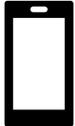


Welcome to Neumann University, you'll need a few things before you can access your Neumann University account.



Computer/Laptop

- *While it is possible to complete the account access process from your smartphone, it is far simpler to access your account from a computer.*



Your smartphone (iOS or Android)

- *Don't have a smartphone? You can complete the account access process with a feature phone which can receive text messages.*

- **Enroll in Multifactor Authentication**
 - *All Neumann University accounts will be required to enroll in multifactor authentication as a security measure. Multifactor authentication adds a second layer of security to your Neumann account and services to prevent anyone but you from logging in. This applies to:*
 - *MyNU Portal*
 - *Self-Service*
 - *Email (mobile and web browser)*
 - *Other Neumann Applications*

Sections

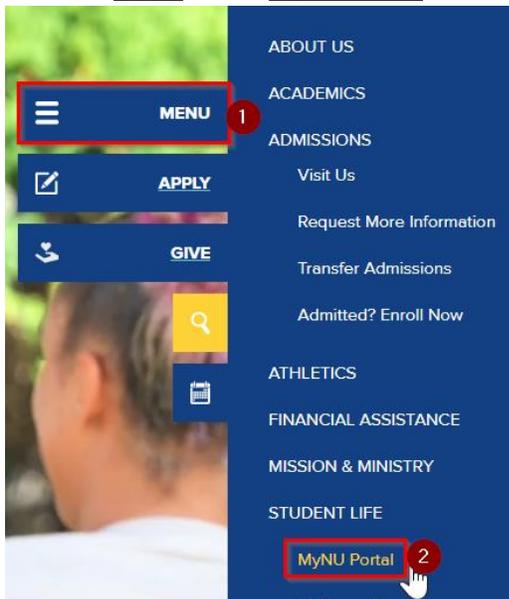
Account Access	2
Multifactor Authentication Setup	4

Multifactor Authentication Setup

Account Access

Step 1: Make sure you have all the prerequisites from page 1 at hand, then:

- Go to <https://www.neumann.edu>
- Click *Menu* > click *MyNU Portal*



Step 2: Enter your full **Neumann email** address in the username field and click **Next**.



Sign in

@knights.neumann.edu **1**

[Can't access your account?](#)

Back

Next **2**

Got a message that says, “**That didn’t work**”? Click the first link below to sign in with a different account, then select “**Use another account**”

That didn't work

We're sorry, but [you@company.com](#) can't be found in the knigt directory. Please try again later, while we try to automatically fi

Here are a few ideas:

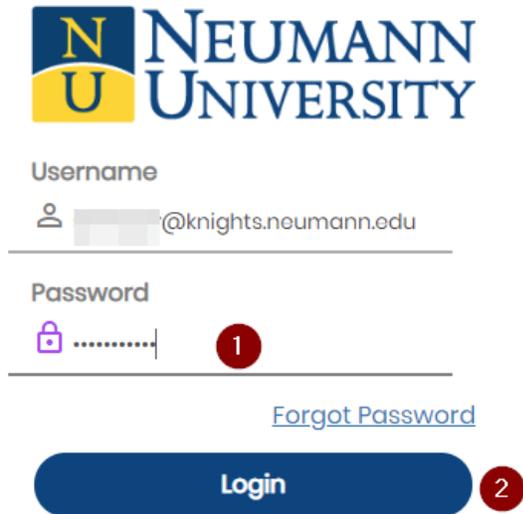
[Click here to sign in with a different account to this site.](#)

This will sign you out of all other Office 365 services that you're signed into at this time.

[If you're using this account on another site and don't want to sign out, start your](#)

Multifactor Authentication Setup

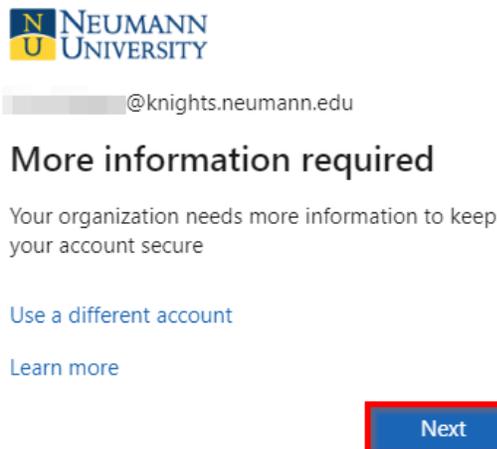
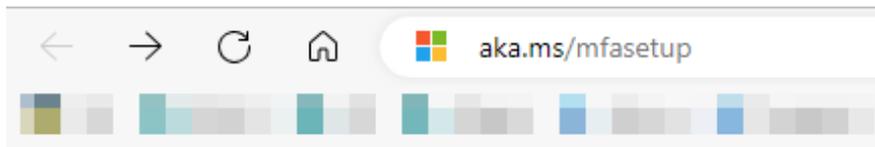
Step 3 - Enter your password and click login.



