

# Accounts

Logging in to Microsoft 365, Changing Password, Configuring MFA

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- [Logging in with Microsoft 365](#)
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# What is my Username and Password?

Your network account at Bryn Athyn College is synced across multiple systems. This document explains what your credentials are and how to format them when logging in with different systems.

## Username

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- Most people's usernames will have the following structure:

<firstname>.<lastname> (e.g. john.smith)

- Some faculty and staff who have had accounts since 2022 or earlier have legacy usernames:

<firstinitial><lastname> (e.g. jsmith)

If your name is too long to fit within the 20-character limit, it may be shortened. Refer to the account creation email sent to you by the Helpdesk.

## Password

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Your Bryn Athyn College network account's password is synced from your Microsoft 365 account to all other systems (e.g. CollegeWiFi, Public PCs, etc). To change your Microsoft 365 account password, see [Resetting your Password](#).

## Email

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- All emails have the following structure:

<username>@<domain> (e.g. john.smith@brynathyn.edu)

- All students use the @brynathyn.edu email domain.

- Some Faculty & Staff may have another email domain, such as @anc-  
gc.org, @newchurch.org

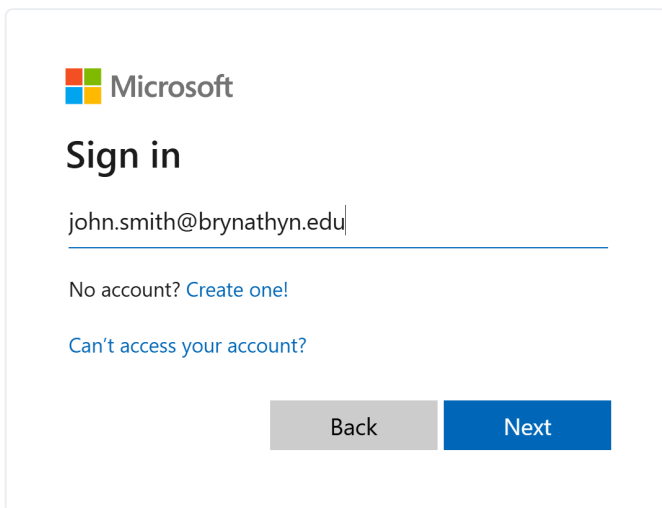
- Additionally, some Faculty & Staff may have an [email alias](#).

## When to Use Email vs Username

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### Email

Use your email to log in to Microsoft 365 products such as Outlook, Microsoft Authenticator, or when authenticating with Moodle.

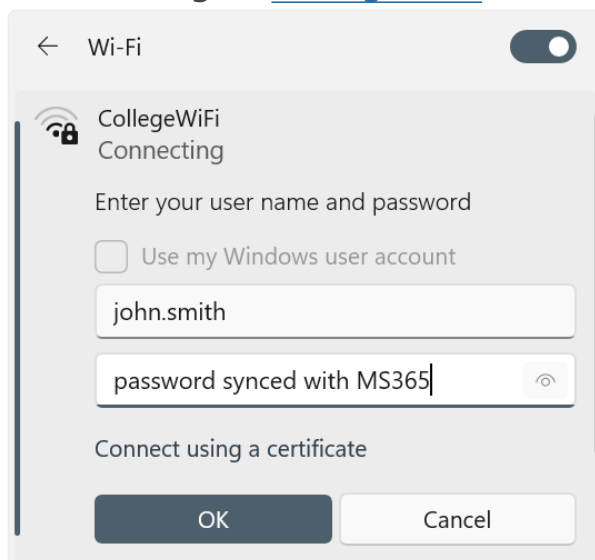


The image shows a Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "john.smith@brynathyn.edu". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom, there are two buttons: a grey "Back" button and a blue "Next" button.

## Username

Use just your username when:

- Connecting to [CollegeWiFi](#)



The image shows a Windows Wi-Fi connection dialog box. The title bar says "Wi-Fi" with a toggle switch turned on. The main content area shows "CollegeWiFi" with a Wi-Fi icon and a lock icon, and the status "Connecting". Below this, it says "Enter your user name and password". There is a checkbox labeled "Use my Windows user account" which is unchecked. Below the checkbox are two text input fields: the first contains "john.smith" and the second contains "password synced with MS365". At the bottom, there is a section titled "Connect using a certificate" and two buttons: "OK" and "Cancel".

