



## 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**'.

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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](#)
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.

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)