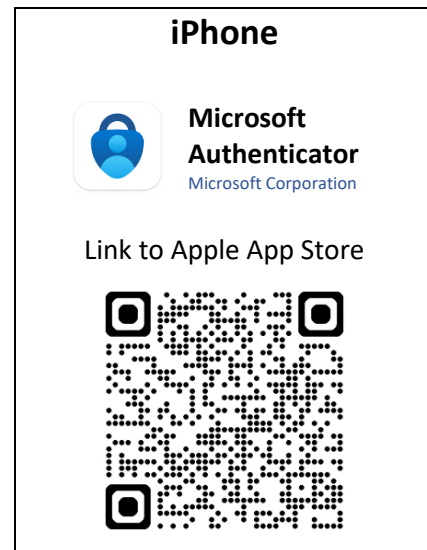
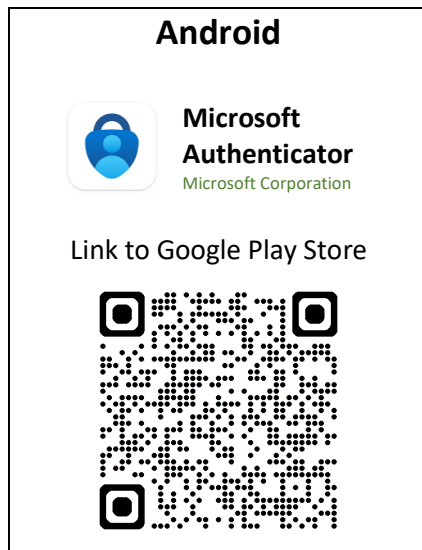


Welcome to Mercy College of Ohio! Please follow these instructions when signing into email the first time. Your assigned password is temporary and will need to be changed during the sign in process.

1) Install Microsoft Authenticator on your phone.

- The Microsoft Authenticator app is free. It is used for multi-factor authentication for securely accessing your email account.
- Be sure you install the genuine app by Microsoft Corporation. There are many fake apps that look similar.



- At this point, do not click any options within Microsoft Authenticator. The next steps are done in a browser. You can follow the rest of the instructions on your phone (using Safari or Chrome) or you can use a web browser on a computer.

2) Set a new email password.

- Open a web browser.
 - o On a phone: Use the Safari or Chrome app.
 - o On a computer: Use any modern web browser.
- Go to outlook.office.com
- Enter your stu.mercycollege.edu email address and click Next.

- Enter your initial password and click Sign In.
- Set a new password and click Sign In. Use a strong password!

 Sign in Email, phone, or Skype No account? Create one! Can't access your account? Back Next	Enter password Your account will be remembered on this device. Forgot my password Sign in	Update your password You need to update your password because this is the first time you are signing in, or because your password has expired. Current password New password Confirm password Sign in
--	---	--

3) Link your email account to Microsoft Authenticator.

- You will see a message that says “Let’s keep your account secure”. Click Next.
- You will be prompted to install Microsoft Authenticator. Since you already installed it in step 1, Click Next.

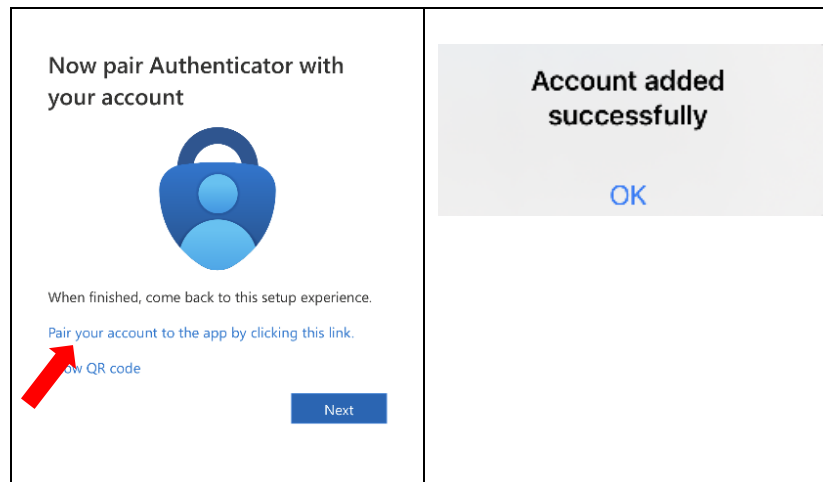
Let's keep your account secure We'll help you set up another way to verify it's you. Follow the prompts to download and set up the Microsoft Authenticator app. Use a different account Learn more about the Microsoft Authenticator app Next	Install Microsoft Authenticator  Install the app on your mobile device, then come back here to continue.  Download on the App Store Set up a different authentication app Next
---	---

- Continue based on the device you are using for the browser...

