

Two-Step Verification

- Initially, there are two main options, the **Microsoft Authenticator App** and **Personal Phone**, that you may set up.
- Initially, you need to set up one option, and you may [add or manage your Sign-in Methods later](#).
- When you are locked out of your account to reset your 2 Step Verification methods, submit a request to **tcmi.edu/support**; a TCM staff will contact you but be ready to **confirm your identity**.
- [See the Official Two-step Verification guide from Microsoft](#).

TCM enforces Two-Step Verification on all accounts to provide SSO (Single Sign On), increase security, and minimize user risks.

Phone number

1. Have your **telephone** and the **device you want to setup** ready
 - This will require a working telephone, registered on a local mobile network (in some cases, SMS charges may apply)
2. Navigate to mail.tcmi.edu or any other [TCM digital service](#) requiring **SSO**
3. Type your **TCM created** email address and click **Next**
 - If you typed a correct email address you will see the TCM logo in the next step
4. **Enter Your Password** and click **Next**
 - If you do not know your password, click **Forgot my password** and follow the instructions
5. **More Information Required**, click **Next**
6. On the **Keep your account secure** screen choose **I want to set up a different method** (small black text)
7. Choose **Phone** in the new window and **Confirm**

8. Choose your **Country** from the list, add your **phone number**, select **Text me a code**, and click **Next**
9. Check your **phone** and enter the code received from Microsoft back on the new **Phone** window
 - If you have not received a code, check your phone number and click resend or go back and correct it
10. Once the verification is successful, click **Next**, and you will be taken to your Inbox or the resource you were navigating to.

Microsoft Authenticator App

1. Have a **mobile device** and **device you want to setup** ready.
 - This will require a mobile device with an operating system up to date and an official app store containing the [Microsoft Authenticator App](#)
2. Navigate to mail.tcmi.edu or any other [TCM digital service](#) requiring **SSO**
3. Type your **TCM created** email address and click **Next**
 - if you typed a correct email address, you will see the TCM logo in the next step
4. **Enter Your Password**, and click **Next**
 - if you do not know your password click **Forgot my password** and follow the instructions
5. **More Information Required**, click **Next**
6. While on the **Keep your account secure** screen
 - Go to your mobile device and install the [Microsoft Authenticator](#) app
 - Open the **Microsoft Authenticator** app on your mobile device, click on the + icon and choose **Add Work or School Account; Scan a QR code**
7. Return to the device you were setting up and click next and **Show QR Code**
8. **Scan the QR code** with your device's camera
9. Approve the test Notification on your mobile device.

10. Once Verification is successful, click **Next**, then **Done**, and you will be taken to your Inbox or the resource you were navigating to.

Additional Information

- [How to use two-step verification with your Microsoft account](#)
- [How to go passwordless with your Microsoft account](#)
- [Use Microsoft Authenticator for passwordless or two-step verification](#)
- [How to use Microsoft Authenticator \(video\)](#)