

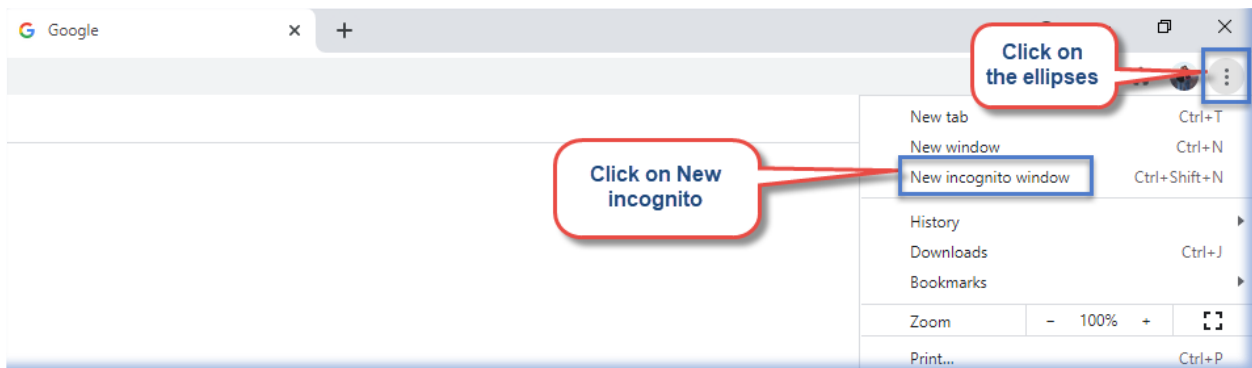
Using Google Chrome or Microsoft Edge

To set up Multi-factor authentication in **Incognito mode** in Google Chrome or **InPrivate browsing** in Microsoft Edge.

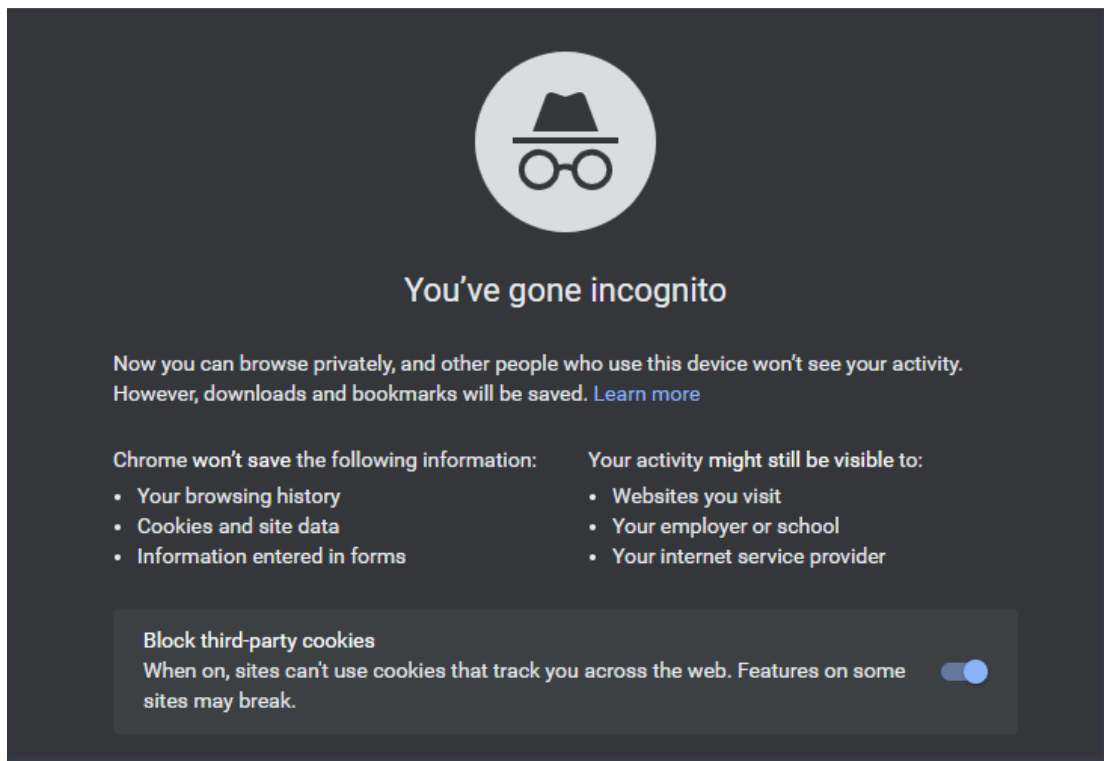
If your organization already uses Multi-factor authentication, it will cause conflicts with existing accounts. We recommend using the above methods (Incognito or InPrivate browsing) to establish a new Microsoft account.

