Letter to the Community

June 16, 2022

Dear Campus Community,

During the past 72 hours the District has received more than 40 phishing emails/attacks which has resulted in locked accounts, system vulnerabilities, and many hours of staff time to resolve these issues.

To ameliorate these security breaches, ITS is implementing a two-factor authentication requirement on all employee accounts. **Because of the urgency of this situation, the implementation will begin today for managers and classified professionals at approximately 12:00 Noon. Full and part-time faculty accounts will experience implementation beginning Thursday, June 23, 2022.** A reminder for faculty will be provided a day before the implementation.

Attached are the instructions to complete the activation process. Once your account is activated, the system will prompt you to complete the setup. This can be done on or off-campus. IT Help Desk staff will be available to assist employees on the day of scheduled implementation.

Thank you in advance for helping us to be proactive with this issue. **Please contact the Help Desk at 909 652-6789** if you have any questions/concerns or if you run into any problems with the implementation. **The Help Desk is available until 5:30pm today and from 8am - noon Friday, June 17.**

Mike Fink
Interim Chief Technology Officer, CTO/ITS
Administrative Systems & Technical Services

Chaffey College

Chaffey College Email 2FA/MFA Setup Instructions

This document provides detailed instructions to faculty and staff for setting up the 2-Factor/Multi-Factor Authentication security measures for Chaffey College District email accounts. Follow the steps below to setup/activate your two different forms of Multi-Factor Authentication (MFA).

If at any point in this process you experience difficulties with setting up the District-mandated MFA for your Chaffey College email account, please contact the Chaffey College IT Help Desk by email at ISRepairs@chaffey.edu or by phone at (**909) 652-6789**. You may also visit the Chaffey College IT Help Desk page for hours of operation, as well as a list of other services offered.

Logging In

Start by logging in with your Chaffey email account at www.office.com.
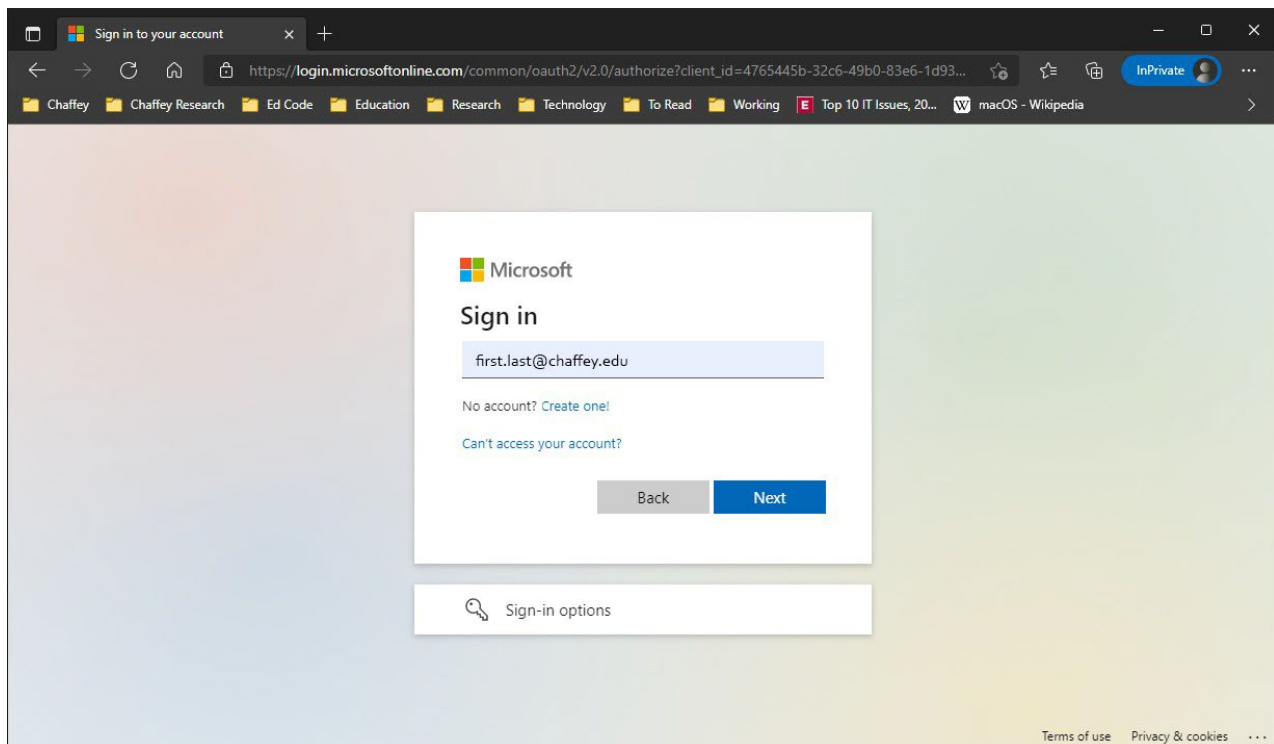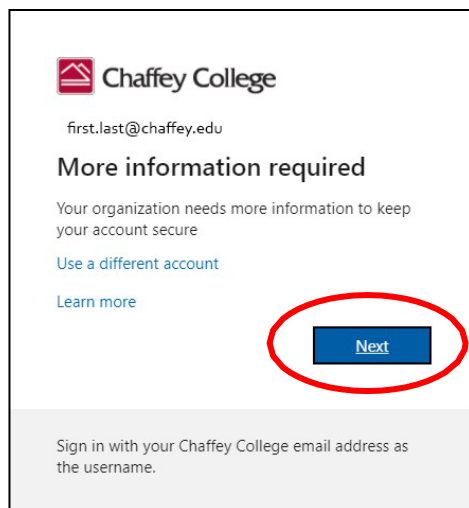

Chaffey College email login credentials:

- Username = full Chaffey College email address
- Password = 15-character email/network password