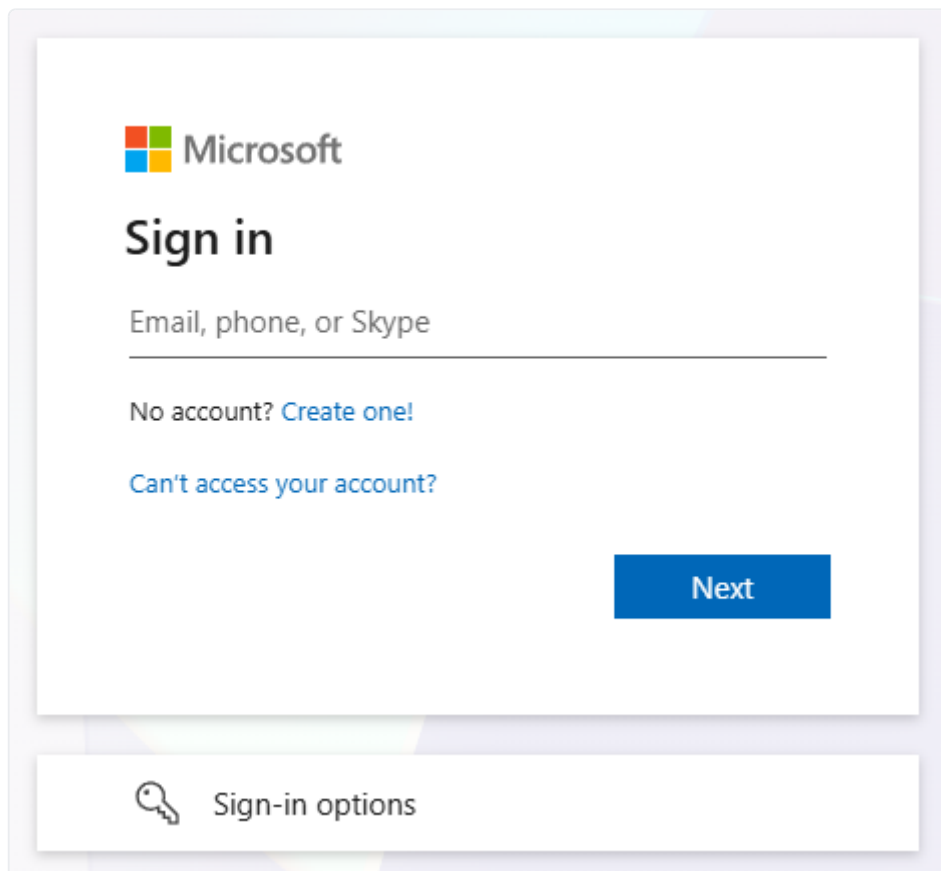
- Signing into college-owned Windows devices
  - Work laptops
  - Library public PCs
  - Library / Doering Center design lab computers



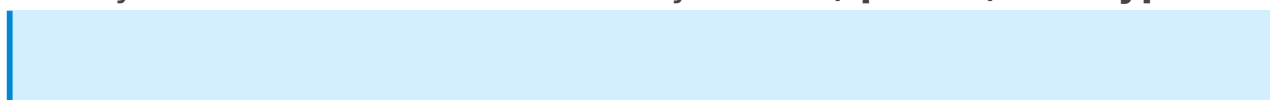
# Logging in with Microsoft 365

Your Microsoft 365 account is used to log in to various services provided by the college. This includes the Microsoft 365 suite of apps (Word, PowerPoint, Excel, Outlook, Teams, etc.), as well as other places like Moodle. All of these will ask you to sign in occasionally. If you come across a sign in window and encounter any errors or other difficulties, follow the instructions below:

1. Ensure that you're in the correct place.
  - The proper window should look like this:



2. Enter your email address where it says **Email, phone, or Skype.**

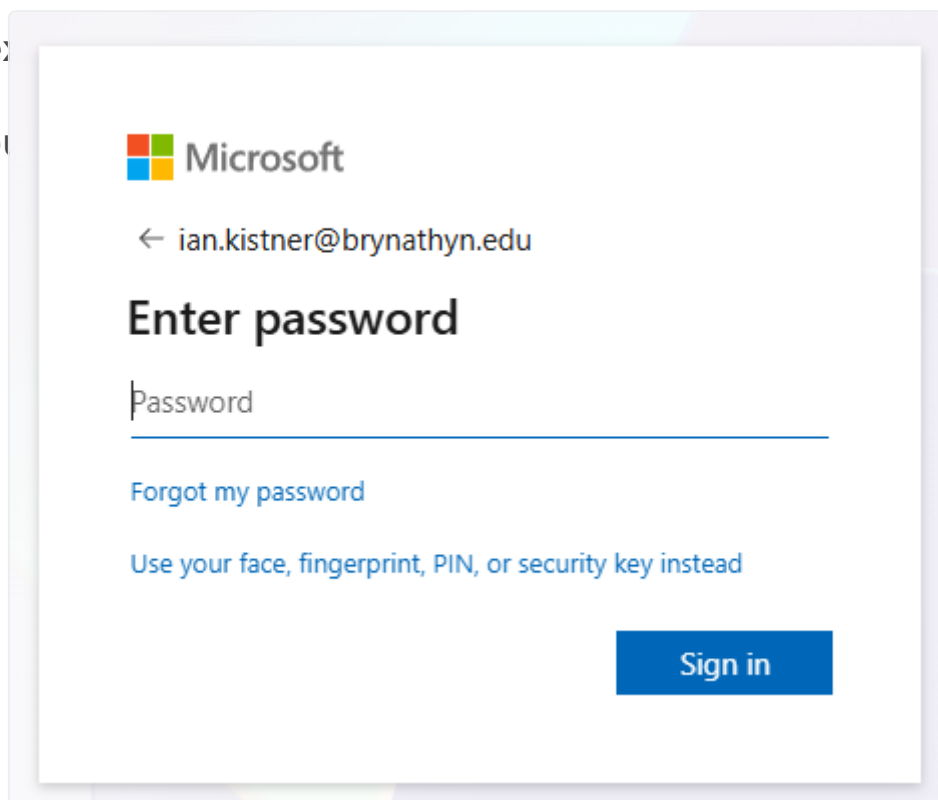


For more information about what to enter, see [What is my Username and Password?](#)

3. Click **Next**.

4. Enter your

and that



The screenshot shows a Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is the email address 'ian.kistner@brynathyn.edu' with a back arrow. The main heading is 'Enter password'. Below this is a password input field with the placeholder text 'Password'. Underneath the input field are two links: 'Forgot my password' and 'Use your face, fingerprint, PIN, or security key instead'. At the bottom right is a blue 'Sign in' button.

appears.

5. Click **Sign In**.

6. You may receive a prompt to **Approve sign in request**. Follow the provided instructions to complete your sign in.

Congratulations, you've signed in with Microsoft 365!

