

# How do I set up Multi-Factor Authentication?

24 April 6, 2023 [Account](#), [New Staff](#) 2804

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).
2. You will be prompted with a screen stating "**More information required**".



test.staff@lawrence.k12.ma.us

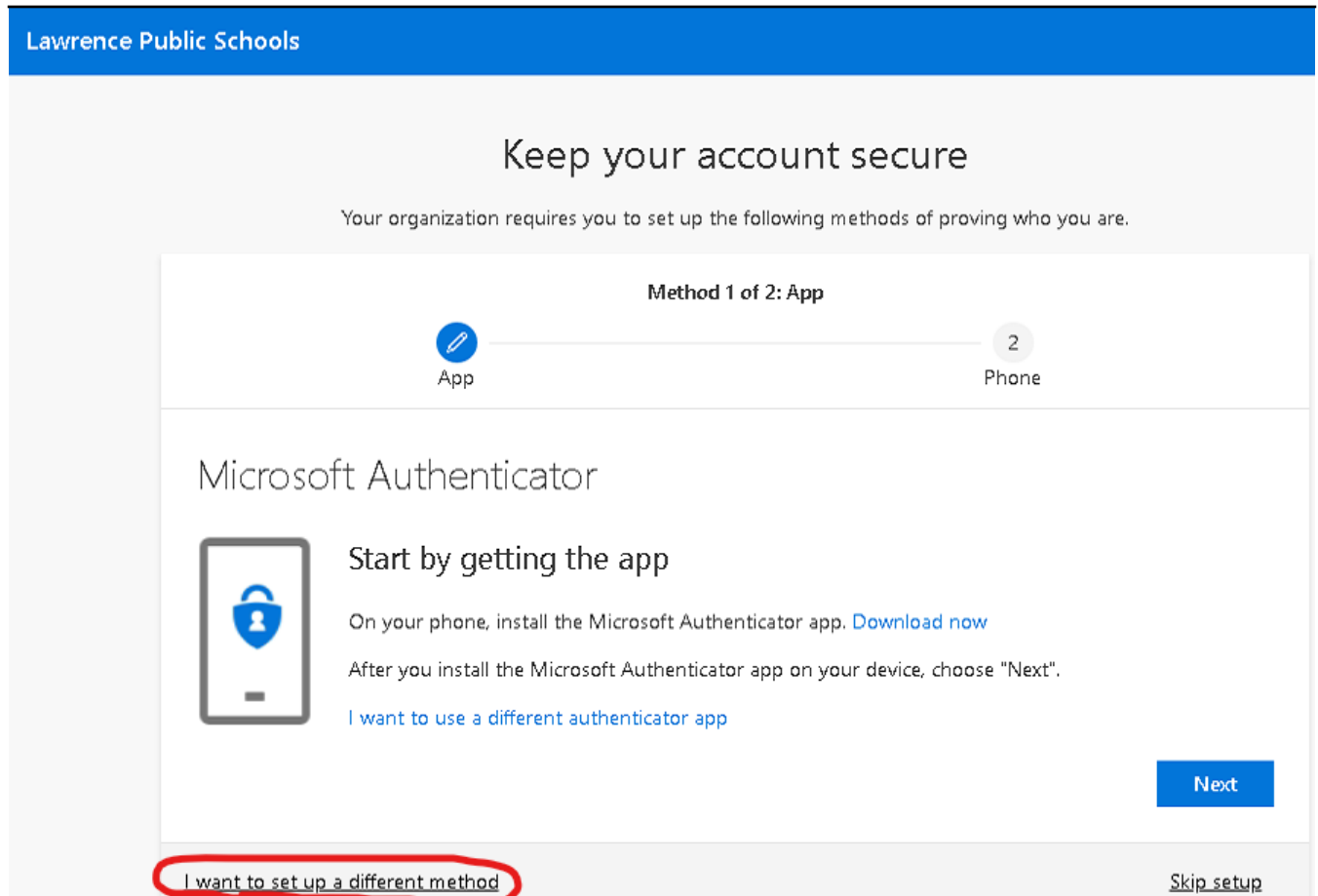
## More information required

Your organization needs more information to keep  
your account secure

[Use a different account](#)

[Next](#)

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.

## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Method 1 of 2: App



App

2

Phone

## Microsoft Authenticator



### Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

[I want to set up a different method](#)

[Skip setup](#)

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.