Special Note: For assistance with generating and managing your account password, please contact the Chaffey College IT Help Desk (see contact information above).
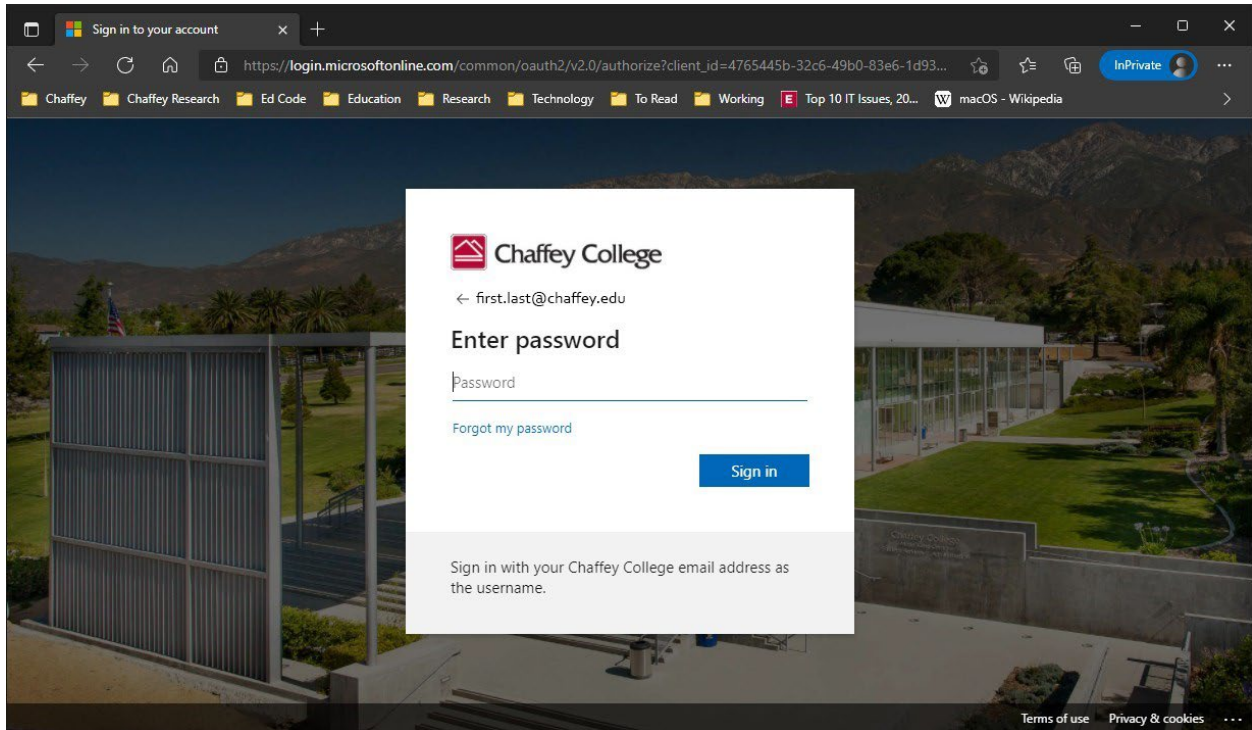
Selecting Your Preferred MFA Options

Once you have successfully logged into www.office.com with your Chaffey College email address and 15-character password, you will see a screen prompting "More information required". Hit the "Next" button to continue.

Please Note: The MFA setup process requires two different authentication methods to be selected. The first will either be the Authenticator App or Phone (Text/SMS message authentication). The second can be any of the following:

- Authenticator App (FortiClient, Duo, Google Authenticator, etc.)

- Phone (Text/SMS messages)

- Email (NOT an @chaffey.edu address)

- Security questions

  Disclaimer: While any of the previously listed methods may be used/enrolled to fulfil the system requirement for the second authentication method, Chaffey College only actively supports the "Phone" (Text/SMS) and Microsoft Authenticator options for account access.

Phone Setup (Text/SMS Option)

