

Replace or Lost Your MFA Device

REQUIRED: If you receive a new mobile device, you must follow the instructions below and fulfill the following criteria:

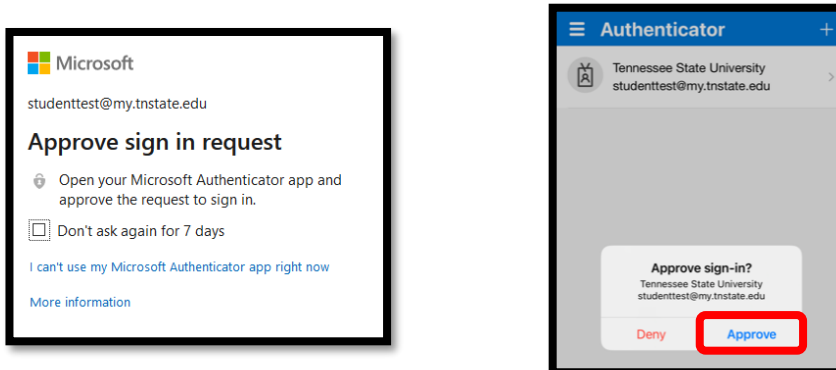
- ✓ Have access to a computer with internet connectivity.
- ✓ Have access to your mobile device with security passcode and/or facial recognition enabled.
- ✓ Ensure that your phone is updated with the latest device updates.
- ✓ You have ALREADY registered for MFA before. To register go to <https://mfa.tnstate.edu>.
- ✓ **Know your TSU email address and password.** Contact the TSU IT Helpdesk 615-963-7777 if you need your login info.
- ✓ For all MFA instruction guides, go to <https://www.tnstate.edu/cit/MFA.aspx>.

NOTICE: If you have lost your phone or no longer have your old phone with your MFA account already registered on the device, contact the Helpdesk (615-963-7777) to inform them that you need assistance with MFA RE-REGISTRATION.

Step 1: **On your PC**, open an internet browser and go to <https://mfa.tnstate.edu>. Enter your **TSU email address** (Pic 1) (e.g. jdoe@tnstate.edu) and click **Next**. On the next window (pic 2) enter your **TSU email password** and click **Sign In**. If asked, make sure to select **Work or school account** (Pic 3). You'll be redirected to the TSU login screen again with your email address automatically filled in. Enter your TSU password (pic 4) then click **Sign In**.



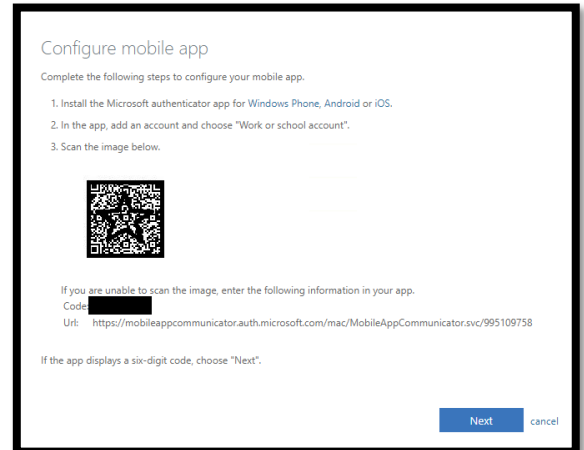
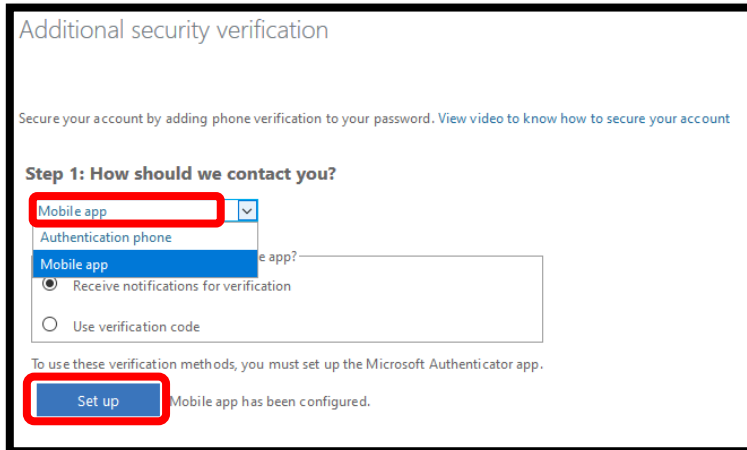
Step 2: **On Your Old Phone**, complete the Approve Sign In process as seen below.



