HARDING
UNIVERSITY

DormNet is part of Student Support and Communication

DormNet

501-279-4545

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How to Use MFA (Multi-Factor Authentication) while Traveling Outside of the U.S. for Students

It is recommended that you read through this entire document to familiarize yourself with the process **before traveling**.

For assistance, please contact:

DormNet Help Desk

501-279-4545

DormNet@harding.edu

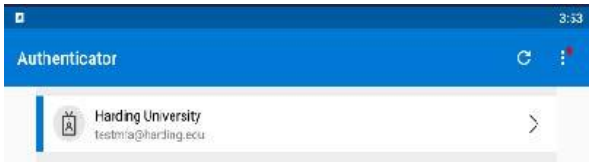
Primary Method – Wi-Fi Available

- ☐ **This document assumes that you have already set up the Microsoft Authenticator App as you will need to use it rather than the texting method for authentication while traveling outside the US** (see "How to Set up MFA for Students with the Authenticator App")
- ☐ If you are using a Wi-Fi network for Internet access, connect your mobile device (phone/tablet) to the same Wi-Fi system
- ☐ The Microsoft Authenticator app should function normally

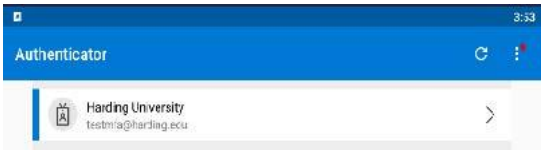
Backup Method

- ☐ If there is no acceptable Wi-Fi connection available, please use the following steps when logging into a Harding website that prompts you for MFA
  - ☐ On your mobile device, open the Authenticator app
  - ☐ You will find your email address listed beneath Harding University

Android Users



iOS Users

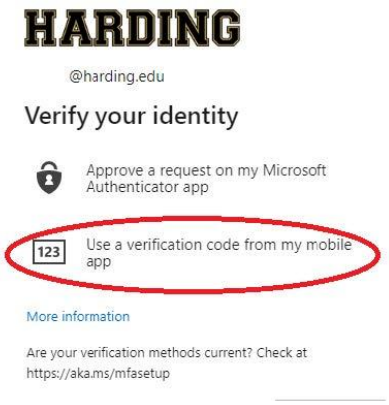


- ☐ Click on your email address. It should now show a 6-digit number under the "One-time password code"

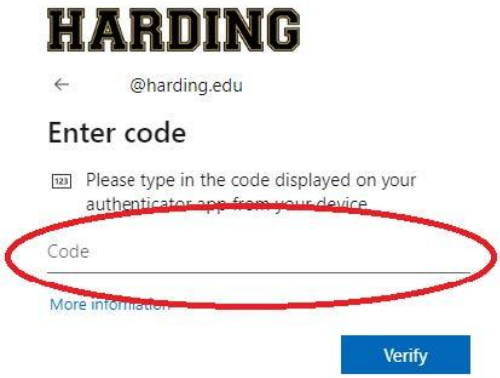


- ☐ This code changes every 60 seconds and shows how long until it expires
- ☐ **On your computer**, navigate to the Harding website you want to log into
- ☐ After typing in your username and password, you will see the "**Approve sign in request**" page
- ☐ Click ***"I can't use my Microsoft Authenticator app right now"***

- ☐ Click ***"Use a verification code from my mobile app"***



- ☐ You will be prompted to ***"Enter Code"***
- ☐ Refer to your mobile device and type the six-digit code into the ***Code*** field
- ☐ Click the blue ***"Verify"*** button before the code changes on your mobile device
- ☐ If the code expires before you type it in, wait for the new code and repeat the process



- ☐ You should then be redirected to the intended Harding website
- ☐ You can close the Authenticator app on your mobile device until you are required to authenticate again