On this screen you have the option to select/set up either the Microsoft Authenticator App or the Phone (Text/SMS) method for your account authentication. To select the Phone option for Text/SMS authentication, please click on the "I want to set up a different method" link at the bottom of the menu.
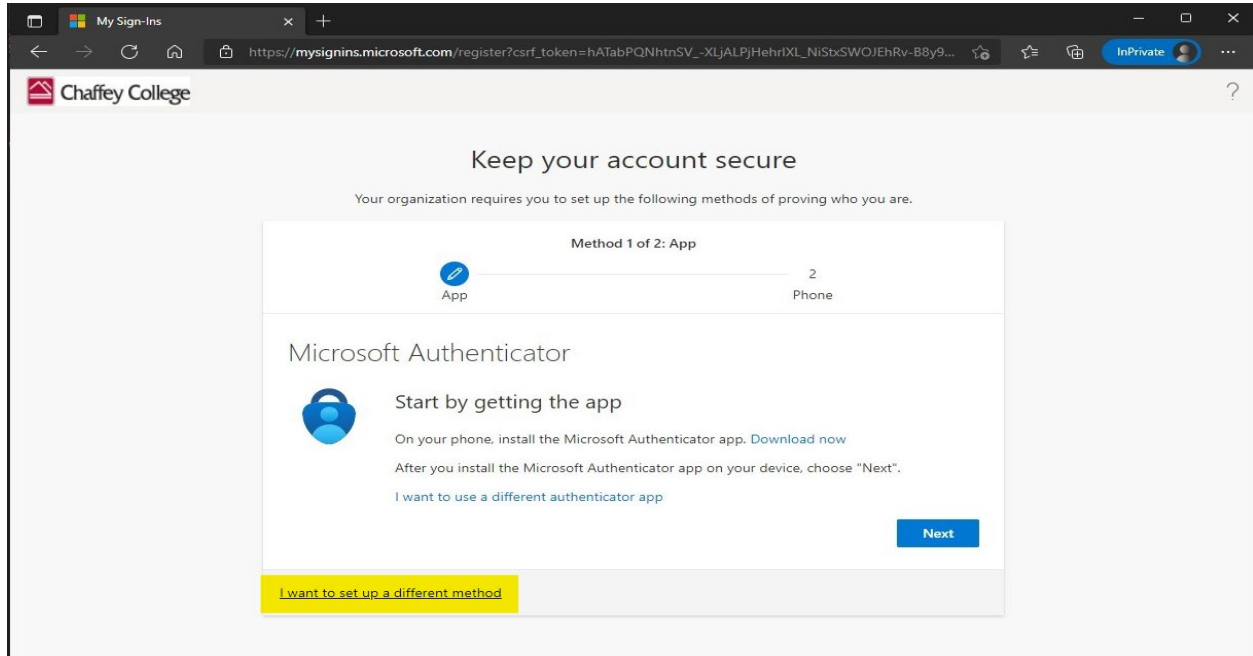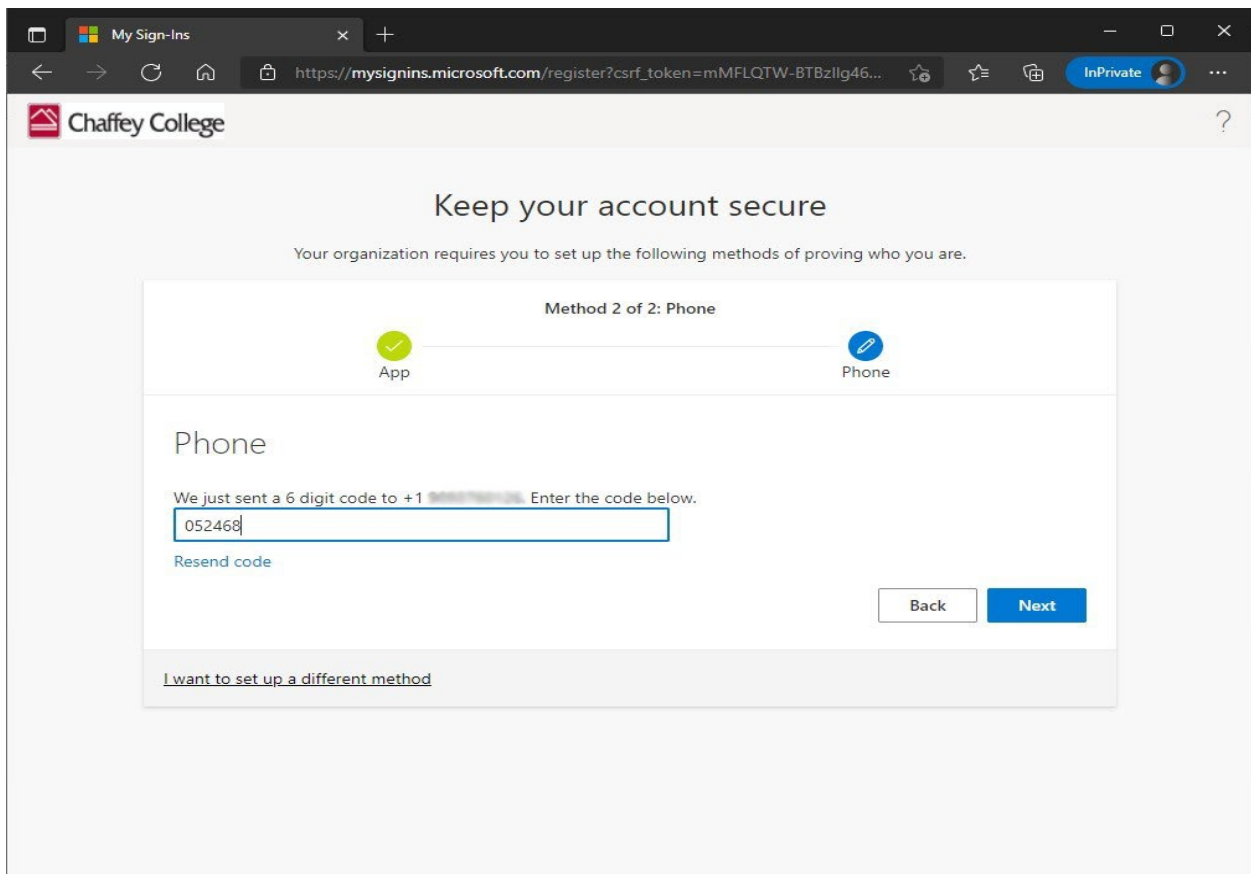

