

NEW STUDENT MULTIFACTOR AUTHENTICATION

As of January 11th, 2023, all Neumann University accounts will be required to enroll in multifactor authentication as a security measure. Multifactor authentication adds a second layer of security to your Neumann account and services to prevent anyone but you from logging in. This applies to:

- MyNU Portal
- Self-Service
- Email (mobile and web browser)

Prerequisites:

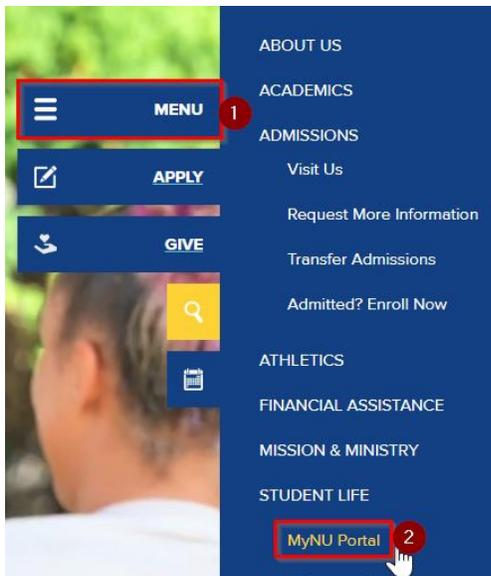
- Computer or laptop
- Download the official [Microsoft Authentication](#) on your mobile phone
 - Enabled “Allow Access” to grant the Microsoft Authenticator permission.
 - Otherwise, the app will not be able to scan the QR code or function as intended.

NEW STUDENT MULTIFACTOR AUTHENTICATION

New Student Multifactor Authentication Setup

Step 1: Follow the instruction from the admission department for setting up Neumann Account with the provided information instructed with your username/Neumann email and student ID number.

- Go to <https://www.neumann.edu>
- Click Menu > click MyNU Portal



- Click "*Need to activate your account? Click here then click Forgot Password*"



Sign in

Email, phone, or Skype

[Can't access your account?](#)

Back

Next

[Need to activate your account? Click here then click Forgot Password.](#)

[Looking for Parent Proxy Access? Click Here.](#)

If you have trouble with this service, send an email to the ITR Help Desk at helpdesk@neumann.edu or call us at 610-558-5620

NEW STUDENT MULTIFACTOR AUTHENTICATION

- Enter your *Username/Neumann email* > click "Forgot Password"



Username
@knights.neumann.edu 1

Password
Type your password

[Forgot Password](#) 2

Login

Step 2

- On the next page > you should see the message "What is your ID number"
- Enter your ID number and click **Continue** to complete the enrollment process

END-USER SELF SERVICE

Please answer the mandatory question below

Username
@knights.neumann.edu

Requested Action Reset Forgotten Password

1) What is your ID number?
1

<< Previous

Next >>

Continue 2

Cancel

NEW STUDENT MULTIFACTOR AUTHENTICATION

- Complete the new password step

END-USER SELF SERVICE

Please enter your new password in the fields below.

Password Complexity Rules

Your new password must **always** satisfy the following rules:

- At least **8** characters long
- Not contain the **<** char OR **&#**

It must also satisfy any **3** of the rules:

- At least **1** lowercase character
- At least **1** uppercase character
- At least **1** numeric character
- At least **1** special character

Username

 [redacted]@knights.neumann.edu

Requested Action Reset Forgotten Password

New Password



Confirm Password



Continue

Cancel

- **Note:** After successfully resetting the password, click “Try to continue logging in” on the End-User Self-Service Action dialog pop-up. This is important to continue onto the next step of the process.

END-USER SELF SERVICE

Self-Service Action Successful

[Try to continue logging in](#)

1

NEW STUDENT MULTIFACTOR AUTHENTICATION

Mobile phone

- Enter your current cell phone number and click Continue.

