

# STEP by STEP Step-by-Step

## How to get a Google Voice Number for Microsoft Authenticator

- 1** Go to [www.google.com](http://www.google.com) to create a personal google account.  
*Note: If you are using a device that is not a Delaware Tech device you must open a new browser window that is not logged into my.dtcc.edu to create your account.*
- 2** Sign into your Google Account
- 3** Once you have signed into your google account Go to [voice.google.com](http://voice.google.com).
- 4** Select "**For Personal use.**"
- 5** Then select "**Web use for laptop, IOS for iPhone or iPad, and Android for other devices.**"
- 6** Review the "**Terms of Service and Privacy Policy,**" then select "Continue."
- 7** You can search for available number by city, area code, or chose a nearby city from the drop-down menu.
- 8** Click "**Select**" next to the number you have chosen.
- 9** You must link a number to verify your google number, you can either choose to get a text message or a voice message. (If you do not have a number to send a text to you can link any number you can get a voice message to, please make sure you are near the phone to receive the verification code.)
- 10** Once you get your Google number you must go to <https://mysignins.microsoft.com/security-info> to add the number for your Multi-factor Authentication
- 11** Click on the "**Add sign-in method.**"
- 12** Choose phone and verify the number.
- 13** Next, go to the Default Sign-in method and click on "**Chose**" and choose the Google number from the drop-down.

*Note: If you get the error below, please try a different browser to log-in to your Gmail account.*

We are sorry, but **you do not have access to Google Voice**. Please contact your Organization Administrator for access.

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[- Billing terms](#) - [Privacy policy](#) - [Google Home](#)

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Continue to the next page for Step-by-Step guidance to add your Google Voice Number to the Microsoft Authenticator for MFA.

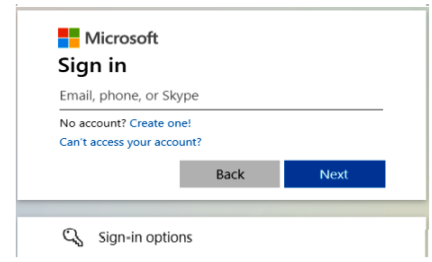
# STEP by STEP Step-by-Step

## Adding a Google Voice Number to the Microsoft Authenticator for

Learn how to add your Google Voice Number to the Microsoft Multi-factor Authentication process. This step-by-step guide assumes you have already created a Google Voice phone number.

**1** Go to web address: [My Sign-Ins | Security Info | Microsoft.com](#)

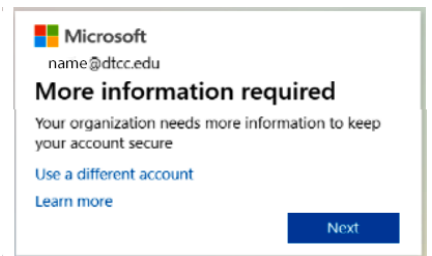
The Microsoft page is where you will enter information about your second verification method.



**2** Type in your Delaware Tech username and password.



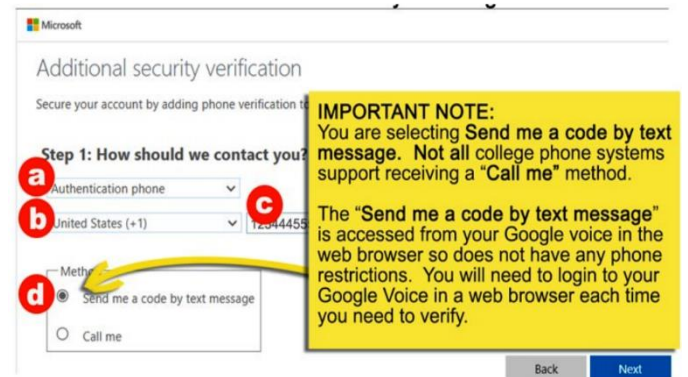
**3** After you select the "Sign in" button, a webpage message will display "More information required." Select the "Next" button to proceed.