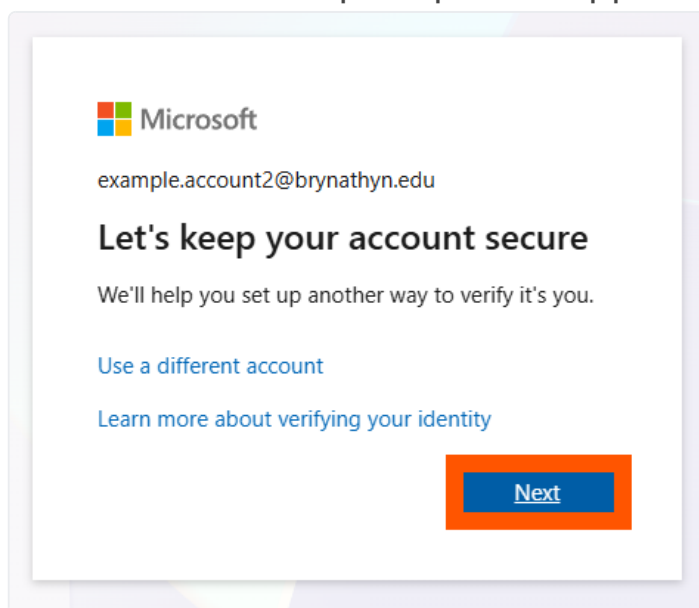
# Setting up your Microsoft Account

The first time you log in to your College Microsoft account, you will have to go through a few additional setup steps. This page will walk you through the process of getting your account ready to use.

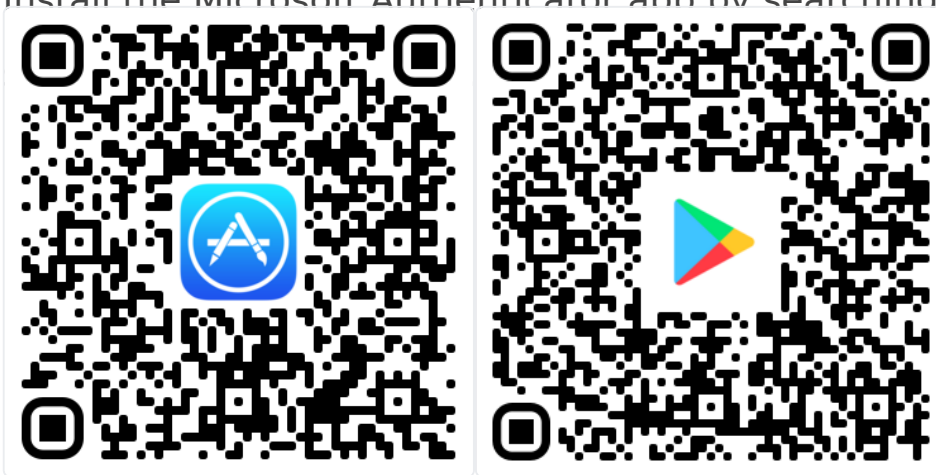
1. Go to [login.microsoftonline.com](https://login.microsoftonline.com).
2. Enter your email and password, as received in your New Account email.

This process is explained slightly more in-depth in [Logging in with Microsoft 365](#), just disregard step 6 in that page for now.

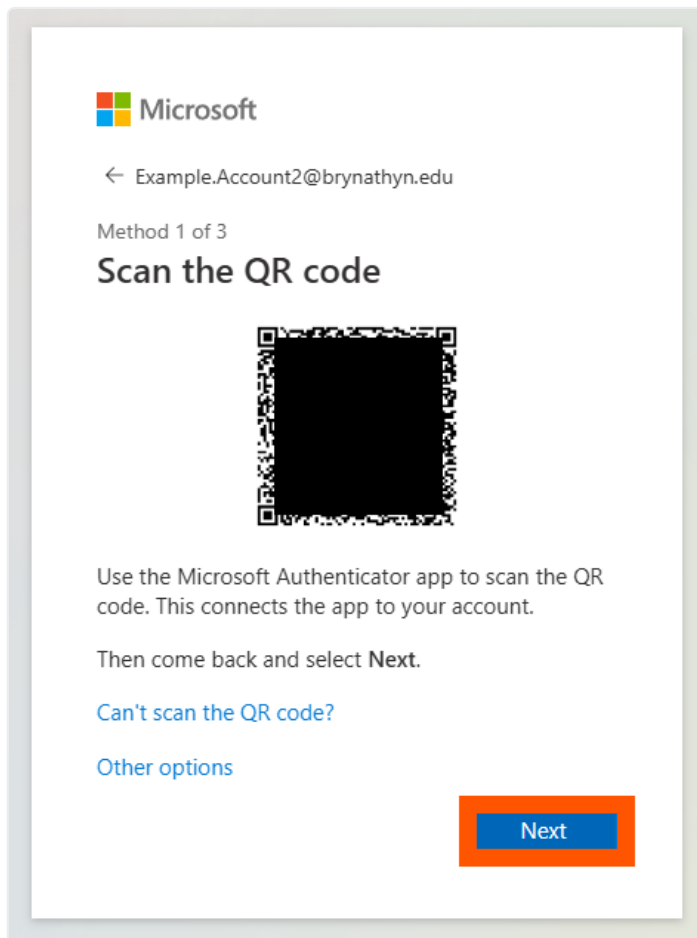
3. Click **Next** on the prompt that appears.



