Multi-Factor Authentication (MFA): Update Contact Methods
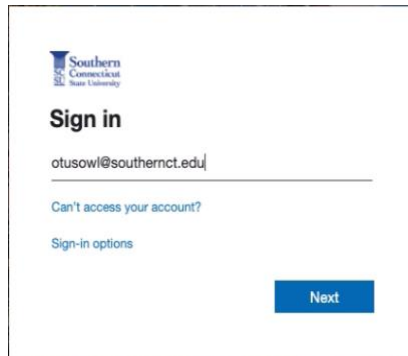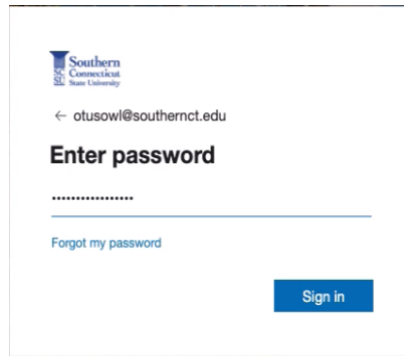
Introduction

SCSU has enabled multi-factor authentication (also known as MFA) for all University accounts. This enhanced security feature will only occur when you are not connected to an SCSU network (computer lab, employee computer, SSL wireless network, eduroam wireless network). This two-step verification model is an effective measure in protecting your account from malicious hackers. When prompted for MFA verification, you will have the option to trust your device which will suppress this requirement for sixty days on that device.
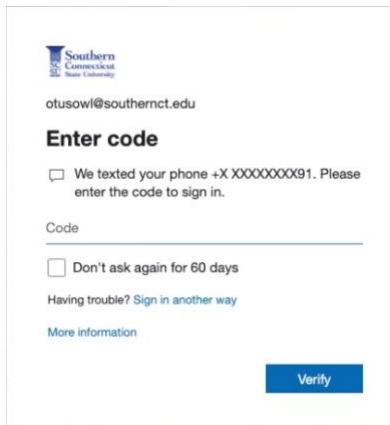
The following steps will walk you through how to update your contact methods for Multi-factor Authentication (MFA). These instructions are intended for those who currently have access to their account. If you do not have access to your account, either due to a password issue or due to not being able to bypass to current MFA prompt in place, contact the Help Desk.
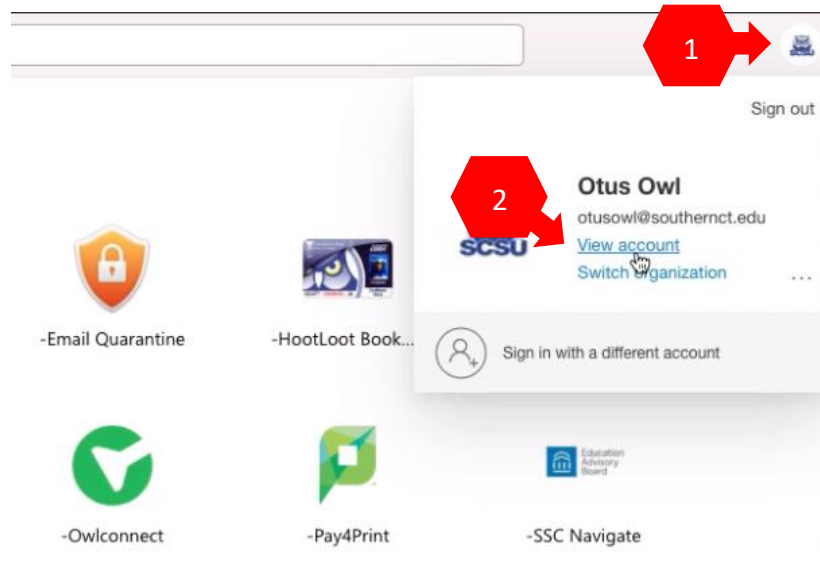
Updating contact methods