ENROLLMENT – MOBILE PHONE

Please enter your current password and your phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

Username

 [redacted]@knights.neumann.edu

Password



Country

United States

Phone Number

1

Continue

2

Skip

END-USER SELF SERVICE

A One Time Passcode (OTP) has been sent to your phone. It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username

 [redacted]@knights.neumann.edu

2nd Factor / One Time Passcode

 [redacted]

[Problems with this authentication option?](#)

Continue

Cancel

- **Note:** After completing the cell/mobile phone enrollment process, click “Try to continue logging in” on the End-User Self-Service Action dialog pop-up. This is important to continue onto the next step of the process.

END-USER SELF SERVICE

Self-Service Action Successful

[Try to continue logging in](#)

1

NEW STUDENT MULTIFACTOR AUTHENTICATION

Personal email

ENROLLMENT - EMAIL ADDRESS

Please enter your current password and an alternative email address to enroll. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

Username

 @knights.neumann.edu

Password



Email Address

1

Continue

2

Skip

- **Note:** After successfully personal email process, click “Try to continue logging in” on the End-User Self Service Action dialog pop-up.

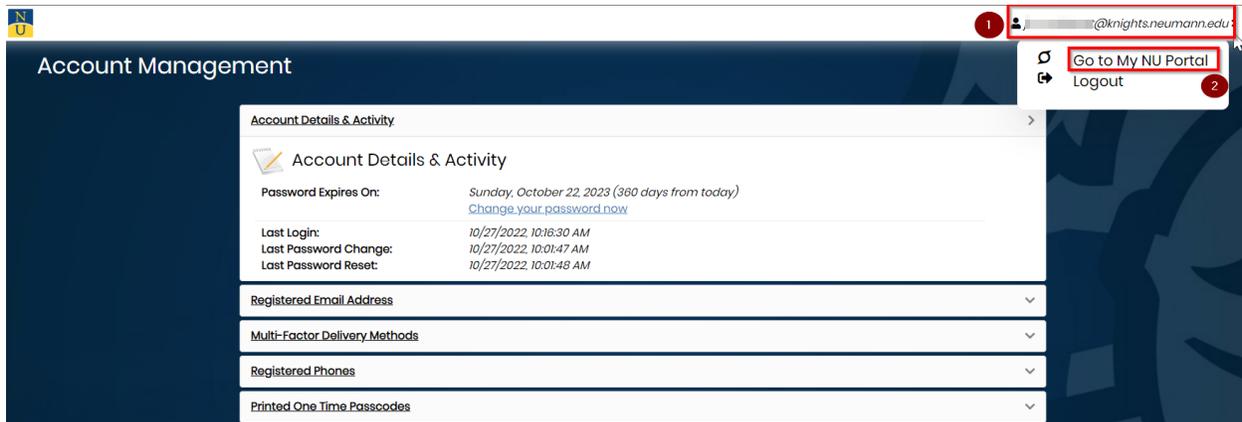
END-USER SELF SERVICE

Self-Service Action Successful

[Try to continue logging in](#)

1

After being redirected to the **Account Management** page; click on your official Neumann email address at the top right-hand corner of the screen. Select from the drop-down and click on “Go to MyNU Portal”.



The screenshot shows the Account Management page. At the top right, the user's email address is displayed in a dropdown menu. A red box highlights the email address, and a red circle with the number 1 is next to it. Below the email address, there are two options: "Go to My NU Portal" and "Logout". A red box highlights "Go to My NU Portal", and a red circle with the number 2 is next to it. The main content area of the page is titled "Account Management" and contains a section for "Account Details & Activity". This section includes the following information:

Account Details & Activity	
Account Details & Activity	
Password Expires On:	Sunday, October 22, 2023 (360 days from today) Change your password now
Last Login:	10/27/2022, 10:18:30 AM
Last Password Change:	10/27/2022, 10:01:47 AM
Last Password Reset:	10/27/2022, 10:01:48 AM
Registered Email Address	▼
Multi-Factor Delivery Methods	▼
Registered Phones	▼
Printed One Time Passcodes	▼

NEW STUDENT MULTIFACTOR AUTHENTICATION

Step 3: You will be redirected to a page called “More Information required”, click **Next** to start the multifactor authentication setup process.