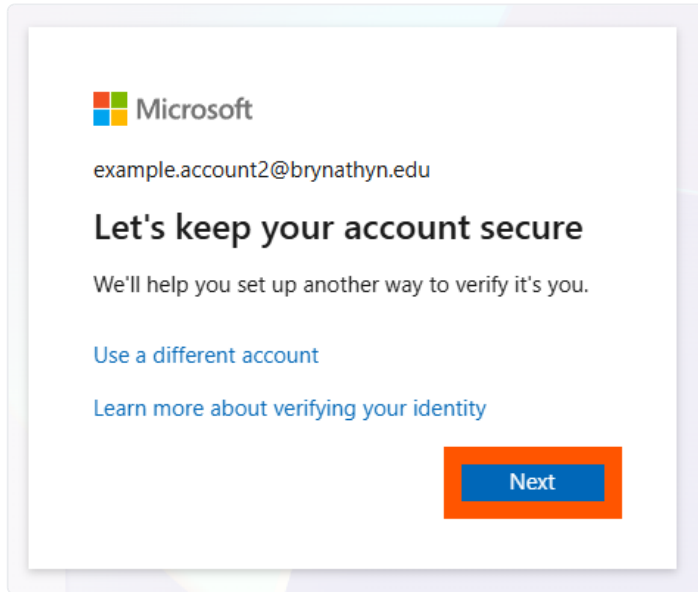
4. Install the Microsoft Authenticator app by searching the mobile app



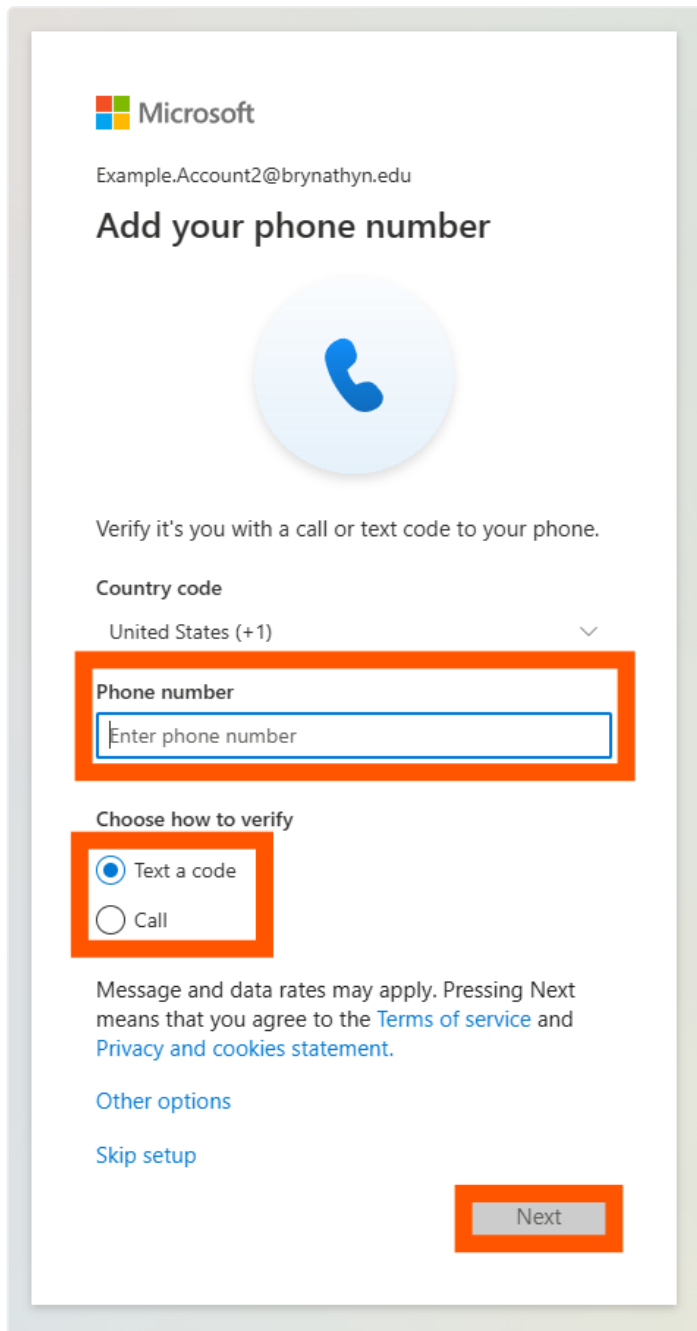
5. Follow the instructions provided on your computer, which will guide you through adding your account in the Authenticator mobile app.
6. Once you have scanned a QR code to add your account, click **Next**.



7. Begin setting up a second method of verification by clicking **Next**.



8. Enter your **phone number** and change the **Country code** if necessary. You can choose either call or text to receive a verification code. Click **Next**.




The screenshot shows a Microsoft account verification screen. At the top left is the Microsoft logo. Below it, the email address "Example.Account2@brynathyn.edu" is displayed. The main heading is "Add your phone number", accompanied by a blue telephone handset icon inside a light blue circle. Below the icon, the text reads "Verify it's you with a call or text code to your phone." The "Country code" section shows "United States (+1)" with a dropdown arrow. A text input field for the "Phone number" is highlighted with an orange border and contains the placeholder text "Enter phone number". Underneath, the "Choose how to verify" section has two radio button options: "Text a code" (which is selected and highlighted with an orange border) and "Call". A disclaimer states: "Message and data rates may apply. Pressing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#)." At the bottom left, there are links for "Other options" and "Skip setup". At the bottom right, a "Next" button is highlighted with an orange border.

Microsoft

Example.Account2@brynathyn.edu

## Add your phone number



Verify it's you with a call or text code to your phone.