When using Google Chrome:

Click on the vertical ellipses in the top right corner and select **“New incognito window”**.

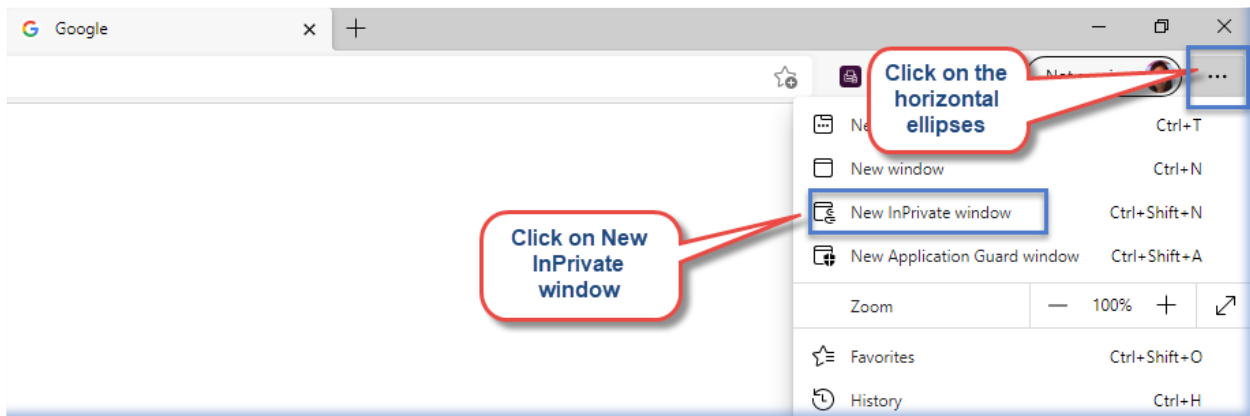


Your browser will then change into incognito mode and look similar to this:

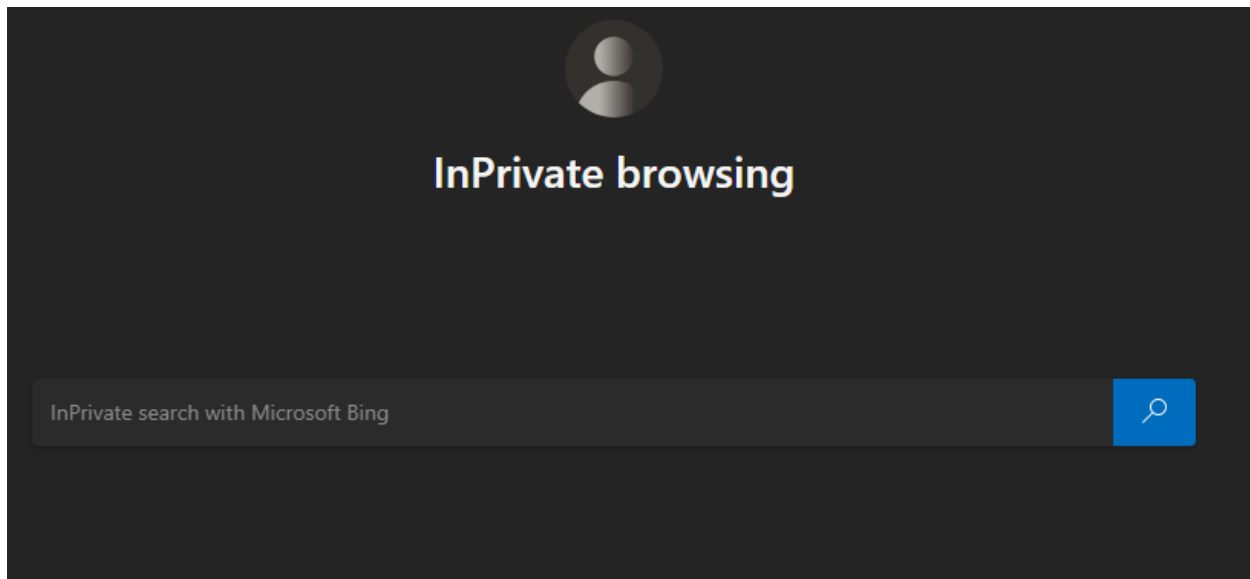


For Microsoft Edge:

Click on the horizontal ellipses in the top right corner and select **“New InPrivate window”**.



Your browser will then change into InPrivate browsing mode and look similar to this:

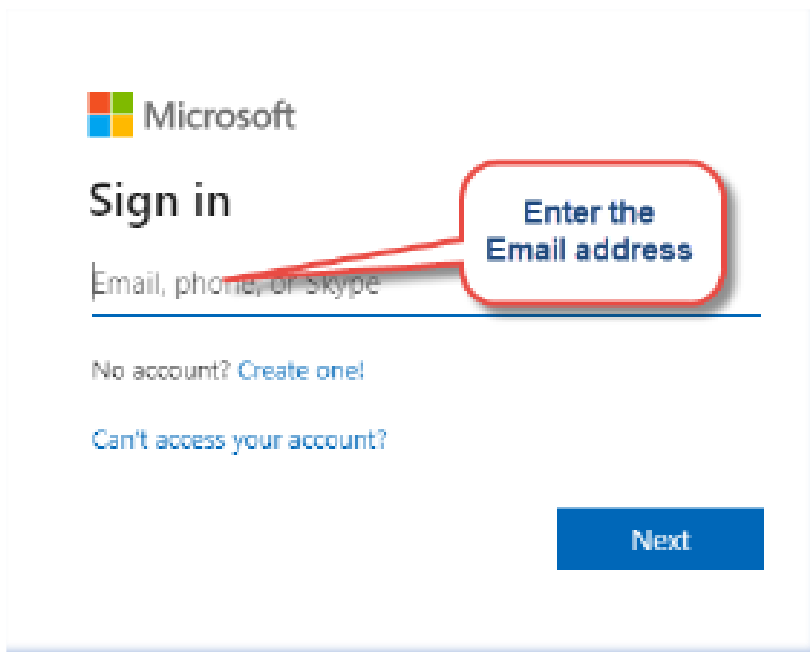


Registering Your C Number, Creating Your Password, and Multifactor Authentication

Registering Your C Number and Creating a Password

<https://aka.ms/ssprsetup>

Step 1: Enter the Email address (Ex. c123456@ph.lacounty.gov) and click **“Next”**.



