# Setting Up Your MyKnox Account

Overview

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.
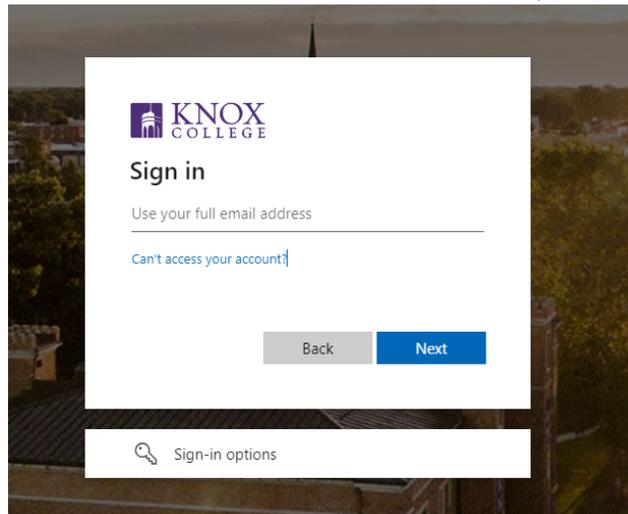
Steps

1. Navigate to: https://www.knox.edu/myknox

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).
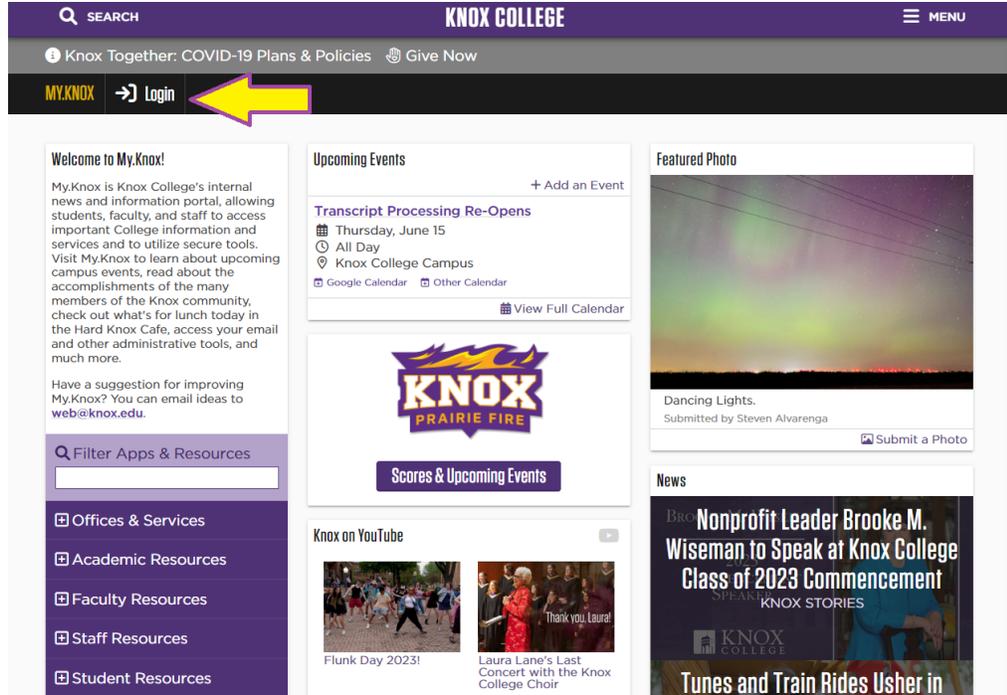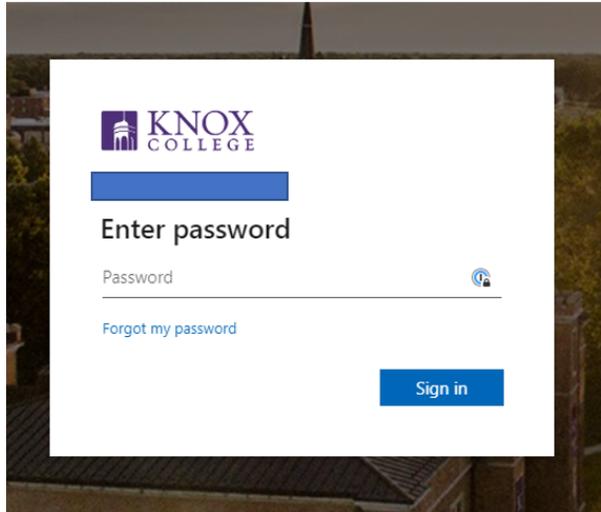
   a.

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

   a.

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

a.

