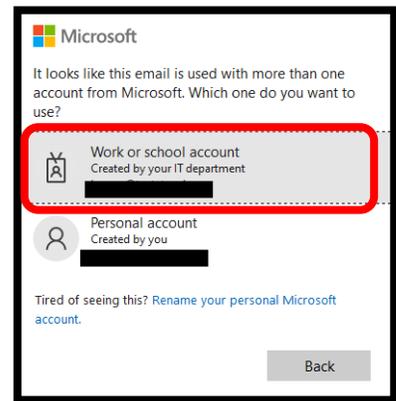
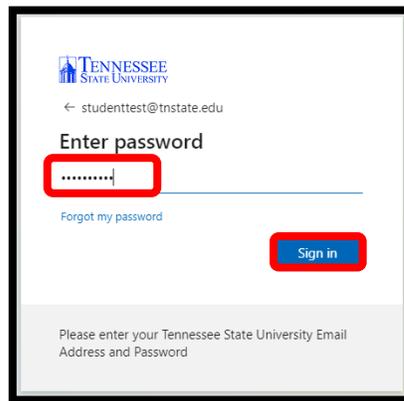
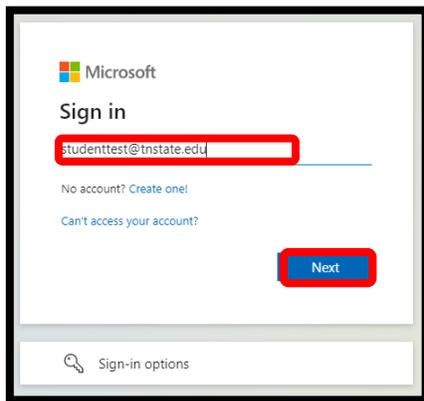


Change Your MFA Authentication Method

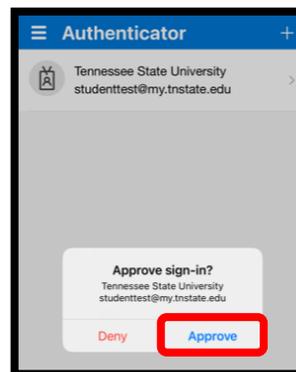
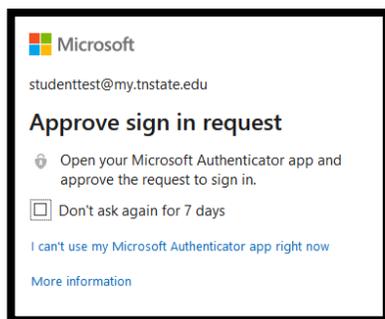
REQUIRED: If you would like to change your existing authentication method between the choices of mobile app, text message, or hardware token, you must follow the instructions below and fulfill the following criteria:

- ✓ Have access to a computer with internet connectivity.
- ✓ Have access to your mobile device with security passcode and/or facial recognition enabled.
- ✓ Ensure that your phone is updated with the latest device updates.
- ✓ You have ALREADY registered for MFA before. To register go to <https://mfa.tnstate.edu>.
- ✓ **Know your TSU email address and password.** Contact the TSU IT Helpdesk 615-963-7777 if you need your login info. To reset your password, go to <https://passwordreset.microsoftonline.com>.
- ✓ For all MFA instruction guides, go to <https://www.tnstate.edu/cit/MFA.aspx>.

Step 1: On your PC, open an internet browser and go to <https://mfa.tnstate.edu>. Enter your TSU email address and click **Next**. If asked, make sure to select **Work or school account** (Pic 3). You'll be redirected to the TSU login screen again with your email address automatically filled in. Enter your TSU password (pic 4) then click **Sign In**.



Step 2: On Your Phone, complete the Approve Sign In process as seen below.



Step 3: On your PC, you'll arrive to the Additional Security Verification window below. This is where you can choose to operate your MFA method by **Authentication phone** (text messages), **Notify me through app** (Microsoft Authenticator app), or **Use verification code from app or token**. **RECOMMENDATION**, for better security and most convenient use, select the **Notify me through app** to receive approval notifications via your MS authenticator app. You can also **add a new phone** by clicking the setup authenticator or **remove your old phone** by clicking delete next to one of your listed devices. When you're finish with your changes, make sure to click **Save**.

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Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in.
[View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

▼

- Text code to my authentication phone
- Notify me through app**
- Use verification code from app or token

Set up one or more of these options. [Learn more](#)

Authentication phone * ▼

Authenticator app or Token

Authenticator app - ssanders's iPhone

restore multi-factor authentication on previously trusted devices

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