Add a New MFA Sign-In Method

Berkshire Community College | Student guide for accounts that already have MFA set up

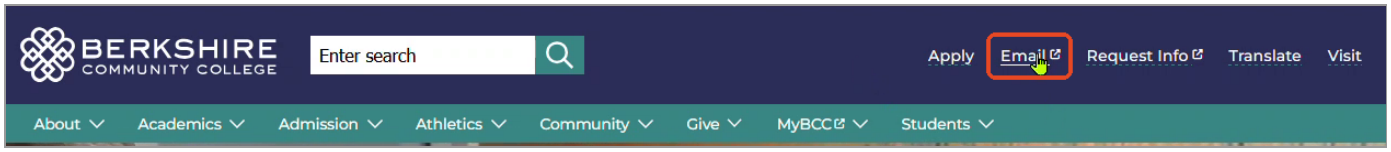
Use this guide to add the **Microsoft Authenticator** app as a way to confirm it's you when you sign in to your BCC account. For example, you might be switching from text or phone call codes to the app, or moving the app to a new phone.

> **Before you start:** you will need your **current** sign-in method (such as a text or call to your phone, or the Authenticator app) to sign in. If you no longer have access to your current method, contact the Digital Commons for help instead: BCC Technical Support and Knowledge Base (berkshirecc.edu/knowledge).
>
> **Shortcut:** you can go straight to mysignins.microsoft.com/security-info, sign in, and skip ahead to Step 8.

Part 1: Sign in to your account

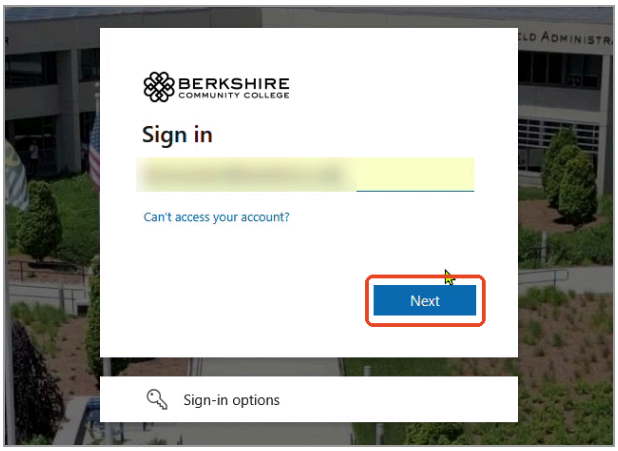
Step 1 Open your BCC email

Go to berkshirecc.edu and click **Email** at the top of the page.



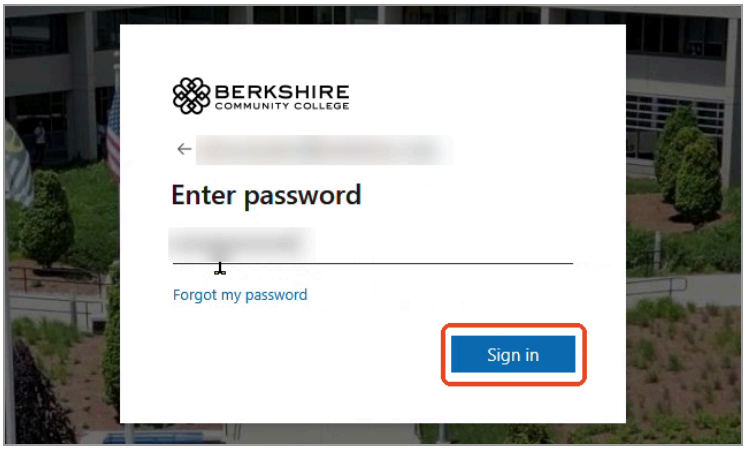
Step 2 Enter your BCC email address

Type your full BCC email address, then click **Next**.



Step 3 Enter your password

Type your password, then click **Sign in**.

