Multifactor Authentication and Self-Service Password Reset Enrollment

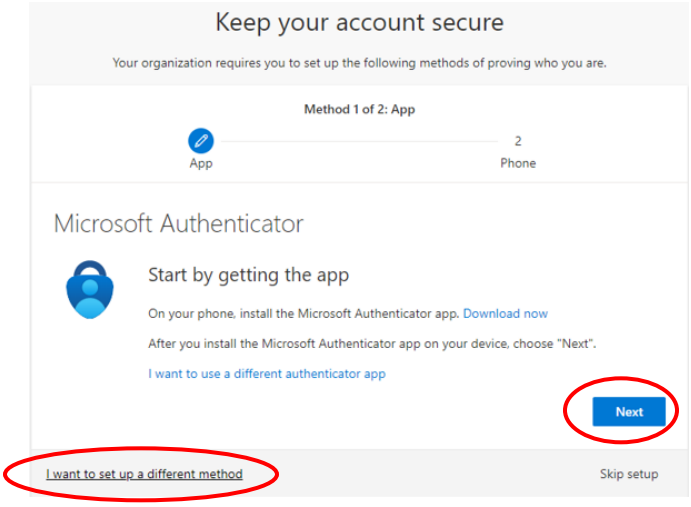
Multifactor Authentication (MFA) is mandatory and helps secure your MCC account. It requires you to present two or more authentication factors at login to verify your identity.

Self-Service Password Reset (SSPR) allows you to reset your MCC password.

The personal information you provide will be used to verify your identity or reset your password.

To enroll in MFA and SSPR, go to https://www.mchenry.edu/mymcc/ and click on any of the links for Canvas, Self-service, or Outlook.

1. Enter your MCC username.
    - Students: (someone@students.mchenry.edu)
    - Employees: (someone@mchenry.edu)
2. Enter your password. If you're using an initial password from MCC, you'll be prompted to change it. Follow the prompts to do so.
3. On the **More information required** screen, click **Next.**
4. On the **Keep your account secure** screen, either click **Next** to download the Microsoft Authenticator app OR click **I want to set up a different method**. NOTE: The Authenticator app is the most secure method.



5. To set up the Authenticator app, go to your phone's app store and search **Microsoft Authenticator**. Make sure to select the official Microsoft Authenticator app.
6. Once the app is downloaded on your phone, allow notifications and select **Add account** and select **Work or school account.**
7. On the computer, click **Next** on the **Start by getting the app** screen.

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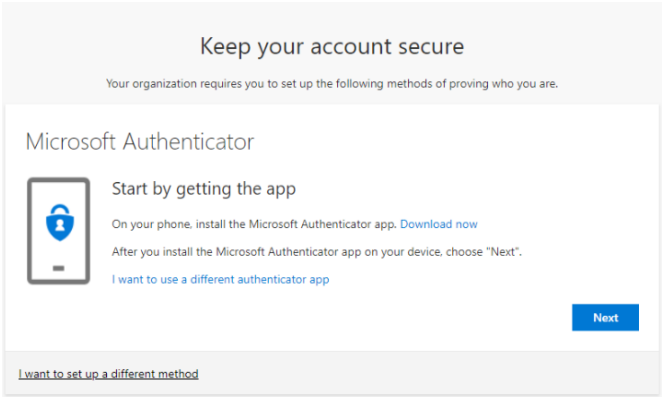
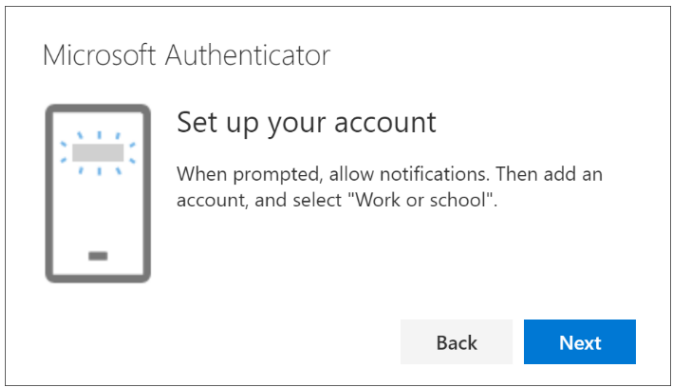
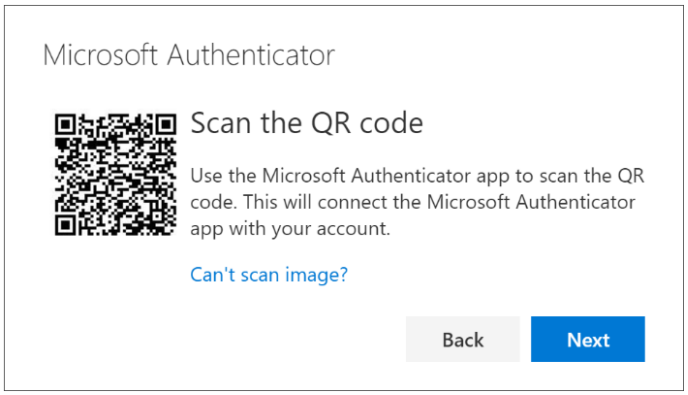


8. On the computer, click **Next** on the **Set up your account** screen.



9. On the computer, there will be a QR code. Scan the QR code using the Microsoft Authenticator app on your phone. If the QR code doesn't work, click **Can't scan image?** and manually enter the code and URL provided on the screen into the authenticator app.



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If you do not want to get the Authenticator app:

1. Click **I want to set up a different method**. You'll need to select **at least two methods**. The more methods you select, the better.
    - From the drop-down menu select **Email** and click **Confirm**. Enter a personal email address and you'll be emailed a code to enter. After that, you'll be prompted to enter your phone number and you'll be texted a code to enter. When you're finished, click **Done**.
    - If you're brought back to the **Keep your account secure** screen, click **I want to set up a different method** and choose a different method.
    - If you'd like to download the Microsoft Authenticator app or answer security questions, follow the prompts to do so.
2. Now you will be able to reset your MCC password by entering your email address and clicking the **Forgot my password** link using the methods you selected.

Note: additional security authentication methods can be added or changed in the future by logging into www.office.com.

1. Click the circle in the upper right corner of the screen that has your initials or your profile picture.
2. Click **View Account.**
3. Go to the **Security Info** tile and click **Update Info**.
4. Click **+ Add sign-in method**.
5. Select a method from the drop-down menu and follow the steps to add the method.