

Strayer University MFA Registration Guide

Multi-factor authentication (MFA) is a security method that requires a second step to verify your identity, like a code sent to your phone or an authenticator app. To implement MFA, Strayer University has chosen Ping Identity, a leading provider of identity security solutions.

This guide will share the details on how to register your Strayer University account for multi-factor authentication using the approved methods. Note, it is best to register multiple methods for MFA authentication to avoid account access issues. Please see the FAQs listed at the bottom of this document for additional questions you may have. If you should encounter any issues, please contact technical support at 844-478-7293.

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Methods of Registering for Multi-factor Authentication

The following MFA methods are available for registration methods for authentication. Step by step details are shared below on the registration process for each of these methods. It is recommended that you choose a minimum of two methods to register with.

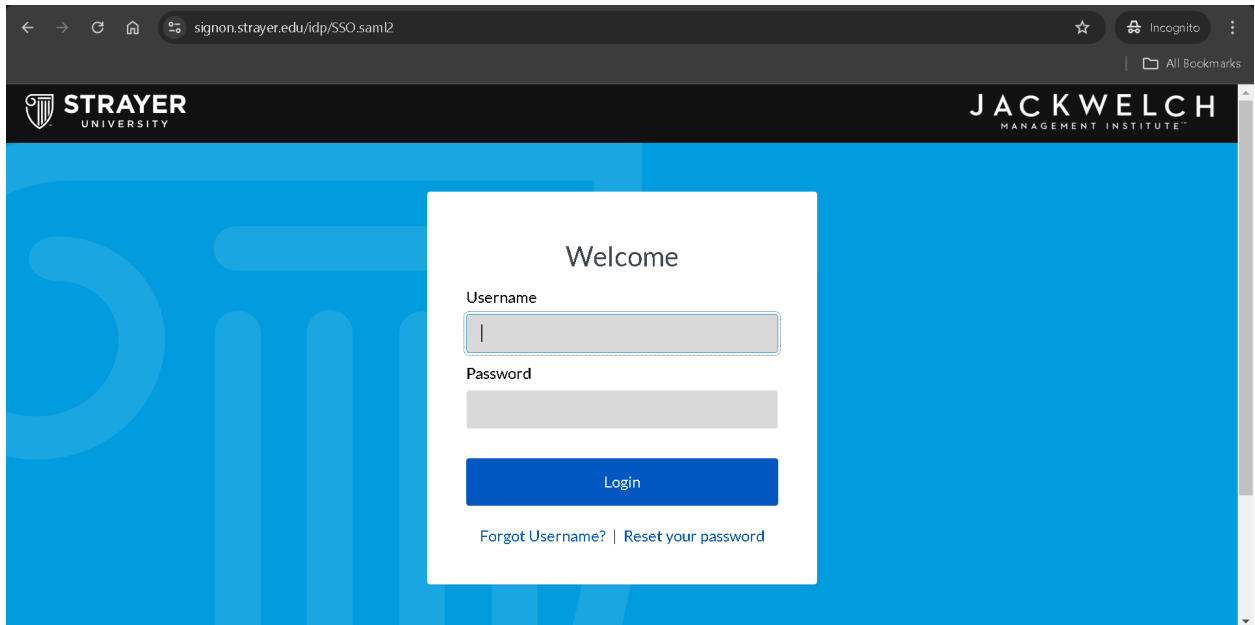
- SMS text to receive a one-time passcode
- Voice one-time passcode
- PingID Authenticator Mobile App
- PingID Authenticator Desktop App
- Other Authorized Authenticator App (i.e. Microsoft or Google)

Registration for MFA can occur via 1 of 2 methods:

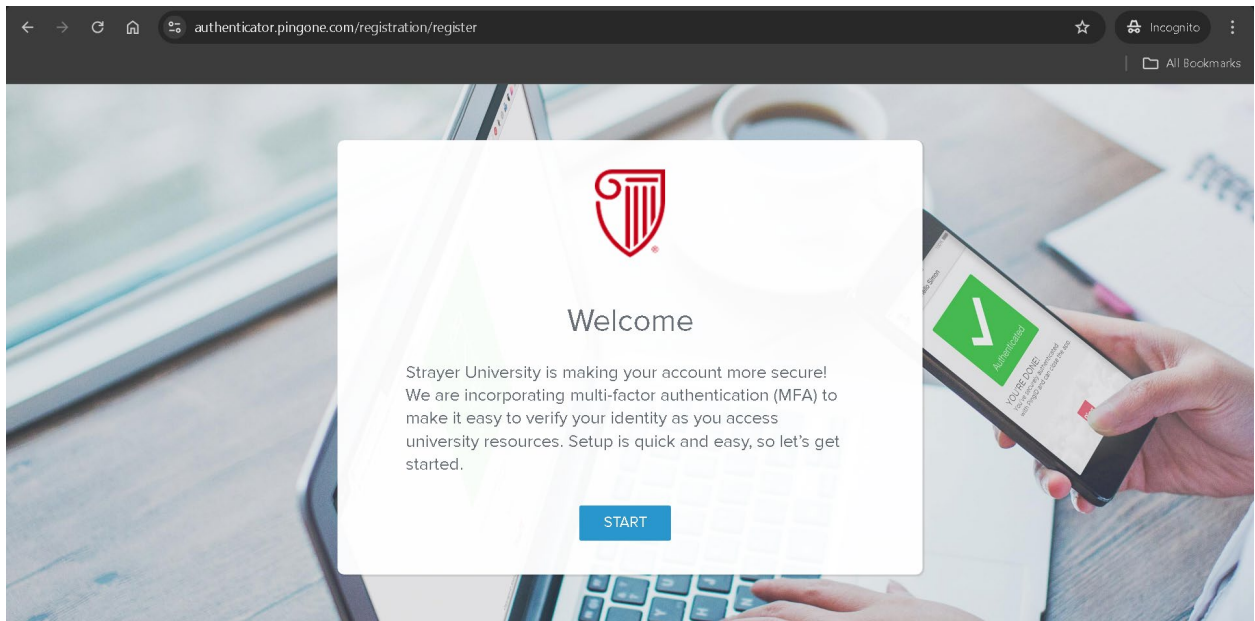
- After November 13, 2024, a prompt to register when you login to a Strayer issued application (i.e. iCampus, your Canvas courseroom).
- Self-service registration via the Strayer University's [PingOne My Account Portal](#).

How to register MFA via SMS text

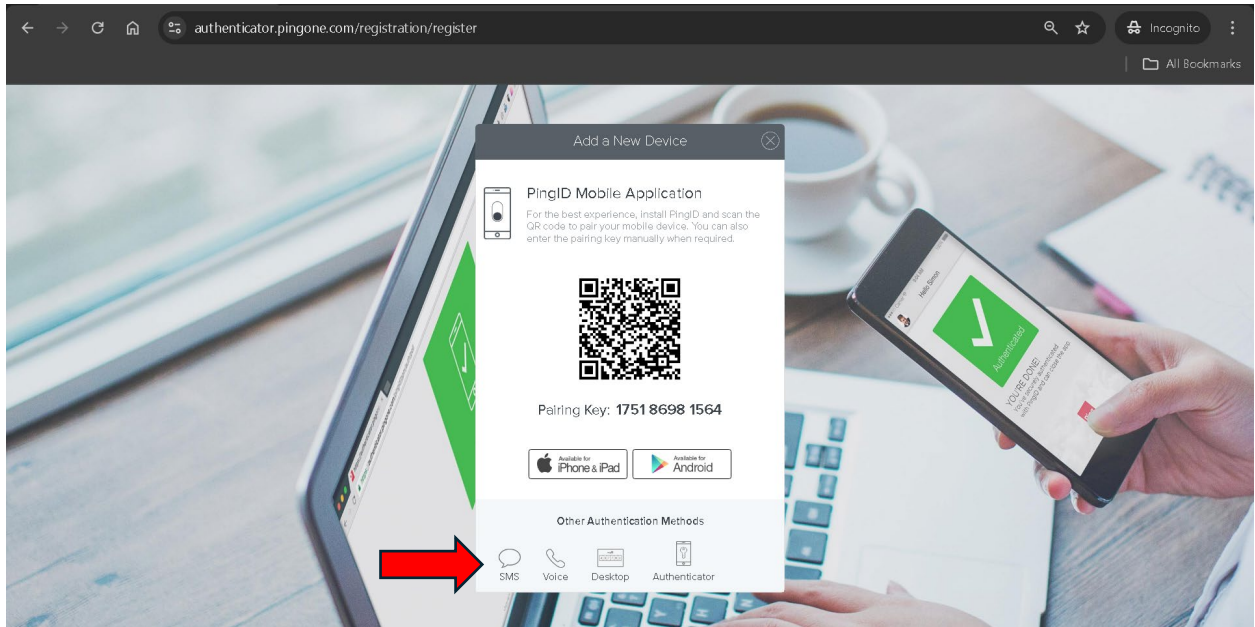
1. Visit the Strayer University [PingOne My Account Portal](#) and log in with your Strayer issued credentials on the single sign on screen. Select Login.



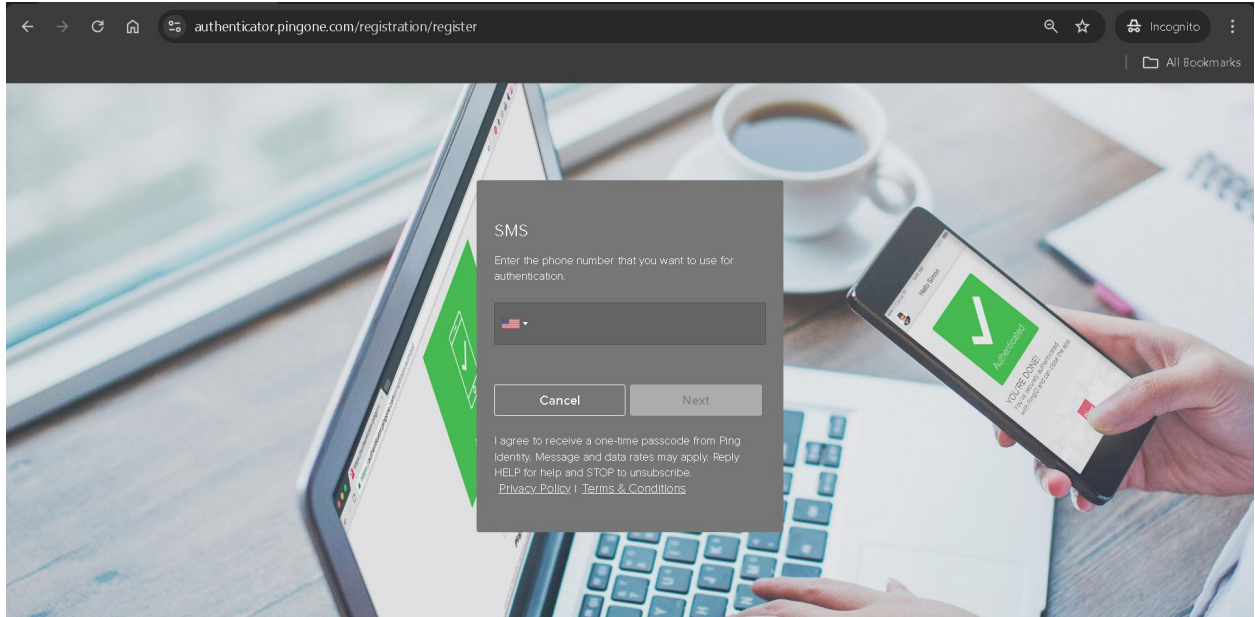
2. After the SSO Login user will be redirected to a Welcome screen. Select START.



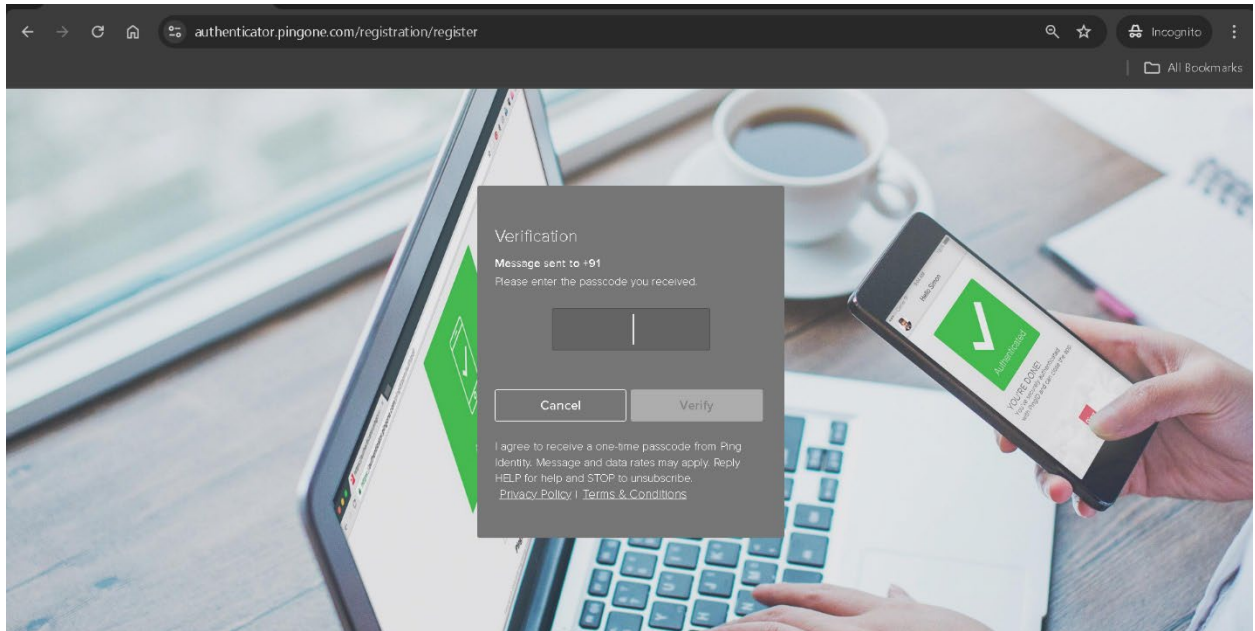
3. A screen will appear to Add a New Device. Select SMS for text messaging under Other Authentication Methods.