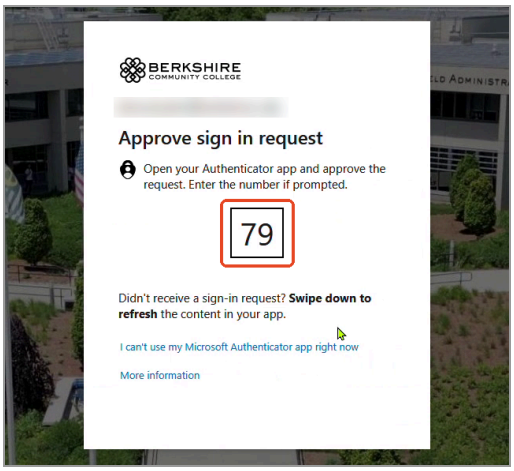


Step 4 Confirm it's you with your current method

Next, you'll be asked to confirm your sign-in using the method already set up on your account. What you see depends on that method:

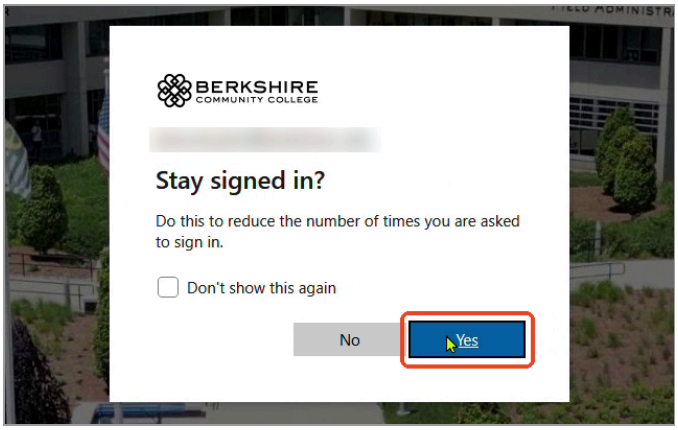
- **Text message:** you'll get a text with a code. Type the code on your computer screen, then click **Verify**.
- **Phone call:** answer the call and follow the instructions (usually pressing the # key).
- **Authenticator app** (shown below): open the app, type the number shown on your computer screen, and approve the request.

If the screen asks for a method you can't use, please contact the **Digital Commons** and let them know that you no longer have access to your registered MFA method: [BCC Technical Support and Knowledge Base (berkshirecc.edu/knowledge)](berkshirecc.edu/knowledge).



Step 5 Choose whether to stay signed in

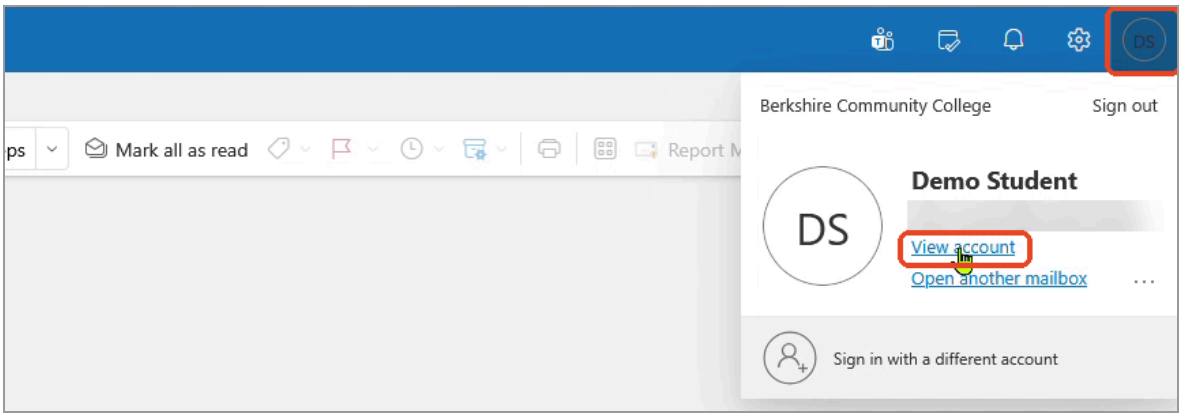
Click **Yes** if you are on your own computer. Click **No** if you are on a shared or public computer, like a lab or library computer.