Country code

United States (+1) ▾

Phone number

Enter phone number

Choose how to verify

Text a code

Call

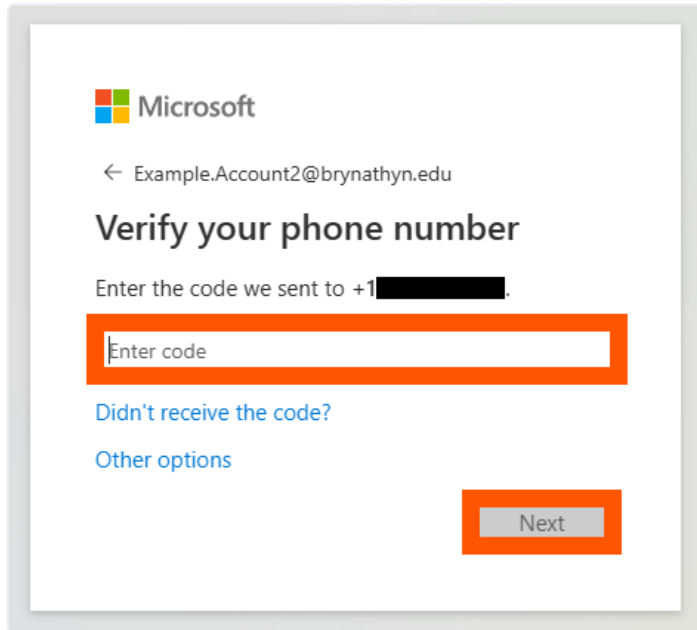
Message and data rates may apply. Pressing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

[Other options](#)

[Skip setup](#)

Next

9. Enter the code you received, then click **Next**.



The screenshot shows a Microsoft account verification screen. At the top left is the Microsoft logo. Below it is a back arrow and the email address 'Example.Account2@brynathyn.edu'. The main heading is 'Verify your phone number'. Below this, it says 'Enter the code we sent to +1 [redacted]'. There is a text input field with the placeholder 'Enter code'. Below the input field are two links: 'Didn't receive the code?' and 'Other options'. At the bottom right is a 'Next' button.

10. Click **Done**, then click **Done**.

You're done setting up Multi-Factor Authentication for your account, but there are a couple more things to do. Refer to the instructions below to finish the last steps of the process.

1. Change your password from the temporary one to one of your choice. Follow the instructions in the page [Resetting your Password](#).

**This is absolutely required**, as Helpdesk technicians will continue to have access to the temporary password you were sent.

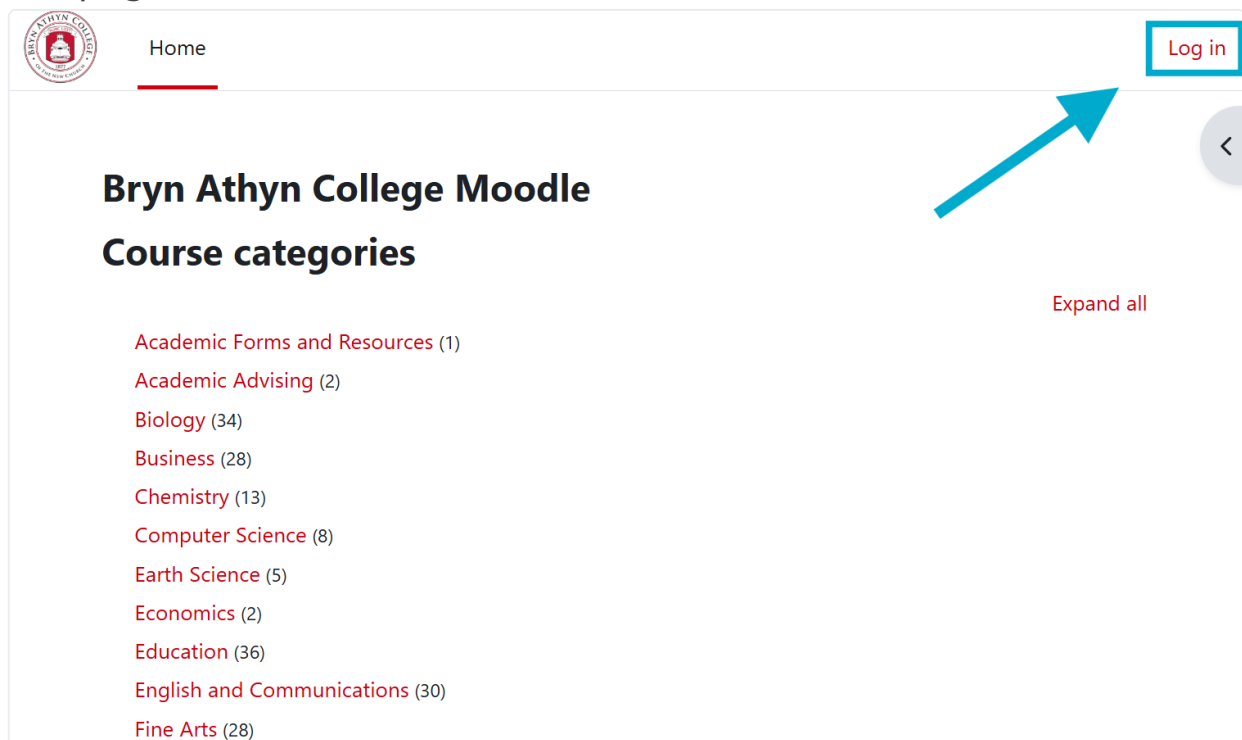
2. Install the suite of Microsoft 365 desktop applications. Follow the instructions in the page [Installing Microsoft 365](#).

# Setting up your Moodle Account

This page covers first time setup for your Moodle account.


