

MFA Enrollment on New Device

1. Users required to MFA will be prompted to Set Authenticator App Device when logging in.

Set Authenticator App Device

Step 1 - DOWNLOAD AN AUTHENTICATOR APPLICATION
Install an Authenticator application on your device. Search for "authenticator" in your App Store.

Step 2 - SCAN OR ENTER THE QR CODE
Open the Authenticator application and scan the QR Code. If you cannot scan the code, you can also enter it manually with the code provided below. This code will expire in 01 minutes.



Enter Code Manually:

Step 3 - ENTER THE AUTHENTICATION CODE
Enter the 6-digit code displayed by your authenticator application and then click Save.

* Code:

Asterisk (*) denotes a required field

2. Download or use an existing Authenticator App by adding to the app.
 - Examples include Google Authenticator, Microsoft Authenticator, Authy, or any other OTP-compliant App a smart phone.
 - Authenticator Apps are available for Windows and Apple workstations if the user does not wish to use a smartphone.
3. Scan or manually enter the QR code into the Authenticator App → The app will add the Skyward entry to the list and will display the Code. → Enter the Authentication Code produced by the Authenticator App → If enabled, the Trust This Device checkbox can be checked, and the user will not be required to enter the MFA code based on the Days to Expiration defined by the district in the Authentication Options → Select Sign In to authenticate.



ESDemo School District (TN)
COMB (Sandbox) - ESDEMO 1

Enter the Code from your Authenticator App.

Security Code:

Trust This Device

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Log in after initial login with MFA

1. Browse to the Skyward Login screen, sign in using the LDAP/Skyward username and password → Enter the Code from the Authenticator App.



ESDemo School District (TN)
COMB (Sandbox) - ESDEMO 1

Enter the Code from your Authenticator App.

Security Code:

Trust This Device

Sign In

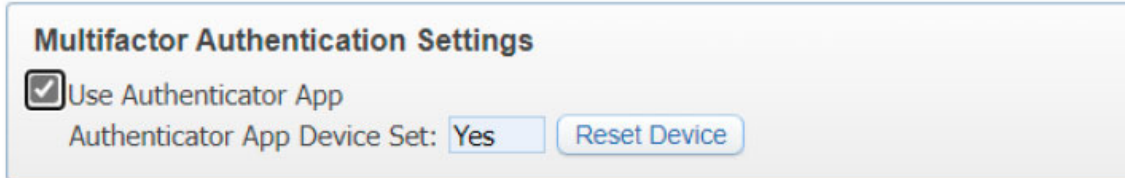
Sign in with Skyward Options

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Reset Authentication App Device

An end user may find reason to reset the current device or may have gotten a new device.

1. When end user is logged into Skyward, navigate to Account (upper right toolbar) → Click Reset Device. This will reset the current device.

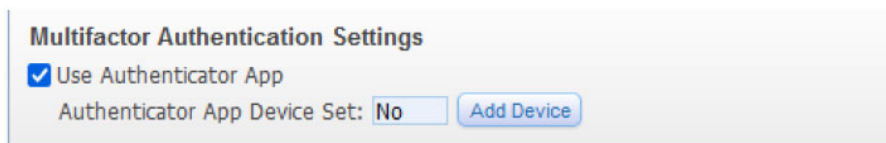


Multifactor Authentication Settings

Use Authenticator App

Authenticator App Device Set:

2. Click Add Device to launch the Set Authenticator App Device screen and add a new device; else next time the user authenticates they will get a Set Authenticator App Device screen.



Multifactor Authentication Settings

Use Authenticator App

Authenticator App Device Set:



Set Authenticator App Device

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Install an Authenticator application on your device. Search for "authenticator" in your App Store.

Step 2 - SCAN OR ENTER THE QR CODE
Open the Authenticator application and scan the QR Code. If you cannot scan the code, you can also enter it manually with the code provided below. This code will expire in 10 minutes.



Enter Code Manually:

Step 3 - ENTER THE AUTHENTICATION CODE
Enter the 6-digit code displayed by your authenticator application and then click Save.

* Code:

Asterisk (*) denotes a required field