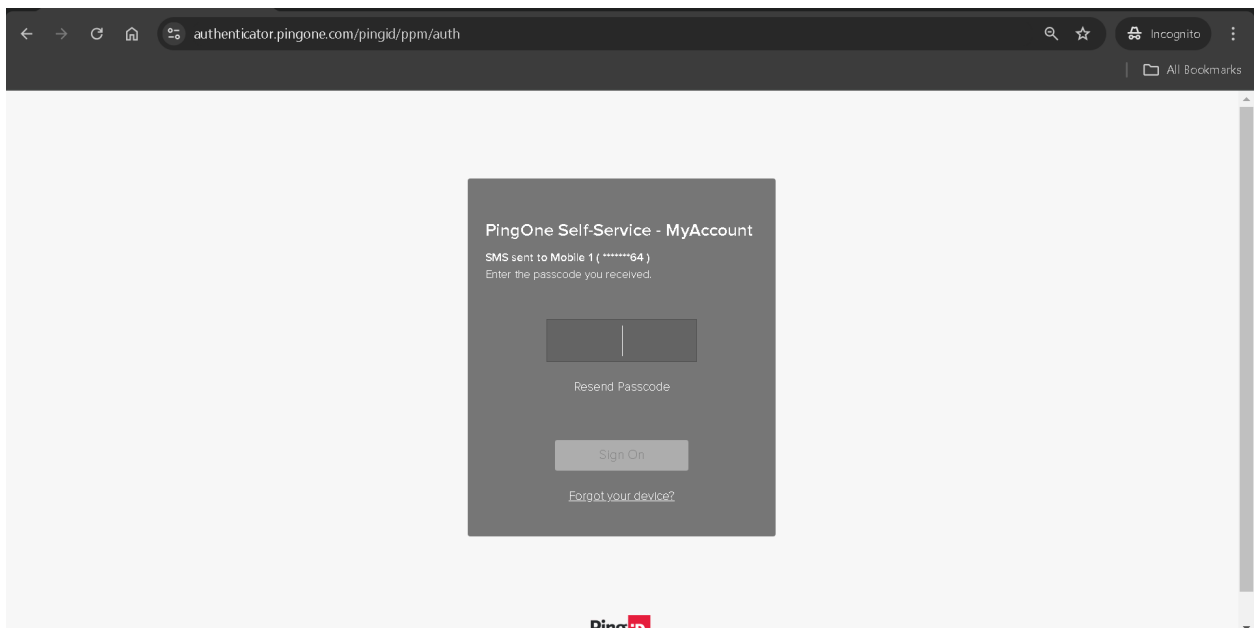
4. Enter your mobile number in the following screenshot and select Next.



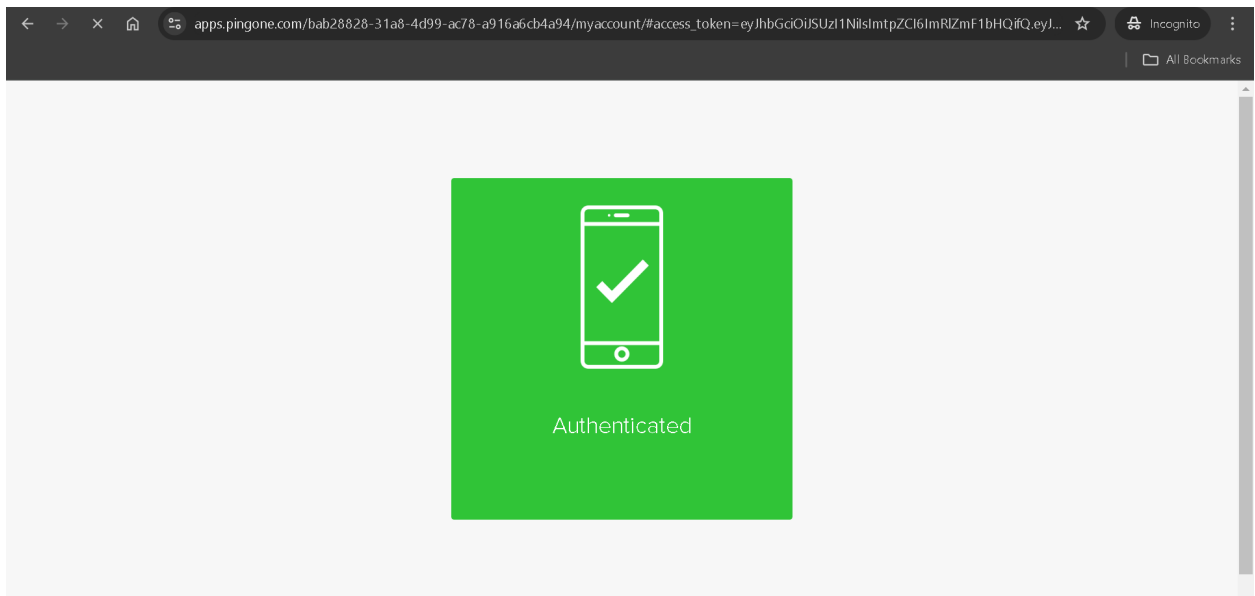
5. Within a few seconds you will receive a one-time passcode to your mobile phone. Enter the one-time passcode in the open field provided and select Verify.



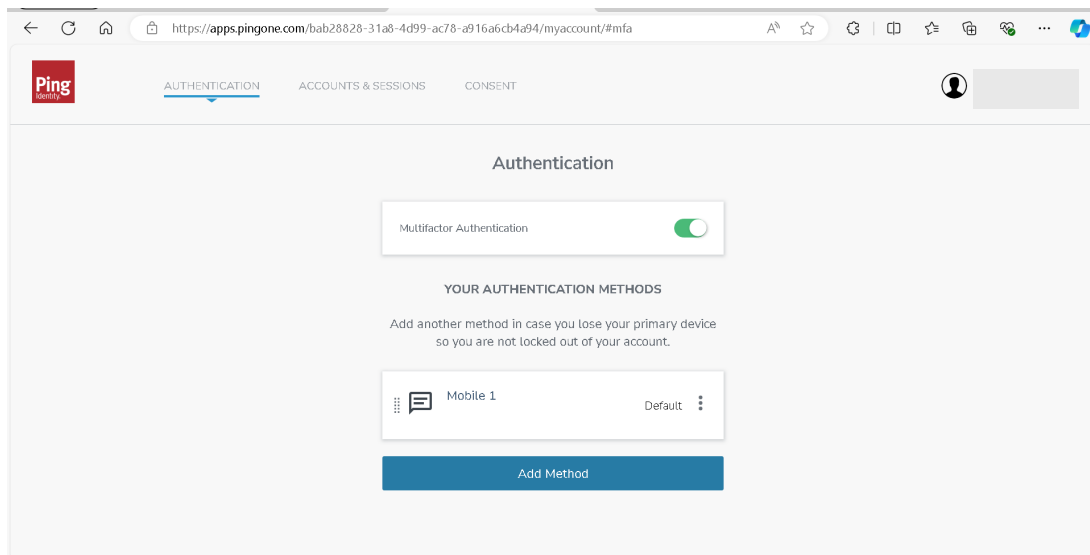
6. Next you will receive a second one-time passcode via SMS text to your mobile phone. Enter the passcode from your text into the provided screen and select Sign On.



7. An Authenticated screen will appear momentarily.

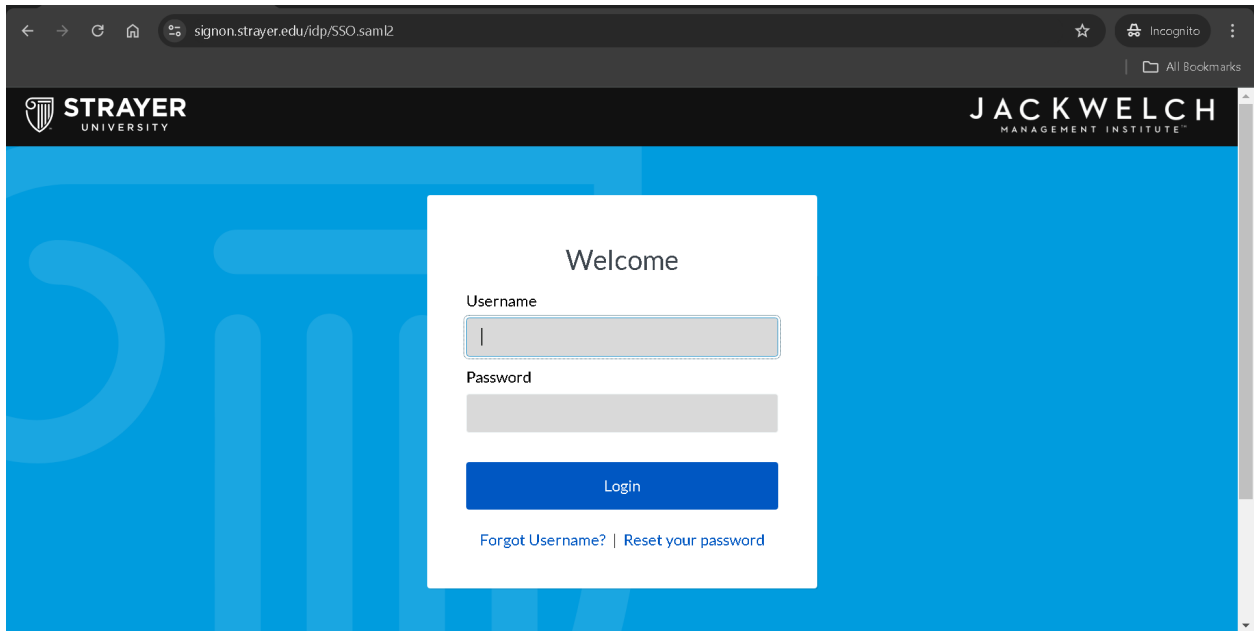


8. You will then be directed into the PingOne Self-Service Portal. This confirms complete registration. From this portal you can select Add Method to set-up a secondary method. TIP: Registering a second method is recommended to protect against any disruption if your default device is unavailable.