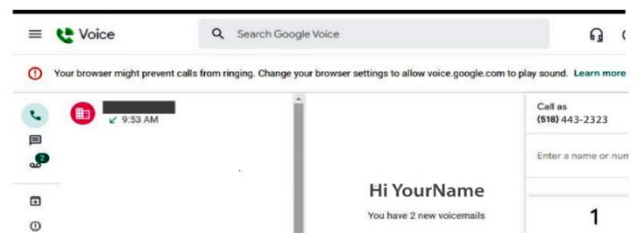
### **4** Microsoft Additional Security Verification

**Step 1:** How should we contact you?

- Select drop-down choice: **Authenticate phone**
- Select drop-down choice for Region: **United States (+1)**
- Type in your Google Voice number
- Select: **Method – Send me a code by text message**

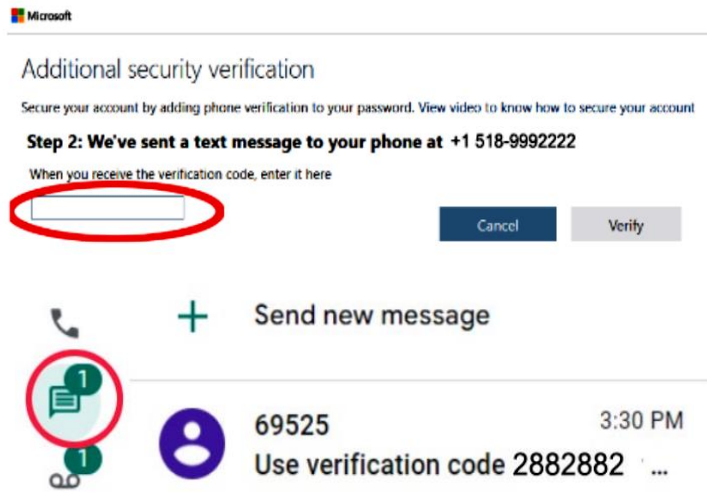


**REMINDER:** Make sure you are logged into your Google Voice webpage in a different browser window so you can quickly access the text message that will be sent to the Google Voice number. The verification number only remains active for a short period of time.



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**Step 2:** A message will appear indicating that a text message has been sent to the phone number you have entered. You will need to check the Google Voice account to get the verification number to type into the box.



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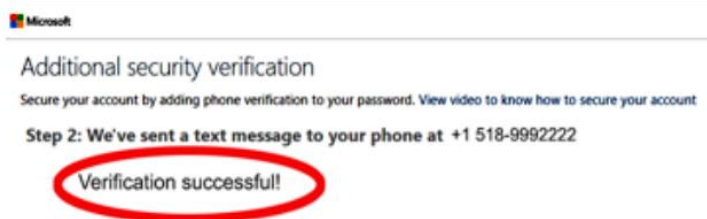
Once your complete **Step 4**, a text message will be sent to your Google Voice account with a verification code. Select the Text message option in Google Voice to view the verification code.

7

You should see "**Verification successful!**" Click the "**Done**" button to move to the next action to complete.

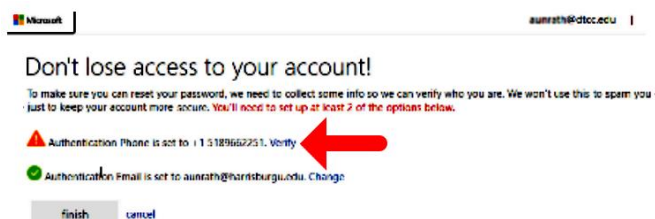


When you click "**Done**", you will be asked to complete the process a second time, this time to set the verification inside of Microsoft.



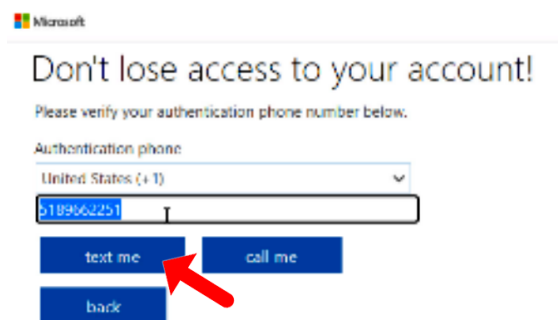
8

You are now moved to a screen that needs you to verify the phone number you just setup. Click on the verify link at the end of the phone number



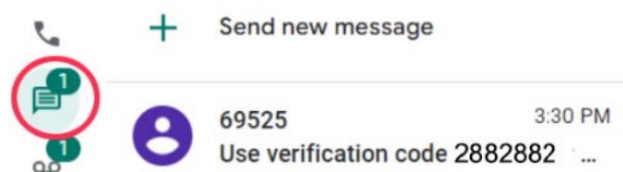
9

The remaining steps in this process, may or may not be required depending on the device you are using. If you are using a non-Delaware Tech provided device or are logging in through a VPN or private browser, you will be asked to verify the Google voice phone number you entered. Select the option for "**Text me**" so that you receive a text to your google voice account. The number you receive will be a new verification number.