@knights.neumann.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

Need to activate your account? [Click here](#) then click [Forgot Password](#).

Looking for Parent Proxy Access? [Click Here](#).

If you have trouble with this service, send an email to the ITR Help Desk at helpdesk@neumann.edu or call us at 610-558-5620

Note: Download the official Microsoft Authenticator app on your mobile phone before clicking **Next**.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

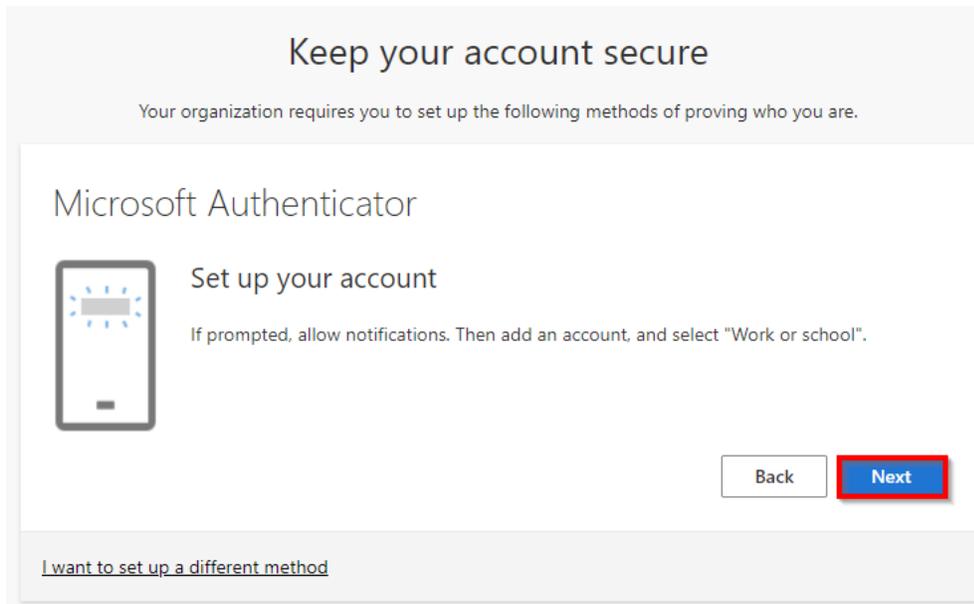
Next

[I want to set up a different method](#)

NEW STUDENT MULTIFACTOR AUTHENTICATION

Step 3 A:

Once the Microsoft Authenticator app is available on your phone, continue to click “Next”.



Step 3 B:

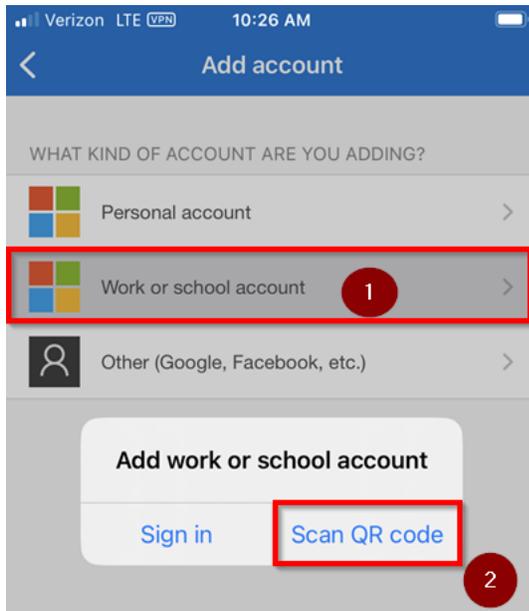
Open the Authenticator app on your mobile phone and click the plus sign to add account.
Important: Enabled “Allow access” to grant the Microsoft Authenticator permission.