The login form features the Neumann University logo at the top. Below it, there are two input fields: 'Username' with a placeholder email address and a red circle '1' next to it, and 'Password' with a lock icon, a red circle '1' next to it, and a 'Forgot Password' link below. At the bottom is a blue 'Login' button with a red circle '2' next to it.

On the **“More Information Required”** window, select **“Next”** to start the multifactor enrollment process.

- If you are not prompted for more information, please enter aka.ms/mfasetup in your browser’s address bar.



The 'More Information Required' page displays the Neumann University logo and the user's email address. It contains the text 'Your organization needs more information to keep your account secure', a link for 'Use a different account', and a link for 'Learn more'. A blue 'Next' button is highlighted with a red border at the bottom.

Multifactor Authentication Setup



Multifactor Authentication Setup

Step 1: You will be redirected to a page called “More Information required”, click **Next** to start the multifactor authentication setup process.



██████████@knights.neumann.edu

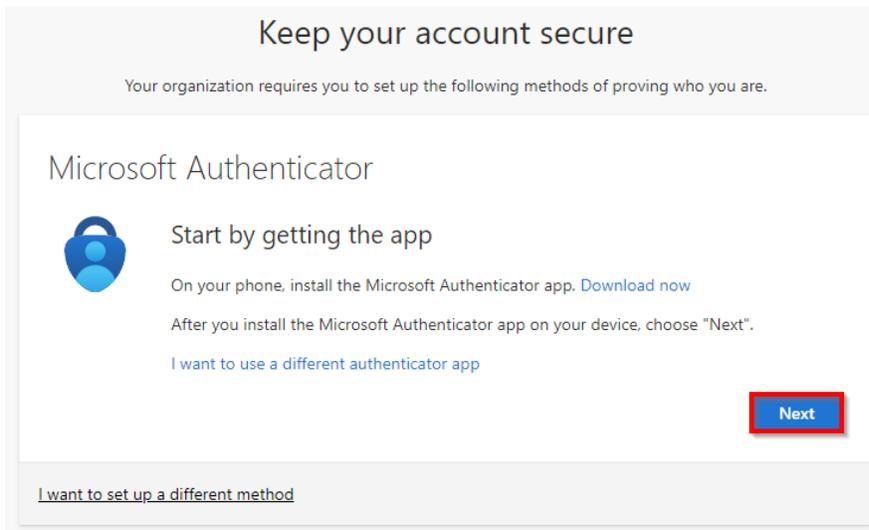
More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next



Don't have a smartphone? Click "I want to set up a different method" at the bottom of the screen and follow the prompts.

Step 2: Once you see the screen above, use the QR Code on this page to download the official [Microsoft Authenticator](#) app on your smartphone:

- "Allow Access" to grant the Microsoft Authenticator permission.
- Otherwise, the app will not be able to scan the QR code or function as intended.