Microsoft

Sign in

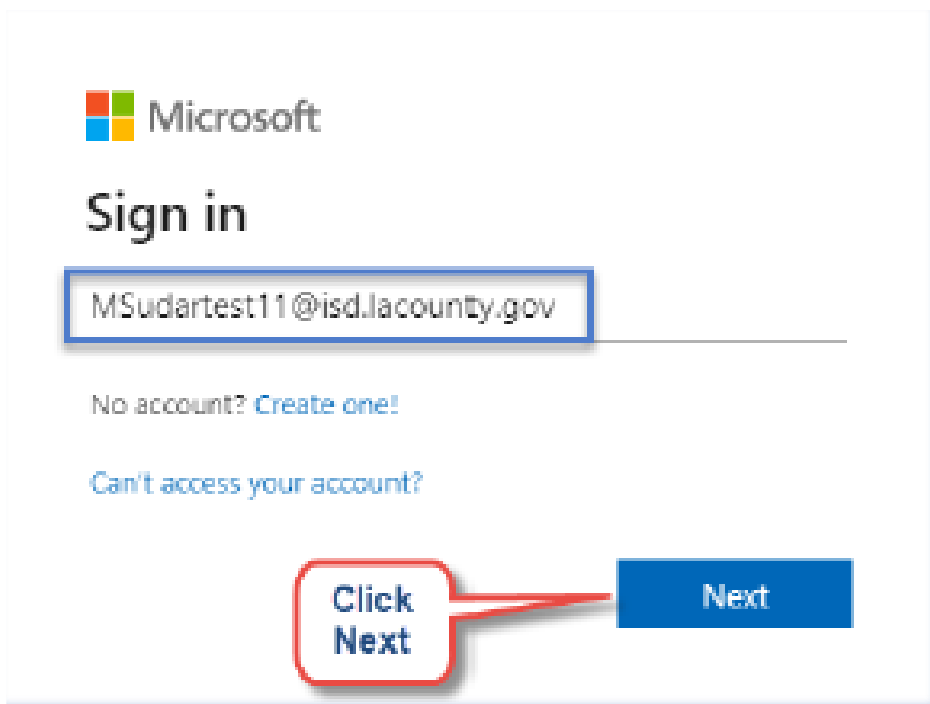
Email, phone, or skype

No account? [Create one!](#)

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

Next

Enter the Email address



Microsoft

Sign in

MSudartest11@isd.lacounty.gov

No account? [Create one!](#)

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

Click Next

Next

Step 2: Click on “Forgot my password”.

County of Los Angeles

← msudartest11@isd.lacounty.gov

Enter password **Click on Forgot my password**

Password

Forgot my password **Sign in**

By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours.

Step 3: Type in the characters in the “CAPTCHA” and click next.

County of Los Angeles

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:
msudartest11@isd.lacounty.gov
Examples: user@contoso.onmicrosoft.com or user@contoso.com

Enter the Characters in the image and click Next

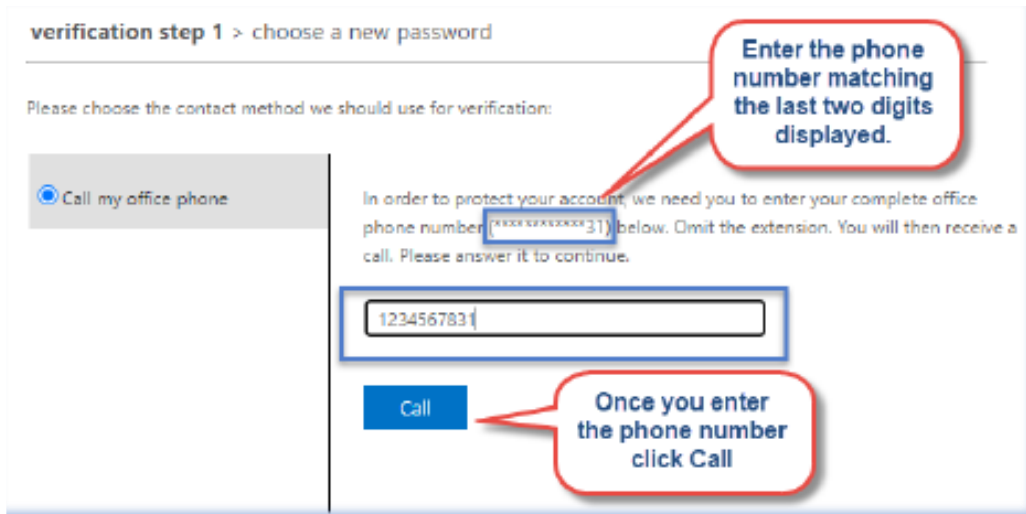
YJNKV

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

Next Cancel

Step 4: Enter your Ten Digit cell phone number and click “Call”.

Note: The phone number should be matching the last two digits displayed on the screen. You would have provided this phone number on the registration form



verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Call my office phone

In order to protect your account, we need you to enter your complete office phone number (XXXX XXXXXXXX31) below. Omit the extension. You will then receive a call. Please answer it to continue.