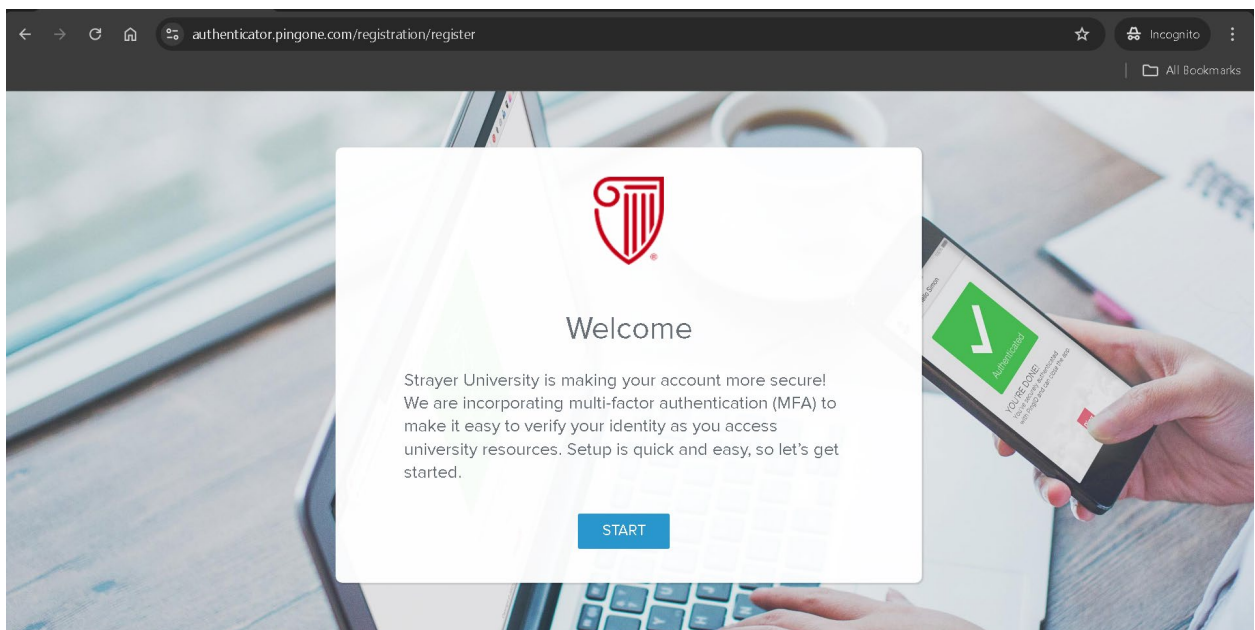


How to register for MFA via Voice

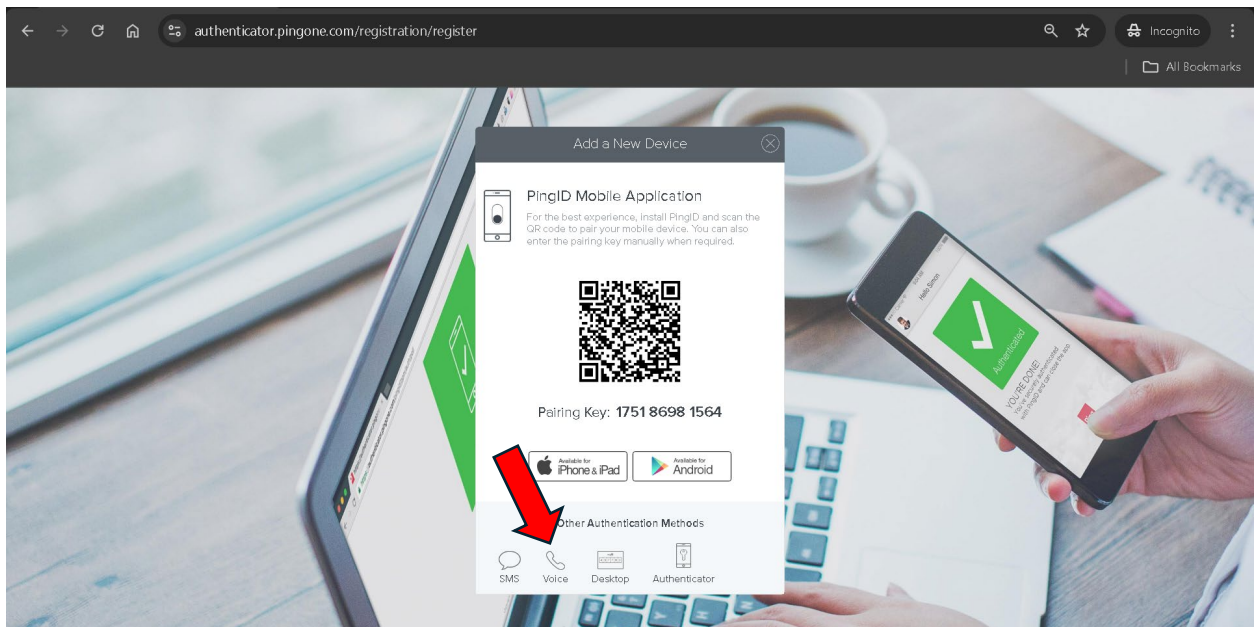
1. Visit the Strayer University [PingOne My Account Portal](#) and log in with your Strayer issued credentials on the single sign on screen. Select Login.



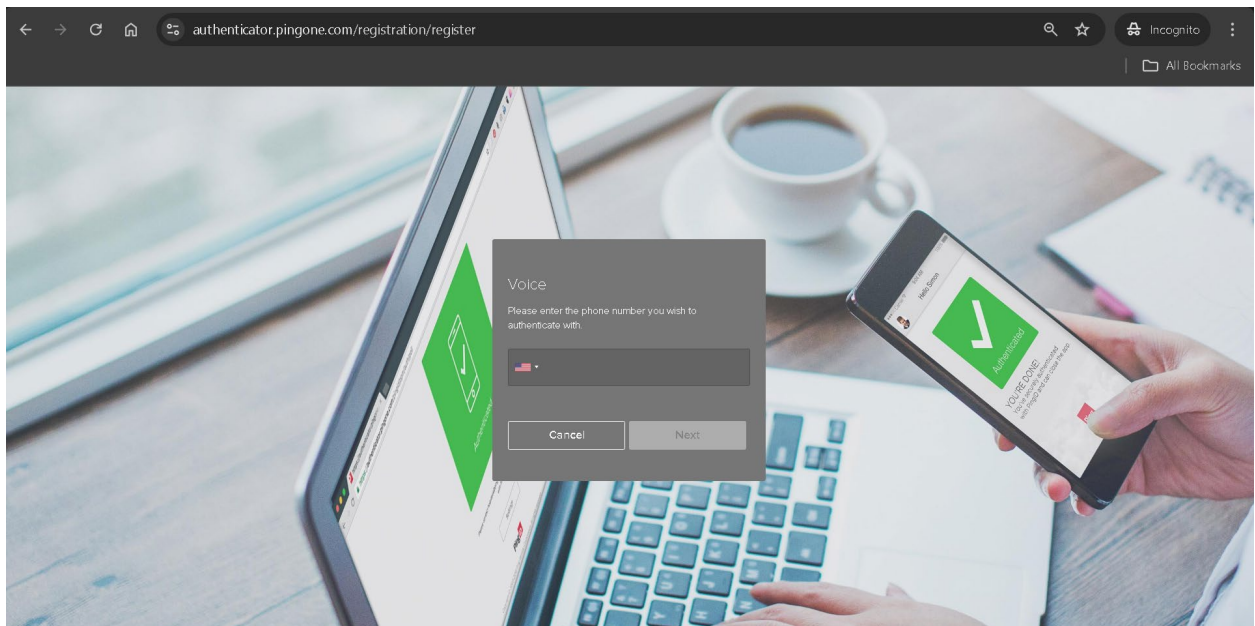
2. After the SSO Login user will be redirected to a Welcome screen. Select START.



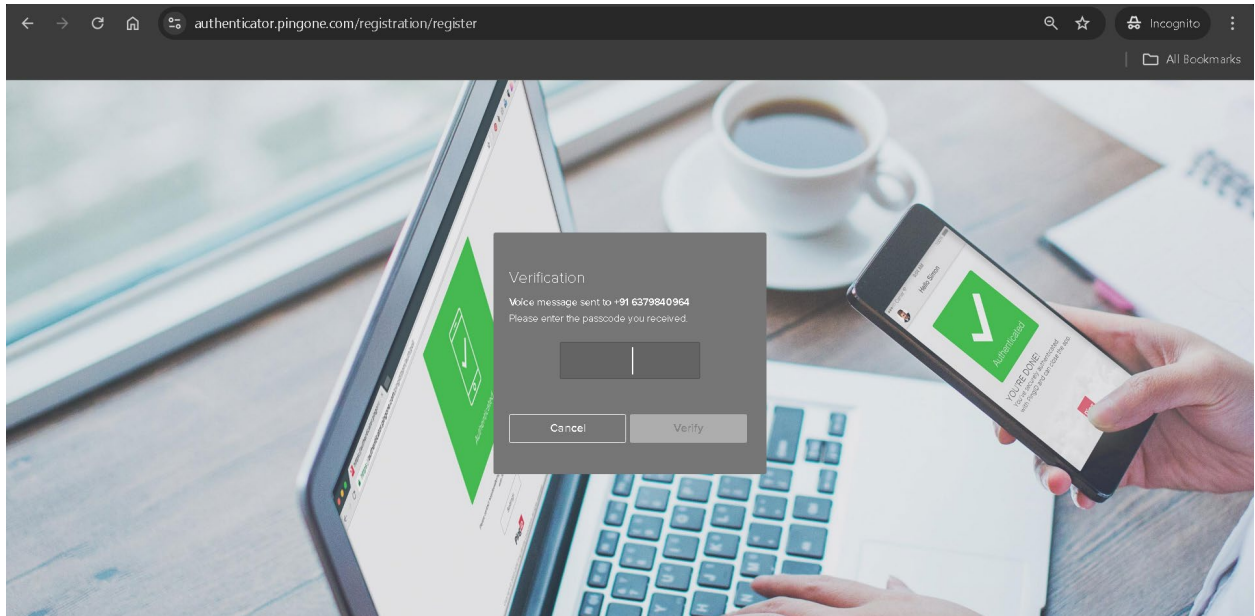
3. A screen will appear to Add a New Device. Select Voice under Other Authentication Methods.



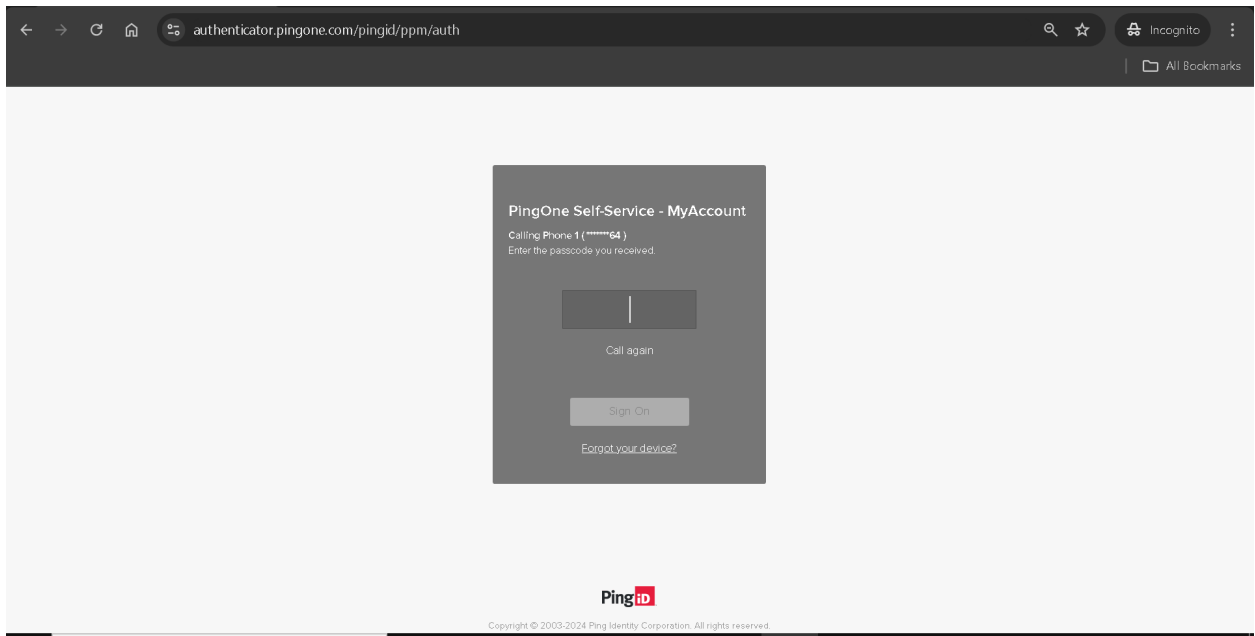
4. Enter your phone number in the field provided and select Next.



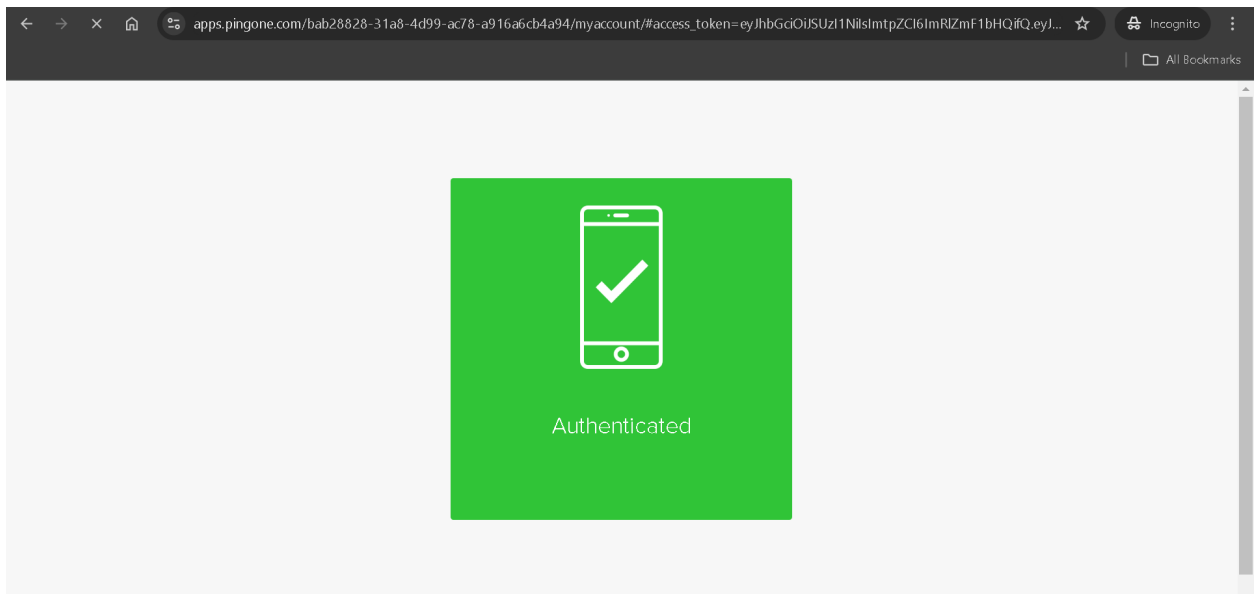
5. You will receive a phone call from Ping, the MFA vendor, with the one-time passcode. Enter the one-time passcode on the screen provided and select Verify.



