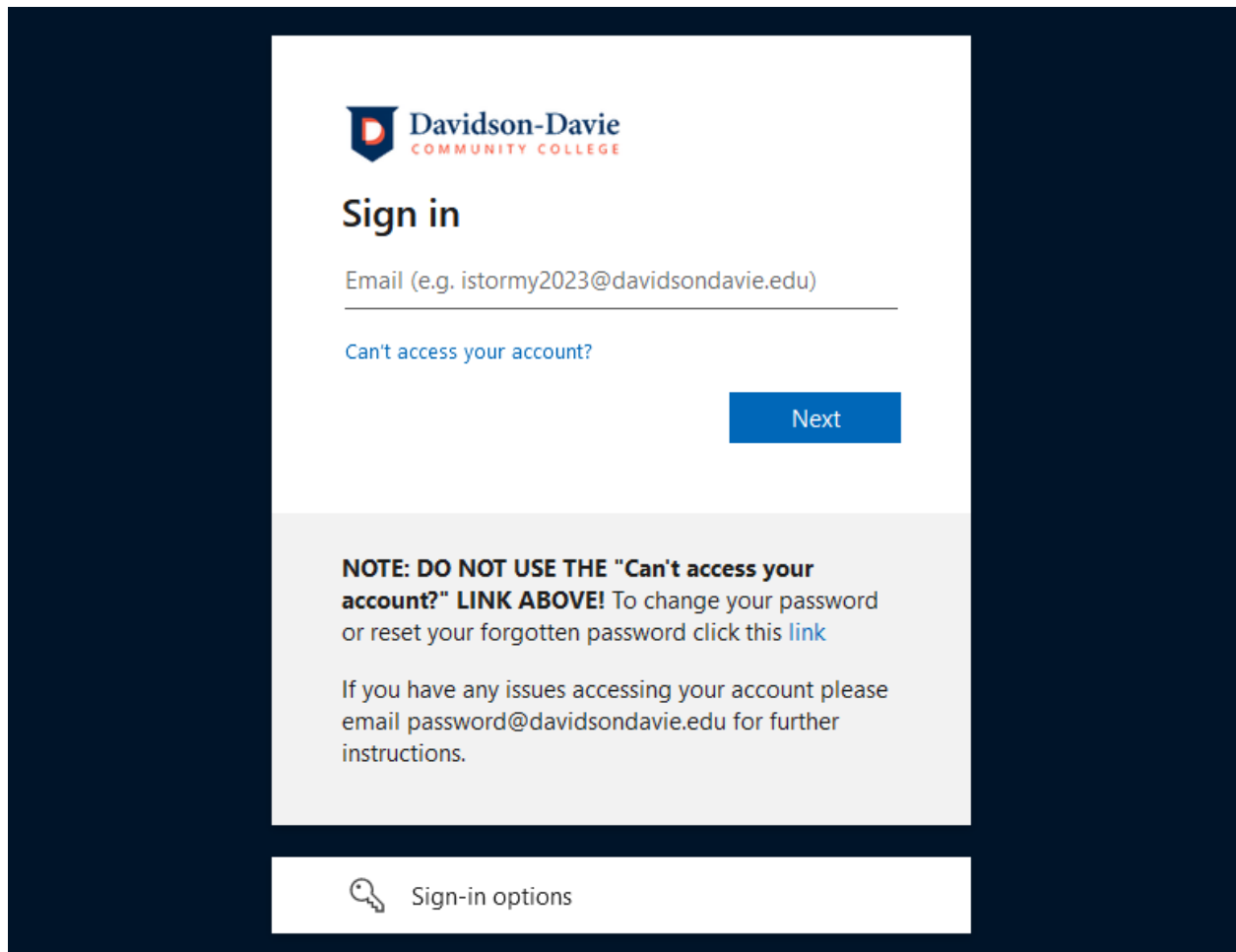



Stormtrac Login Setup

Davidson-Davie Community College enforced multi factor authentication (MFA) for all Stormtrac resources on June 8, 2023. You must use the [Microsoft Authenticator App](#) or a phone number to register. **Phone is the simplest method to use**, see “Steps to Start Using Multi Factor Authentication” below.

The screen you will see when logging into Moodle, Starfish, Student Planning and other resources.



 Davidson-Davie
COMMUNITY COLLEGE

Sign in


Email (e.g. istormy2023@davidsondavie.edu)

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

[Next](#)

NOTE: DO NOT USE THE "Can't access your account?" LINK ABOVE! To change your password or reset your forgotten password click this [link](#)