## Log in

1. Navigate to <https://moodle.brynathyn.edu>. This is the homepage for BAC's Moodle site, which is what you should see when you first enter the page.



2. Click **Log In**.

3. Click **Microsoft Office 365**.



**BRYN ATHYN  
COLLEGE**

  
  
**Log in**  
[Lost password?](#)

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**Log in using your account on:**

DO NOT enter a username or password in the above window. It will not work.



4. Follow the instructions in [Logging in to Microsoft 365](#) to sign in with your Microsoft account using Single Sign On.

## Enter your Information


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For first time logins, you will be prompted to fill in some information.

Preferences / Edit profile


 **Ian Kistner**  Message


**Ian Kistner** Expand all


 **General**


First name		<input type="text" value="Ian"/>
Last name		<input type="text" value="Kistner"/>
Email address		<input type="text" value="Ian.Kistner@brynathyn.edu"/>

1. Enter your first name, last name, and email address.
  - There are more information fields, but the only three required are marked with a red exclamation mark.
2. Scroll to the bottom of the page and select **Update Profile** to confirm the changes.

 **Additional names**

 **Interests**

 **Optional**

 **Other fields**

# Setting up Microsoft Authenticator




1. Head to <https://mysignins.microsoft.com/security-info> and sign in using your Bryn Athyn College Microsoft 365 account.
2. Select **Add sign-in method**.

## Security info

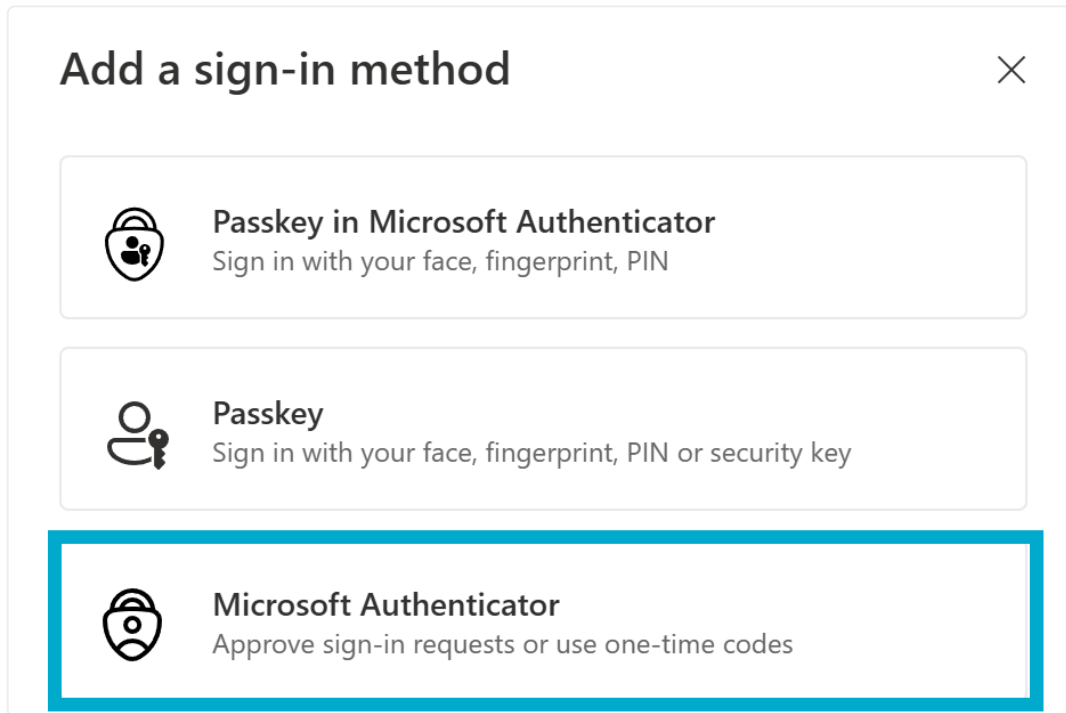
These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.  
Sign-in method when most advisable is unavailable: Microsoft Authenticator - notification [Change](#)

[+ Add sign-in method](#)

 Phone	<input type="text"/>	<a href="#">Change</a>	<a href="#">Delete</a>
 Password	Last updated: <input type="text"/>	<a href="#">Change</a>	
 App password	BrynAthynEdu		<a href="#">Delete</a>

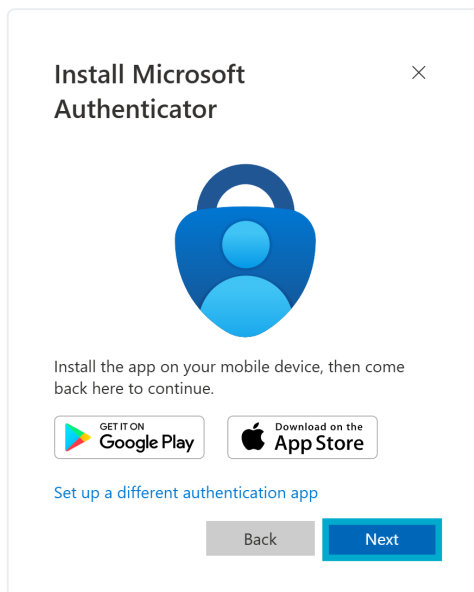
3. Select **Microsoft Authenticator**.



