

Scenario 1: I Have Both My Old and New Phones

If you still have access to your old phone with the Microsoft Authenticator app and want to set up MFA on your new phone:

1. **Access** the MFA setup page at <https://aka.ms/mfasetup>
2. **Sign in** with your Hartford.edu email address and password
3. **Approve** the MFA prompt on your old phone when prompted
4. Once logged in, you'll see your current authentication methods. **Select "Add Method"**
5. **Choose "Authenticator app"** and follow the on-screen instructions
6. **Install** the Microsoft Authenticator app on your new phone if you haven't already
7. **Scan** the QR code displayed on your computer screen with your new phone
8. **Approve** the test notification to verify the setup is working
9. Your new phone is now set up for MFA. You can keep both phones registered or remove the old one

Scenario 2: I Have a New Phone but Kept My Same Phone Number

If you have a new phone with the same phone number and previously set up call, text or authenticator verification:

1. **Access** the MFA setup page at <https://aka.ms/mfasetup>
2. **Sign in** with your Hartford.edu email address and password
3. When prompted for MFA, **click "Use a different verification option"**
4. **Select "Text" or "Call"** to receive a verification code via your phone number
5. **Enter** the verification code to complete the sign-in
6. Once logged in, you can set up the Microsoft Authenticator app on your new phone
7. **Select "Add Method"** and choose **"Authenticator app"**
8. **Follow** the on-screen instructions to complete the setup

Important: This method ONLY works if you previously set up text message authentication. If you only had the authenticator app on your old phone, follow Scenario 3 below.

Scenario 3: I Have a New Phone with a New Number and No Longer Have My Old Phone

If you have a completely new phone with a new number and no longer have access to your old phone:

1. **Contact** the ITS Help Desk for assistance by:
 - Visiting in person at the Administration Building Room CC117

- Calling (860) 768-4357
- 2. We will verify your identity using alternate methods
- 3. Once verified, we'll temporarily exempt your account from MFA requirements
- 4. You'll then be able to log in and set up MFA on your new device