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
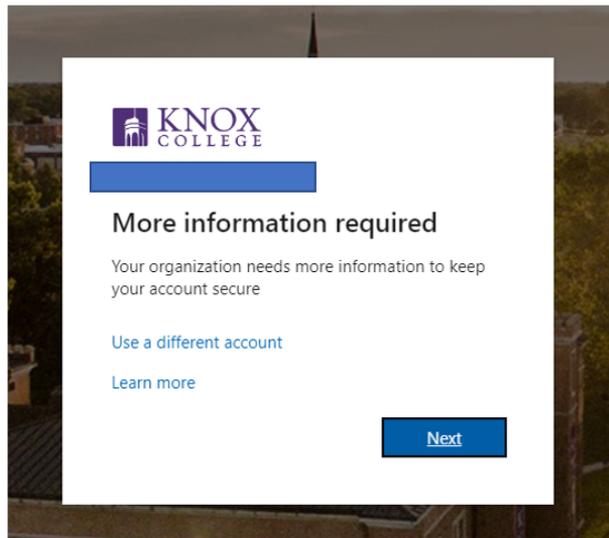   v.   **You cannot use a password that you have used before.**

    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.**
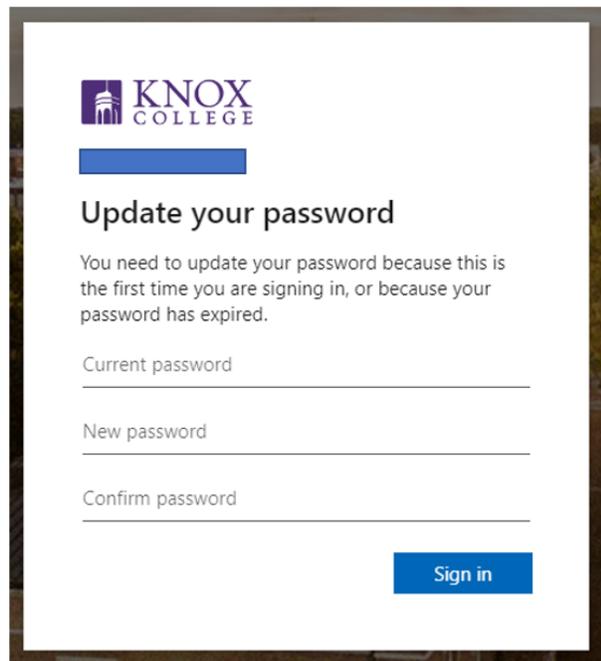

c.

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

a.

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.
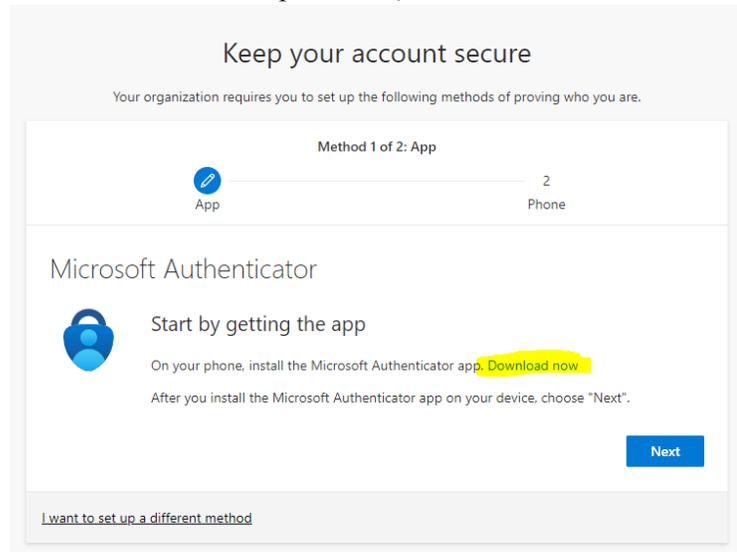
      iii.