Next, following the prompts on the screen, select the option for phone, enter your phone number and click "Next".
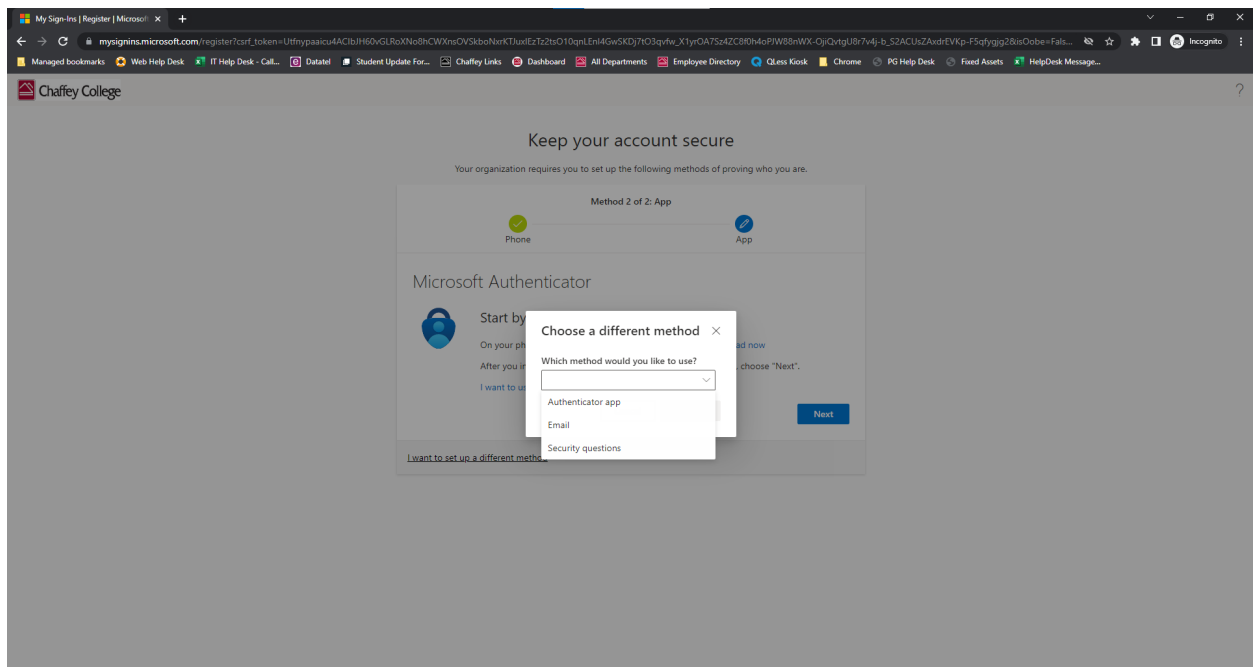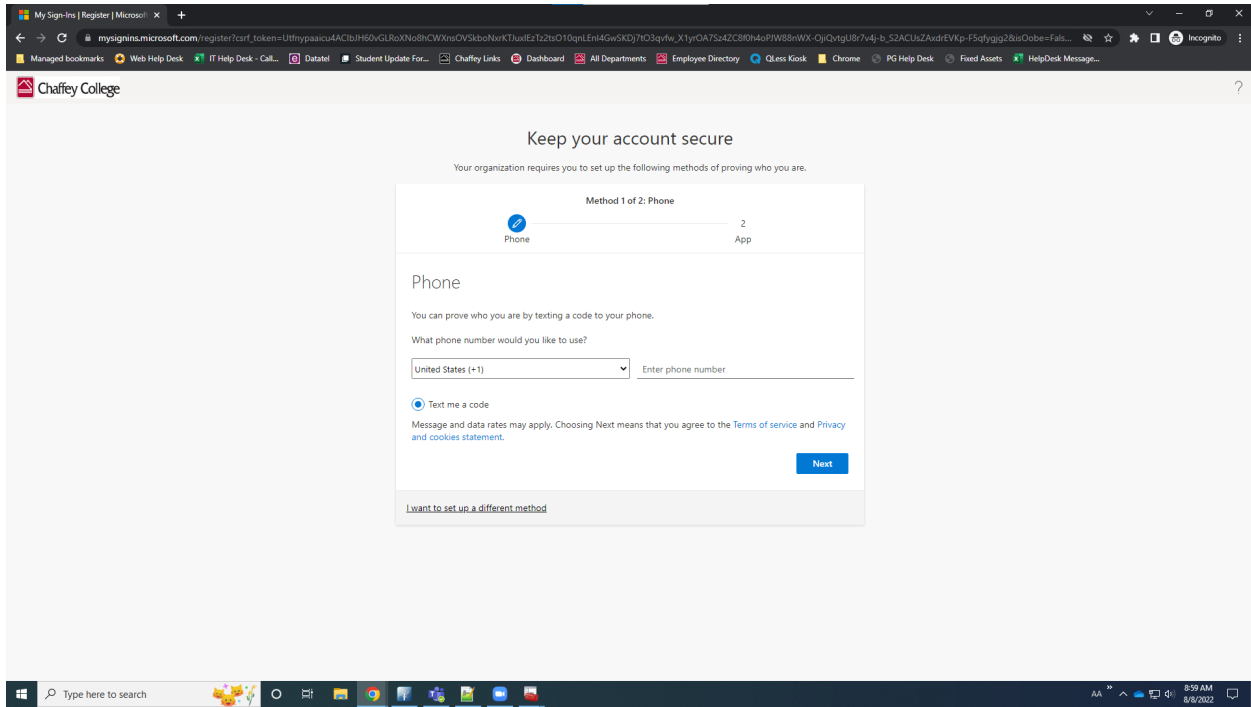
Once you have entered your phone number and hit "Next", you will receive a text/SMS message with a one-time-pass-code (OTP) to authenticate. Enter the code on the next screen and hit "Next" again.

At this point, you have setup the first MFA method for your Chaffey College District email account, and must now choose/setup your second method. If you wish to use a personal email address or non-Microsoft authenticator application for your second option, please click on the "I want to set up a different method" link at the bottom of the menu, and follow the system prompts to complete the setup. If you wish to use the Microsoft Authenticator mobile application, please follow the instructions in the next section, otherwise, you may skip to the "Completion" section of this document.