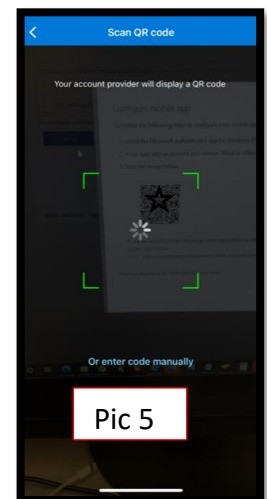
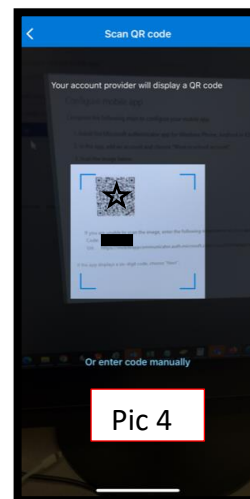
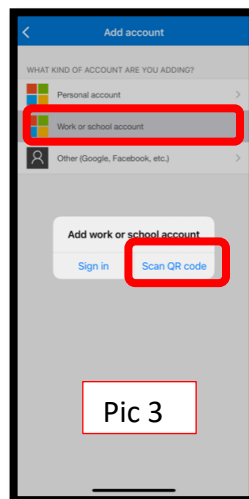
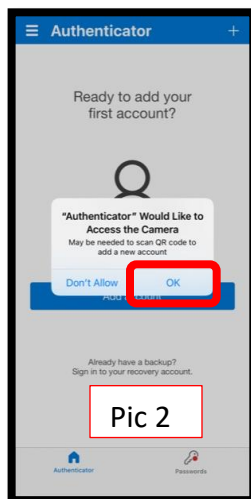
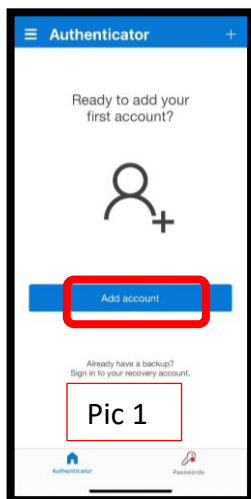
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Step 3: **On your PC**, you'll arrive to the Additional Security Verification window below. This is where you can choose to operate your MFA method by **Authentication phone** (text messages) or **Mobile app** (Microsoft Authenticator app). **RECOMMENDATION**, for better security and most convenient use, select the **Mobile app** option along with **Receive notifications for verification** selected. Once these options are selected, click **Set up** and a window with a QR code will appear. Have your phone in hand and proceed to **Step 4** for QR code scanning.



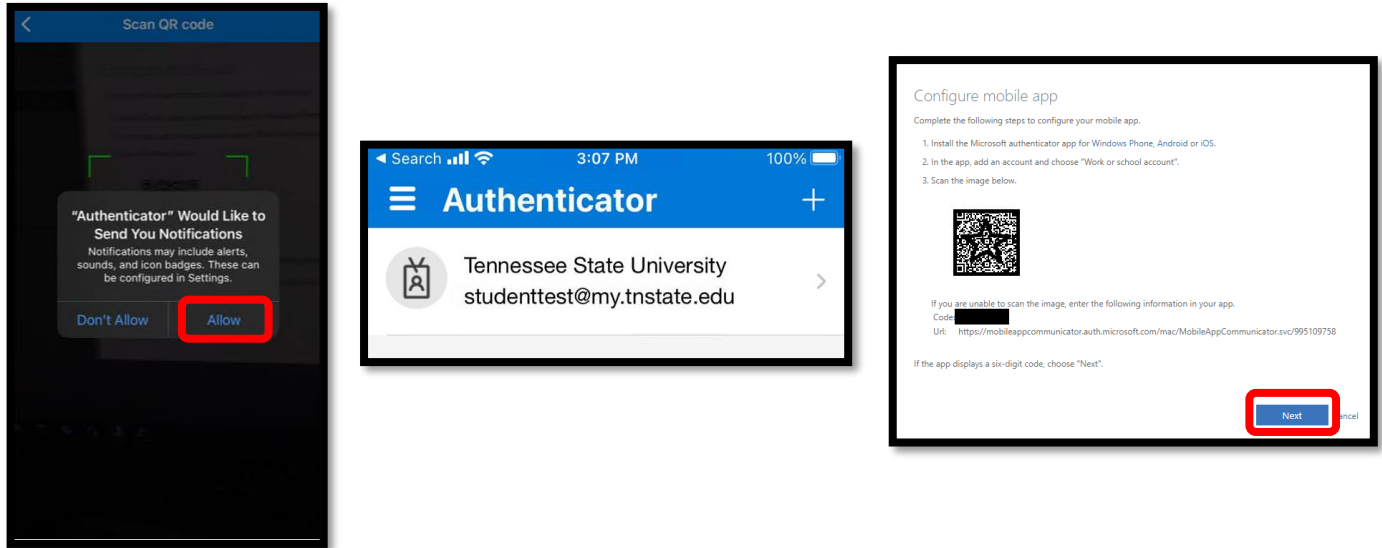
Step 4: **ON YOUR NEW PHONE**, open the **Microsoft Authenticator** app that you downloaded in Step 1, click **Add Account** and click **OK** allow camera access (Pic 1 & 2), then select **Work or School Account** and select **Scan QR code** (Pic 3). The **Scan QR code with the blue box** will appear (Pic 4). Align the QR code on your PC screen (Window from Step 4) with the blue square on your phone (Pic 4). When successful, the QR scan box will turn green and your TSU account will be added to your phone.