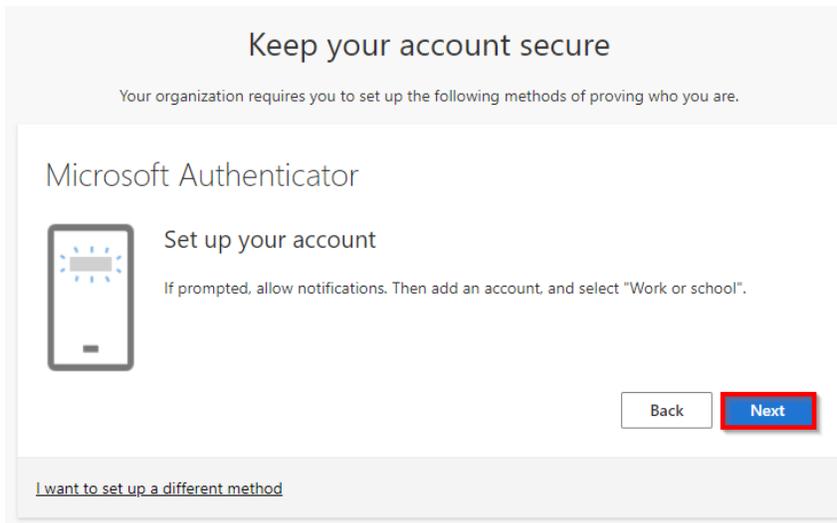


For Android Phones	For Apple/iOS Phones
 	 

Multifactor Authentication Setup

Step 3 A: On your computer

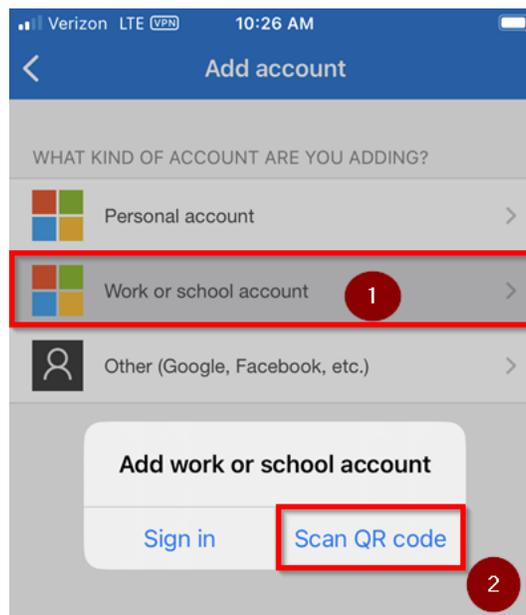
Once the Microsoft Authenticator app is available on your phone, click “Next”.



Step 4: On your smartphone

Open the Authenticator app on your mobile phone and tap the plus sign to add account. Tap “Work or school account” and then select “Scan QR code”.

Important: when prompted, “Allow access” to grant the Microsoft Authenticator the permissions it requires.

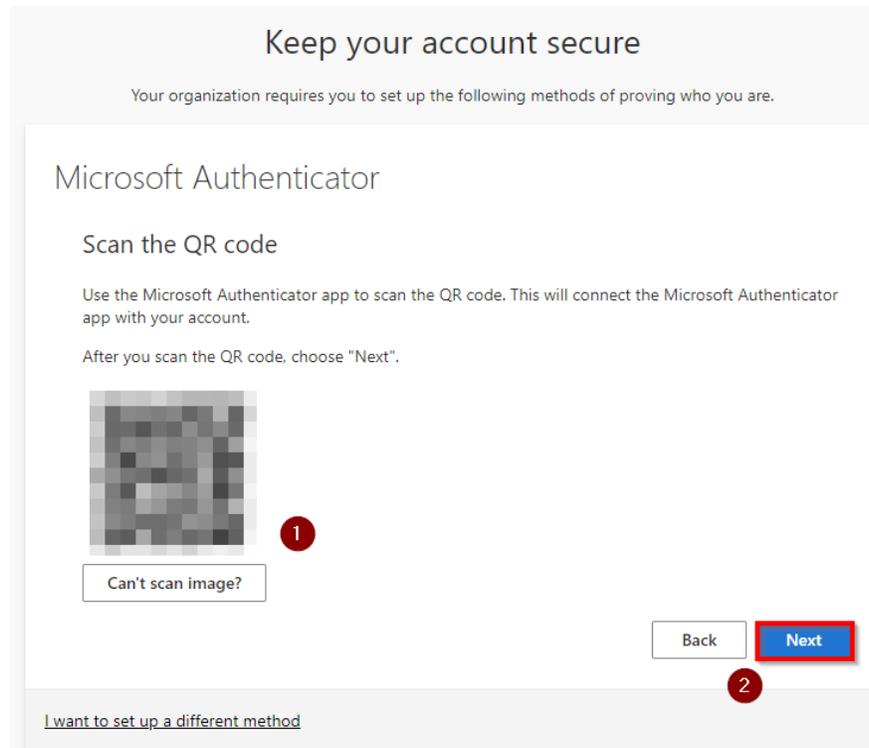


Please note that due to app updates from Microsoft, your screen may look slightly different from the images here. The option you are looking for is “Scan QR code”.

