



## Mountwest MFA Setup

This guide will help Mountwest users setup their secondary authentication methods, which is a required to use the self-service password reset.

If you have done this already, please refer to the '**Mountwest Password Reset Guide**'.

---

Follow the simple steps below to get back into your account.

1. Go to <https://www.mctc.edu/>
2. Hover your cursor over Student or Employee Links and select '**Email**'.
3. Enter your email address (including the **.mctc.edu**) and click '**Next**'.
  - A. If you have signed in before, you will select your email account if displayed or select the option for 'Use Another Account'
  - B. If you have not signed in before, enter your email account to proceed. The format will be [username@mctc.edu](mailto:username@mctc.edu)
4. Click '**Forgot my Password**'.
5. You will be redirected to a page labeled '*Get back into your account*'.
  - A. On this page, you will need be prompted to enter your email again.
  - B. You will also be prompted with a captcha box. Enter the letters or words that are displayed on the screen into the input box.

**MOUNTWEST**  
PACIFIC COAST TECHNICAL COLLEGE

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com

PQQ XW

Enter the characters in the picture or the words in the audio. \*

Next Cancel

6. Click '**Next**'. You will now be prompted to setup your secondary authentication methods. These will be used as a security measure to verify that you are the account owner.
  - A. You can choose to verify by **alternate email, a text message to your mobile phone, by a phone call, or by using the Microsoft Authenticator App**.
7. Depending on the method selected, you will receive a code via phone or email from Microsoft. Retrieve the code and enter it on the screen. Click '**Next**' once complete.
8. On the final step, enter a new secure password and confirm your new password. Click **Finish**.

If you have difficulties using the self-service password reset utility, please contact the Mountwest IT Help Desk for assistance via phone at **(304) 710-3470** or by email [helpdesk@mctc.edu](mailto:helpdesk@mctc.edu)