# Setting Up Your MyKnox Account

#### Overview

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The following document outlines the process for setting up MyKnox Account. If any problems arise, please contact the Personal Support Center (Helpdesk) at (309)-341-7700.

## Steps

- 1. Navigate to: <u>https://www.knox.edu/myknox</u>
- 2. Click the login button and enter your credentials found within the Pre-Arrival Tracker. (If you are already logged in, please log out and then log back in).



3. Enter your full Knox email address and click "next." (Located in the Pre-Arrival Tracker.)



4. Enter your temporary password and click "sign in." (Located in the Pre-Arrival Tracker.)



5. You will be asked to create a new password. The "current password" is the one found within Pre-Arrival Tracker that was just used.

#### a. Password Requirements must:

- i. Be at least 12 characters long
- ii. Have a Number
- iii. Have a Special Character (i.e. !@#\$%^& etc)
- iv. At least one capital & lowercase letter
- v. You cannot use a password that you have used before.
- b. Once completed, select the "sign-in" button.
  - i. Please note that you will also use this new password when logging in to any computers on Knox's campus.



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6. The following screen will populate asking for more information. Click "Next" to continue.



- 7. To secure your MyKnox account, Multi-Factor Authentication (MFA) must be set up with the Microsoft Authenticator Application.
  - a. You will be asked to download the Microsoft Authenticator Application to your cell phone.
    - i. The application can be found by searching within the App Store/Play Store.
    - ii. Clicking the "Download Now" option will take you to the QR codes that can be scanned with your cell phone camera to download the Authenticator App. For ease of use, we have copied the QR codes below.



iii.

### Get the app on your phone

Scan the QR code with your Android or IOS mobile device.



8. Once the authenticator application is installed, click "Next."

iv.

	Method	1 of 2: App
	Арр	2 Phone
Micros	oft Authenticator	
-	Set up your account If prompted, allow notifications. The	n add an account, and select "Work or school".

9. A QR code will populate on the screen.

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- a. Within the application on your cell phone, select:
  - i. Add new account (+)
  - ii. Choose Work or school account
  - iii. Select "Scan a QR code" and then scan the QR code with your phone.
    - 1. If the QR code does not work, click "back" and then click "next" to generate a new code.

Metho	d 1 of 2: App
<ul> <li>Ø</li> </ul>	2
App	Phone
Microsoft Authopticator	
MICrosoft Authenticator	
Scan the QR code	
Use the Microsoft Authenticator app to scan the	QR code. This will connect the Microsoft Authenticat
app with your account.	
After you scan the QR code, choose "Next".	
0.0.1.1.11	
Show	
Here	
Can't scan image?	
Can't scan image?	

- 10. Once successful, the application on your phone will state "Account Added Successfully." Choose the "next" button on the screen.
- 11. Microsoft Authenticator will want to try out the app to make sure it's working properly. It will prompt you to enter the number generated on your computer screen into the Microsoft Authenticator application.

		wing methods of proving who you are.
	Method 1 of 2:	Арр
	App	2 Phone
$\checkmark$	Let's try it out	
	Let's try it out	vour app by entering the number shown below
-	Let's try it out	your app by entering the number shown below

b.

12. Once successful, the screen below will populate. Click the "next" button.

Keep your acco	ount secure
Your organization requires you to set up the fol	lowing methods of proving who you are.
Method 1 of	2: Арр
	2 Phone
Microsoft Authenticator	
Notification approved	
	Back Next
Lwant to set up a different method	

- 13. The Multi-Factor Authentication process will ask you to set up a phone number on the account.
  - a. Enter your phone number and choose either to receive a text message or a phone call.b. Then choose the "next" button.

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Keep your	account secure
Your organization requires you to set up	the following methods of proving who you are.
Metho	d 2 of 2: Phone
Арр	Phone
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)	Enter phone number
• Text me a code	
Call me	
Message and data rates may apply. Choosing Next and cookies statement.	means that you agree to the Terms of service and Privacy
	Next
want to set up a different method	

14. Enter the code received and select the "next" button.

Keep your acco	unt secure owing methods of proving who you are.
Method 2 of 2: Opp	Phone 🖉 Phone
Phone We just sent a 6 digit code to +1 6305180185. Enter the co Enter code	de below.
Resend code	Back Next
want to set up a different method	

15. Once successful, select the "next" button.

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Keep your acco	ount secure
Your organization requires you to set up the foll	owing methods of proving who you are.
Method 2 of 2	Phone
App	Phone
Phone	
SMS verified. Your phone was registered successfully.	
	Next

16. A summary of what you set up on your account will be provided. Select the "done" button.

	fellowing methods of accuing who you are
rour organization requires you to set up the	rollowing methods of proving who you are.
Method 2 c	of 2: Done
Арр	Phone
Success!	
Creatiahl Yau have successfully set up your convity inf	a Chaosa "Dana" ta continua signina in
Default sign-in method:	o. choose Done to continue signing in.
Phone +	
Microsoft Authenticator	
Microsoft Authenticator           Ø           Microsoft Authenticator	

17. This will log you into MyKnox officially. You will know you are in the right place when you see the different apps populate on the left side of the screen.

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