Multifactor Authentication Setup

Step 5: On your computer and phone

Click Next on your computer until you see “Scan the QR code” on your screen. Use the Authenticator app on your mobile phone to scan the QR code on the computer or laptop screen.



The QR code on your screen will expire a minute or two after you open it.

If you have trouble scanning the QR code on your computer screen, click the “Back” button at the bottom of the screen, then click “Next” to load a new QR code.

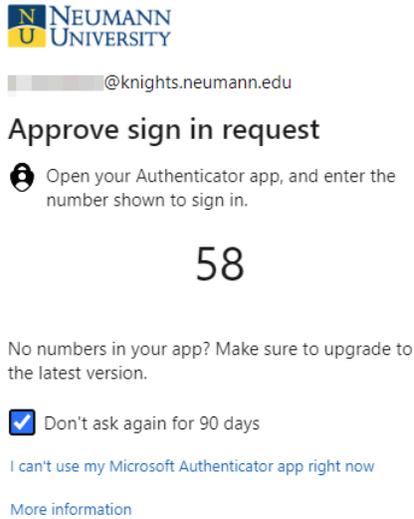
Once you’ve scanned the QR code you will see the account displayed on your phone – **but you’re not done yet!** Click “Next” to complete a test of the process.

Step 6:

“Approve sign in request” message will appear with a 2-digit code on your computer or laptop screen. At the same time, you should receive a notification in your Microsoft Authenticator app on your smartphone.

Enter the 2-digit code from your computer screen into the Microsoft Authenticator app and press “Yes”.

Multifactor Authentication Setup



NEUMANN UNIVERSITY
@knights.neumann.edu

Approve sign in request

Open your Authenticator app, and enter the number shown to sign in.

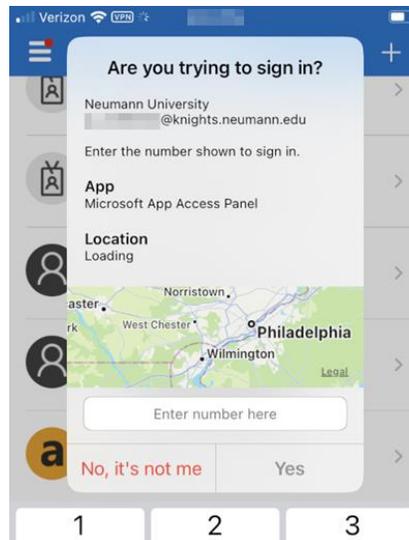
58

No numbers in your app? Make sure to upgrade to the latest version.

Don't ask again for 90 days

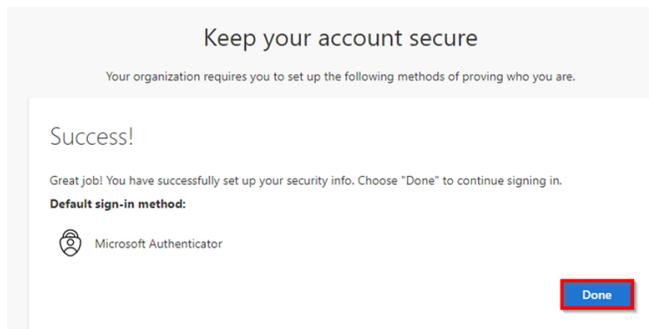
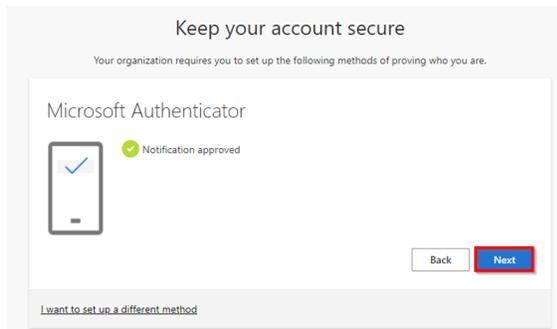
[I can't use my Microsoft Authenticator app right now](#)

[More information](#)



When prompted by your phone, enter your phone's pin/passcode or use biometric authentication such as Touch ID or Face ID to ensure it's you.

Once you see the green check on your computer screen, click "Next" then click "Done".



You're all done setting up your Neumann account!

*** ITR Recommendation:** As people tend to keep a phone number longer than an app, it is always recommended that you register your phone number as a backup method. You can register multiple phone numbers as well as the Authenticator app from the security info (MFA settings) at <https://mysignins.microsoft.com/security-info>