MULTI-FACTOR AUTHENTICATION

Frequently Asked Questions

How many verification methods do I need to set up for multi-factor authentication?
Once multi-factor authentication is enabled for your account, you must first set up at least two additional verification methods. For the first method, you must choose either the authenticator app or phone (text or call). For the second method, you can use the method you didn't choose above or a personal non-CofC email address.

Is there a recommended verification method?
For ease of use, the authenticator app is recommended. Install the authenticator app on your Android, iOS (you may need your Apple ID and Password), or Windows Phone at https://www.microsoft.com/en-us/account/authenticator.

Do I need to be on campus to set up multi-factor authentication?
It is best to set up multi-factor authentication additional verification methods from a desktop computer while on campus.

Once set up is complete, what happens next?
Once set up is complete, the next time you perform an account sign-in transaction from off campus, you will be prompted to verify your identity using an additional method.

I recently set up self-service password reset, do I also need to set up multi-factor authentication?
If you have already set up self-service password reset, you do not have to set up multi-factor authentication. Once multi-factor authentication is enabled for your account, it will automatically use the verification methods you entered during the self-service password reset set up. The next time you perform an account sign-in transaction from off campus, you will be prompted to verify your identity using an additional method.

What is considered off campus?
Office 365 will only prompt you to verify your identity when attempting to log in from **off campus**. You will **not** have to use this process when signing in from the main College of Charleston campus, WestEdge, North Campus and Lowcountry Graduate Center, Avery Research Center, Grice Marine Laboratory, Harbor Walk or Patriot's Point Athletics Complex.

Do I need to have my phone with me?
Yes, when attempting to log in from off campus you must have the device with you that you entered during the set up process. If you chose phone, you will receive a code by text message or call depending on the option you selected during set up. If you chose authenticator app, you will use the app on your phone to verify your identity when prompted.

Can I change my settings once they have been set up?
Yes, to change your settings, log in to portal.office.com ad click on the gear icon at the top right of the page. Under Your app settings, click **Office 365**, On the Settings page, select **Security & privacy** in the left menu. On the Security & privacy page, select **Additional security verification**. In the Additional security verification drop down, select **Update your phone numbers used for account security**. Here you can edit or change settings.

How will I know if I need to create an app password?
Most applications support multi-factor authentication. However, if an application does not support multi-factor authentication, it should prompt you to enter an app password.

For questions, contact the Helpdesk by email helpdesk@cofc.edu, chat help.cofc.edu, or phone 843.953.3375.