Using Microsoft Authenticator to log into Blackboard
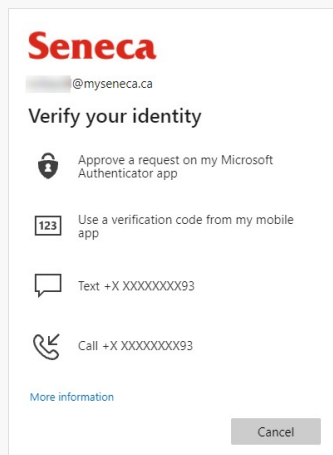
Version 8
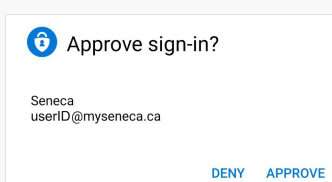
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You will need to have already completed the Multifactor authentication enrollment and/or have the Multifactor Authenticator app set up on your phone. You will be prompted to authenticate your trusted device by approving the popup request, call or text on your phone or tablet/iPad .
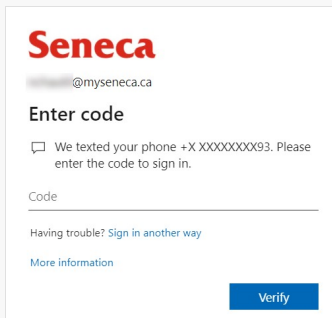
1. Go to Blackboard

2. Enter your **Seneca email address** and click Next

3. Enter your **password** and click Sign In

4. Click Next

5. A popup request will appear asking you to Verify your identity. Microsoft 2FA authentication is required for every log in attempt. Select your authentication method.

- If you're using the Multifactor Authenticator app, a notification will be delivered to your smartphone. Tap APPROVE and the Multifactor Authenticator app will be dismissed.

- If you're using the verification code from the Multifactor Authenticator app, enter the passcode and continue.

- If you are using the verification method as text, enter the verification code and continue.

- If you are using the verification method as a call, an automated call displaying Seneca will call your phone and press # to confirm.
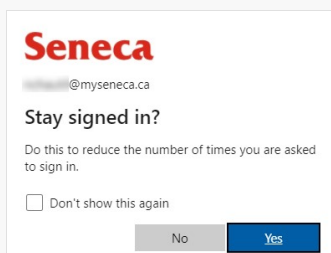

6. You will be prompted to Stay Signed In?, click Yes and you will be signed in a maximum of 24 hours.

7. You will now be successfully logged in.

Note – if the Multifactor Authenticator app produces an unexpected authentication prompt (for example, when you have not attempted to log in recently) you can either tap DENY or ignore the prompt and access will not be granted or contact the ITS Service Desk. However, this may be an indication that your account has been compromised so you should change your password immediately at https://myid.senecapolytechnic.ca/.

Additional Information

Here is a list of additional resources to help you learn about Microsoft Authenticator:

1. Refer to the Frequently Asked Questions.

tags : blackboard, multi-factor