1. Go to myapps.southernct.edu. Sign in using your full SCSU email address and password.
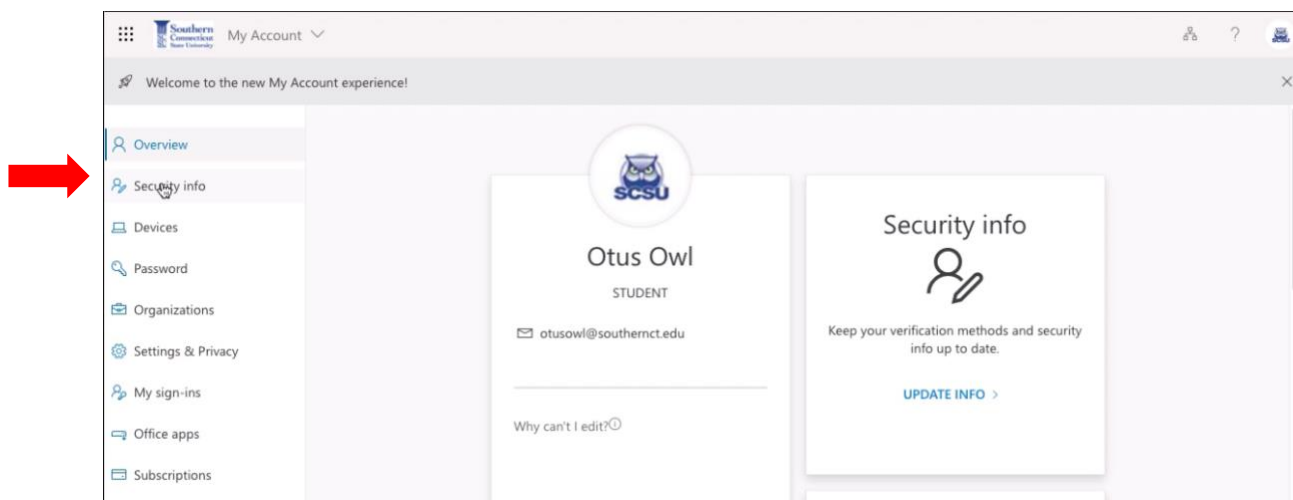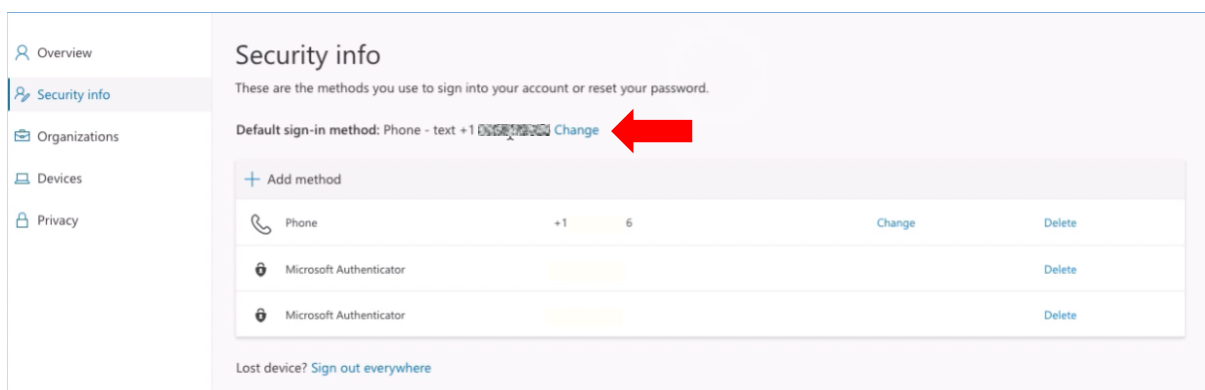

2. Authenticate your account.

3. Select the profile icon in the upper, right-hand corner, then "View account".

4. Select "Security info" from the left menu:

5. Select "Change" next to the piece of information you wish to update. You may also "Add method" or "Delete" if needed. Here, we will be updating our current phone number being used for MFA.

6. After selecting "Change", enter the new information and desired contact method (text or call), and select "Next" once finished.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) ▼

○ Text me a code
○ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Cancel Next

7. Enter the 6-digit code sent to this device and then click "Next".

Phone

We just sent a 6 digit code to +1)1. Enter the code below.

773610

Resend code

Back Next

8. After verifying your information, you are all set to use this as your new MFA method.

Phone

✓ SMS verified. Your phone was registered successfully

Done