**Chaffey College**
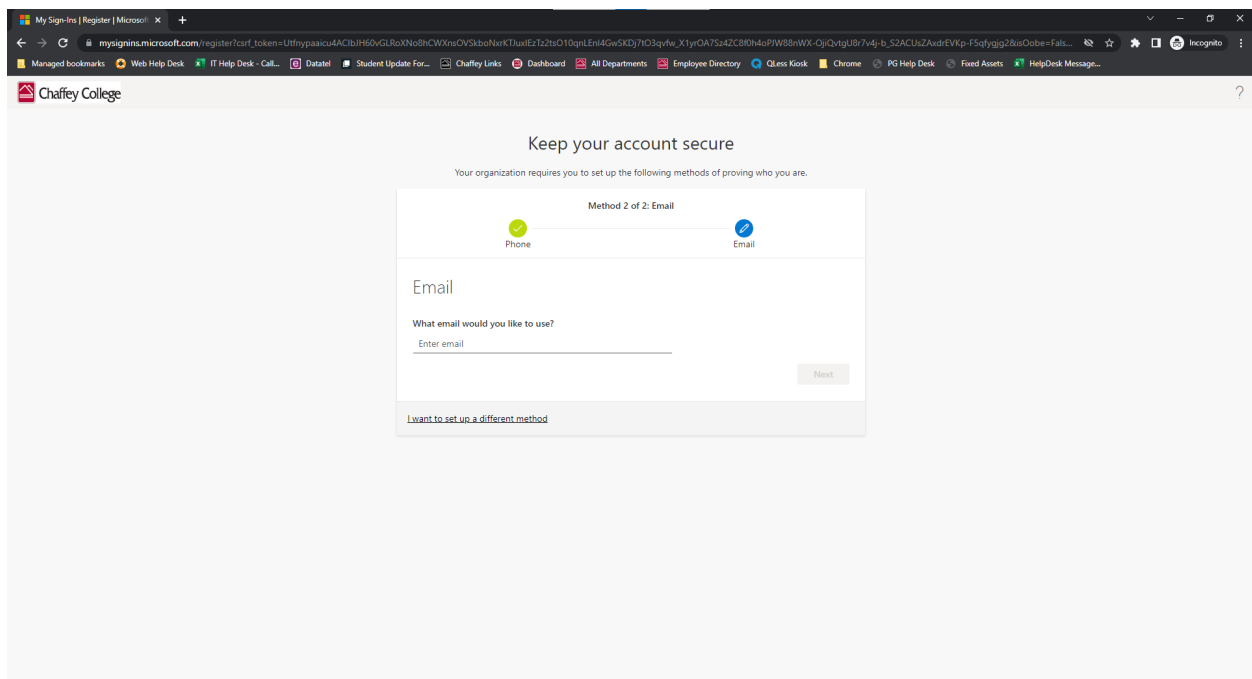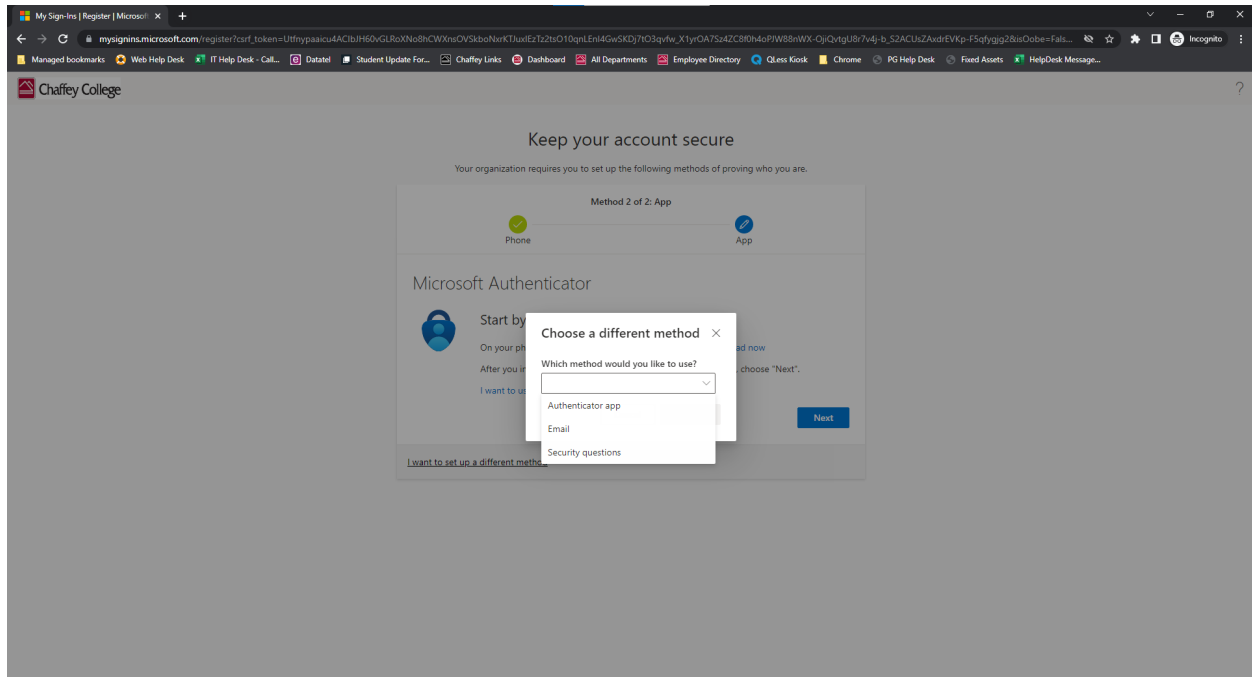
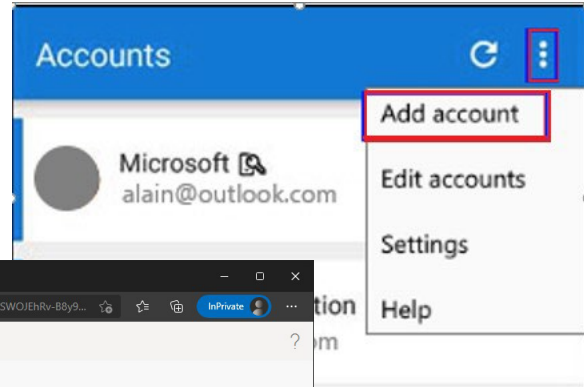## Microsoft Authenticator App Setup