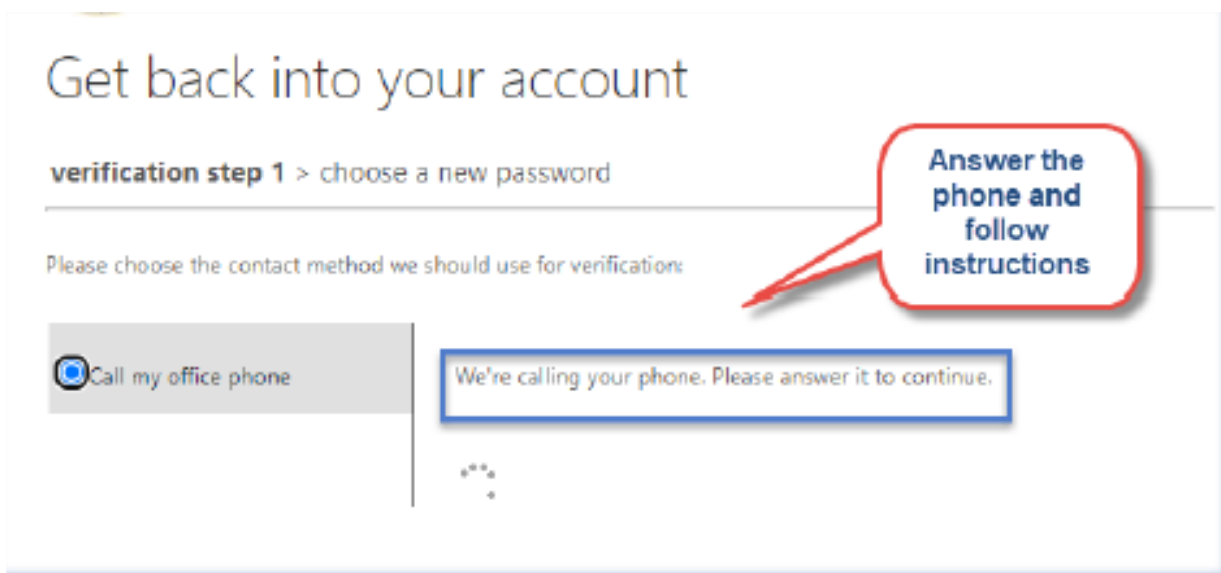
123456783 |

Call

Enter the phone number matching the last two digits displayed.

Once you enter the phone number click Call

Step 5: Answer the call and press “#” to complete the verification process.



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Call my office phone

We're calling your phone. Please answer it to continue.

Answer the phone and follow instructions

Step 6: Create a new password and click **“Finish”**. Password should be at least eight characters long with one capital, one numeric, and one special character.

County of Los Angeles

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

Create new password and click Finish

County of Los Angeles

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish Cancel

Click Finish

Step 7: Sign in to your account with the new password created in the previous step.

