

Subject: Action Required: Set Up Microsoft Authenticator for Your Bulldogs Accounts

Dear Clarendon College Students,

As part of our ongoing efforts to enhance security and protect your Bulldogs accounts, we've enabled **Microsoft Self-Service Password Reset (SSPR)**. This feature allows you to securely reset your password without needing to contact IT support.

As a result, you may be prompted to **register your Microsoft Authenticator app** the next time you log into your Office 365 account. This is a normal part of the process and helps us ensure your account is protected using secure, modern authentication.

What You Need To Do:

How to set up Microsoft Authenticator with Phone and Computer

You will need:

1. Your cellphone and another Device (tablet, desktop computer, laptop, etc.)
2. Internet connectivity for both devices.
3. Download the “Microsoft Authenticator” App (icon attached); any other authenticator app will not work.
 - a. Apple Store
 - b. Play Store



4. **On a computer or a separate device**, go to outlook.office.com and sign in with your Bulldogsmail email address and password.
5. “Let’s keep your account secure.”
 - a. “Next”
6. Start by getting the app

- a. "Next"
7. **On your cellphone**, open Microsoft Authenticator.
8. If prompted, allow notifications
7. Add an account and **select "Add work or school account."** (Crucial step: if you do not select this, it will not work.)
8. Sign in with your Bulldogsmail email address and password.
 - a. Open in browser
 - b. Sign in again
 - c. Press "Next" on the next 2 (two) prompts
9. Below main information on page:
 - a. Click on "Pair your device to this account by clicking this link" (it is in small blue text)
10. Press allow on any permission prompts the apps may request.
11. **If not done already**, sign in to Bulldogsmail on a **different device** (outlook.office.com).
 - a. If prompted, scan the QR code with Microsoft Authenticator. The icon is found at the bottom right corner of the app.



a.

12. **On your cellphone**, input the 2-digit code displayed on a different device.

You're signed in!

If you need help, please contact the Clarendon College IT Helpdesk at **studenthelpdesk@clarendoncollege.edu**.

Thank you for your attention and cooperation as we work to keep your accounts secure.

Best Regards,

Clarendon College IT Department