Your organization requires you to set up the following methods of proving

Method 1 of 2: App



App

Choose a different method

Which method would you like to use?

Authenticator app

Authenticator app

Phone

Email

Microsoft Authenticator



Start by getting

On your phone, install

After you install the Microsoft Authenticator app on your device, choose "I

[I want to use a different authenticator app](#)

[I want to set up a different method](#)

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


Method 1 of 2: App

App

2

Phone

# Microsoft Authenticator



## Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back

Next

[I want to set up a different method](#)

[Skip setup](#)

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?**".

3:40



# Authenticator



Let's add your first account!

For further assistance, see the Help section in the menu.

Add account

Already have a backup?  
Sign in to your recovery account.

[Begin recovery](#)



Authenticat...



Passwords



Payments



Addresses



Verified IDs



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



3:41



## Add account

What kind of account are you adding?



Personal account



Work or school account

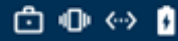


Other account (Google, Facebook, etc.)



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?**".

3:42



## Add account

What kind of account are you adding?



Personal account



Work or school account



Other account (Google, Facebook, etc.)



### Add work or school account



Scan a QR code



Sign in

CANCEL

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


**Lawrence Public Schools**

## Microsoft Authenticator

### Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



[Can't scan image?](#)

[Back](#) [Next](#)

[I want to set up a different method](#) [Skip setup](#)


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

Method 1 of 2: App

App

2  
Phone

# Microsoft Authenticator




## Let's try it out

---

Approve the notification we're sending to your app.

Back



[I want to set up a different method](#)

[Skip setup](#)

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.


Method 1 of 2: App


App

2

Phone

Microsoft Authenticator



 Notification approved

Back

Next

[I want to set up a different method](#)

[Skip setup](#)

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.