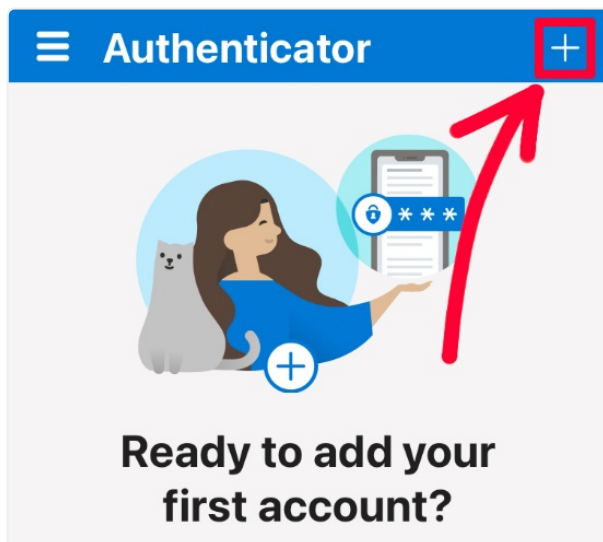
4. Download the Microsoft Authenticator app on your phone. It is available via the Apple App Store or the Google Play Store. Scan the QR code with your phone to get to the app store listing for your device.



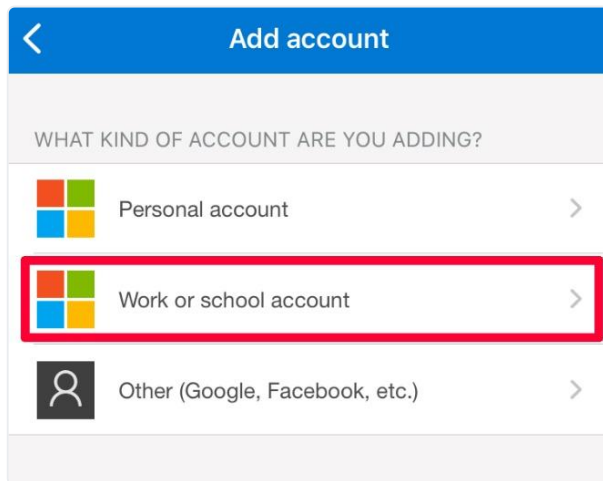
5. Back on the Microsoft 365 account page, select **Next** on the prompt for the Microsoft Authenticator app.



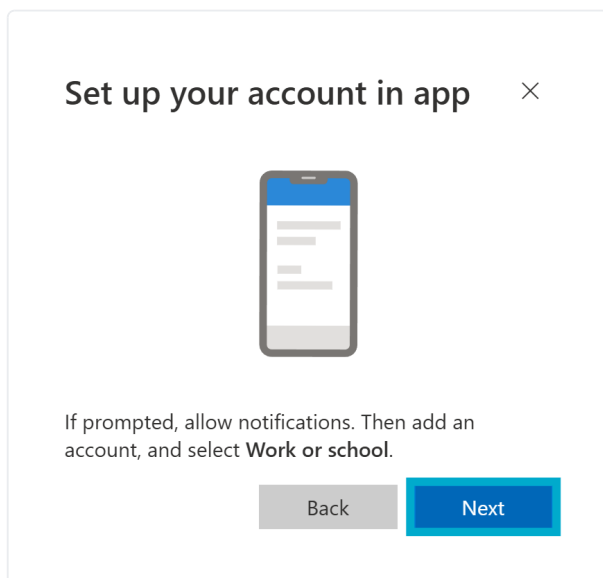
6. Remain on the **Set up your account** page while you set up the Microsoft Authenticator app on your phone.
7. Open the Microsoft Authenticator app. If prompted, select to allow notifications. Click the + in the top right.



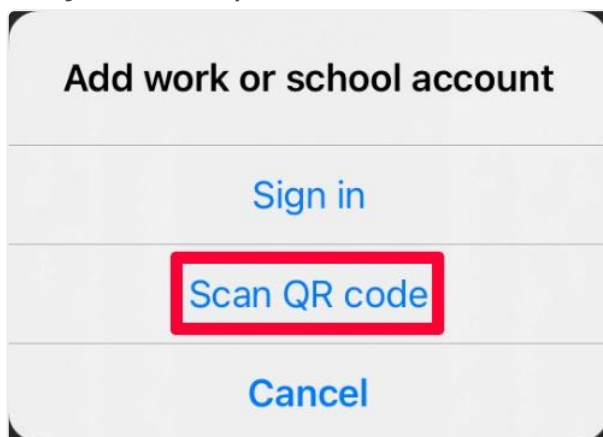
8. Select **Work or school account**.