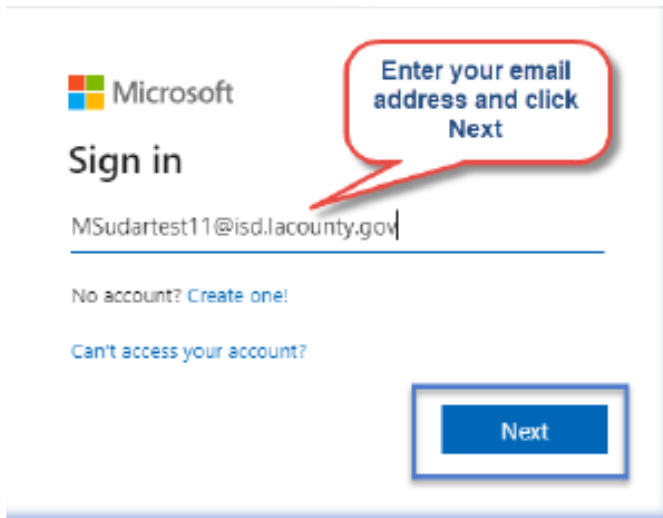
County of Los Angeles

Get back into your account

✓ Your password has been reset

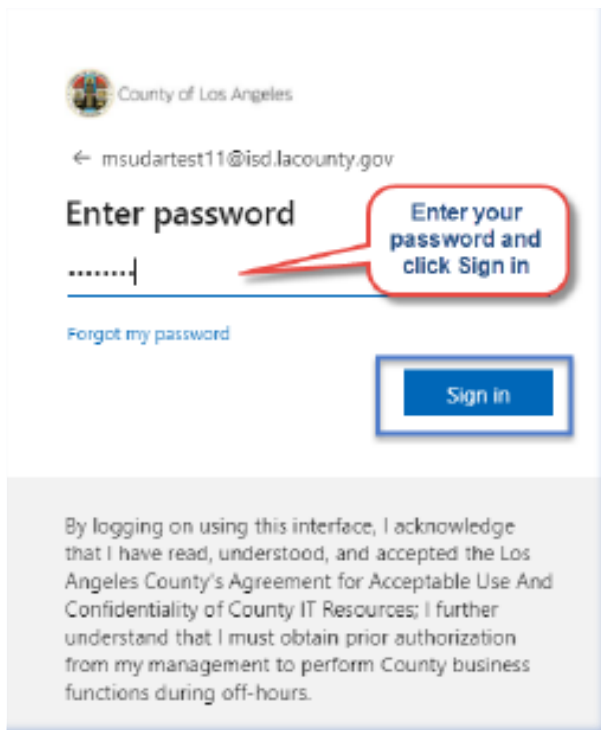
To sign in with your new password, [click here.](#)

Step 8: Type in your email address and click “Next”.



The image shows a Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "MSudartest11@isd.lacounty.gov". Below the input field are two links: "No account? Create one!" and "Can't access your account?". A blue "Next" button is located at the bottom right. A red callout bubble with a pointer to the input field contains the text "Enter your email address and click Next".

Step 9: Enter your password and click “Sign in”.



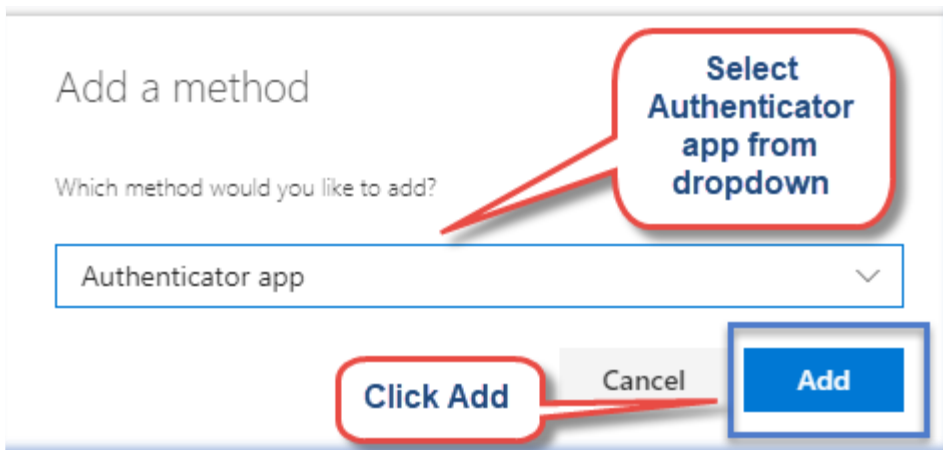
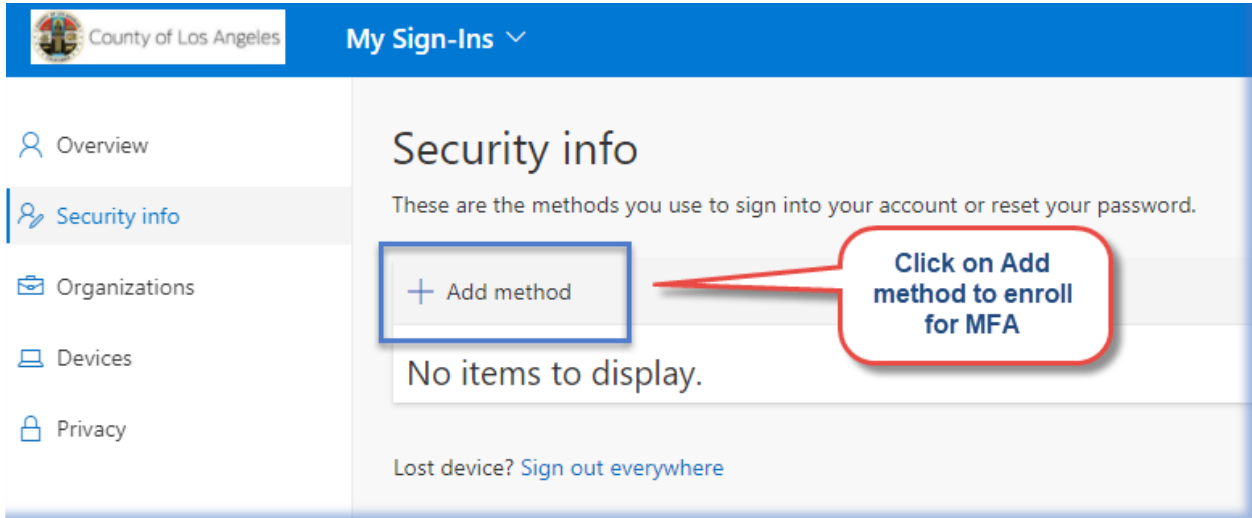
The image shows a password entry screen for the County of Los Angeles. At the top left is the County of Los Angeles logo. Below it, the text "County of Los Angeles" is displayed. Below that is a back arrow and the email address "msudartest11@isd.lacounty.gov". The main heading is "Enter password". A text input field contains a password represented by dots. Below the input field is a link: "Forgot my password". A blue "Sign in" button is located at the bottom right. A red callout bubble with a pointer to the input field contains the text "Enter your password and click Sign in". At the bottom of the page, there is a grey box containing a disclaimer: "By logging on using this interface, I acknowledge that I have read, understood, and accepted the Los Angeles County's Agreement for Acceptable Use And Confidentiality of County IT Resources; I further understand that I must obtain prior authorization from my management to perform County business functions during off-hours."