Method 2 of 2: Done


✓  
App


✓  
Phone


## Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

**Default sign-in method:** Microsoft Authenticator - notification

 Phone

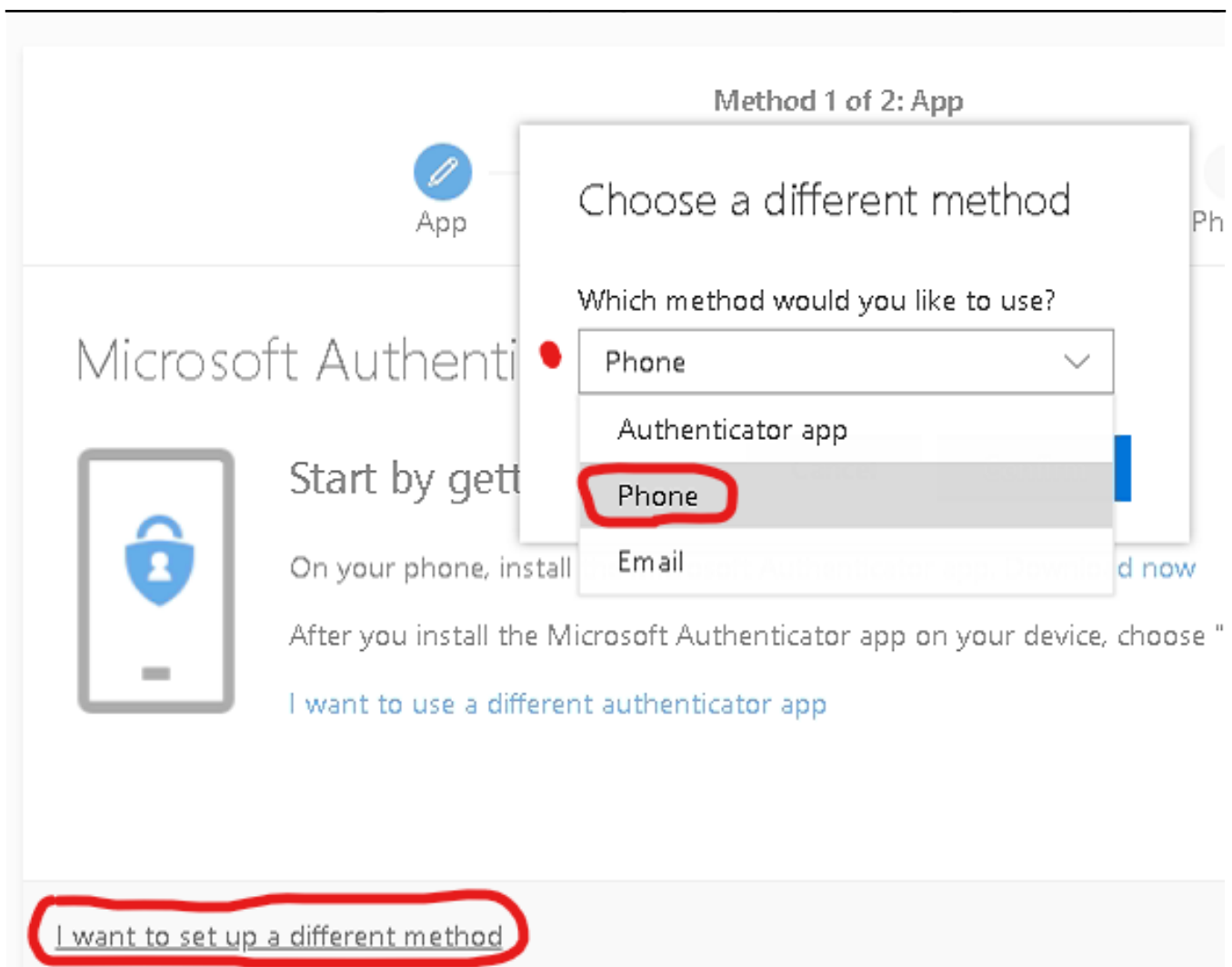
 Microsoft Authenticator

 Microsoft Authenticator

Done

## 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.



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.



Method 2 of 2: Phone

✓  
App

Phone

## 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) ▼

Enter phone number

☒ 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](#).

Next

**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.

Method 2 of 2: Phone

App Phone

Phone

We just sent a 6 digit code to +1 [redacted] . Enter the code below.

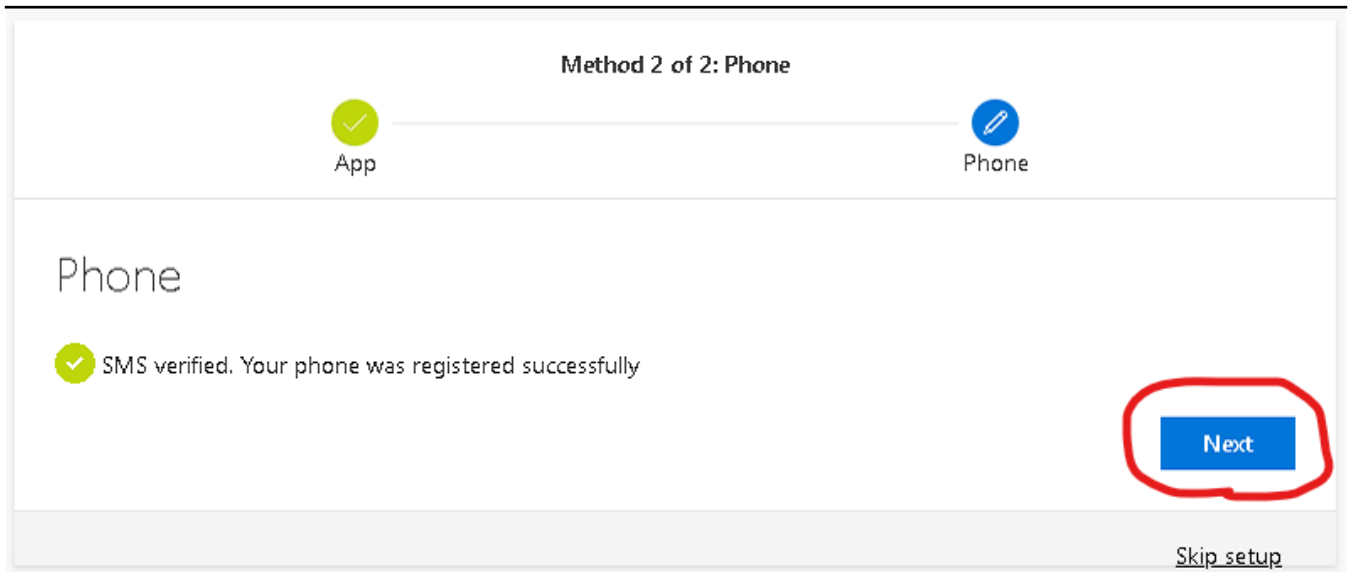
Resend code

Back Next

[I want to set up a different method](#) [Skip setup](#)

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.