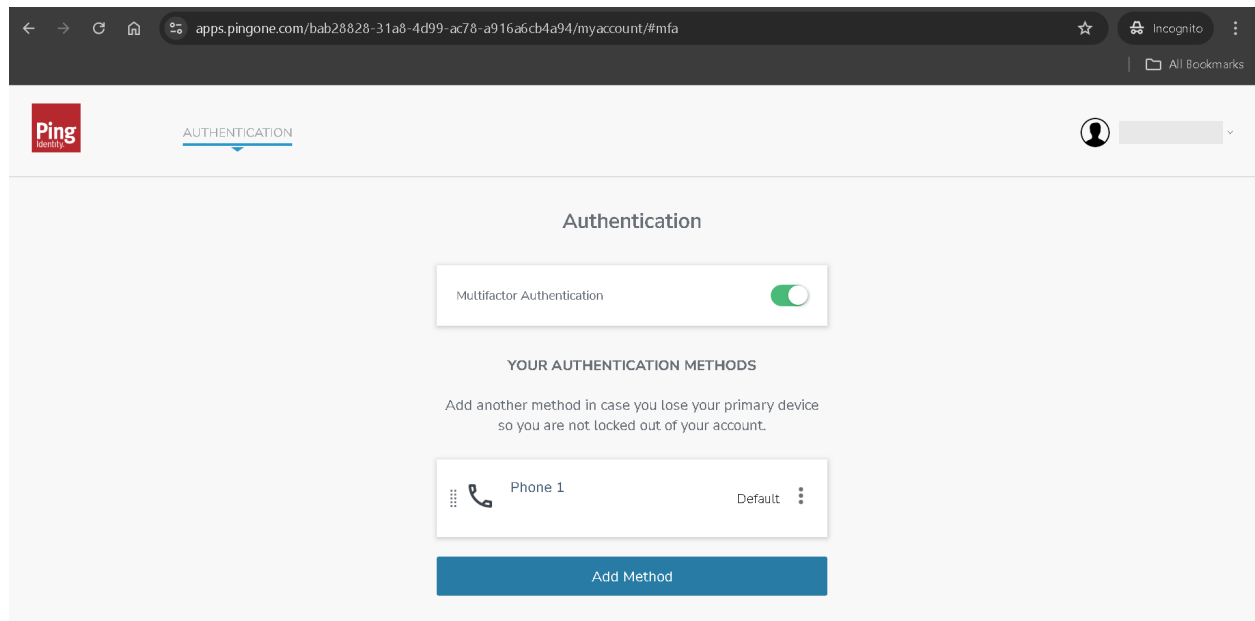
6. Following verification, you will receive a second phone call with an additional one-time passcode. Enter the passcode in the provided field and select Sign On.



7. An Authenticated screen will appear momentarily.

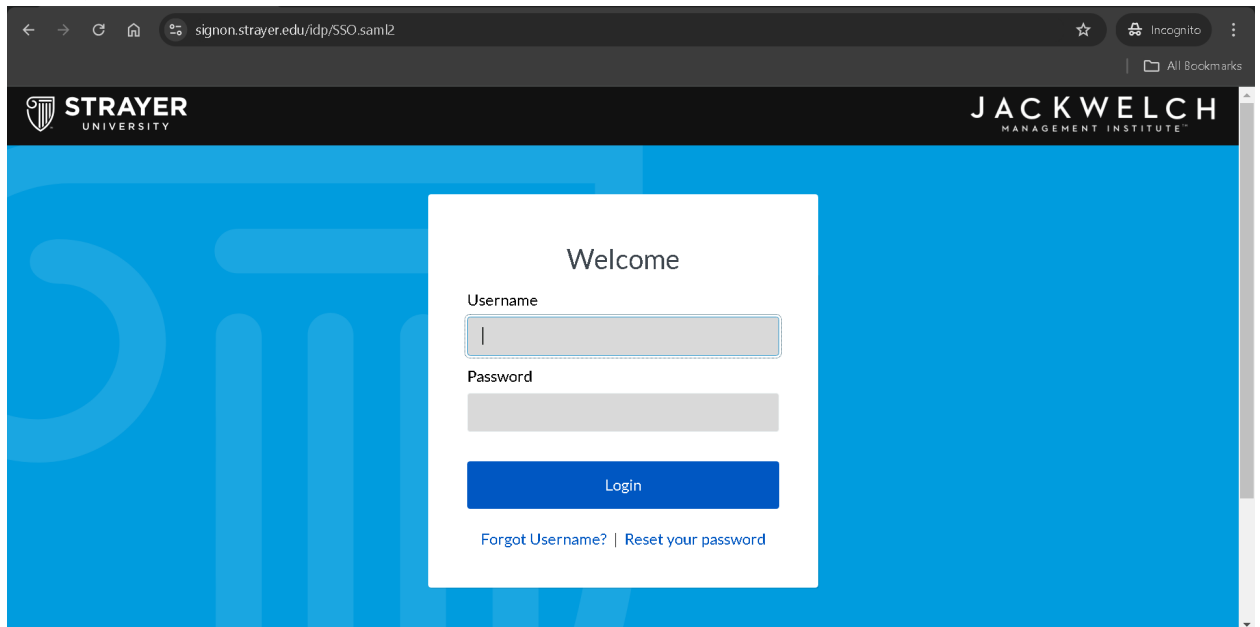


8. You will then be directed into the PingOne Self-Service Portal. This confirms complete registration. From this portal you can select Add Method to set-up a secondary method. TIP: Registering a second method is recommended to protect against any disruption if your default device is unavailable.

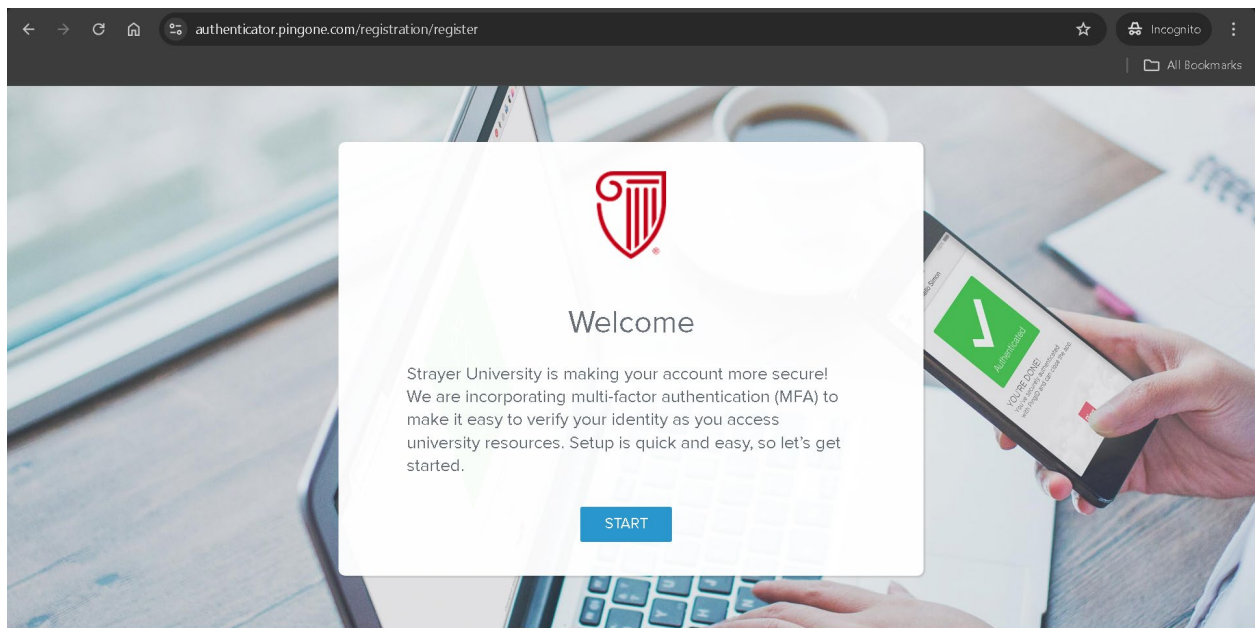


How to register for MFA via PingID Authenticator Mobile Application

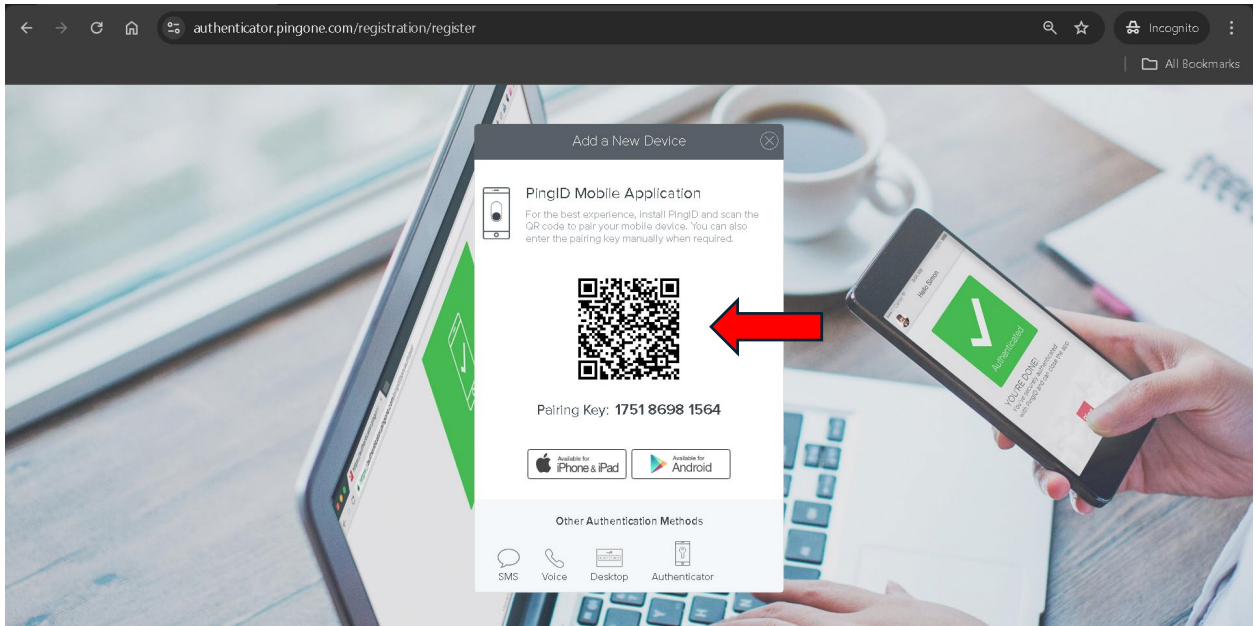
1. Visit the Strayer University [PingOne My Account Portal](#) and log in with your Strayer issued credentials on the single sign on screen. Select Login.



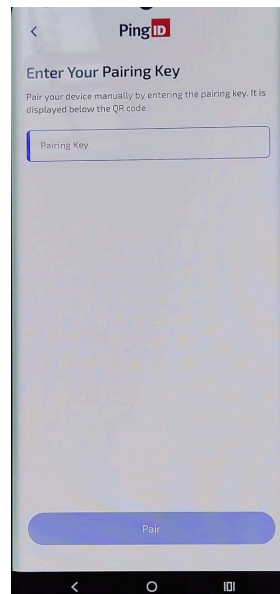
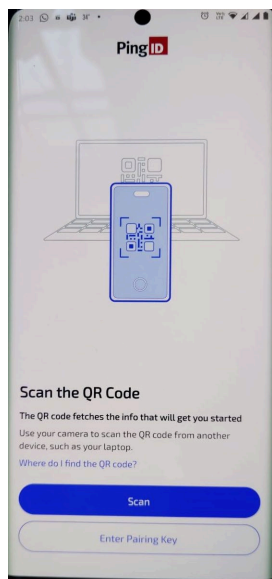
1. After the SSO Login user will be redirected to a Welcome screen. Select START.