Get the app on your phone

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

Google Play   App Store

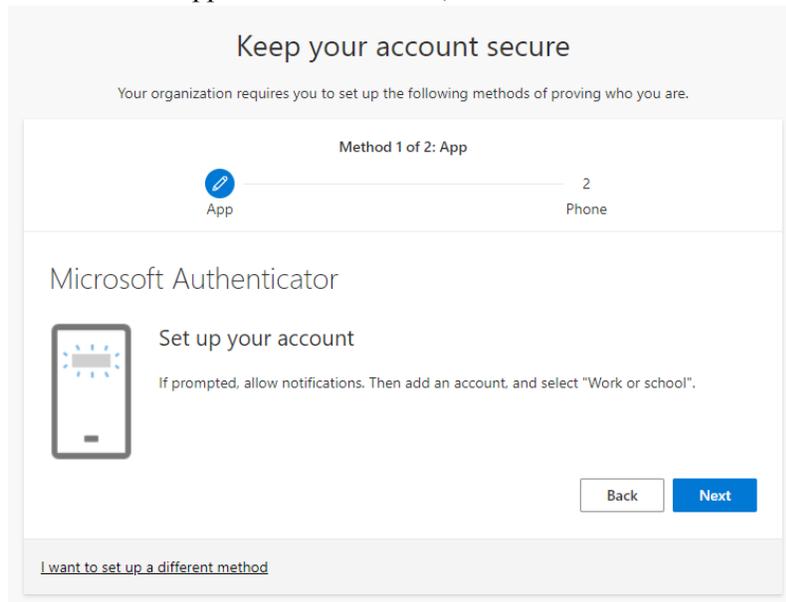Get the app   Get the app

iv.

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


a.

9. A QR code will populate on the screen.
   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.
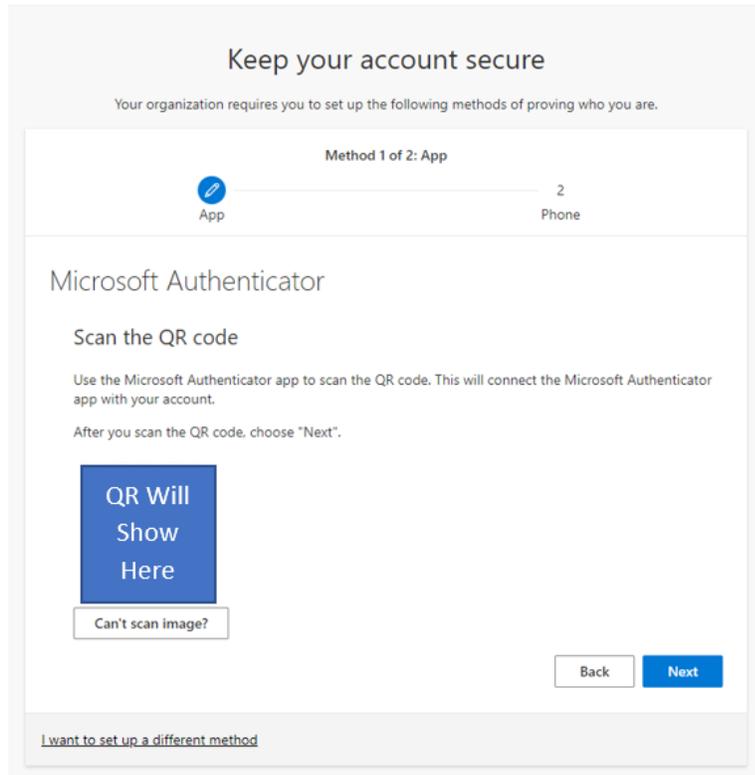
b.

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.
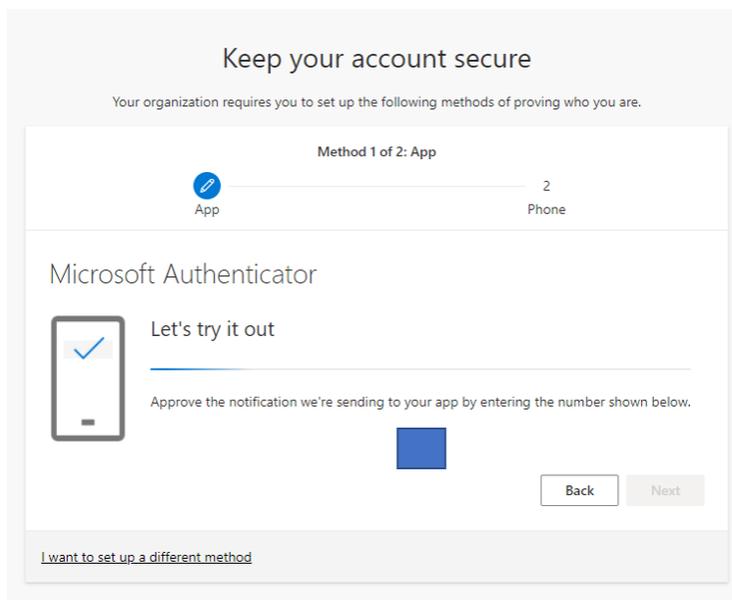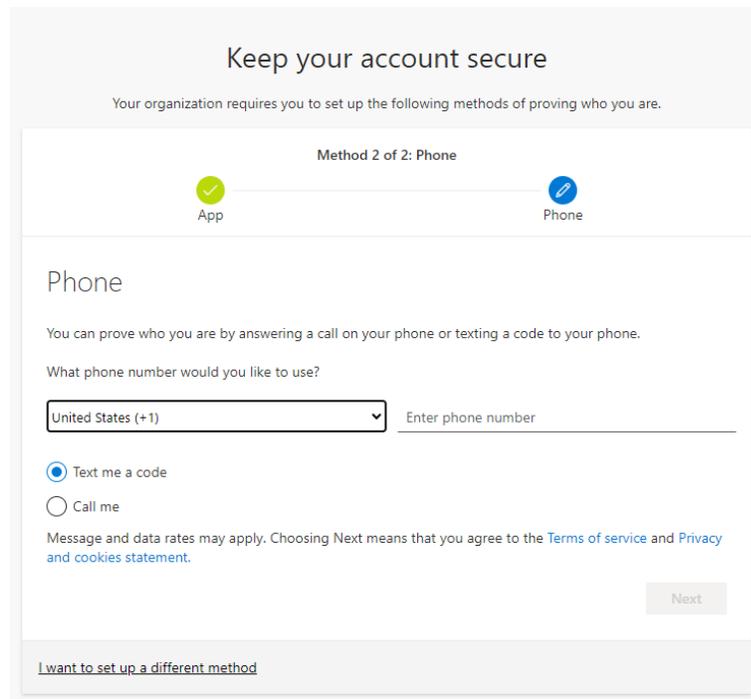

