



Change Multi-Factor Authentication Method

Overview

This overview will show you how to change your Multi-Factor Authentication method from one option to another option (e.g., if you currently use text to authenticate when logging into Workday, you may change to the Mobile App instead).

Instructions to change Multifactor Authentication Method:

1. Navigate to <http://ssomfa.northampton.edu> from a desktop computer.
2. Login with your complete e-mail and password.
3. You will be asked to verify your account by either text message, call, or mobile app if setup.
4. If you have not set up security questions you will be prompted to do so.
5. Select **“Change Method”** under **“My Account”** on the Left-Hand side. You will be presented with the below options.

Select **Phone Call** method to receive a phone call to authenticate. Select **Text Message** method to receive a text message to authenticate. Select **Mobile App** method to authenticate using push notifications to the Microsoft Authenticator mobile app.

Method

Text Message ▾
Phone Call
Text Message
Mobile App

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6. Once you have made your selection click **“Save”**.
7. If you choose to use the Mobile App, you will need to download the **“Microsoft Authenticator”** app from the Apple App Store or Google Play

Store. Then choose the **“Activate Mobile App”** from the left side of the window under **“My Account”**. Click **“Generate Activation Code”** and scan the QR code that is shown from within the Microsoft Authenticator App.

My Account: Activate Mobile App



First install the Microsoft Authenticator mobile app on your phone, then click the Generate button to receive an activation code. The activation code will be entered in the mobile app to complete the activation process on the device, then click the Complete button to finish the process. The activation code expires in 10 minutes. You may generate a new code at any time.

After activating the Microsoft Authenticator mobile app on your device, you'll need to change your method to Mobile App. Click the Change Method link in the navigation menu and specify the Mobile App method to start using the app.

Activation Code

XXXXXXXXXX

URL

https://ssomfa.northampton.edu/.../.../...



[Generate New Activation Code](#)

[Complete Activation](#)

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8. After scanning the QR code with the Microsoft Authenticator App, click **“Complete Activation”**
9. If you would like to use the **“Mobile App”** you can now select that option.