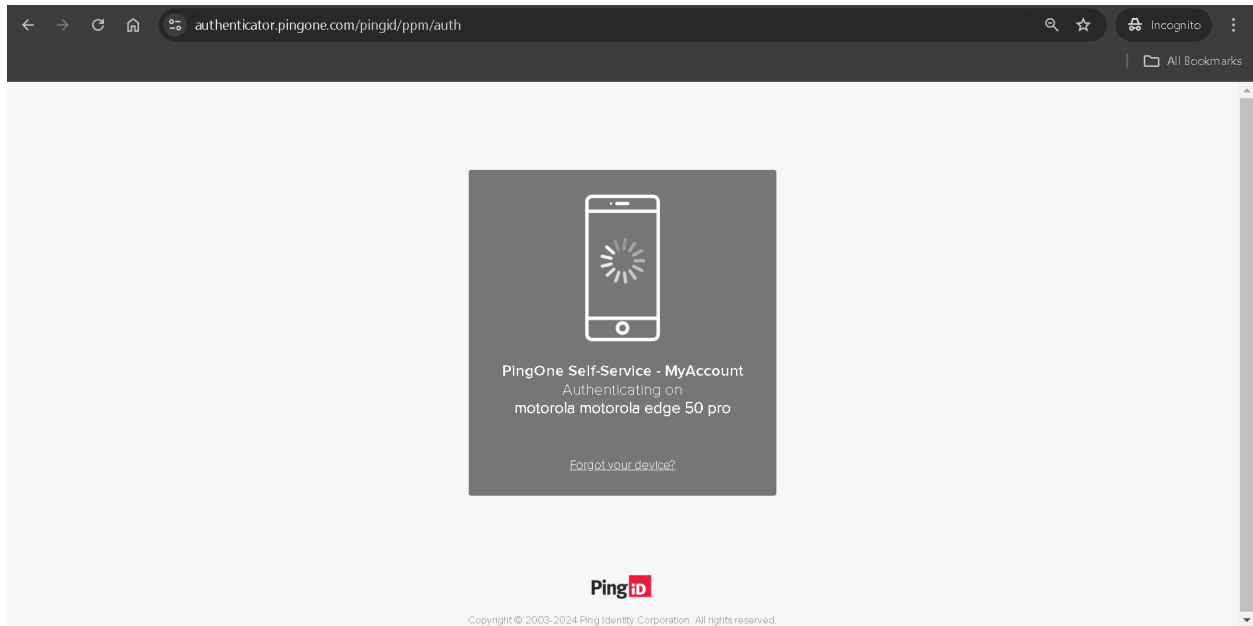
2. A screen will appear to Add a New Device. Follow the directions to download the PingID app.



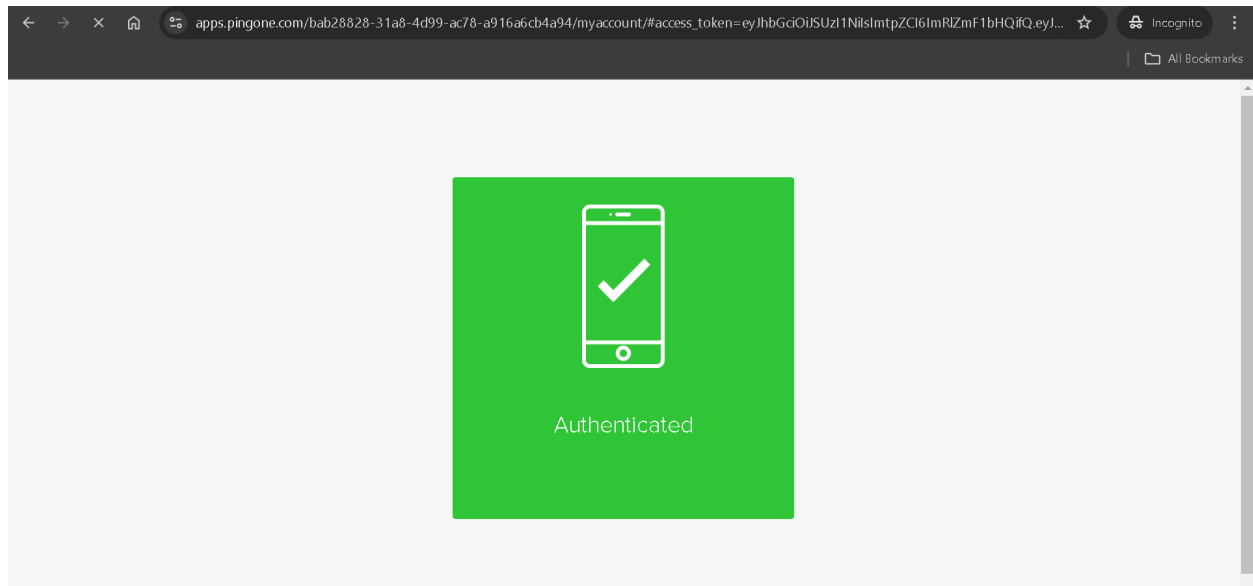
3. Download the Ping ID app on your mobile phone. Once downloaded, pair the app using the QR code or pairing key from the desktop screen.



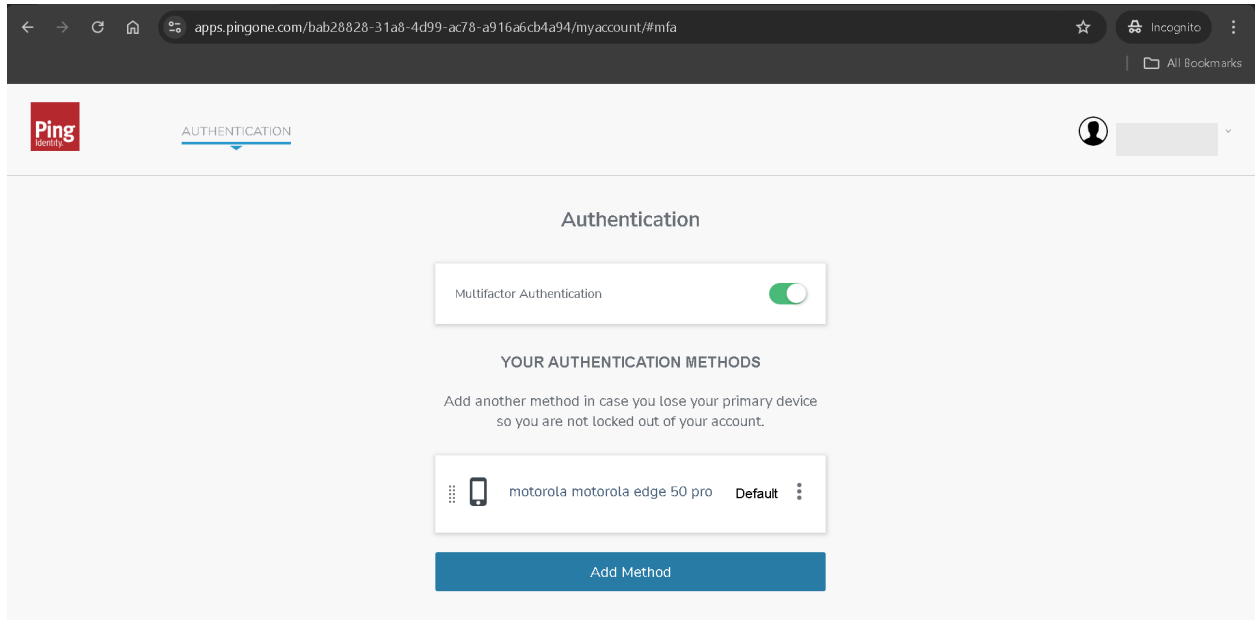
4. Once the device is paired you will be notified in the mobile app to verify your Sign On.



5. Once successfully verified, an Authenticated screen will appear momentarily.

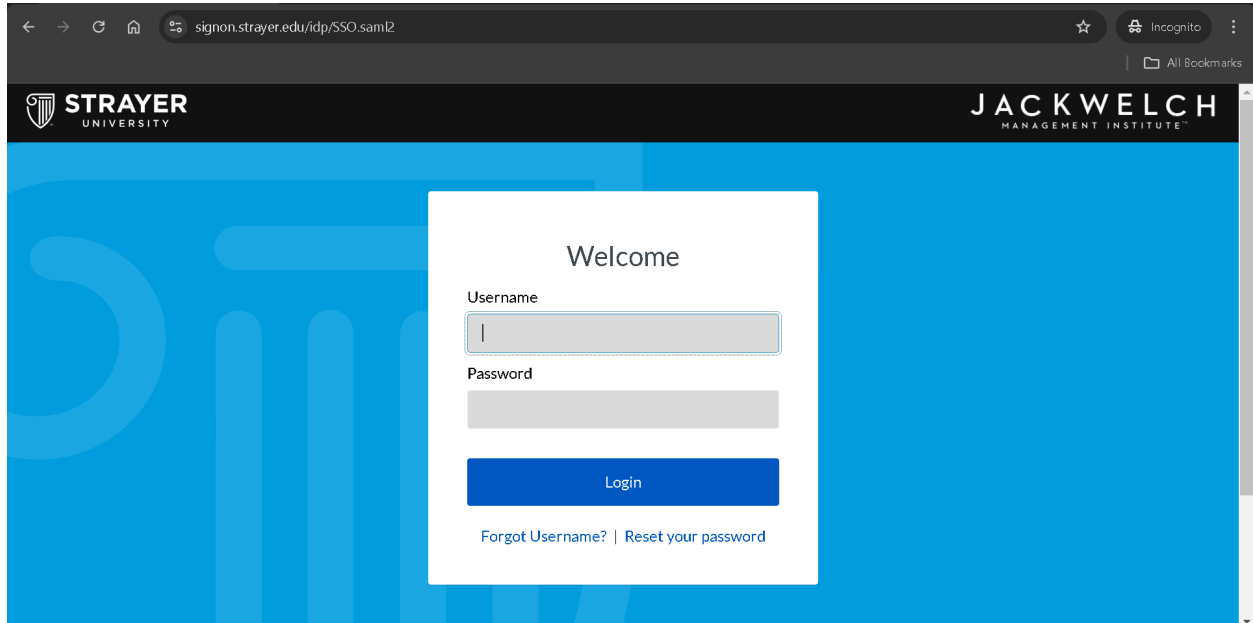


6. You will then be directed into the PingOne Self-Service Portal. This confirms complete registration. From this portal you can select Add Method to set-up a secondary method. TIP: Registering a second method is recommended to protect against any disruption if your default device is unavailable.

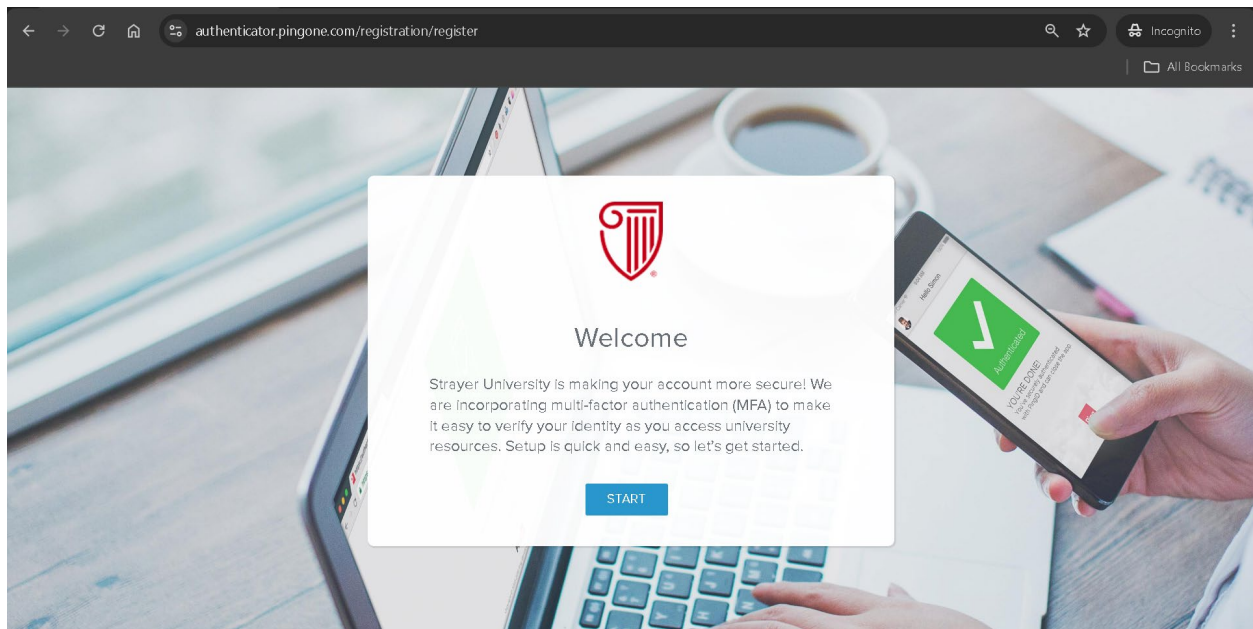


How to register for MFA via PingID Authenticator Desktop Application

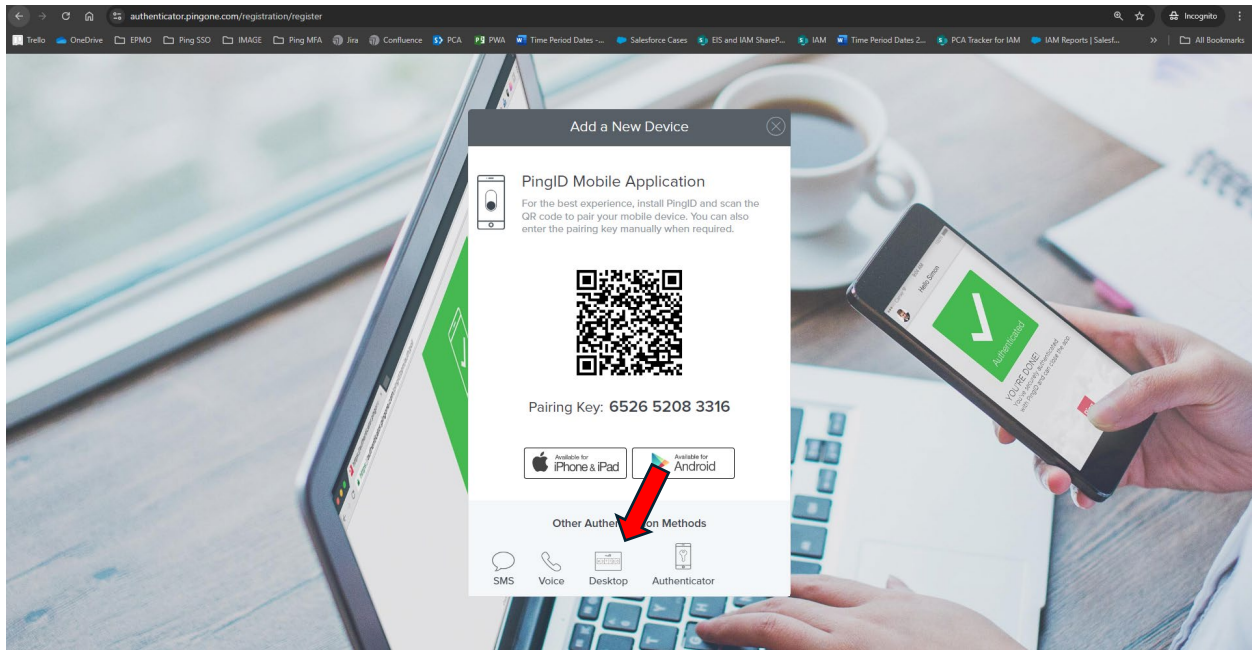
1. Visit the Strayer University [PingOne My Account Portal](#) and log in with your Strayer issued credentials on the single sign on screen. Select Login. Note: This method should only be used on your personal laptop or desktop computer.