a.

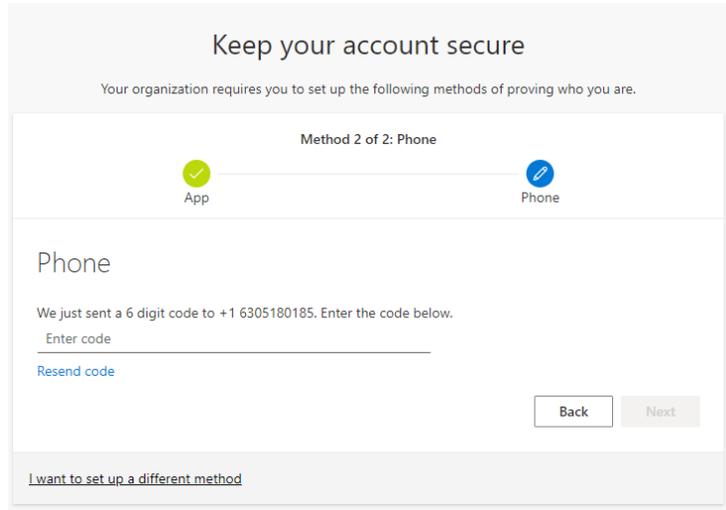12. Once successful, the screen below will populate. Click the "next" button.
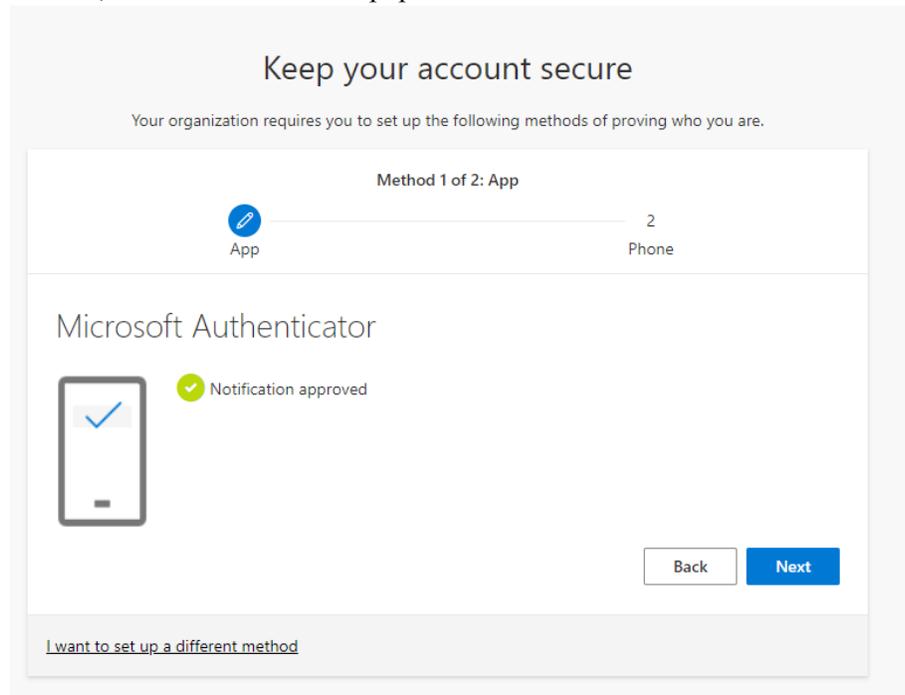
   a.

