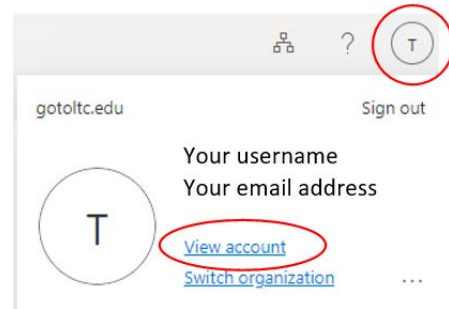


Setting Up or Updating your Password Reset Options

1. While logged into MyLakeshore, look for your initials, or photo, in the upper right-hand corner.

Click on your initials, or photo, then click on **View account**.



2. On the page that opens, click on the **Update Info** link on the Security info tile.

(You may be asked to verify your identity when accessing the security info section)

Security info

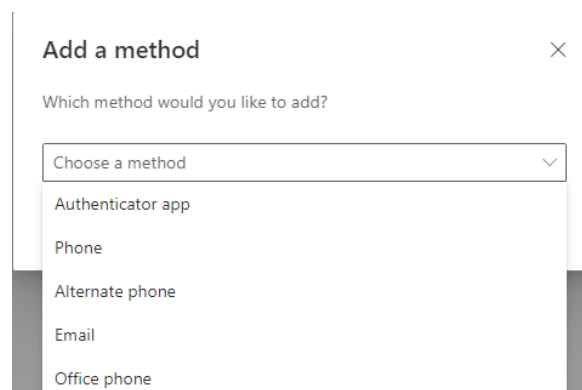
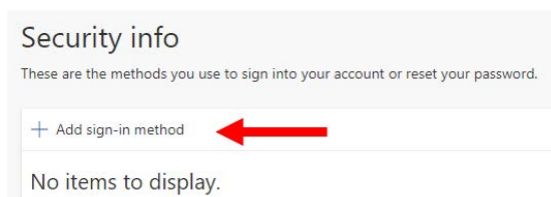


Keep your verification methods and security info up to date.

[UPDATE INFO >](#) 

3. Click on **+ Add sign-in method** which will display a pop-up box, with a drop down, showing multiple options to choose from. When setting up your options for self password reset you can choose from:

- The Microsoft **Authentication app** sends a push notification to your phone for you to approve or deny.
- The **phone** options will allow you to either receive a phone call that you will approve or deny access with or receive a verification code through text that you will need to enter to approve access.
- **Personal email** address.

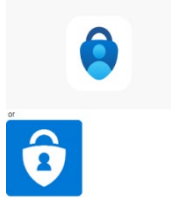


How to set up Microsoft Authenticator

1. Open the Play Store or App Store on your mobile device. Search for **Microsoft Authenticator**. Select **Install**. (Below are examples of the logo for the application you need to install.)

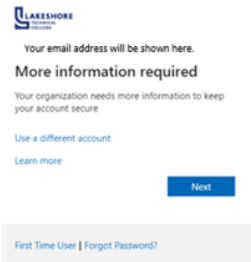
Once installed, in the Microsoft Authenticator app:

- Select **Agree** for *Microsoft needs basic app data*.
- Select **Add Account** and then choose **Work or School Account**.
- Select **Scan a QR code**.
- Select **OK** to allow permissions to your camera and set phone aside for now.

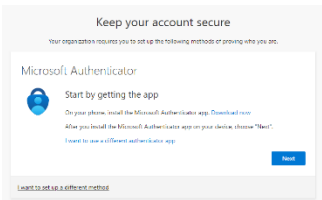


Your device will now be ready to scan a code in Step 6.

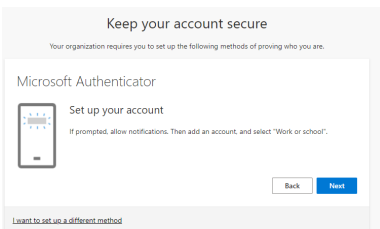
2. Using a separate device, like your laptop, desktop or tablet (**NOT your phone**), do the following:
 - Log into MyLakeshore (username: StudentEmailAddress@gotoltc.edu and your network password)
3. You will be prompted to set up MFA. Click **Next**.