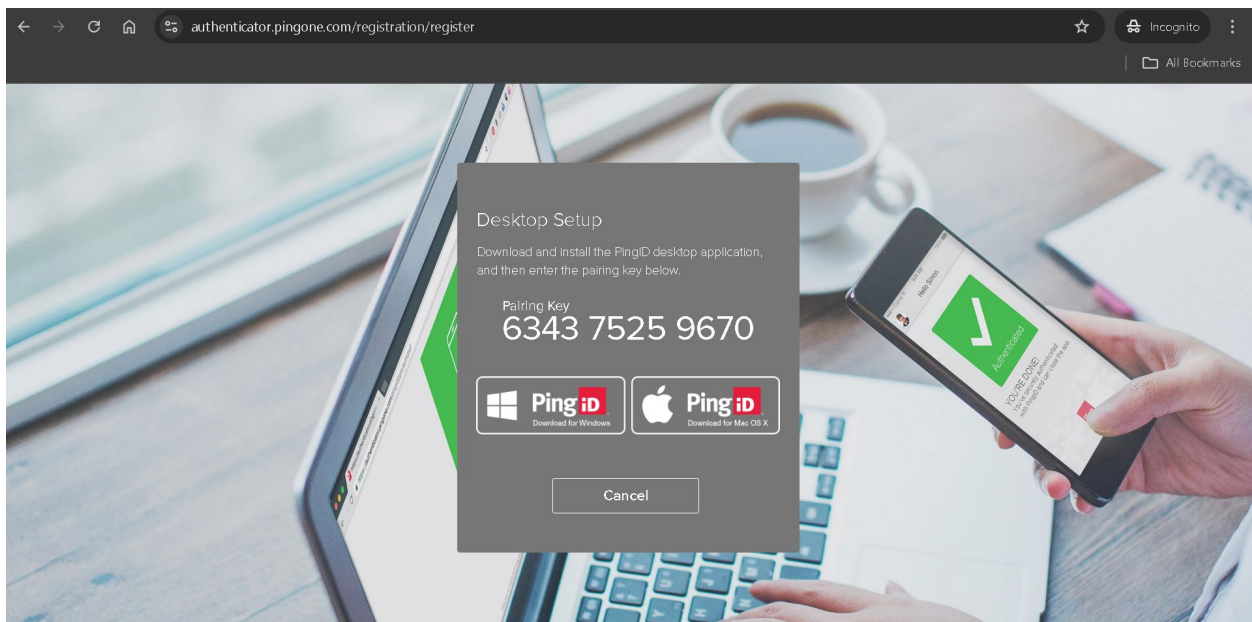
2. You will be redirected to a Welcome screen to start the multi-factor registration process. Select START.



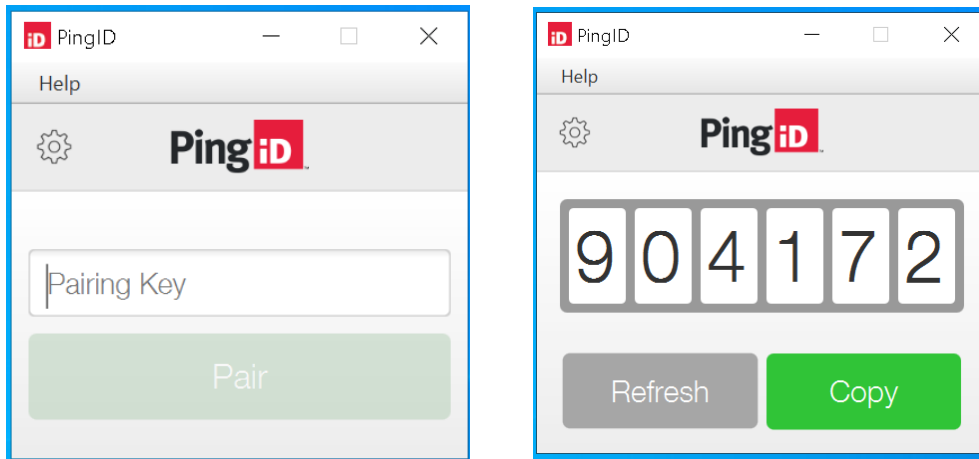
3. A screen will appear to Add a New Device. Select Desktop under Other Authentication Methods.



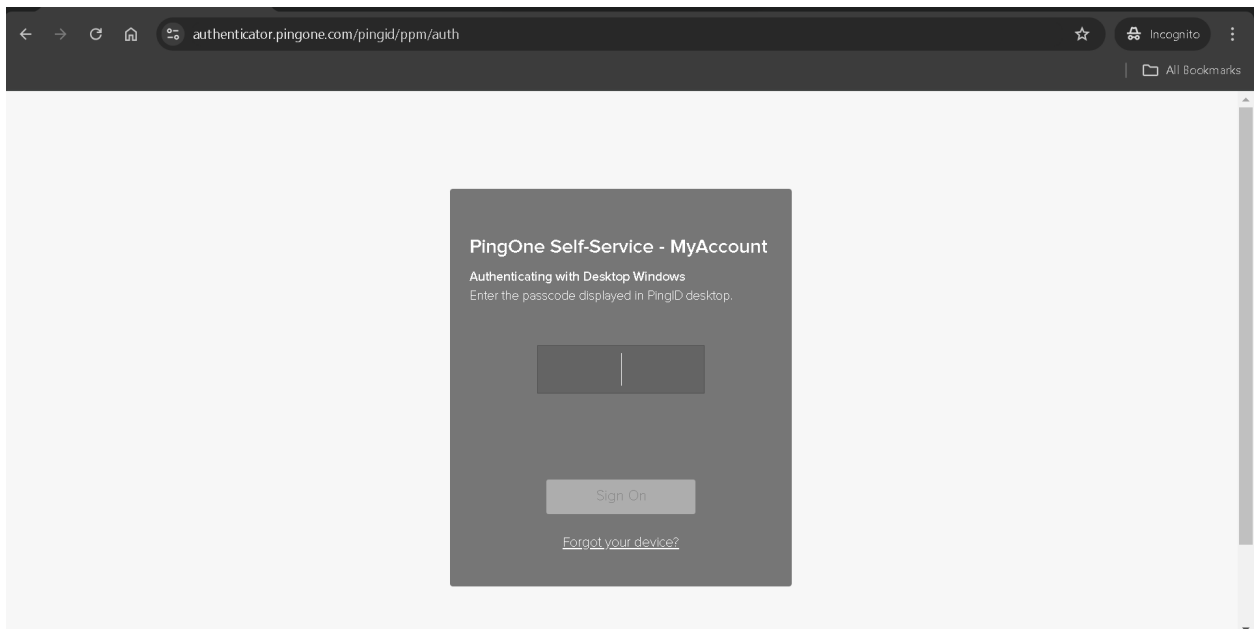
4. Follow instructions to download and install PingID on your desktop or laptop computer selection for Windows or Mac system depending on what operating system your computer runs on.



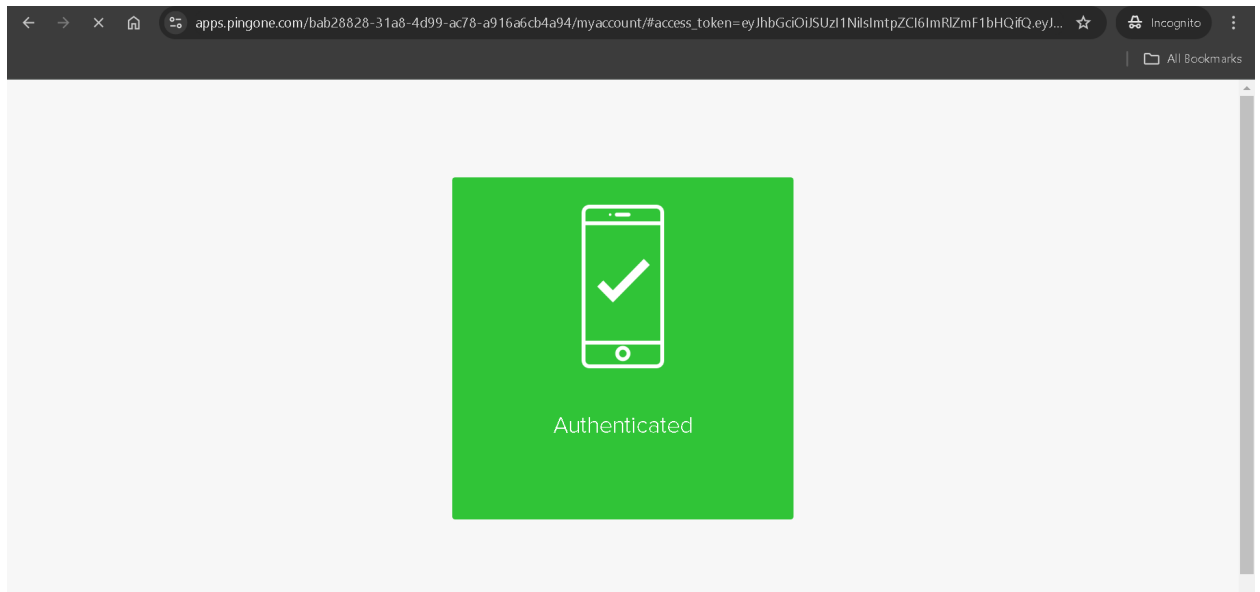
5. After installing the PingID desktop app, enter the pairing key from the PingOne registration process to pair the desktop app. After successful pairing, you will receive a passcode on the desktop application to authenticate for Sign On.



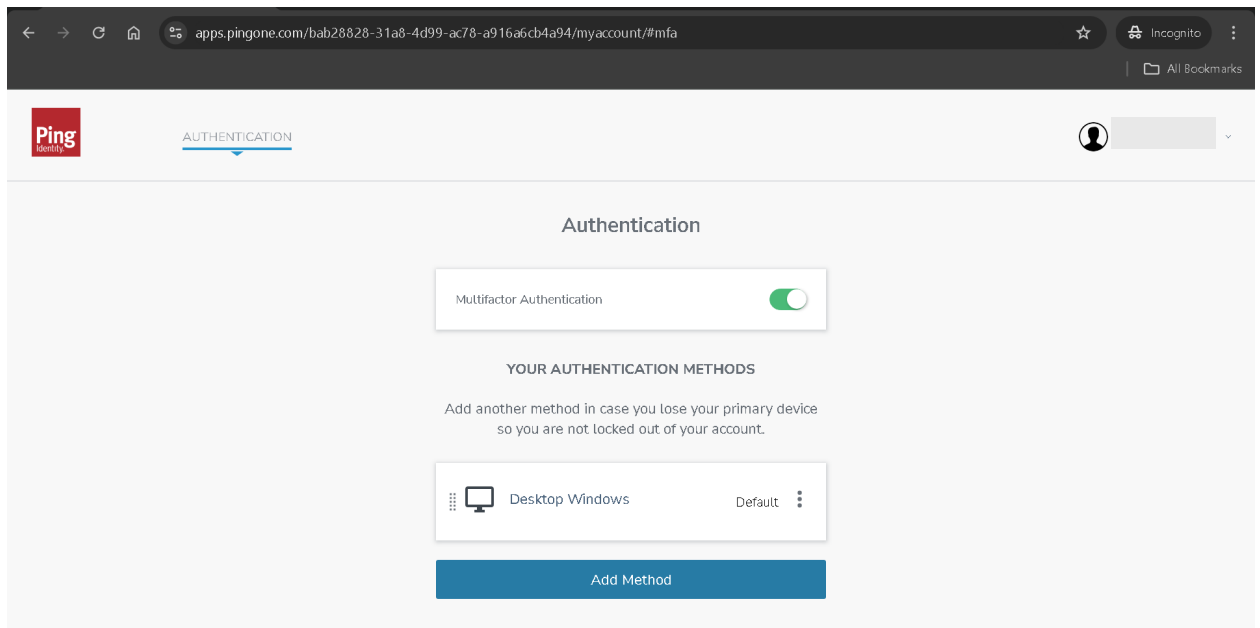
6. Copy the passcode from the PingID desktop app and enter it on the PingOne screen. Select Sign On.



