Setup New Account / Multi-factor Authentication (MFA)

First, you will need to update your password to a new 15 character passphrase. This passphrase will be the same moving forward. In addition to being 15 characters, it must contain one upper case letter, one lower case letter, one number, a punctuation mark and cannot contain your username. When you are ready, visit the main Westfield State homepage, *from a device other than your smartphone*, click 'Quicklinks' in the upper right and then Email in the upper left.

Login using your current username and password. **New users** will be forced to update to the new passphrase during login and can skip to the next step once complete, **existing users**, please continue logging in. Once authenticated to your email, click your account icon in the upper right and select 'View account' from the drop-down. Finally, select 'Change Password' and follow the prompts.
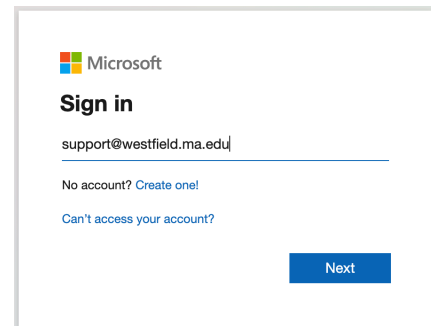
Once you have updated your password, open a new browser window and navigate to the following address:
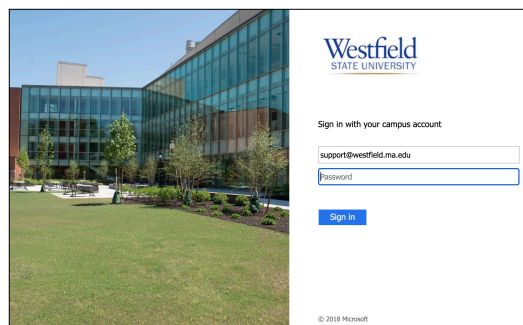
https://aka.ms/ssprsetup

Enter your full Westfield State email address and click 'Next'.

Authenticate with your newly updated passphrase.

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supportdesk@westfield.ma.edu
413.572.4357

The next step is to setup a backup phone number, a backup email address and security questions. Click 'Set it up now' for each of the respective items and follow the prompts. If you are not brought back to this page during this process, enter the below address to continue.

https://aka.ms/ssprsetup
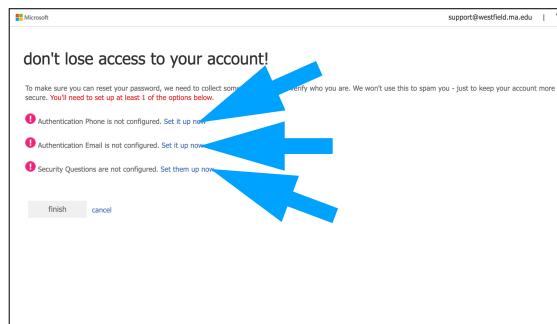
After successfully completing each step, click 'finish'.
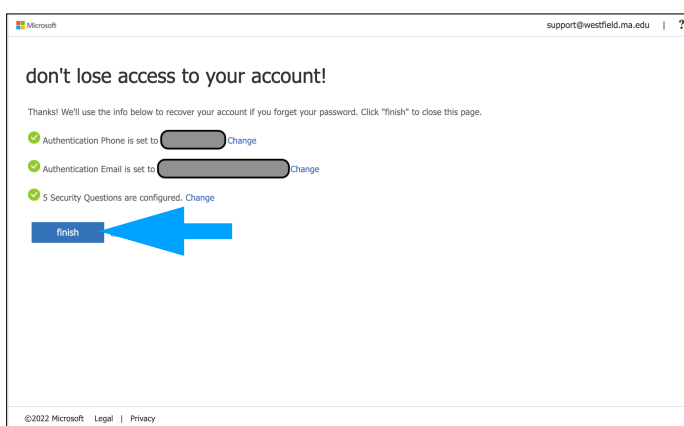
Next, we will tell your account to utilize multi-factor authentication. On your smartphone, visit the app store and download the Microsoft Authenticator app.
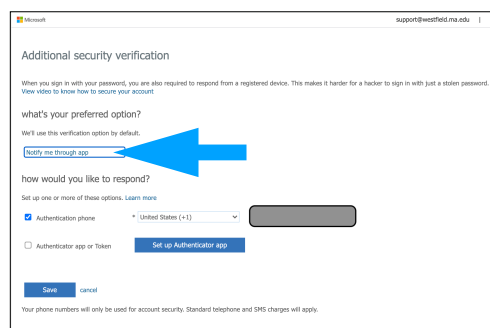
Open a new browser window, **not on your smartphone**, and navigate to the following address:

https://aka.ms/mfasetup

You may need to verify your account using the information we just finished setting up. If so, follow the prompts to continue.

From the drop-down menu select 'Notify me through app'.

Select 'Set up Authenticator app.'

You will see a window similar to this. Open the Microsoft Authenticator app on your smartphone. Click 'I agree'. Click 'Scan a QR code'. Scan the code with your camera.

Once successfully scanned, your account will be listed in the app.

Back in your browser window, click 'Next'. The system will then verify that the setup was successful by sending a push notification for you to approve on your smartphone. Approve it, and return to your browser window.

Click 'Save'. The system may ask you to verify your account one more time to confirm your changes, if so, follow the prompts to authenticate and complete the process.

Your account is now ready for multi-factor authentication. ***The FINAL STEP will take place in the background within 24 hours. Push notifications will not start working immediately. Please allow 24 hours for this final step in the background to complete.***

* The gray boxes that are present in some of the screenshots protect sensitive information of the individual who created these instructions. They will not be present during your setup process.

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