To install the Microsoft Authenticator mobile application, click the "Download now" link at the center of the menu (you may also click the following link, https://www.microsoft.com/en-us/security/mobile-authenticator-app.) A new tab will open in your browser, and you can click the "Get the app" link for instructions on installing the app on your Android or iPhone.
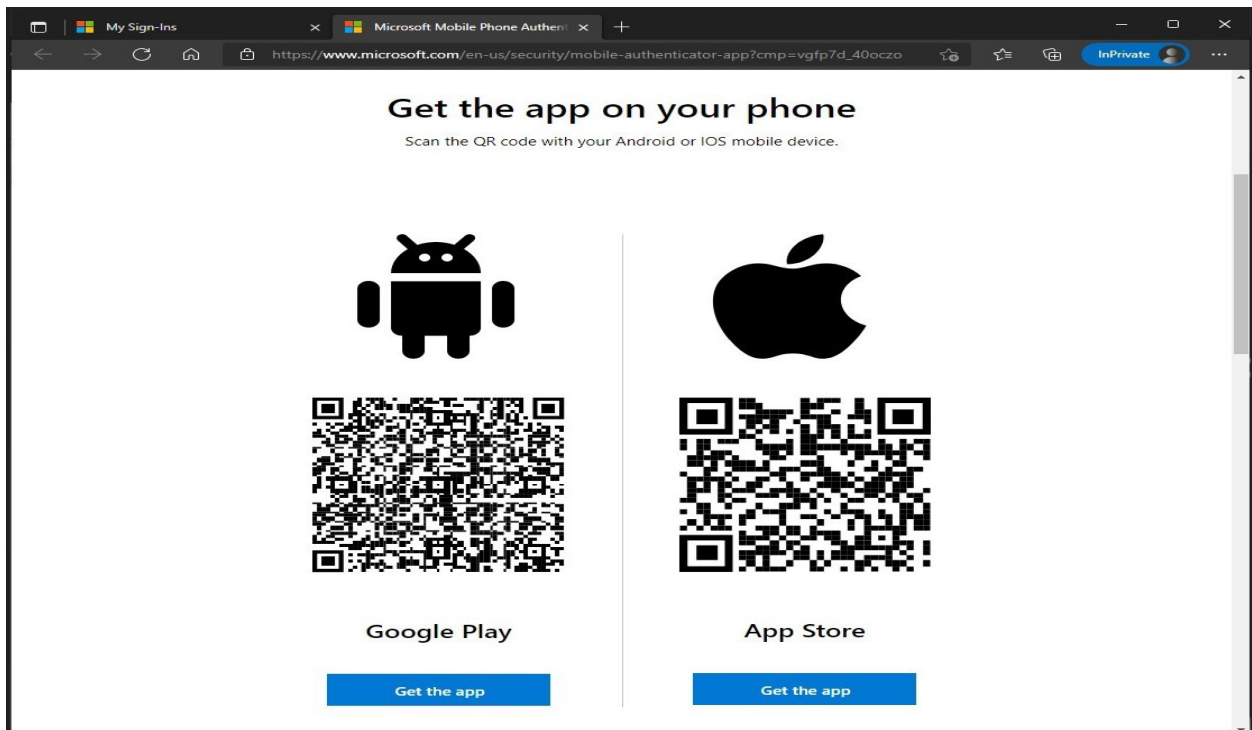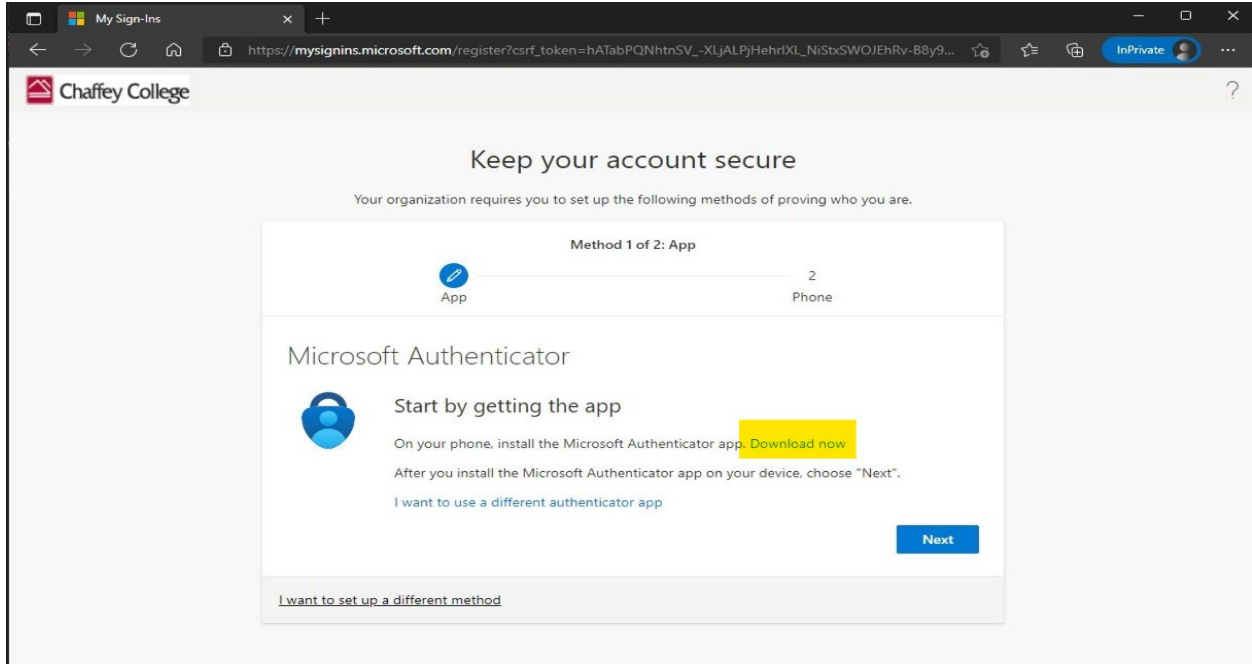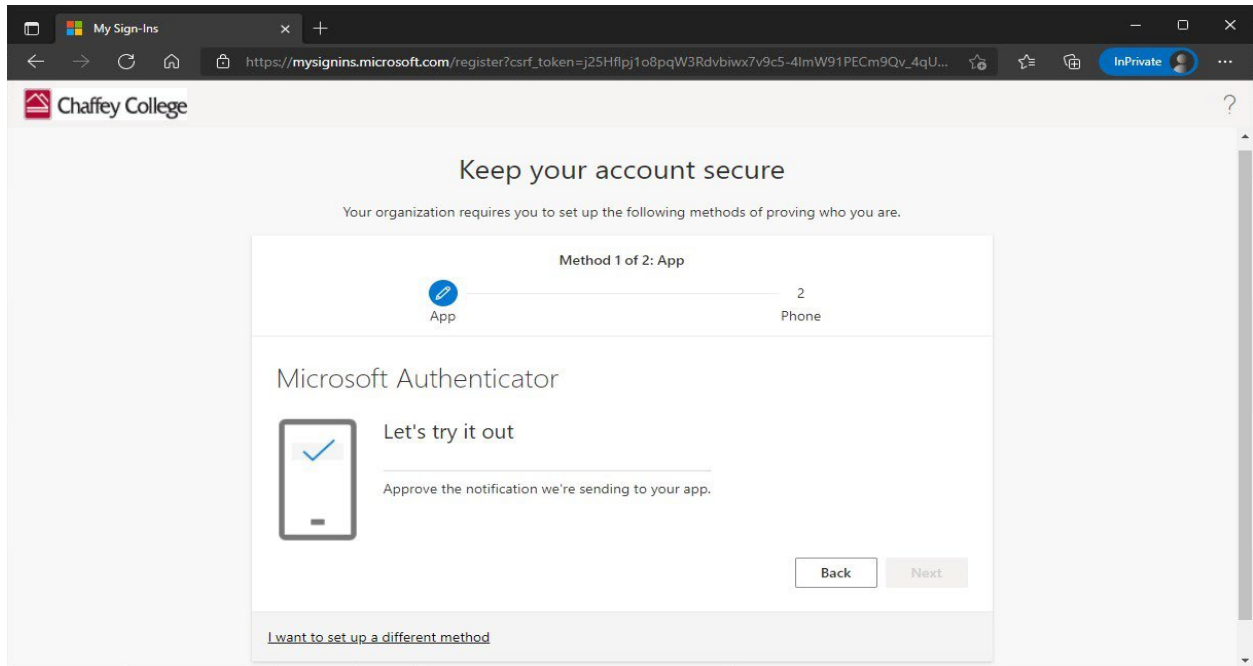
Once you have installed the app on your device, you will need to setup an account for Chaffey College:

- Click the three dots in the upper right corner of the app

- Select "Add account"
- Click "Next"
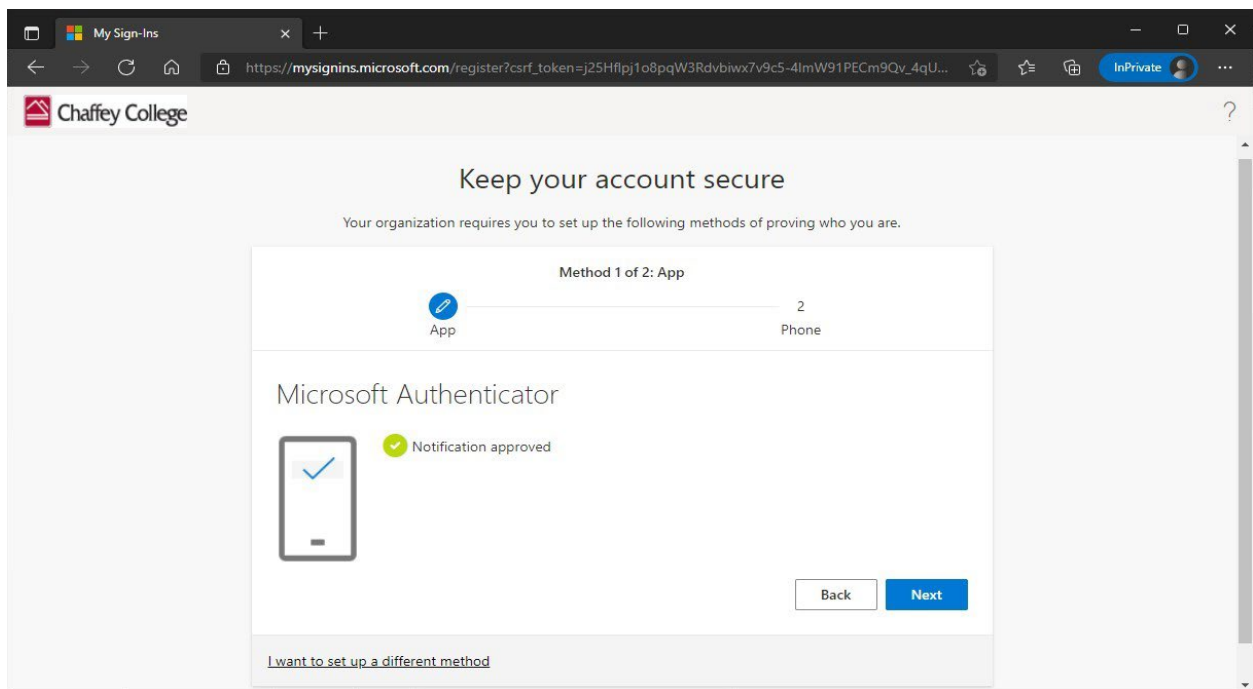 When prompted, scan the QR code
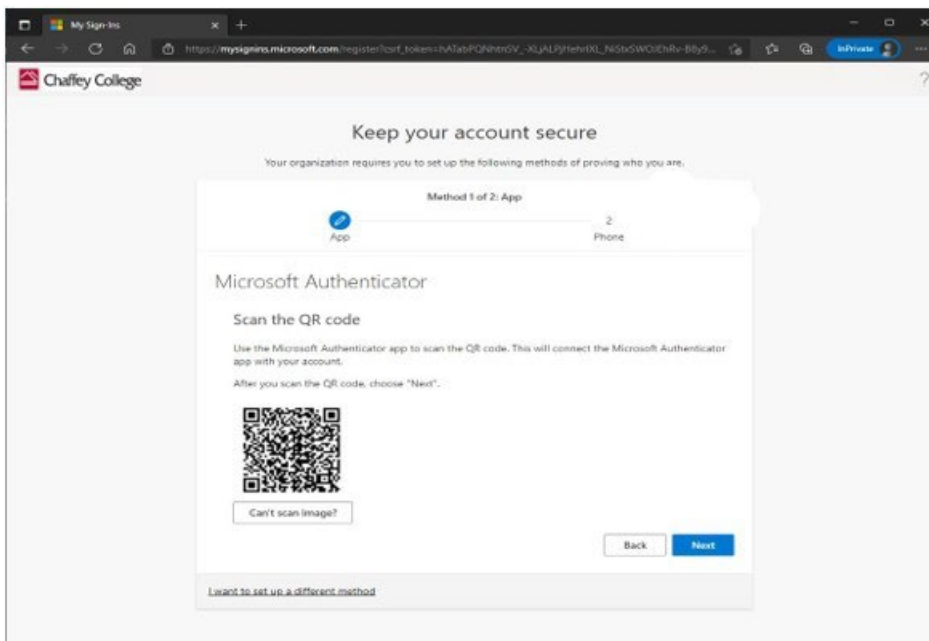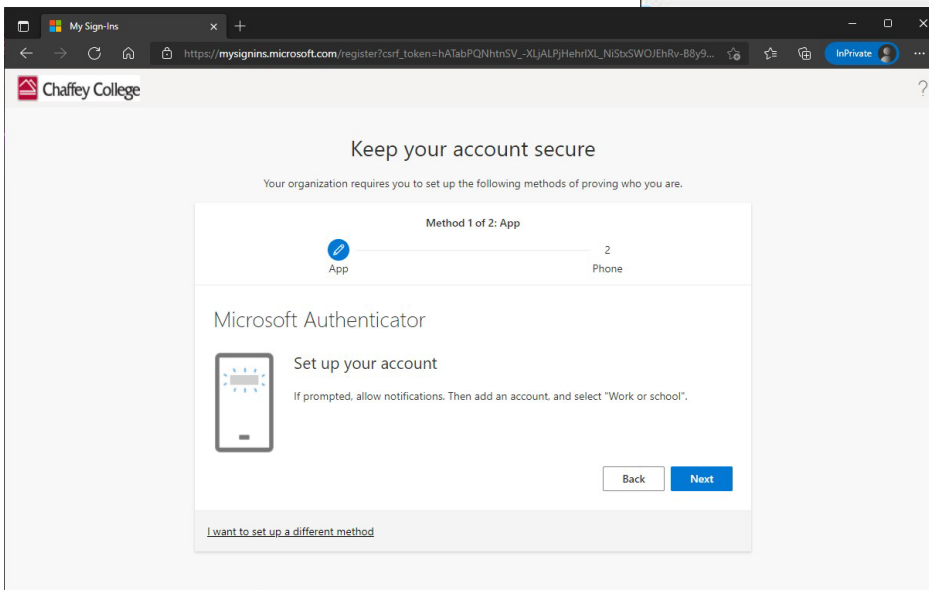
Once the code is scanned from the app, a new screen will pop up in your browser.