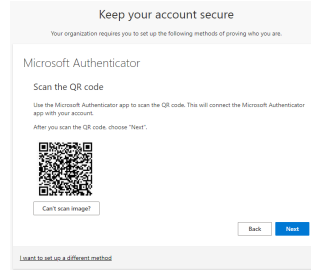
4. Click **Next** to continue setting up Microsoft Authenticator.



5. Click **Next** again.



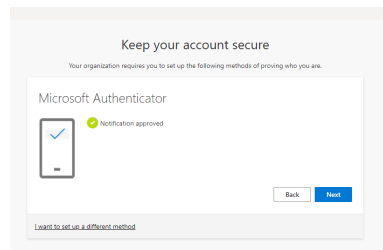
6. Scan the QR code on your screen with Microsoft Authenticator on your mobile device and click **Next**. You may be prompted to allow the app to access the camera. You **MUST** allow the app to access the camera to scan the QR code. It is very important to do the next steps.



7. Click **Next** again.

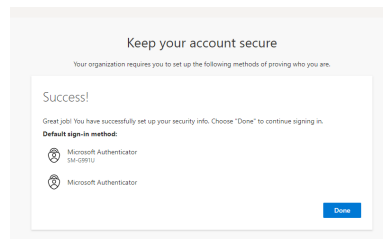
8. **DO NOT SKIP THIS STEP...** Let's try it out – You will be sent a push to the app on your phone to **Approve** or **Deny**. Approve, when you know that you are the one trying to log in. If you are not logging in, then choose deny.

9. Click **Approve** on your phone. Then **Next** on your computer.



10. Success!

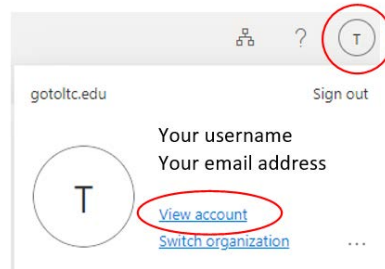
Now when you log into your MyLakeshore account you will be sent a push to your phone to approve or deny access to your account. Approve when it is you accessing your account. **Please see the next page to set up a secondary method to authenticate (text or call) in the event that you get a new phone and cannot use Microsoft Authenticator.**



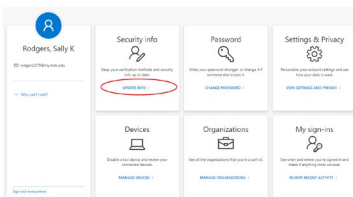
How to Set Up Text/Call and Personal Email

1. You can use the **View Account** functionality to manage your MFA settings. You can set up texting or call for a secondary authentication method. You can then use text or call if you get a new phone, but keep the same phone number. You can then set up Microsoft Authenticator again on your new device.

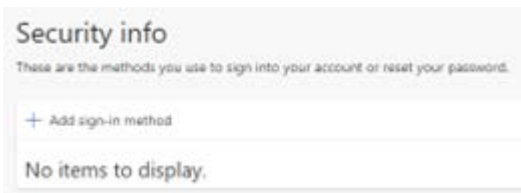
- While logged into MyLakeshore, look for your initials, or photo, in the upper right-hand corner.
- Click on your initials, then click on **View Account**



2. On the Security Info tile, click on Update Info.



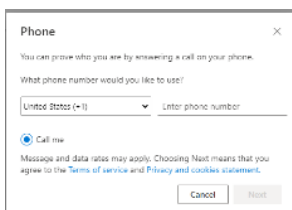
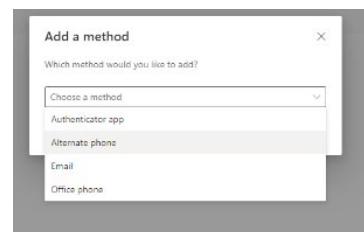
4. Click **+ Add a sign-in method**.



5. Choose your desired method of authentication. Choose **Phone** or **Email** and click **Add**.

6. Add your mobile device number and choose **Call me** or **Text me a code** and click **Next**. You will receive a call or text on your mobile device. Answer the call or enter the code sent to you.

7. Enter your Personal email address and click **next**. Enter the code sent to you.



Then click **Done**.