

How do I set up Multi-Factor Authentication?

24 October 31, 2024 [Account](#), [New Staff](#) 3647

Multi-Factor Authentication (referred to as MFA) is a way to secure your account from online theft. When MFA is set up, the log in system will prompt you to verify the log in by using one of the methods you selected during the MFA set up process. This ensures that you are the person logging in at that time and helps prevent malicious access to your LPS account.

Benefits of setting up MFA include:

- Increased protection of your LPS account
- Ability to reset your password using the Self-Service Password Reset feature
- Ability to unlock your account without contacting the LPS Help Desk if it has been compromised.

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Setting up Multi-Factor Authentication

1. Log in to any LPS service (Email, Clever, PowerSchool) or visit [the MFA Setup page](#).
2. You will be prompted with a screen stating "**More information required**".

3. You will then be taken to the MFA set up screen. By default, clicking Next will take you to the Microsoft Authenticator app set up. However, you can also choose other methods by clicking "**I want to set up a different method**". Follow the directions in the sections below to set up the different methods.

Microsoft Authenticator App Method

1. Download the Microsoft Authenticator app on to your mobile device.

If you need help with this check out the article on: [Set up an authenticator app as a two-step verification method](#)

2. After you have installed and set up the app on your mobile device, go back to the Multi-Factor Authentication screen. By default it should say "**Microsoft Authenticator**" on the page.

3. **(Optional)** If the page does not say "**Microsoft Authenticator**" you can select the method by clicking "**I want to use a different method**" on the bottom-left of the page, then selecting "**Authenticator app**" from the drop-down list.

4. Follow the directions on the screen, then click the **Next** button.

5. On your mobile device, open the Microsoft Authenticator app and add your LPS account. You will be able to either scan the QR code you will see on the page or enter the information manually into your device by clicking "**Can't scan image?**".

6. Select **Work or school account**.

7. You will be able to either scan the QR code you will see on the page or enter the information manually into your device by clicking "**Can't scan image?**".

8. Click the **Next** button after you have added the account/scanned the **QR Code** to continue.

9. You should receive a notification on your mobile device. Approve the sign-in notification on the Microsoft Authenticator app to continue.

10. Once you have approved the notification on your mobile device the page will update to show that you have successfully added the Microsoft Authenticator method to your LPS account.

11. Click the **Next** button to finish this process.

12. **(Optional)** If you have added two authentication methods you will see a page with a summary of what was set up. You can click **Done** to finish and continue signing in.

Phone Number Authentication Method

1. (**Optional**) After setting up the Microsoft Authenticator method you may automatically be taken to the Phone method screen. You can also access this screen at the beginning by clicking "**I want to set up a different method**" at the bottom-left of the page, then clicking **Phone** from the drop-down list.

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2. At the phone method page, enter your phone number and whether you would like to verify by text or a phone call.
3. After entering your phone number, click the **Next** button to continue.

NOTE: It is recommended to only use a personal phone number. Do not use a work or shared phone number. Doing so may pose a security risk and can issues with account authentication.

You will need to contact the LPS Help Desk if you need to remove or reset the phone number entered.

4. You will either have a code sent to your phone if you selected "**Text me a code**" or will receive a phone call with the code if you selected "**Call me**"

5. Enter the code you received into the page. You may click on "**Resend code**" if you did not receive a code or the previous code expired.

6. Click the **Next** button to continue.

7. Once you have entered the code the page will show that you have successfully added the phone authentication method to your LPS account.

8. Click the **Next** button to finish the process.

9. **(Optional)** If you have added two authentication methods you will see a page with a summary of what was set up. You can click **Done** to finish and continue signing in.

Email Authentication Method

1. Click on the link labelled "**I want to set up a different method**", then select **Email** from the drop-down list.

2. At the Email method page, enter your personal email address, then click the **Next** button.

NOTE: You will need to enter a personal email address. You will not be able to use your LPS email address for this method.

NOTE: We do not recommend using a shared email or one that does not belong to you. This may pose a great security risk and can potentially compromise your account.

You will need to contact the LPS Help Desk if you need to remove the email address entered.

3. You will be sent an account email verification code to your email address. Enter the code you received from your email.

4. Click the **Next** button to finish the process.

5. (**Optional**) If you have added two authentication methods you will see a page with a summary of what was set up. You can click **Done** to finish and continue signing in.

Online URL: <https://kb.lawrence.k12.ma.us/article.php?id=24>