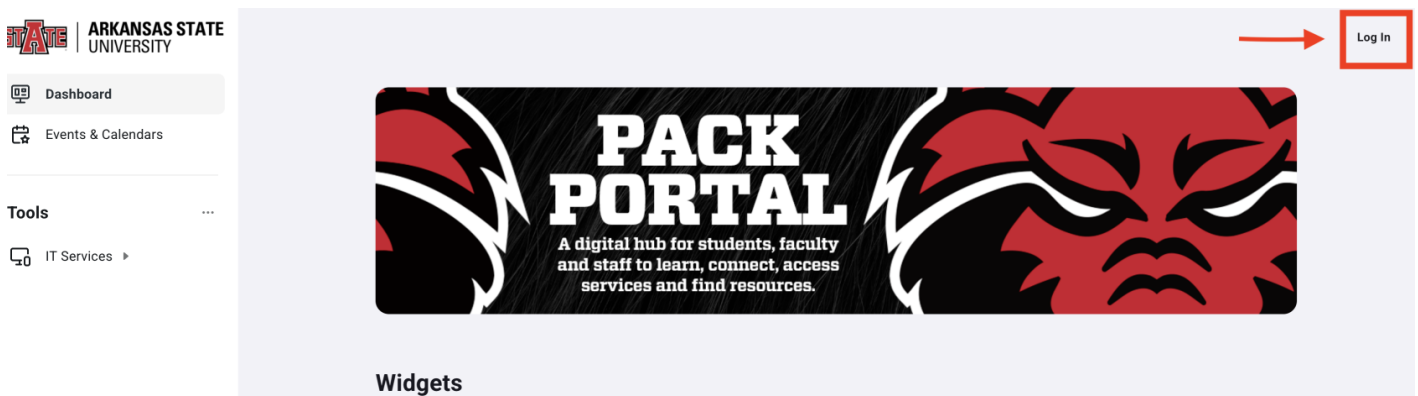


Approving a login with Microsoft Authenticator

- Open a web browser and go to the [Pack Portal](#) and select **Log In** in the top right corner
 - This can also be completed through Canvas, Outlook, and Banner 9



- Enter your A-State email dress and click **Next**

- Enter your **A-State credentials** for Microsoft on the next prompts and click **Sign in**

Email, phone, or Skype

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

Next

A-State IT Support

(870)-972-3933
itshelpdesk@astate.edu

By signing in, you agree to abide by the ASU System's [Terms of Use](#). Violations could lead to restrictions of privileges and/or disciplinary action.

Enter password

Password

[Forgot my password](#)

Sign in

A-State IT Support

(870)-972-3933
itshelpdesk@astate.edu

By signing in, you agree to abide by the ASU System's [Terms of Use](#). Violations could lead to restrictions of privileges and/or disciplinary action.

- A randomly generated code will display on the screen



Approve sign in request

-  Open your Authenticator app and approve the request. Enter the number if prompted.

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Example

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

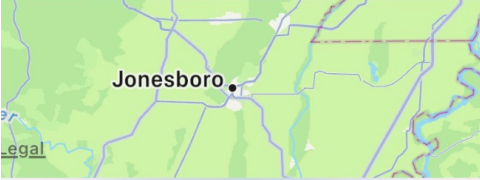
[More information](#)

- Enter the number in your **Microsoft Authenticator** app on your mobile device

Are you trying to sign in?
Arkansas State University - Jonesboro

Enter the number shown to sign in.

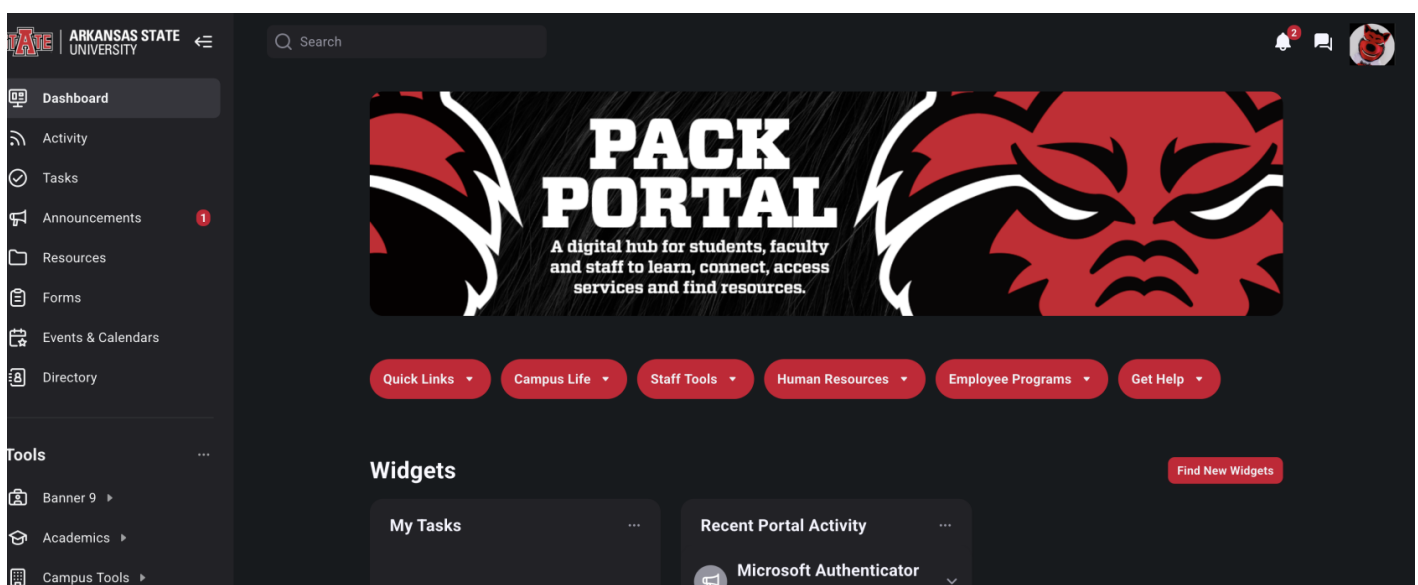
Location: AR, United States



Enter number

No, it's not me Yes

- After authenticating, the screen will refresh on the Pack Portal and you have successfully logged in using **Microsoft Authenticator**



For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by the IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

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