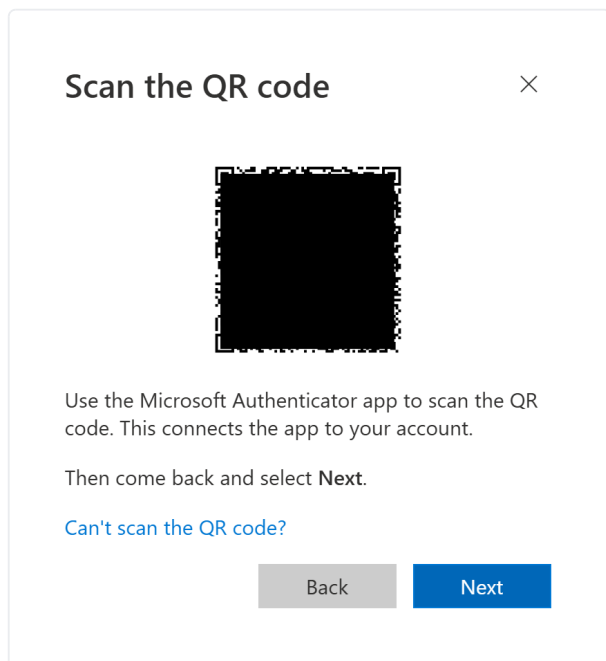


9. Go back to your browser page where you are signed into your account and select **Next** on the current prompt.



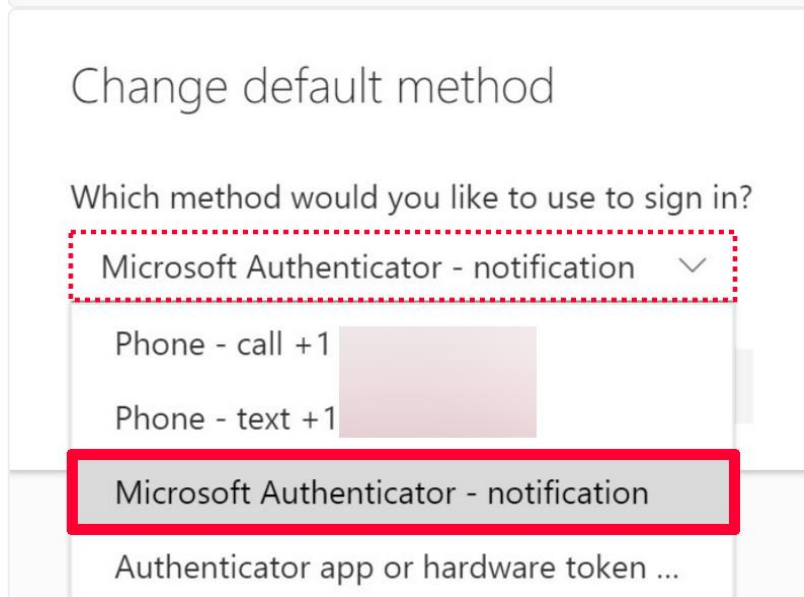
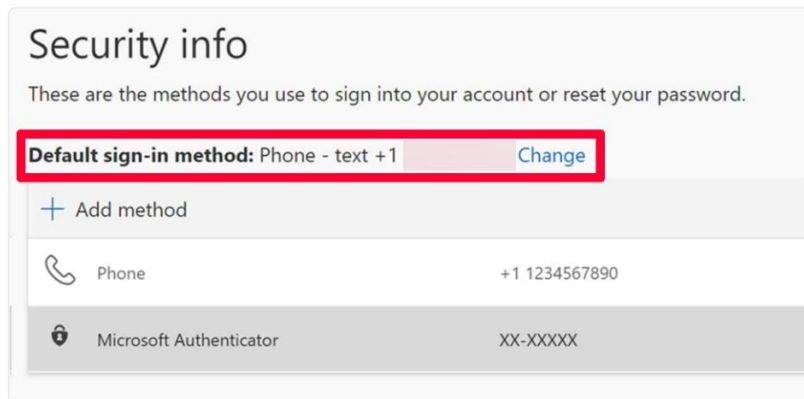
10. In Microsoft Authenticator, select **Scan QR code**, then scan the code on your computer.





1. Your account should now be added to your authenticator app. To make sure everything is working, select Next in the panel with the QR code. This will send out a test MFA notification to confirm you are able to approve alerts for your account. After approving the MFA prompt select Next again to complete the process.

- L2. Set the Authenticator app as your default sign-in method. To do this, select the blue **change** option next to your current Default sign-in method near the top of the screen. From the drop-down list select Microsoft Authenticator - Notification, and then select confirm.





# Troubleshooting Microsoft Authenticator

# Resetting your Password

The instructions below will reset the password for your Bryn Athyn College Microsoft 365 account. This also syncs to other campus systems such as CollegeWiFi, Public PCs, OCLC etc.

## Instructions

1. From the [Microsoft 365 sign-in page](#), select **Can't access your account? > Work or school account.**

 <b>Sign in</b> Email, phone, or Skype _____ No account? <a href="#">Create one!</a> <b>Can't access your account?</b>  <b>Next</b>	 <b>Which type of account do you need help with?</b>  <b>Work or school account</b> Created by your IT department  <b>Personal account</b> Created by you  <b>Back</b>
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2. Enter your Bryn Athyn College Microsoft 365 email address and then enter the characters in the generated image.


## 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



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

3. Select **I forgot my password** then **Next**.

## Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

4. Select the first contact method you will use for verification, then the action button under the explanation on the left (Email, text, send notification, etc).

## Get back into your account

**verification step 1** > verification step 2 > choose a new password

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Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

You will receive an email containing a verification code at your alternate email address (jo\*\*\*\*\*@gmail.com).

[Email](#)

[Cancel](#)

5. Enter the verification code received at the selected contact method and click **Next**.

6. Select the second contact method you prefer, then the action button.

## Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

---

Please choose the second contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*21) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

7. Enter the second verification code and click **Next**.

8. Enter your new password and click **Finish**.

## Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

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\* Enter new password:

\* Confirm new password:

Finish Cancel

- a. Our password policy requires that you choose a password that's at least 8 characters long, includes uppercase and lowercase characters, a number, and a special character.
  - b. We suggest the use of a password management program to keep track of unique and secure passwords.
  - c. You can generate easy-to-type passphrases for free with the [Bitwarden Passphrase Generator](#) or test the strength of your own passwords with the [Bitwarden Password Tester](#).
9. You should see a **congratulations** screen once your password has met the requirements and is changed.

You should now be able to access your account with the new password. Note that it can take up to 15 minutes for the change to sync across all systems (e.g. CollegeWiFi)

If you receive a confirmation email from [msonlineservicesteam@microsoftonline.com](mailto:msonlineservicesteam@microsoftonline.com) and you did **not** initiate a password reset, contact the helpdesk immediately.

# Logging in to Public Computers