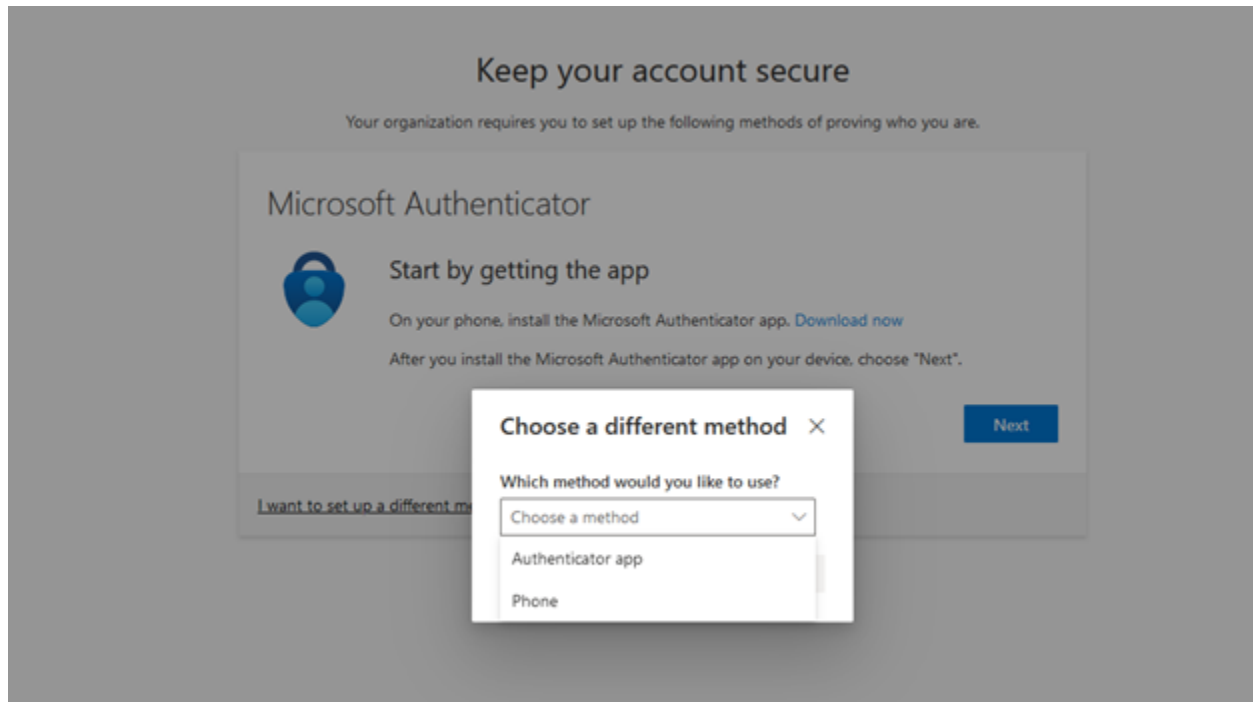
If you have any issues accessing your account please email password@davidsondavie.edu for further instructions.

 [Sign-in options](#)

You must enter your entire Stormtrac formatted email address so rather than stester2004 you must enter [stester2004@davidsondavie.edu](#). If you have not set up MFA you will be prompted the first time you login.

Steps to Start Using Multi Factor Authentication

When you login for the first time you will be prompted to provide more information. You will then see a window asking you to set up your MFA.



If you do not want to use the Microsoft Authenticator App you can select “I want to set up a different method”. Microsoft **only** recognizes the App and phone (text, SMS, or call) as valid MFA methods.

If you chose to use the Microsoft Authenticator App **DO NOT LOG INTO THE APP.** From an Android or iPhone do the following:

1. Open the app and select the plus sign in the upper right corner
2. Select work or school account
3. Scan a QR code
4. Follow the prompts in the browser and complete the steps in the app by scanning the QR code.

See the Frequently Asked Questions (FAQ) below for additional information about signing up and reported issues. It is best to have two methods configured in the event one method is not working you have the option to select another method.

Once you have configured a Sign-In method you will be prompted for multi factor authentication (MFA). You will not be prompted every time but if you use a new computer, or login from a location you normally do not, or change your password you will most likely be prompted for MFA.

FAQ

1. What method of MFA is required?

Microsoft only recognizes the Microsoft Authenticator App and phone communication, text or call (to a direct dial number not extension) as true MFA. When you first set up your account you have to use the Microsoft Authenticator App on your smartphone or enter a phone number to which you can receive a call.

2. Why do I have to enroll in MFA?

First, MFA is an industry standard and provides additional security for your account. Second, Federal Trade Commission (FTC) Safeguard rules require any institution receiving financial aid to enforce MFA for all users and systems. Lastly, cyber liability insurance has steadily increased over the past several years and MFA is now a requirement to obtain coverage.

3. What else does signing up for MFA mean?

Once signed up for MFA you can reset your password from the login page using the "Can't access your account?" link. You will be prompted to select a MFA method then once approved you will be taken to a page to reset your password. You will only have to change your password once a year.

4. Is MFA free to me?

Davidson-Davie Community College pays for the Microsoft licenses that allow us to use MFA. Authenticator apps are free to use and can be used with just a wireless connection. You may receive warnings that calls to your phone or text messages may incur costs, but Davidson-Davie IT is unaware of any charges ever being incurred for these services. Davidson-Davie IT have been using MFA for systems for several years.

5. I heard MFA is not secure, why?

Malicious actors will find ways to take advantage of any system used to protect digital assets. The most common issue with MFA is MFA fatigue, whereby a user receives continuous texts or notifications to allow access to their account and tires of the alerts so they simply click to accept allowing malicious actors access

to their account. If you receive repeated MFA requests by any Davidson-Davie Community College system you should report it to itsupport@davidsondavie.edu or 336.249.8186 x 6232.

6. How do I register another method of MFA?

You can visit your [Microsoft Security Center](#) and select add sign in method and choose from the supported methods below. Follow the steps to add additional methods.

Multi Factor Authentication Methods

You must use one of these to get started, these are the only methods supported by Davidson-Davie Information Technology Staff.

- **Authenticator** - Most users will be familiar with this and there are a number of authenticator apps to choose from but you **MUST** use the Microsoft authenticator if you choose this option, you cannot use the Google Authenticator App, DUO or any other authenticator app. It can be found in the Google App or Apple Store. This method does not require a data plan, only an Internet connection. You have to scan a QR code to set this up using your phone's camera and the app.
- **Phone** - If this is the method you select you must use a direct dial number, mobile or landline, no extensions. If you use a land line you will only be able to MFA at that location.
- **Alternate Phone** - This is only available if you already have a phone number registered.
- **Office Phone** - This option allows you to add a phone number and include an extension.
- **Email** - You may register a personal email address to receive a code for MFA. You will need to have access to the email account at the time you log in to receive the one time code. Since it is a one time code, if you use this method, you will need a new code each time you log in.