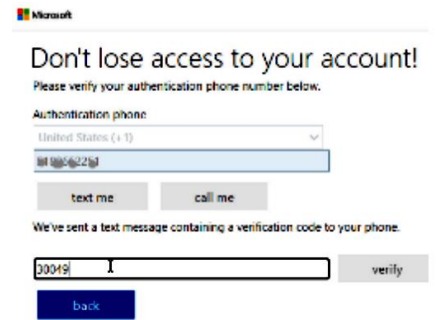
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From your Google voice text area, copy the new verification code number.



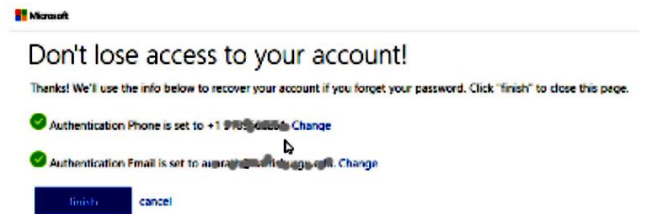
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Type the number into the Microsoft text area and select Verify.



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Once you verify you will see that your account shows that both verification methods have a green circle with a check to indicate confirmation. You can click the "Finish" button.



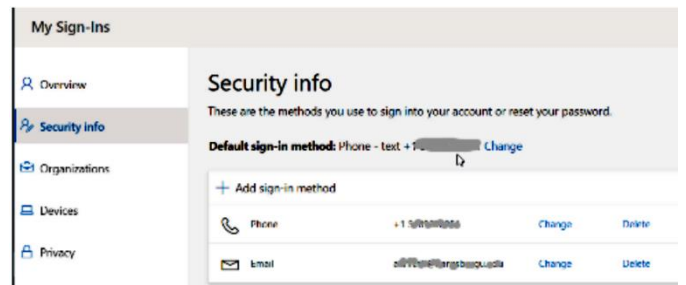
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You will now be asked if you would like to "Stay signed in?" Clicking "Yes" will reduce the number of times you will need to authenticate into your MyDTCC account. *NOTE: If you change browsers, you will be asked to authenticate again.*



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This screen is a confirmation of the two forms of verification that Multi-Factor Authentication will use to verify your account when you need to login to MyDTCC.

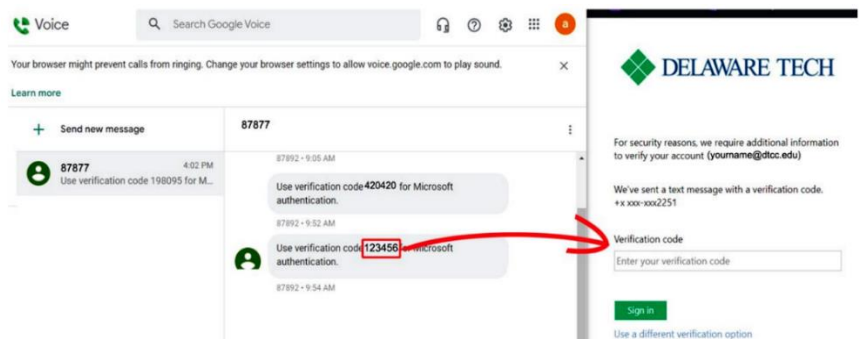


You can now leave this browser window and login to <https://my.dtcc.edu/>

You are now ready to Use the **Google Voice Number** as part of your MFA verification process.

### Using the Google Voice to authenticate MFA:

The next time you login to DTCC, after you enter your Username and Password, you are asked to give a Verification code. Access your Google Voice text message for the Verification code.



If you are unable to verify successfully, please contact IIT Support

<https://support.dtcc.edu/support/support.php> - OR - Help Desk Phone Number: (302)857-1700