



FAQ

This FAQ will run through common questions which learners have regarding Multifactor Authentication. This is required to use your Cornwall College Microsoft account off Campus.

Cornwall College will have no control over your personal devices, we can only control Microsoft applications installed onto your devices, if you are using a Cornwall College account.

To setup the Authenticator App, or any MFA (Multi Factor Authentication), for your Cornwall College account you must be on Campus at a College computer, not on a personal computer.

I've previously setup Authenticator, but have a new phone?

If you have setup Authenticator previously and have a new phone, and the old phone, you can go to <https://aka.ms/mysecurityinfo> on a college computer, authenticate with your old phone and setup your new phone. If you no longer have your old phone please contact the IT Helpdesk at helpdesk@cornwall.ac.uk or phone 01209 616111.

Why doesn't Authenticator look like the one displayed?

You may have installed the incorrect application; there are many similar applications called Authenticator across the Apple App Store and Google Play Store. The application which you will need to install is called Microsoft Authenticator and is named the same across both iOS and Android smartphones.

The application required has an icon of:



What browsers can I use?

For best experience across any device, we recommend the use of Microsoft Edge. Other browsers can work but will provide a worse experience. If you are using a mobile device please use the Microsoft Applications, such as Microsoft Word or PowerPoint, to access documents.

Why is my sign-in saying it's blocked?

If you are signing in for the first time at home and have not setup Microsoft Authenticator, you will be unable to complete the MFA requirements to access your college account. When you are next on site you will need to setup Microsoft Authenticator by going to <https://aka.ms/mysecurityinfo> on a college computer and following the guide.

I've logged into the Authenticator but it's not working.

You do not need to login to the Microsoft Authenticator app directly. You will need to have the application installed onto your device with push notifications enabled and scan the QR code during the MFA setup process. Please refer to the guide to setup MFA for your college account, if you have not done so already.

I use a Chromebook but can't login?

Please contact the IT Helpdesk at helpdesk@cornwall.ac.uk or phone 01209 616111, please say you have a Chromebook.

My device won't allow the Authenticator.

Unfortunately, if your device is too old Microsoft will no longer support the operating system on your device and will prevent the application from being installed, due to compatibility issues. Please contact the IT Helpdesk at helpdesk@cornwall.ac.uk or phone 01209 616111 for assistance in setting up an alternative method for MFA.

I can't get on campus to setup MFA.

If you are an online only course and unable to access a college computer, please contact the IT Helpdesk at helpdesk@cornwall.ac.uk or phone 01209 616111.

What if I don't want to use Microsoft products?

At Cornwall College we utilise Microsoft products across our IT provision including, Windows and Office 365. This is the standard suite which a significant number of organisations use, and to allow learners the best possible chance of success in the future, Cornwall College provides full access to the Microsoft Suite to all Learners.

Cornwall College also, as is becoming the standard across companies, use Microsoft Authenticator to ensure the security of your account and data.

With this we allow personal devices access whether you use Windows, Linux, iOS, Android but all college computers use only Windows and Microsoft Office 365.

What if I need to reset my Authenticator?

If you need to reset your Microsoft Authenticator, for example you've changed your phone, or it's not working please contact the IT Helpdesk at helpdesk@cornwall.ac.uk or phone 01209 616111.

I'm going traveling, can I use my account in other countries?

If you are going traveling you can enable an access package which will allow your college account to be used outside of the UK for a period of 2 weeks or 3 months. If you select 2 weeks but need it for longer you can also extend the access while overseas.

To enable an access package, go to <https://myaccess.microsoft.com>.

Contact Information

If you have any questions or issues with MFA, please contact the helpdesk either via Email: helpdesk@cornwall.ac.uk or phone 01209 616111.