Multi-Factor Authentication Enrollment Steps

Enrollment Methods include Authenticator App, Phone, Alternate Phone, and Email. We recommend having at least two methods of MFA enrollment.

Authenticator App Method:

To enroll in MFA using the **Authenticator App** installed on the phone.



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](#)

Click
Next

Cancel

Next

Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Click
Next

Back

Next

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



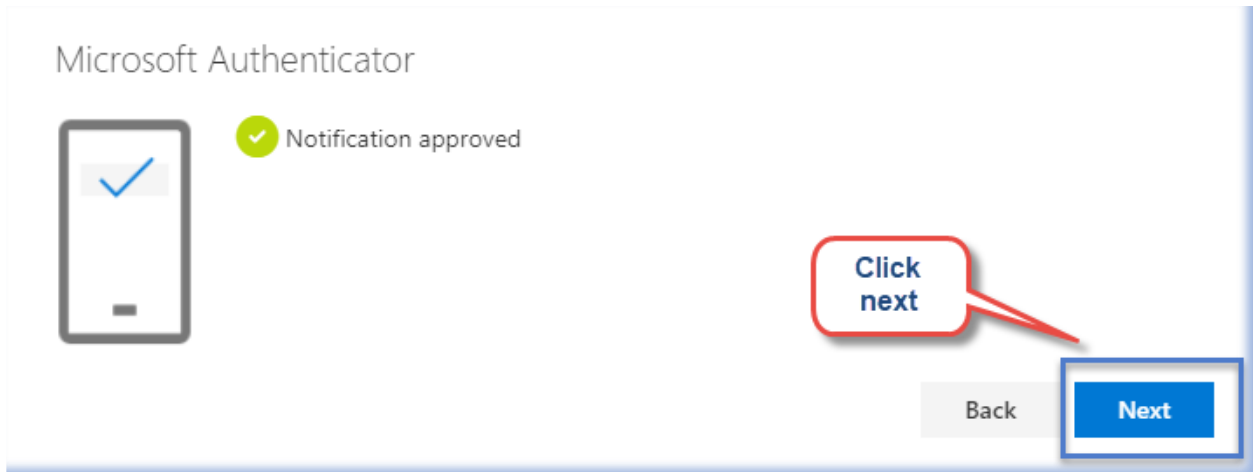
[Can't scan image?](#)