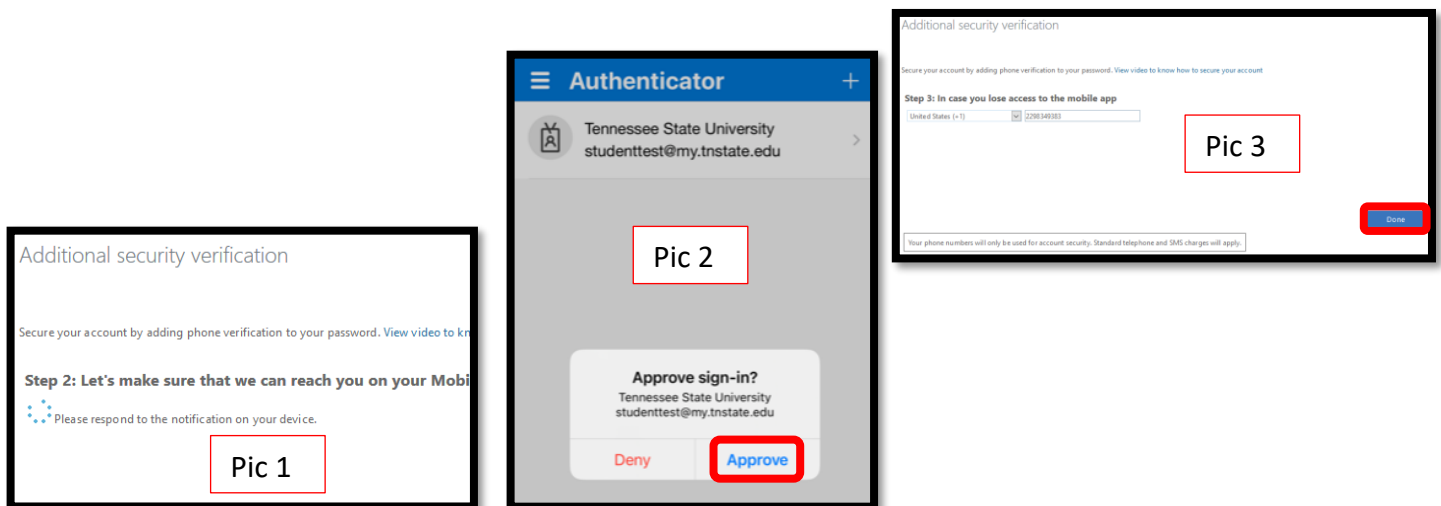
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Step 6: Success! You have officially registered your new phone and MyTSU account for Multi-Factor authentication. Make sure to **Allow** notifications for the MS Authenticator. Your phone should now display your TSU email address on your MS authenticator app. You can close the app on your phone. **On your PC**, click **Next** on the Configure Mobile App window. You will return to the **Additional Verification Screen**.