NEW STUDENT MULTIFACTOR AUTHENTICATION

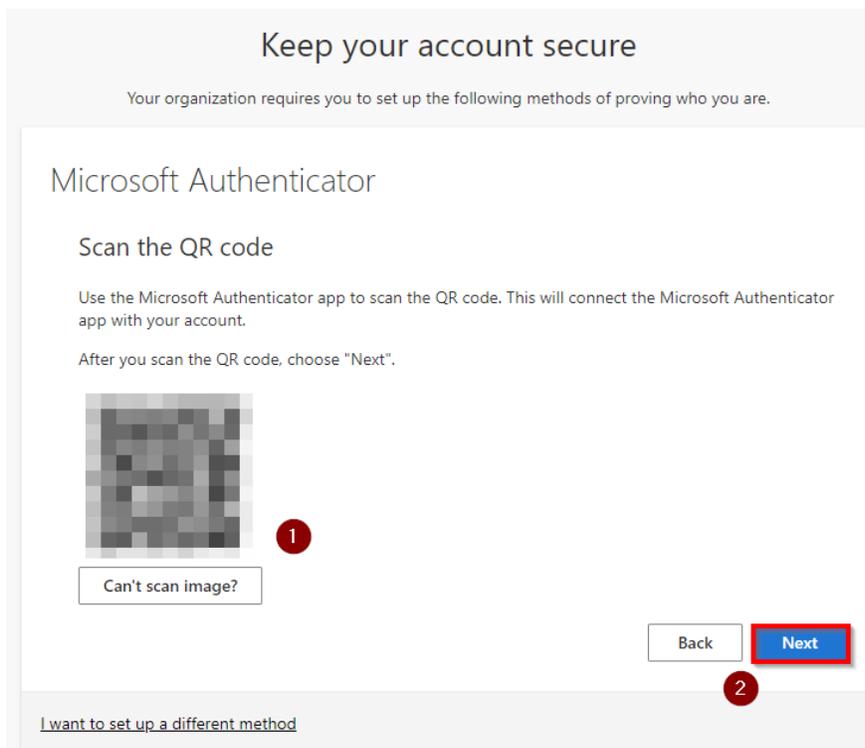
Step 3 C:

Click “Work or school account” and then select “Scan QR code”



Step 3 D:

Use the Authenticator app on your mobile phone to scan the QR code on the computer or laptop screen.



NEW STUDENT MULTIFACTOR AUTHENTICATION

Step 3 E:

“Approve sign in request” message will appear with a 2-digit code on your computer or laptop screen.



@knights.neumann.edu

Approve sign in request

- Open your Authenticator app, and enter the number shown to sign in.

58

No numbers in your app? Make sure to upgrade to the latest version.

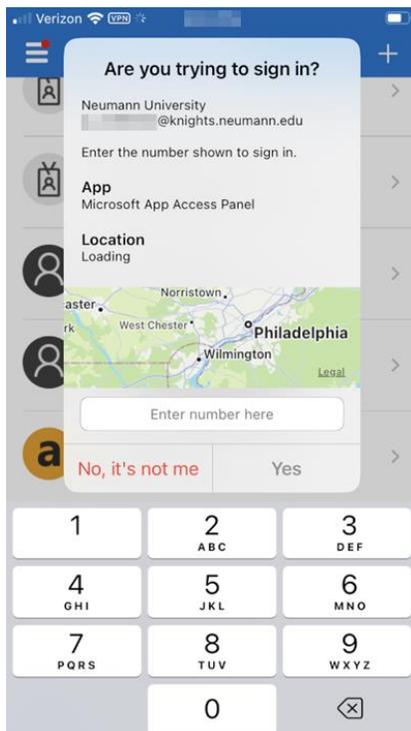
- Don't ask again for 90 days

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

Step 3 F:

Type the 2-digit code into the Authenticator app on your mobile phone to verify your identity.



NEW STUDENT MULTIFACTOR AUTHENTICATION

Step 3 G:
Click "Next"

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



✔ Notification approved

[I want to set up a different method](#)

Step 3 H:
Click "Done"

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

 Microsoft Authenticator