



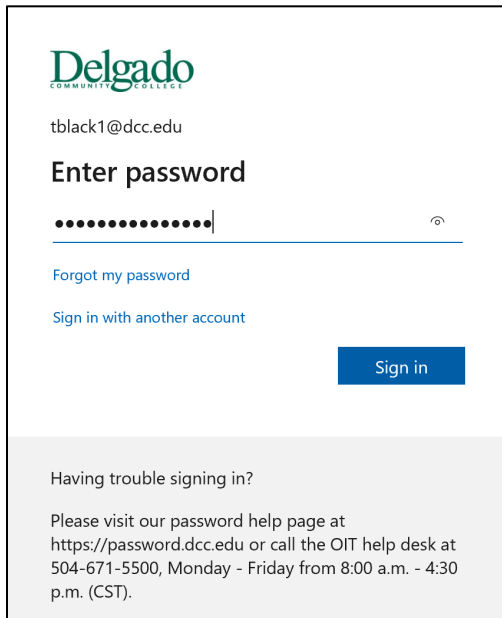
## MULTI-FACTOR AUTHENTICATION FOR EMAIL

### Remote Login to the Outlook Desktop Client from a Laptop

**\*Note: When working remotely on a mobile device such as a laptop, tablet, or cell phone, you will be prompted to use two-factor authentication (MFA).**

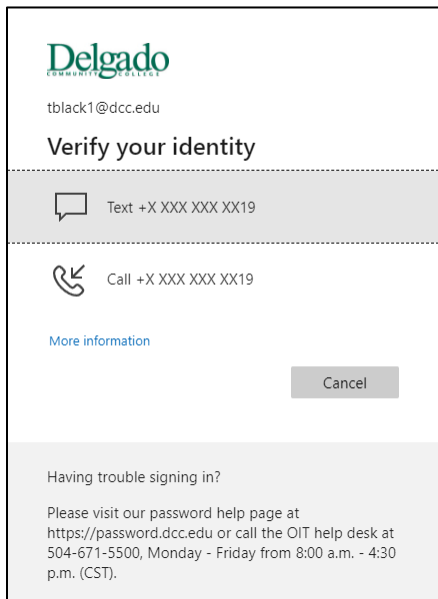
1. Open **Outlook**. 

2. Enter your Delgado password and click **Sign in**.



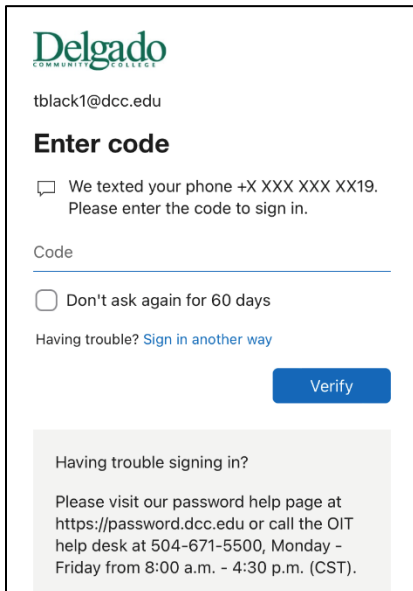
The screenshot shows the Delgado login interface. At the top is the Delgado logo. Below it is the email address 'tblack1@dcc.edu'. The main heading is 'Enter password'. There is a password input field with a masked password of 12 dots and a toggle icon. Below the input field are two links: 'Forgot my password' and 'Sign in with another account'. A blue 'Sign in' button is positioned to the right of the input field. At the bottom, there is a section titled 'Having trouble signing in?' with a link to a password help page and contact information for the OIT help desk.

3. Verify your identity.



The screenshot shows the Delgado identity verification page. At the top is the Delgado logo. Below it is the email address 'tblack1@dcc.edu'. The main heading is 'Verify your identity'. There are two options for verification: 'Text +X XXX XXX XX19' and 'Call +X XXX XXX XX19'. Below these options is a link for 'More information' and a 'Cancel' button. At the bottom, there is a section titled 'Having trouble signing in?' with a link to a password help page and contact information for the OIT help desk.

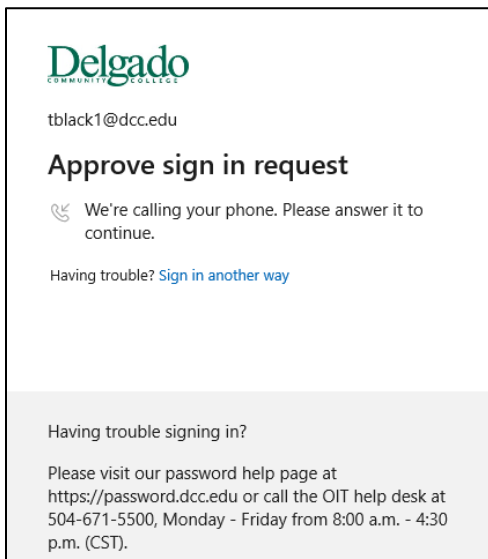
- a. Select **Text** to receive a unique 6-digit verification code to your cell phone. Enter the code and click **Verify**.



The screenshot shows the Delgado Community College sign-in interface. At the top left is the Delgado logo. Below it, the email address 'tblack1@dcc.edu' is displayed. The main heading is 'Enter code'. A message icon indicates 'We texted your phone +X XXX XXX XX19. Please enter the code to sign in.' Below this is a text input field labeled 'Code'. A checkbox option 'Don't ask again for 60 days' is present. A link 'Having trouble? Sign in another way' is provided. A blue 'Verify' button is at the bottom right. A grey box at the bottom contains the text: 'Having trouble signing in? Please visit our password help page at https://password.dcc.edu or call the OIT help desk at 504-671-5500, Monday - Friday from 8:00 a.m. - 4:30 p.m. (CST).'

--or--

- b. Select **Call** to receive a phone call from the Microsoft sign in verification system. Follow the prompt.



The screenshot shows the Delgado Community College sign-in interface. At the top left is the Delgado logo. Below it, the email address 'tblack1@dcc.edu' is displayed. The main heading is 'Approve sign in request'. A phone icon indicates 'We're calling your phone. Please answer it to continue.' Below this is a link 'Having trouble? Sign in another way'. A grey box at the bottom contains the text: 'Having trouble signing in? Please visit our password help page at https://password.dcc.edu or call the OIT help desk at 504-671-5500, Monday - Friday from 8:00 a.m. - 4:30 p.m. (CST).'

4. If verification is successful, you will be granted access to your Delgado email account.