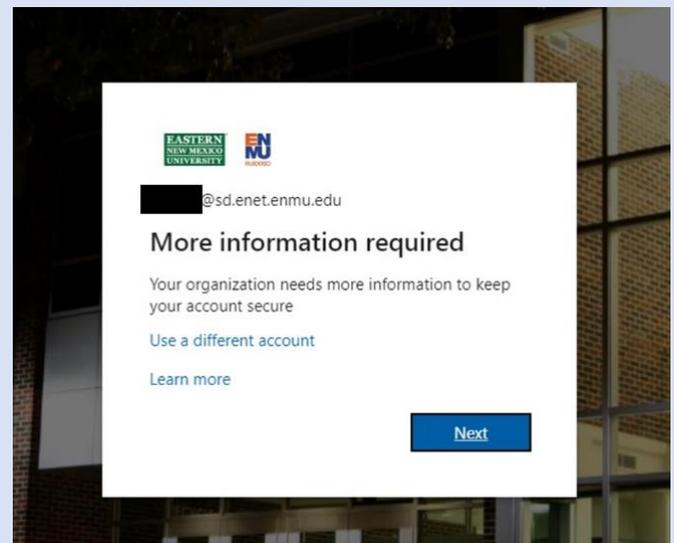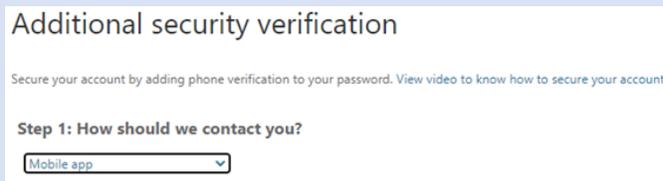

Step 2: Select an authentication method in the first drop down box under Step 1. Currently you can use Mobile app or phone authentication.

Mobile app (Recommended Method):

Select Mobile app in the drop-down box under Step 1.

Then choose if you want to use a verification code or receive a notification from the app. We recommend "Receive notifications for verification" as it only requires you to tap approve or deny on your phone. This tutorial will show the remaining steps for using the notification method.



Click on the blue "Set up" button to continue.

Next you will need to install the Microsoft Authenticator app on your smartphone.

For Android: [Link]

For Apple: [Link]

Once you have downloaded the Microsoft Authenticator application, open the program and follow the prompts. When prompted, indicate you have a "Work or school account" .

Next, you will need to scan the QR code image that is on your computer's screen using your smartphone. To do so, use the authenticator app on your phone to **scan the QR code** created on the webpage by clicking on the '**+**' that the arrow is pointing to.
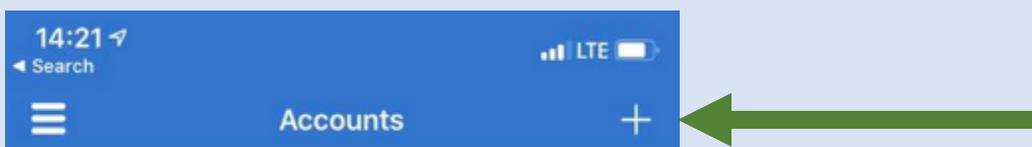
Then place the **QR Code** on the screen of your workstation (**left**)

in the center of the box shown (**right**):
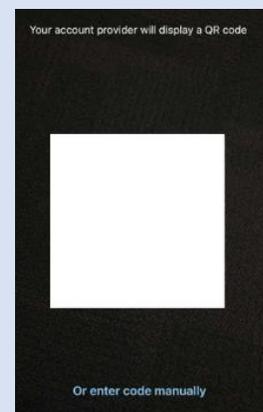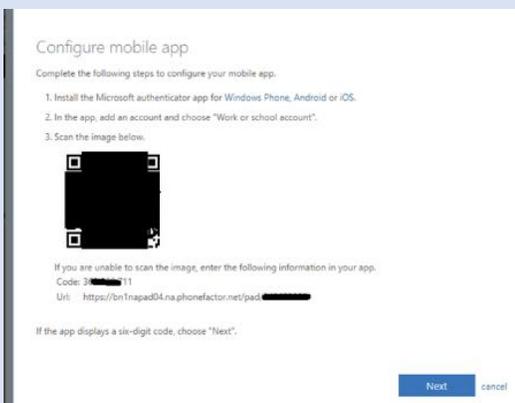
Once the code has been scanned, your smartphone should display an Accounts screen that will show your username@sd.enet.enmu.edu

Click on your username and verify that the app shows a six-digit "One-time password code". If you see a six-digit code on your phone, click the blue "Next" button on your computer. The MFA website on your computer will let you know that it is sending a test authentication to your device. You will receive a test-authentication on your phone that will look like the below picture:

After successfully responding to the test authentication, you will be prompted to enter additional security verification.
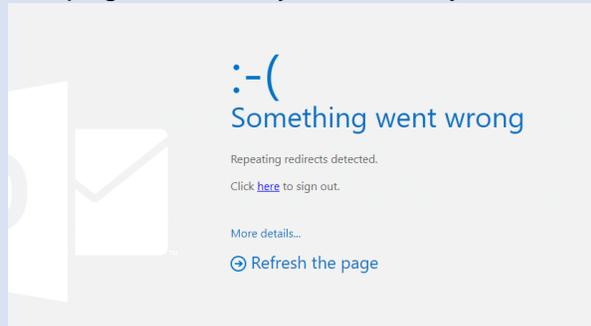

Choose your country in the drop-down box and type in your phone number in the text box to the right of the drop-down box.

Then left click the "Done" button.

If you receive the below error after clicking "Done", click on "Refresh the page" link. The webpage redirects you back to your inbox which in some instances can trigger an error.

:-(
Something went wrong
Repeating redirects detected.
Click here to sign out.

More details...
⊕ Refresh the page

Phone Authentication:

   Select Authentication phone in the first drop-down box. Then click the "Select your country or region" drop-down box and click on your country. In the text box to the right of the country, enter your phone number. Finally select if you want a phone call or a text message to authenticate your account.

Conclusion:

Congratulations! Your account is now secured with MFA.

When you log into an MFA protected service at ENMU for the first time or it has been seven days since you last authorized that device, you will be prompted with the "Approve sign-in?" screen like you received during the test authentication. If you are logging into an ENMU system when you receive the notification, click Approve. If you are not logging in, click Deny and contact the helpdesk to report the date and time of the unauthorized login attempt.

Additional technical training materials can be found at:

https://enmu.edu/workfromhome

https://enmu.edu/schoolfromhome

If you need assistance or have questions, you may contact Help Desk
via Teams by clicking Here
via phone at: **575-562-4357**
via email at: **Help.Desk@enmu.edu**

– ENMU Portales Help Desk & ITS Technical Trainer