

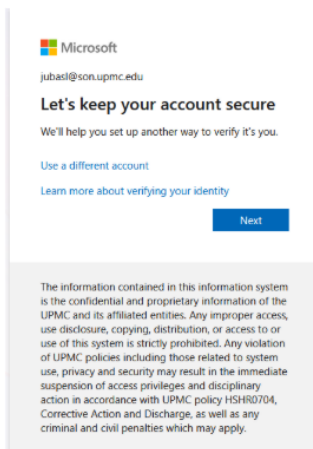
Multifactor Authentication Troubleshooting

If you are having issue with MFA, please do the following

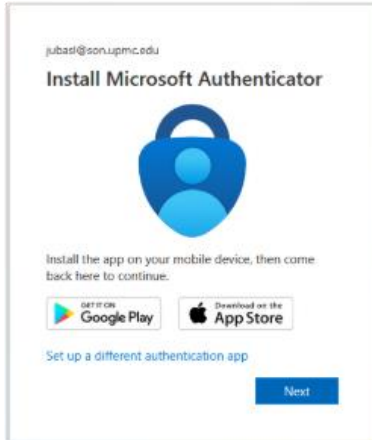
- **Use the Correct Device**
 - Use a **desktop or laptop computer** for your first login.
 - **Do not use a phone or mobile browser** for the initial setup.
- **Start in a Private/Incognito Window**
 - If you are unsure whether you are signed in to another Microsoft account, open an **Incognito (Chrome)** or **Private (Edge, Firefox, Safari)** browser window before proceeding.
 - Open your browser (Edge, Chrome, Safari) on your computer.
 - For a PC: Press control + shift + N
 - For a Mac: Press command + shift + N
- **New Phone?**
 - email Campusvue Portal@upmc.edu.
 - Include the last 4 of your SSN
 - Let them know that you have a new phone.
- **Still Having Issues?**
 - email Campusvue Portal@upmc.edu.
 - Include the last 4 of your SSN
 - Include a full screen shot of the issue.

Complete Multifactor Authentication Setup

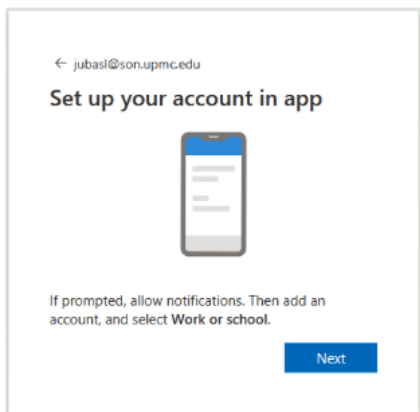
1. You will be prompted to set up the Microsoft Authenticator for your SON account.



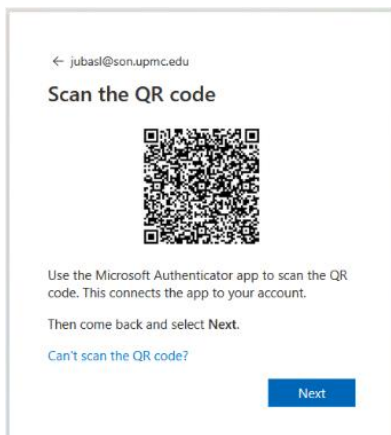
2. If you have not done so, install the Microsoft Authenticator app on your phone.



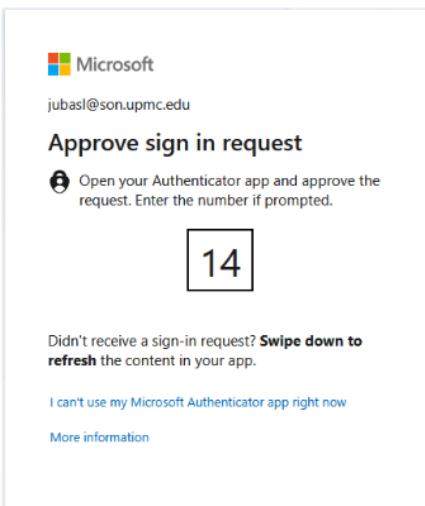
3. If you haven't yet set up your account on the authenticator, follow the prompts to set up your SON school account.



4. Follow the prompts to scan the QR code. The QR code will show up on your computer where you logged into the SON portal. Use the app on your phone to scan the code.



5. Enter the 2-digit code on your computer into the app.



6. A success message is displayed. Setup is complete.