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.
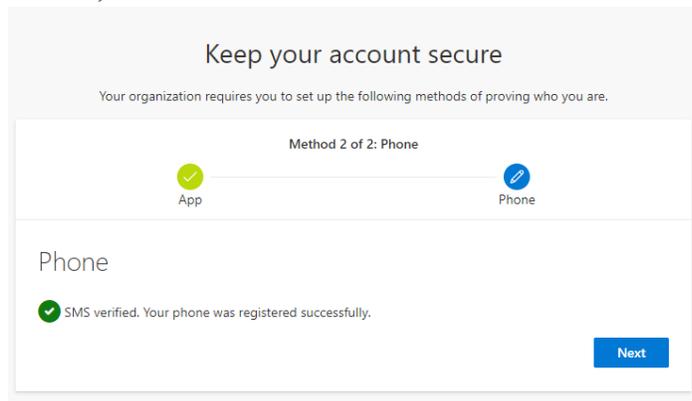   b. Then choose the "next" button.

   c.

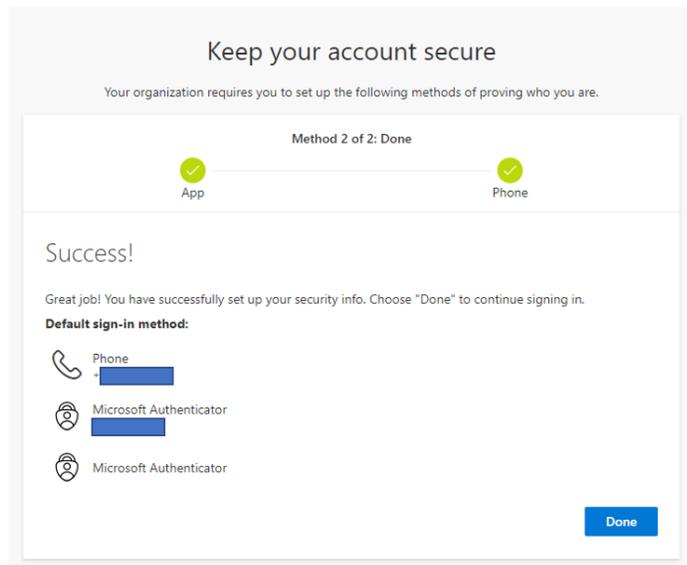14. Enter the code received and select the "next" button.

a.

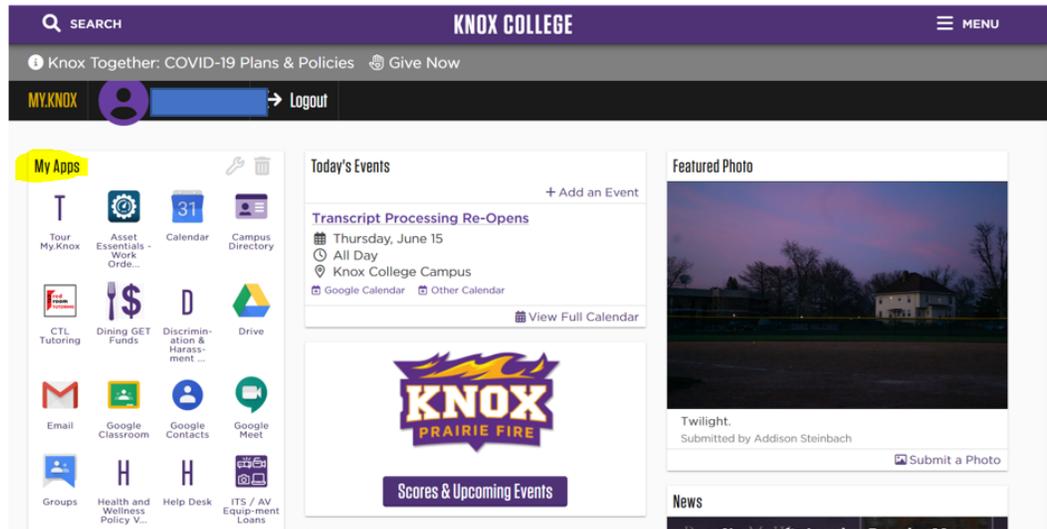15. Once successful, select the "next" button.

a.

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

a.

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.

a.