Part 2: Get to your Security info page

Step 6 Open your account settings from Outlook

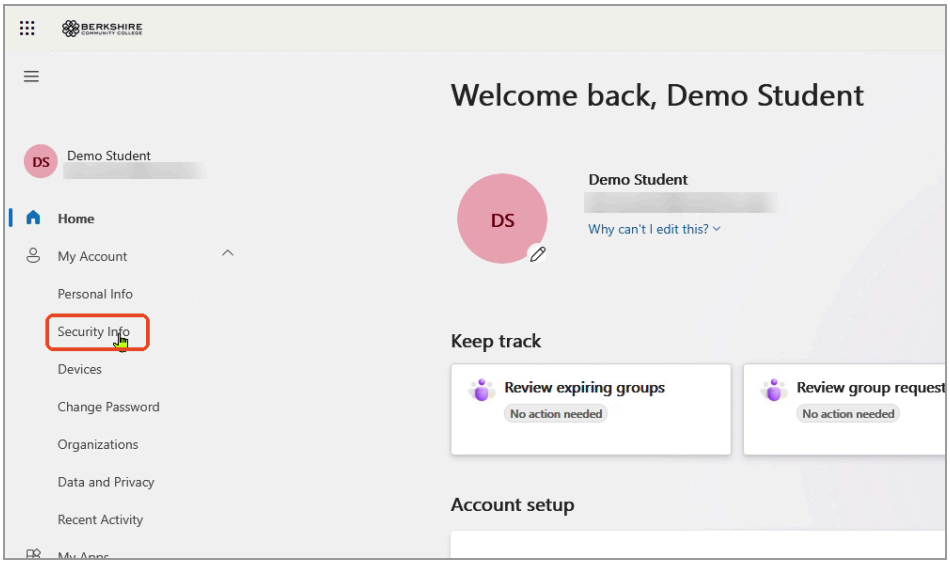
Your inbox will open. Click your **initials or profile picture** in the top-right corner, then click **View account**. Your account page opens in a new tab.



> **Note:** you may be asked to enter your password and approve the sign-in again. This is normal. Just repeat Steps 3 and 4.

Step 7 Go to Security info

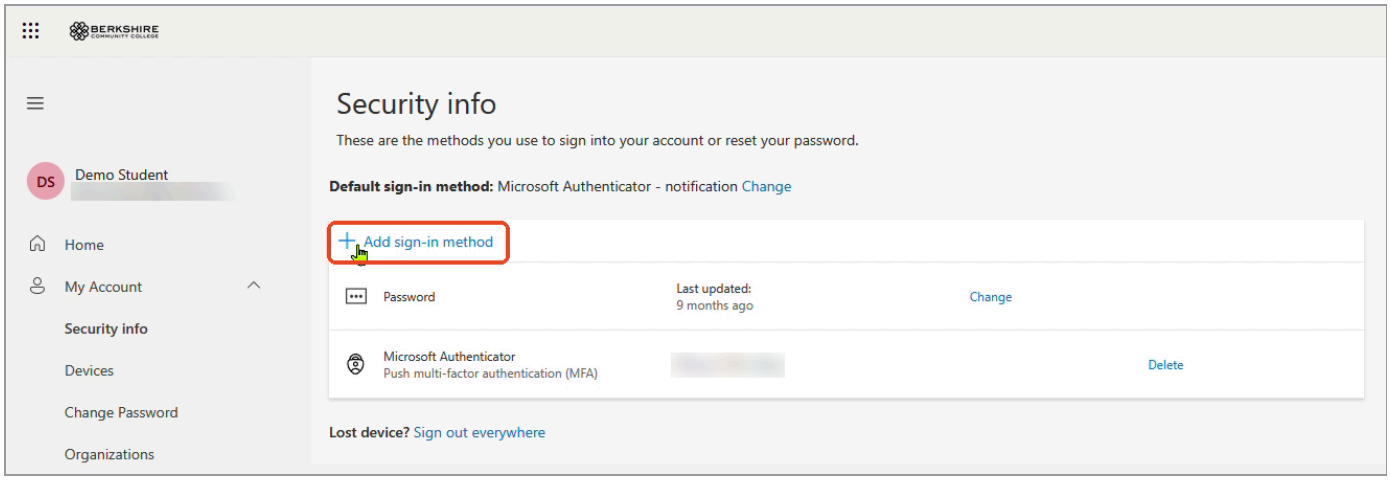
In the menu on the left, open **My Account** (if it isn't already open), then click **Security Info**.



