



Dear Student,

Starting December 23, accessing your O365 email, and One Drive will require a two-step verification process: entering your username and password, as you do now, plus another means to verify your identity. This process is called Multifactor Authentication (MFA) and will make your email much more secure.

Why is MFA necessary? Personal information in online accounts is valuable to bad actors (hackers). Password theft is the most common way accounts are compromised. Signing in with a password and a second step involving a phone will protect you and your information against password-stealing scams.

What will happen on December 23? When you sign into O365 email and One Drive – you will be prompted to begin an easy-to-follow setup process to establish a second means of identity verification. The options involve using a mobile app, having a code texted to your mobile phone, or answering a call to your office phone number.

Questions or need help? Visit <http://mfa.pschelpme.com/>, email help@personalsupportcenter.com, or call 833-464-1702

In preparation for MFA below is an overview of the process:

1. Once MFA (Multi-Factor Authentication) is enabled for your account, log into portal.office.com to setup MFA for the first time. If you do not do this first step, when you initially login, you will see a popup that "More Information is Required".



██████████@rasmussen.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

2. Once you click “Next”, you will provide additional information on how you want to authenticate for MFA. You will have an option to choose from 3 contact methods along with a method for the option you choose.



Additional security verification

Secure your account by adding phone verification to your password. [View video](#) to know how to secure your account

Step 1: How should we contact you?

Authentication phone ▾

Authentication phone

Office phone

Mobile app

☐ Send me a code by text message

☒ Call me

[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

3. Once you choose the method to authenticate, follow the prompts as you click “Next”.
4. After you log into any Microsoft Applications (i.e. Outlook, Teams, etc.) you will be prompted for an authentication code, depending on the method you chose in

Step 2, you will either get a phone call, text message, or Authenticator App for Mobile device.

*****Please note that you might be required to authenticate multiple times (i.e. personal computer, mobile device, and web site) for Microsoft applications*****