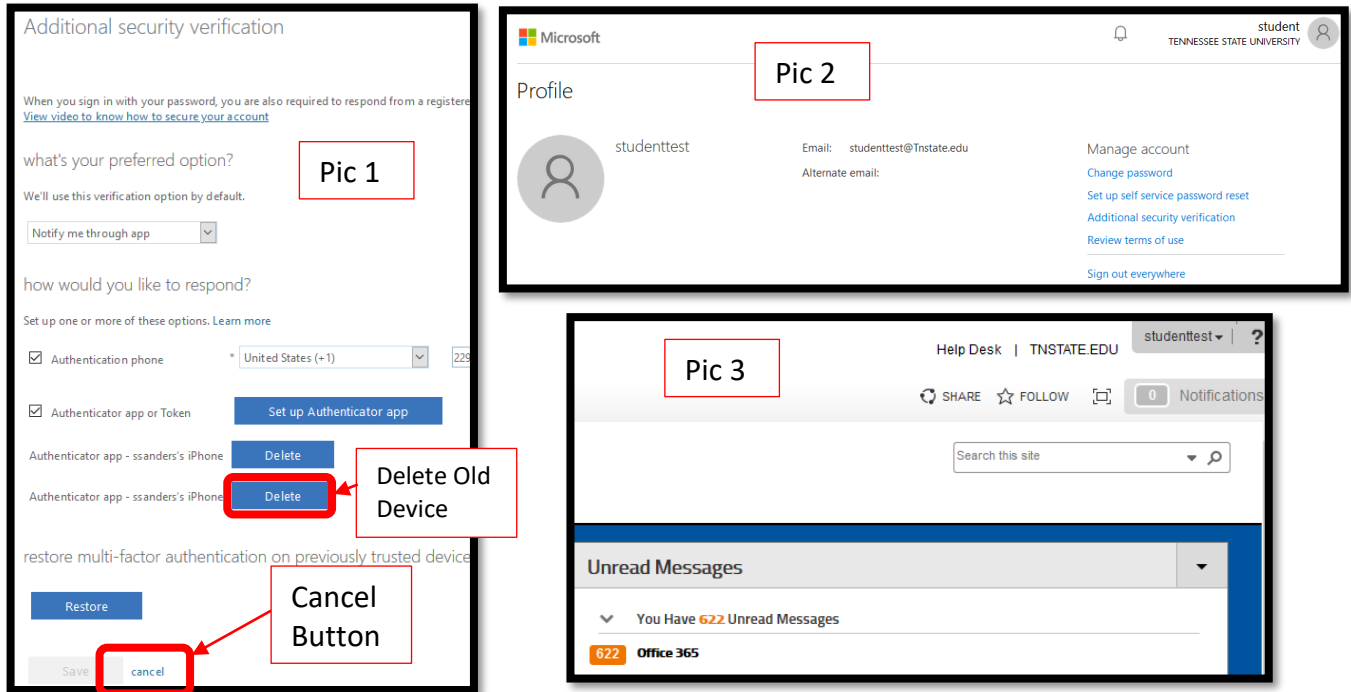
Step 7: **On your PC**, you'll see the Setup button greyed out, indicating successful setup of your mobile app. Click **Next** on the **Additional Security Verification Screen**. On the **Additional Security Verification Screen** (Pic 1), it will test that your phone synched with your TSU MFA account by asking you to **Approve** your attempted sign-in request on your phone (Pic 2). Click **Done** on the Additional Security Verification Screen. MFA on your PC (Pic 3) will ask you to **Approve** another sign-in on your phone.



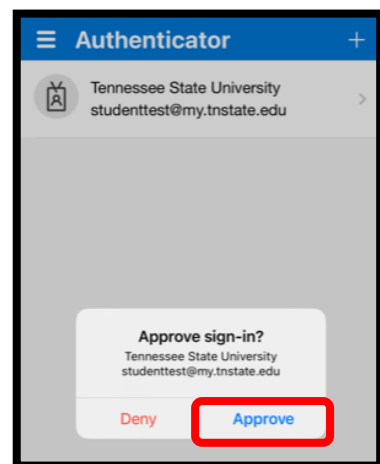
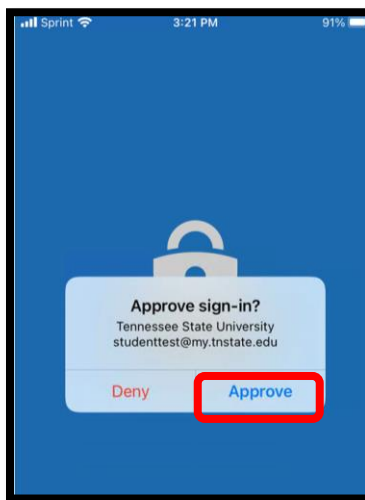
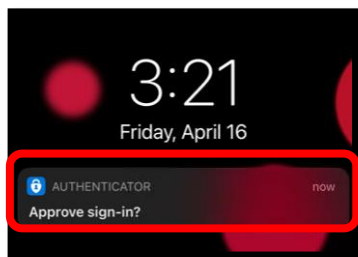
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Step 8: **On Your PC**, you will see **2 devices listed** under the Authenticator app section. They are listed in order from NEWEST to OLDEST. **To delete the old device**, click DELETE next to the second selection. Once completed, click **CANCEL** located at the bottom of the Additional Security Verification screen (Pic 1) which confirms the settings of your MFA method. You'll be redirected to your MFA profile (Pic 2). You can close the current window or open a new internet browser window and successfully go to your MyTSU dashboard (Pic 3).



MFA Authentication Process: Every time you're on or off campus or connected to the wireless network, **please be mindful to have your phone available** so that you can login to your MyTSU account and other TSU services. When you attempt to authenticate and successfully enter your MyTSU password, you'll receive a **Microsoft Authenticator notification (see below)** on the home screen of your phone or within the MS Authenticator app. Click the notification and then click **Approve**. **If you receive a notification to sign-in and it is NOT you, CLICK DENY.** If you have any issues, please contact the Helpdesk 615-963-7777 or helpdesk@tnstate.edu.



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