If you are completing these steps on your phone:

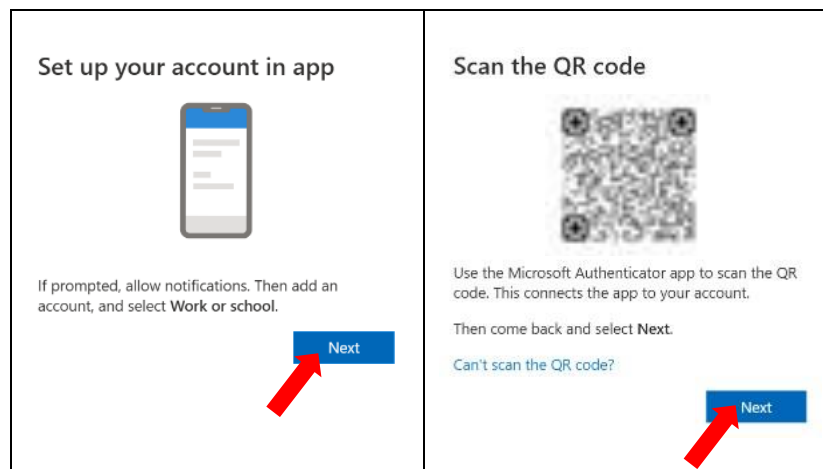
- You will see message that says “Now pair Authenticator with your account”.
- Tap the link near the bottom that says “Pair your account to the app by clicking this link”.

- Authenticator will open and will display a message that says “Account Added Successfully”.
- Return to the web browser and tap Next.