Click "Next", and you will receive a popup notification in the app on your phone.

Select "Approve" on the Microsoft Authenticator App notification, and the following screen will appear in the browser. Click "Next" to proceed.

Completion

Once you have setup the two MFA methods for your Chaffey College email account, you will see a confirmation page detailing your selected sign-in methods. Click "Done", and you can now use these options to login into your account.
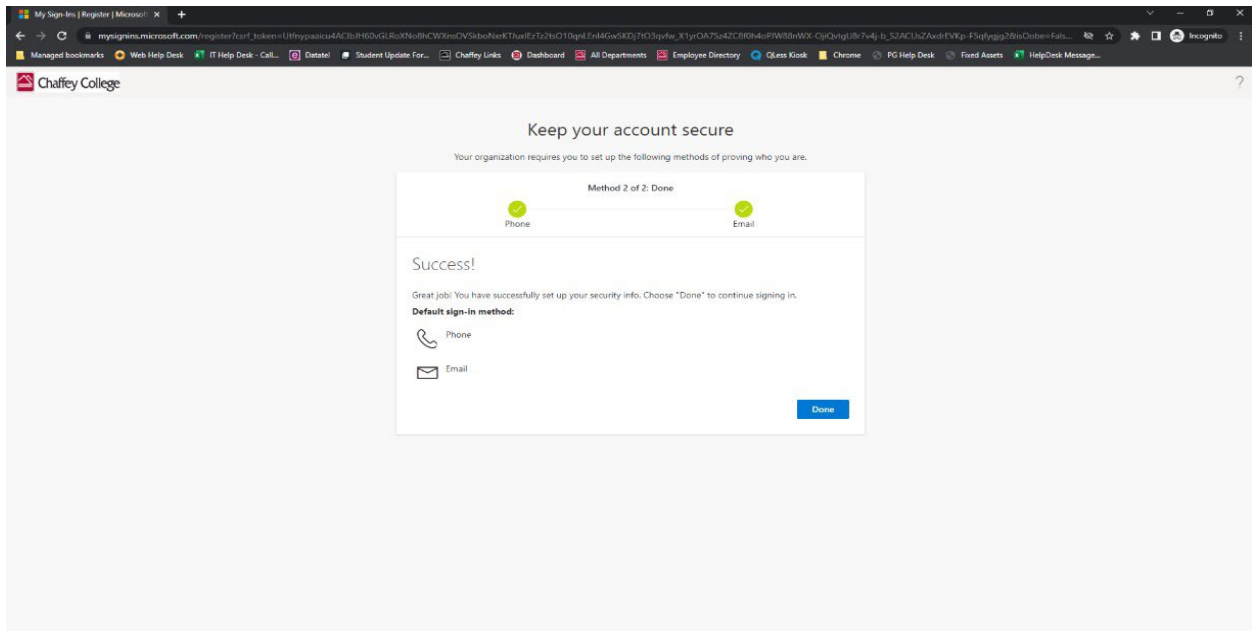
Changing/Updating Security Settings

To change/update your security settings (after you have completed the initial setup process), please follow the link https://aka.ms/setupsecurityinfo to view/edit your accounts "Security Info".