Once you scan the QR code, Follow the instructions on the phone and approve the sign-in

Click
Next

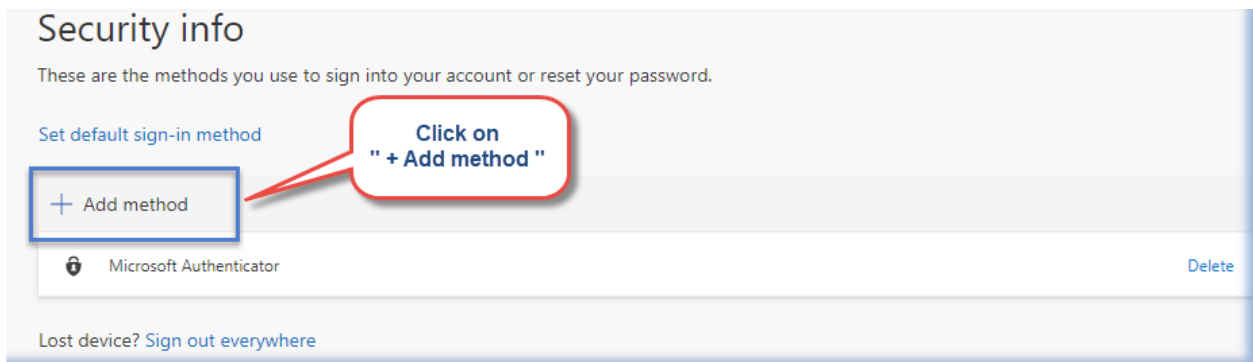
Back

Next

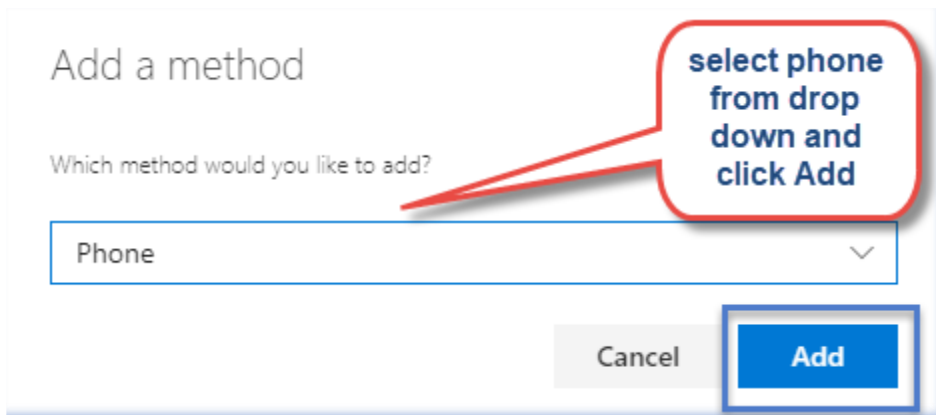


Phone call or Text message Method:

Click on **"Add method"** to set up another sign-in method.



Select **"Phone"** from the drop-down. You can select **"Call"** or **"Text Message"** which will send you an authentication code.



Phone

You can prove who you are by answering a call on your phone or
texting a code to your phone.

What phone number would you like to use?

United States (+1) 1234567831

Text me a code
 Call me

Message and data rates may apply. Choosing Next means that you
agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel Next

Enter the **“six-digit”** code sent to your phone.

Phone

We just sent a 6 digit code to +1 [redacted]:31. Enter the code below.

Enter code

[Resend code](#)

Back Next

Phone

We just sent a 6 digit code to +1 [REDACTED] 31. Enter the code below.

191095|

[Resend code](#)

**Once you enter
the code click
Next**

Back

Next

Phone

✓ SMS verified. Your phone was registered successfully.

Done

Please use the below link to add additional authentication methods such as security questions, a phone call, or Email.

<https://aka.ms/mysecurityinfo>