Part 3: Add your new sign-in method

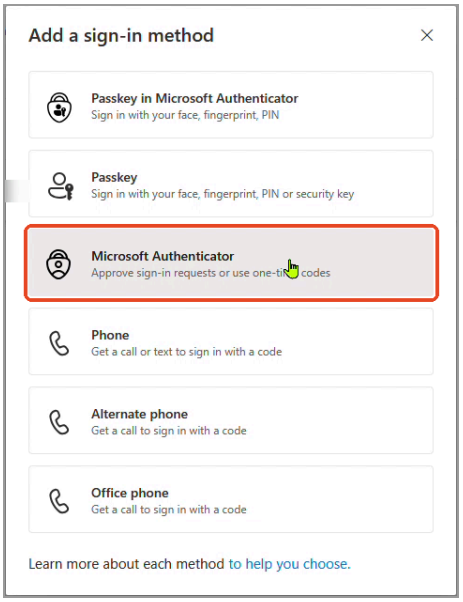
Step 8 Click "Add sign-in method"

This page lists the sign-in methods already on your account. Click **+ Add sign-in method**.



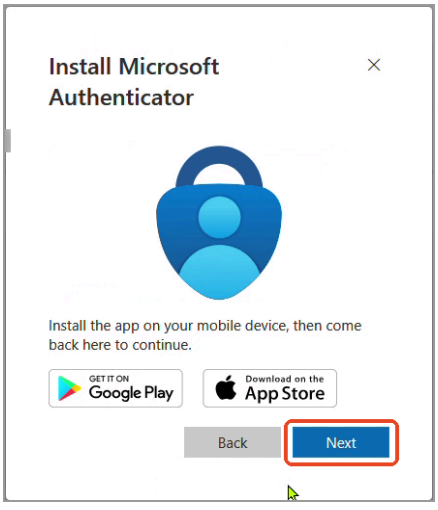
Step 9 Choose Microsoft Authenticator

Choose **Microsoft Authenticator** from the list. Please don't choose any of the other options. BCC is asking everyone to use the Authenticator app.



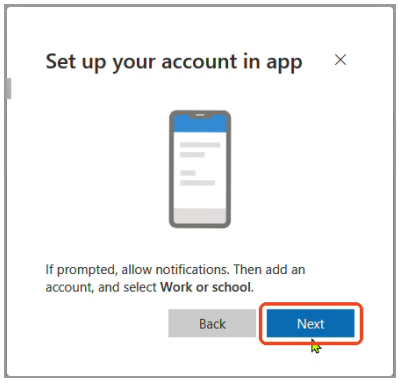
Step 10 Install the app on your phone

On the phone you are adding, download **Microsoft Authenticator** from the Google Play Store or Apple App Store. Then click **Next** on your computer.



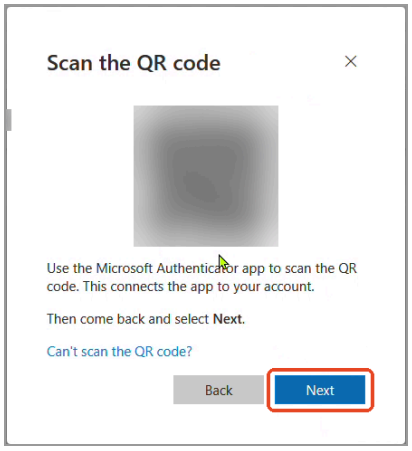
Step 11 Add your account in the app

Open Authenticator on your phone and allow notifications if it asks. Tap **+** (Add account), choose **Work or school account**, then choose **Scan QR code**. Then click **Next** on your computer.



Step 12 Scan the QR code

Point your phone's camera at the QR code on your computer screen. Once the app shows your account, click **Next**.



Step 13 Approve the test notification

Microsoft will send a test request to the Authenticator app on your phone. Approve it, and type in the number if the app asks for one. When your computer says the notification was approved, click **Next**. Your new method will now appear in the list on your Security info page.

You're all set!

> From now on, you can use the **Microsoft Authenticator** app on your phone to confirm it's you when you sign in to your BCC account. Keep the app installed, even if you don't use it often.
>
> **Never approve a sign-in request you didn't start.** If you get one, deny it and change your password or contact campus support.
>
> Questions or trouble? Contact the Digital Commons: [BCC Technical Support and Knowledge Base (berkshirecc.edu/knowledge)](berkshirecc.edu/knowledge).