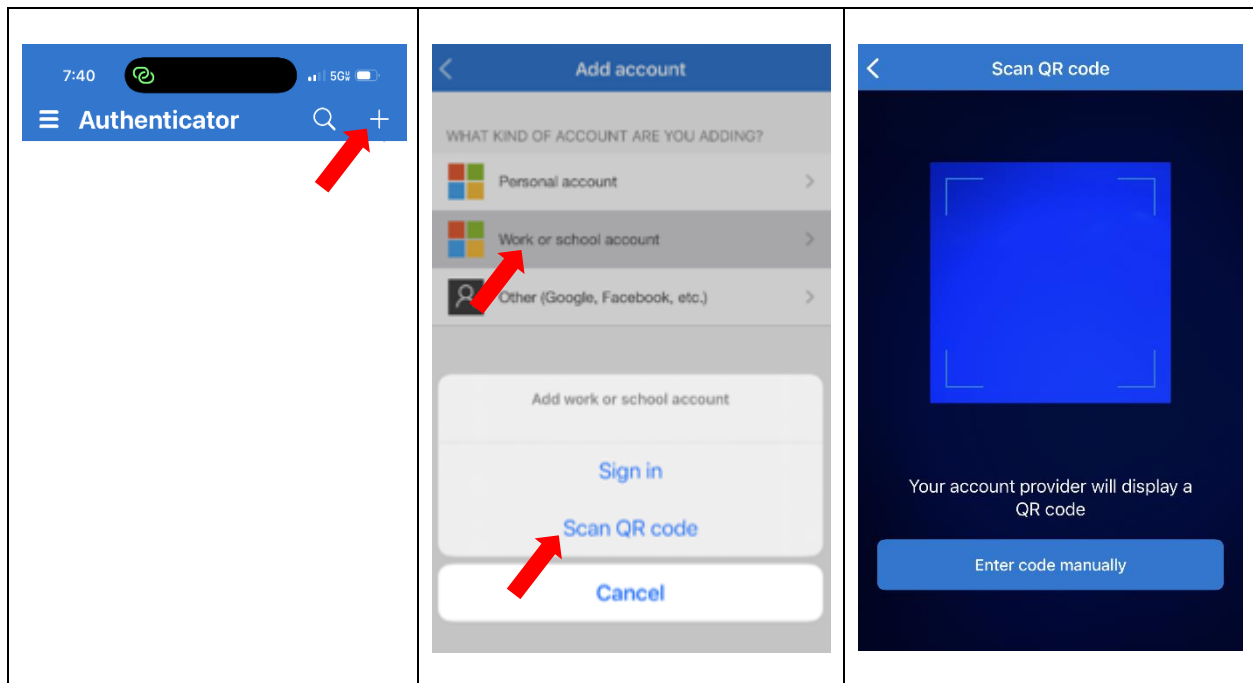


If you are completing these steps on a computer:

- You will see message that says “Set up your account in app”. Click Next.
- A QR code will be displayed.

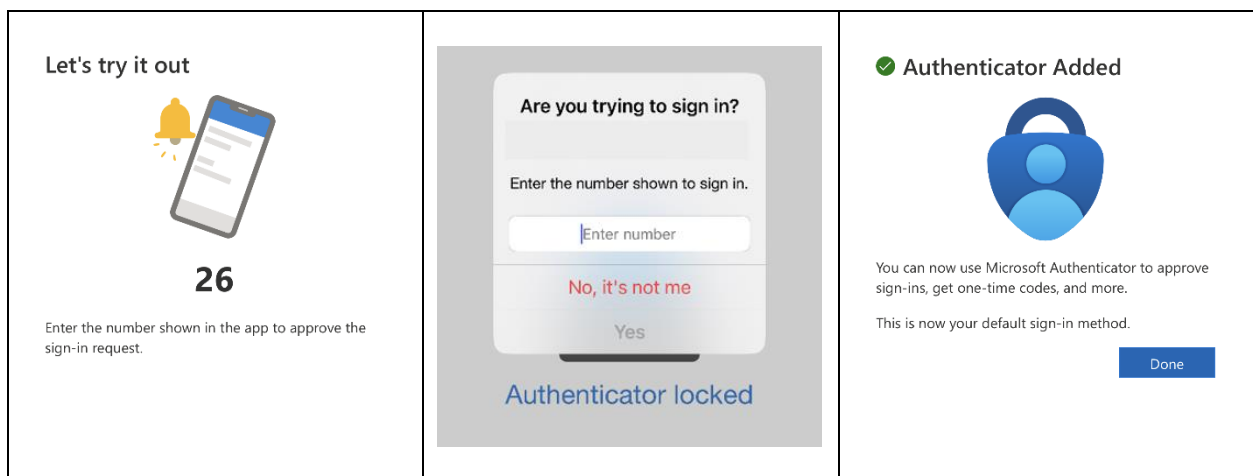


- On your phone, open Microsoft Authenticator.
- Tap the plus sign at the top right corner.
- Tap “Work or school account”.
- Tap “Scan QR code”.
- Scan the QR code.
- Authenticator will add the account.
- Go back to the web browser and click Next.



4) Perform a test.

- Authenticator will do a test. A random two-digit code will appear. Remember the code.
- A prompt from Authenticator should also appear on your screen that says "Approve sign-in?". If you don't see that message, switch to the Authenticator app.
- Type in the code and click Yes.
- You will see a message that says "Authenticator Added". Click Done.



5) Check your email with Microsoft Outlook.

- You can use webmail, the Outlook app, or your phone's default Mail app.
- To use webmail:
 - o Open the Mercy College website <https://mercycollege.edu> in a web browser.
 - o Click **Menu > My Mercy > Email Login** or use this URL: <https://mercycollege.edu/email>
- To use the Outlook app or Mail app:
 - o Click "Add Account" and provide your Mercy College email address and password.

Notes:

- You can change your password at any time in the Microsoft Authenticator app or by going to <https://aka.ms/ssps>
- If you encounter any problems, please contact the Mercy College IT department at **419-251-9898** for assistance. Additional IT-related information is also available on the My Mercy > IT Help page of the Mercy College website.