7. An Authenticated screen will appear momentarily.

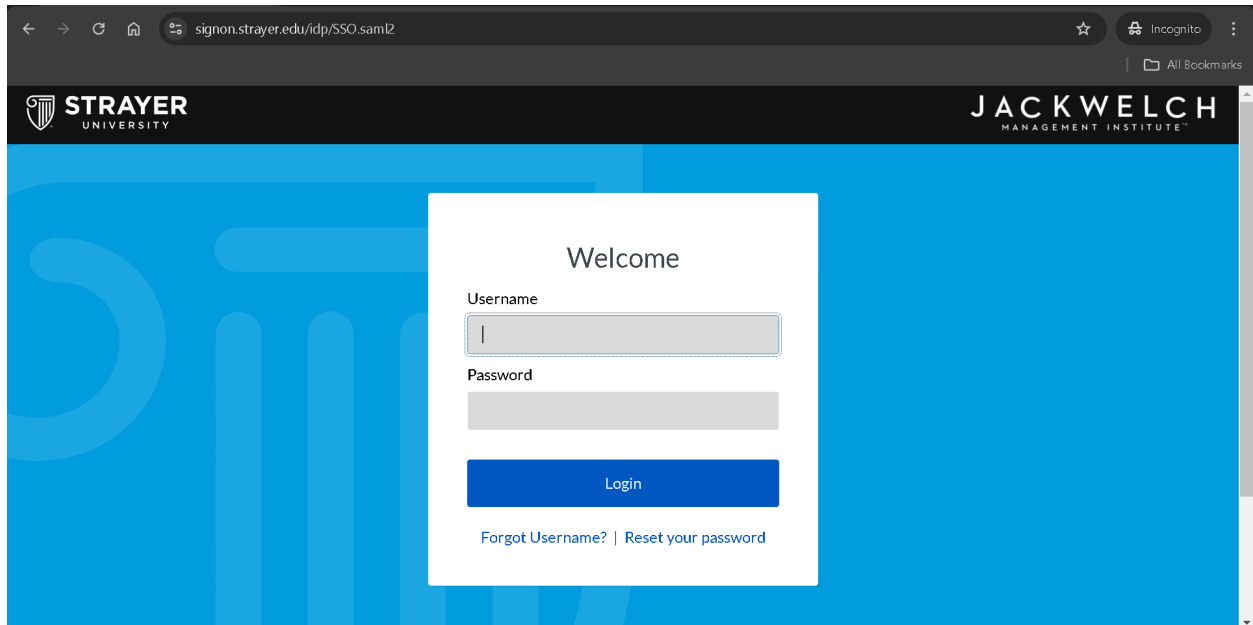


8. You will then be directed into the PingOne Self-Service Portal. This confirms complete registration. From this portal you can select Add Method to set-up a secondary method. TIP: Registering a second method is recommended to protect against any disruption if your default device is unavailable.

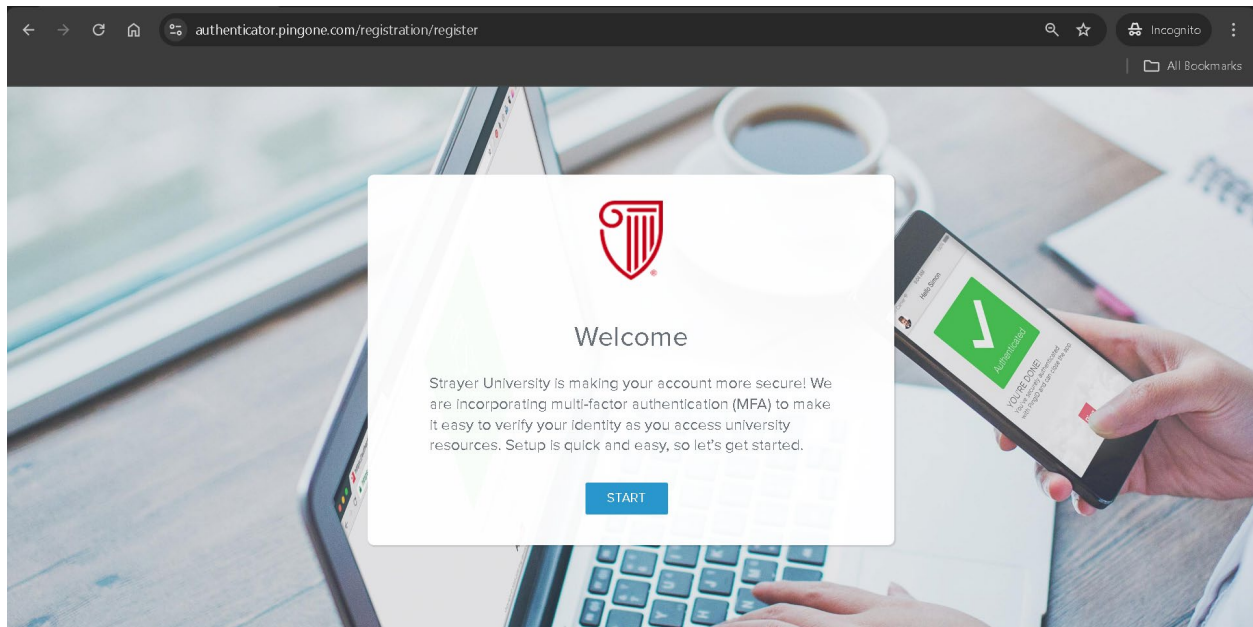


How to register for Ping ID (MFA) via another Authenticator Mobile Application

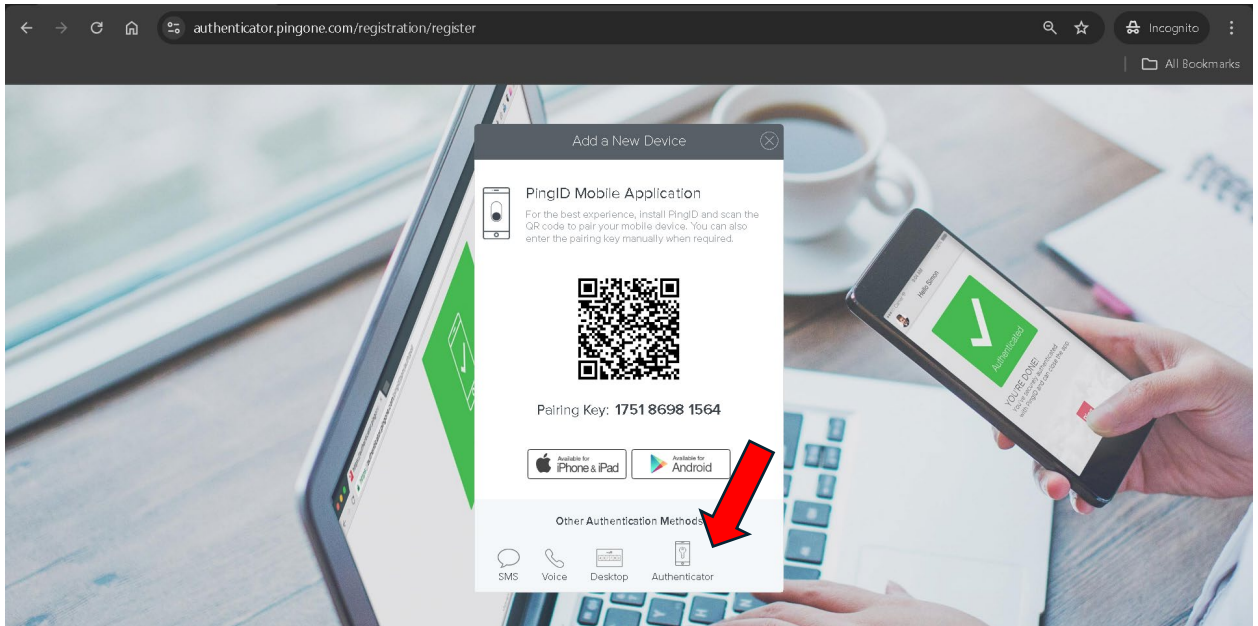
1. Visit the Strayer University [PingOne My Account Portal](#) and log in with your Strayer issued credentials on the single sign on screen. Select Login.



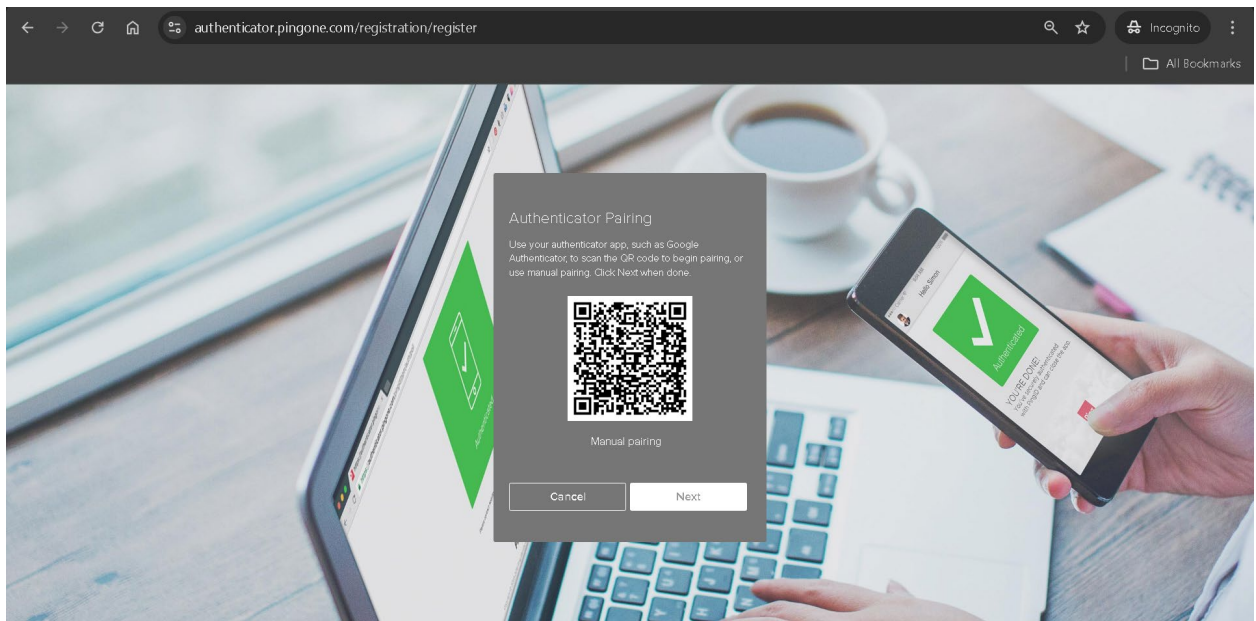
2. You will be redirected to a Welcome screen to start the multi-factor registration process. Select START.

