



IT SERVICES

Multi-factor Authentication (MFA) – Set Up Using a Hardware Token

1. Obtain an MFA Hardware Token

If you don't have a mobile device or are unable to use one for MFA, using a hardware token would be an alternative. A hardware token is a small device that displays the 6-digit codes for logging into MFA.

a) How Do I Obtain a Hardware Token?

i. I'm a Student, How Do I Obtain a Hardware Token?

For students who are unable to or cannot use a mobile device for MFA, hardware tokens are available for purchase in-store at the Bookstore. Take the token to the IT HelpDesk to setup. Proceed to d).

However, we recommend using a mobile device for the best experience.

ii. I'm a Faculty/Staff, How Do I Obtain a Hardware Token?

IT Services will provide a hardware token to faculty and staff who cannot or do not wish to use a mobile device for any reason, but we recommend using a mobile device for the best experience.

To submit a hardware token request, please submit a request [here](#) by clicking 'Request MFA Token' in the top right-hand section.

IT Services will not provide free replacement hardware tokens for faculty and staff if your token is lost or damaged. However, if you need a replacement token, please contact the IT HelpDesk.

b) Once your token is ready for pick-up, the IT HelpDesk will notify you via email.

c) Upon picking up your token, the IT HelpDesk will activate your token and assist you in turning on MFA.

d) On your desktop or laptop computer, go to office.com and sign in using your Microsoft 365 login credentials.

e) Push the button on the front of your hardware token to display a 6-digit MFA code. Type in the code shown on the token display.

a) Next, select "Continue" to proceed to the final step of your MFA enrollment.

Congratulations! MFA is now protecting your OC M365 account

If you need technical support with this process, contact the [IT HelpDesk](#).

Always remember to keep your hardware token with you as you may be prompted to verify using a digital code on the hardware token during future sign-ins to your account.

Thank you for helping OC secure our data and protect our users.