Method 2 of 2: Done


✓  
App


✓  
Phone


## Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

**Default sign-in method:** Microsoft Authenticator - notification

 Phone

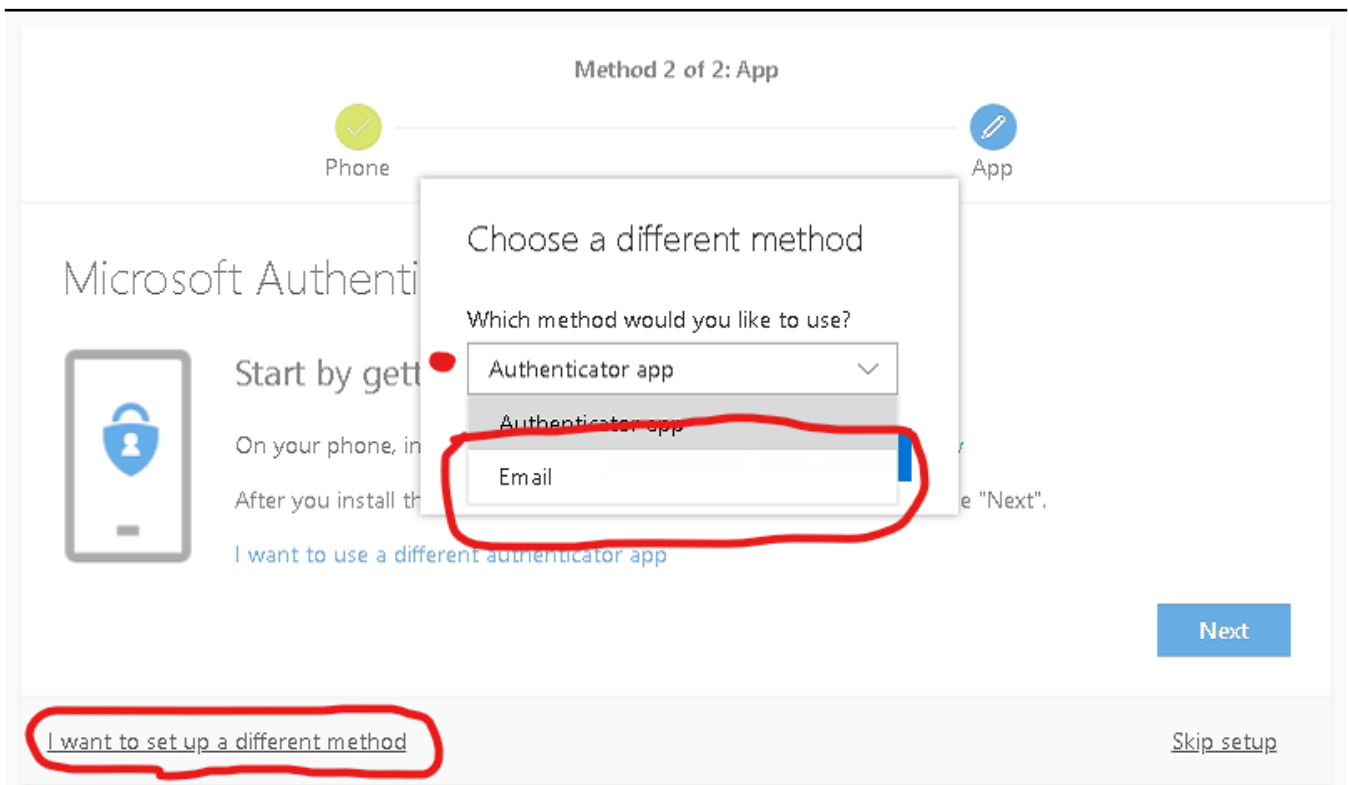
 Microsoft Authenticator

 Microsoft Authenticator

Done

## 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.

Method 2 of 2: Email

Phone Email

## Email

What email would you like to use?

**Next**

[I want to set up a different method](#) [Skip setup](#)

**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.

Method 2 of 2: Email

Phone Email

## Email

We just sent a code to eddpaul@gmail.com

[Resend code](#)

**Next**

[I want to set up a different method](#) [Skip setup](#)

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.

Method 2 of 2: Done



Phone



Email

## Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

**Default sign-in method:** Phone - text



Phone



Email

Done

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