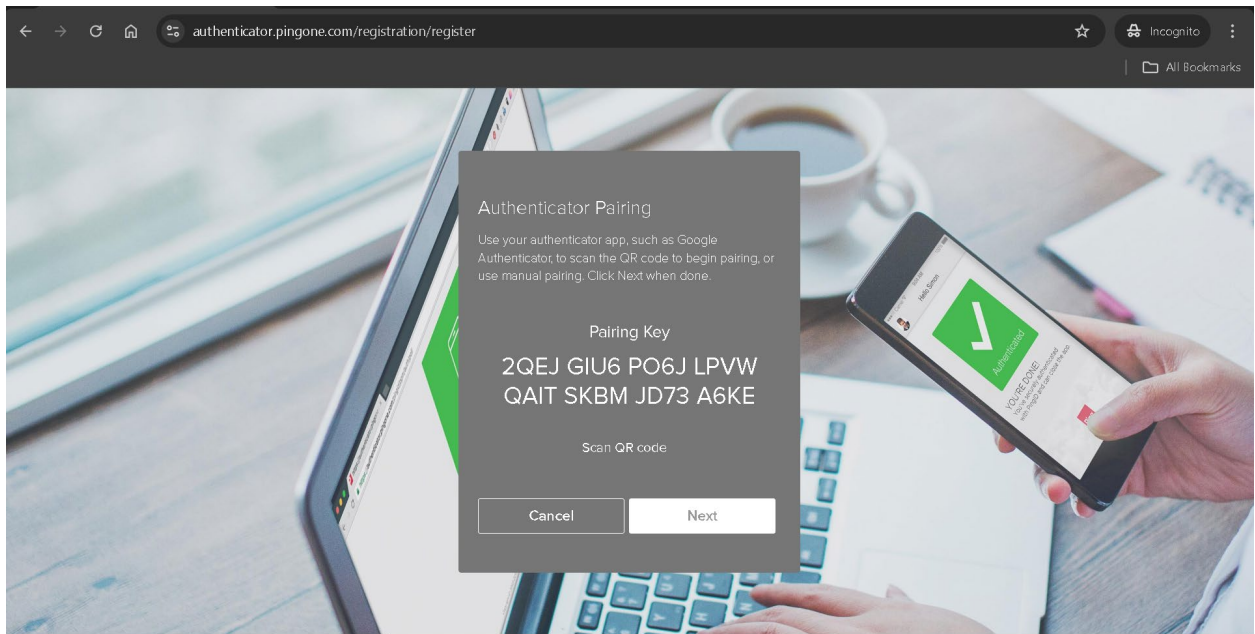


3. A screen will appear to Add a New Device. Select Authenticator under Other Authentication Methods.

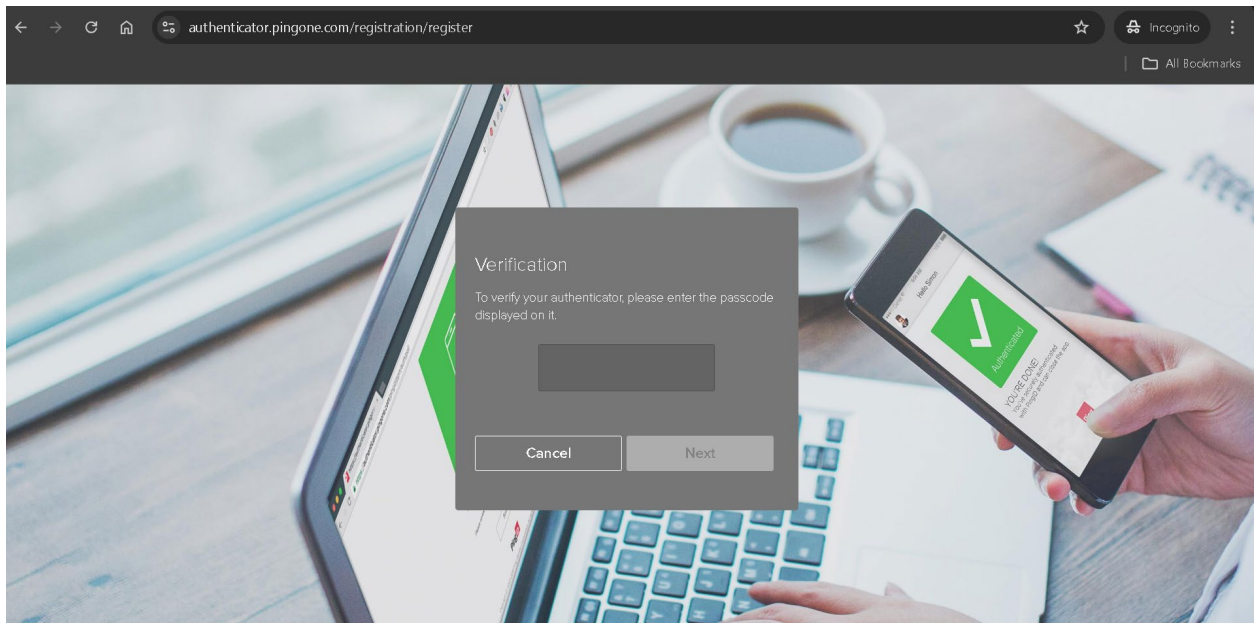


4. Download a reputable authorized authenticator app on your mobile phone (recommend Microsoft or Google). Once downloaded, pair the app using the QR code or manual pairing method from the desktop screen. Once complete select Next.

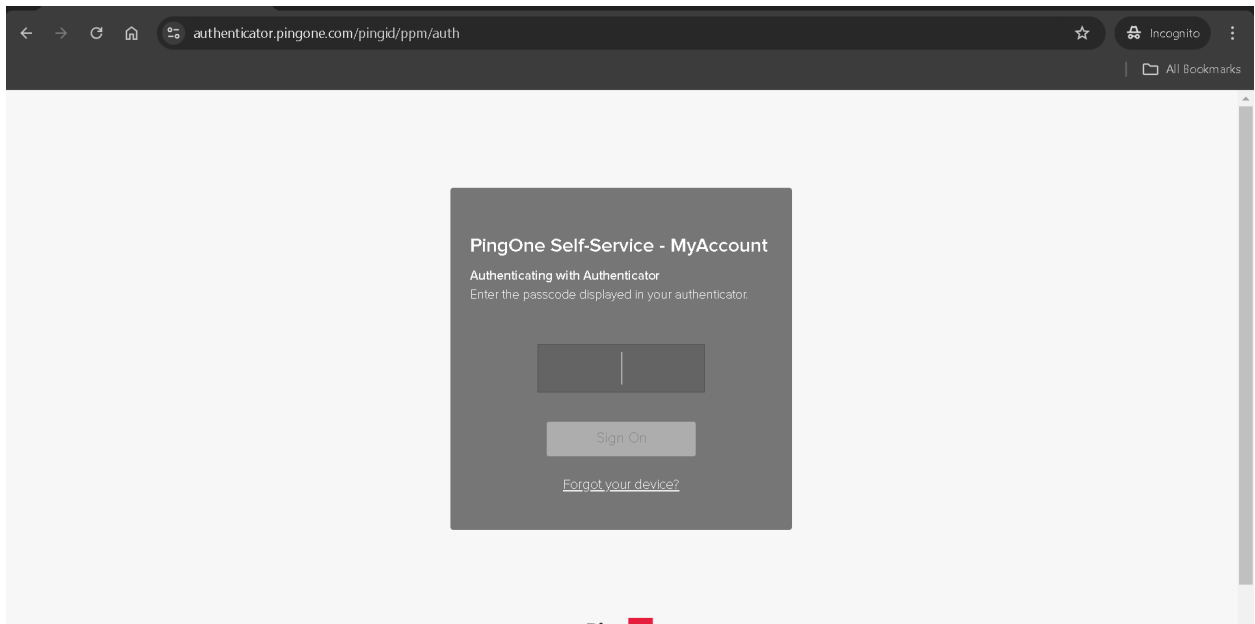




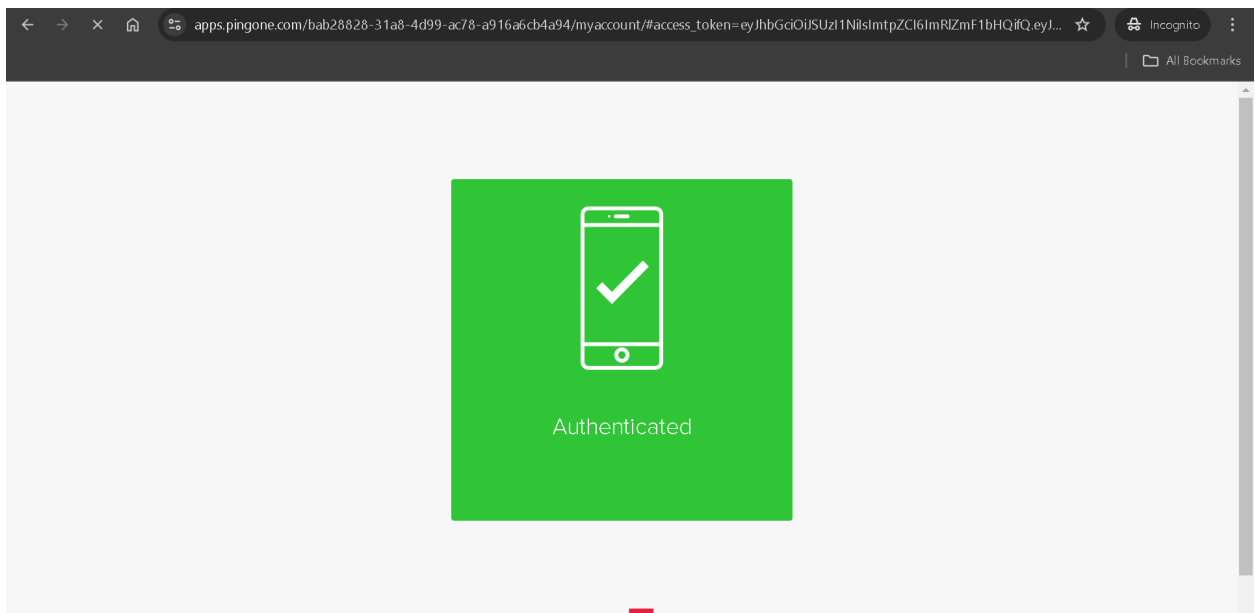
5. After successfully pairing with the authenticator app, you will receive a one-time passcode on the mobile authenticator app. Enter the one-time passcode on the PingOne screen and select Next.



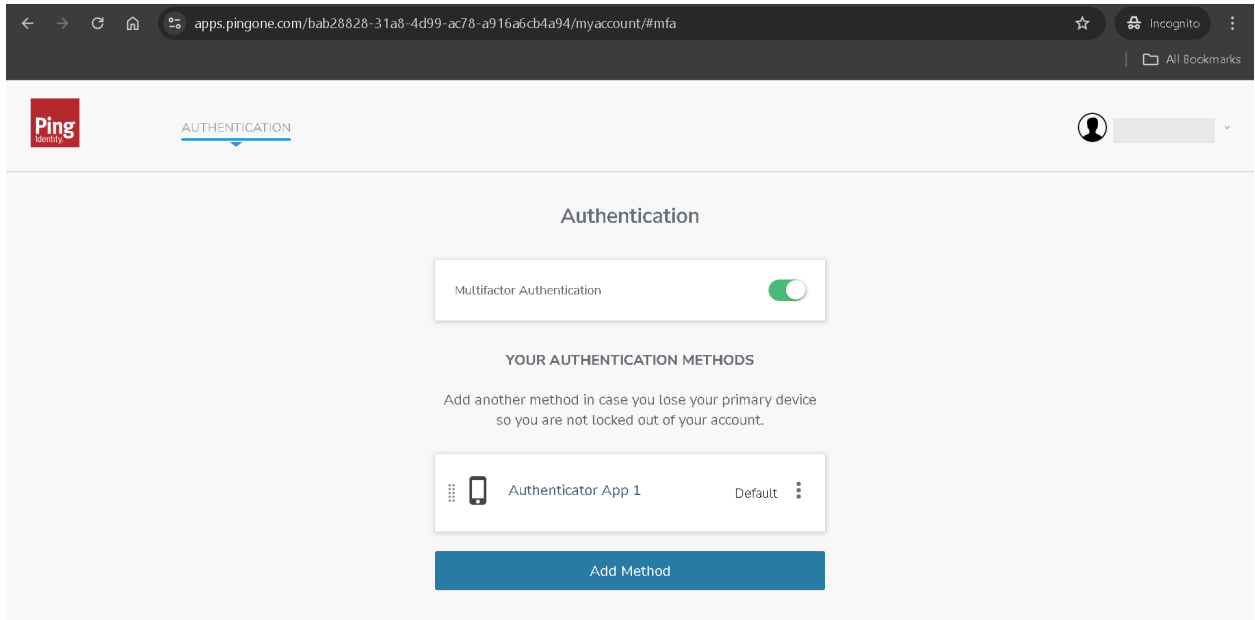
- Following verification, you will receive an additional one-time passcode on the mobile authenticator app. Enter the passcode on the provided screen and select Sign On.



- An Authenticated screen will appear momentarily.



8. You will then be directed into the PingOne Self-Service Portal. This confirms complete registration. From this portal you can select Add Method to set-up a secondary method. TIP: Registering a second method is recommended to protect against any disruption if your default device is unavailable.



Frequently Asked Questions

Q. Will the path to logging into my Strayer University applications change with the implementation of multi-factor authentication (MFA)?

A. No, there is no change to how you log into Strayer University applications. You can continue to access the applications with the same URLs as today - there is no change to the login URLs as a part of this change.

Q. Why do I need to set-up multi-factor authentication (MFA) on my Strayer University account? Can I choose to opt out of the MFA set-up?

A. Multi-factor authentication is required for all accounts and access to all school sites to protect your data, your fellow students, and the university.

Q. Will I need to use MFA every time I login?

A. Once MFA is authenticated it will remain active on that device for up to 60 days, but changes to the internet connection, location, or browser you are using can cause the MFA login to be prompted more frequently.

Q. Do I need to use the MFA process even if I am logged in using my Strayer credentials via single sign on?

A. Yes, to log into Strayer University applications will require the additional layer of authentication (MFA) paired with single sign-on (SSO) to meet security requirements.

Q. Can I use Google or other authenticator applications that I already have setup on my mobile device?

Yes, most common authenticator applications including PingID, Google, Microsoft, Authy, and others will work with Ping MFA. When going through the registration or updating your setup look for Other Authentication Methods to use a different authenticator. See page 18 for details on How to register for Ping ID (MFA) via another Authenticator Mobile Application.

Q. How can I switch the application type / device that I am using for authentication?

A. You can add a new device or update your primary device within the [PingOne portal](#). Once you have set-up your account, log into the PingOne portal and under the 'Authentication' section you can add a new device and toggle the primary device.

Q. How can I unpair a device?

A. Login to the [PingOne portal](#). Once you have set-up your account, within the Authentication section of the portal you can unpair the device by selecting the 3 dots next to that device and selecting Remove. You can also select Add Method to pair a new device from the portal.

