

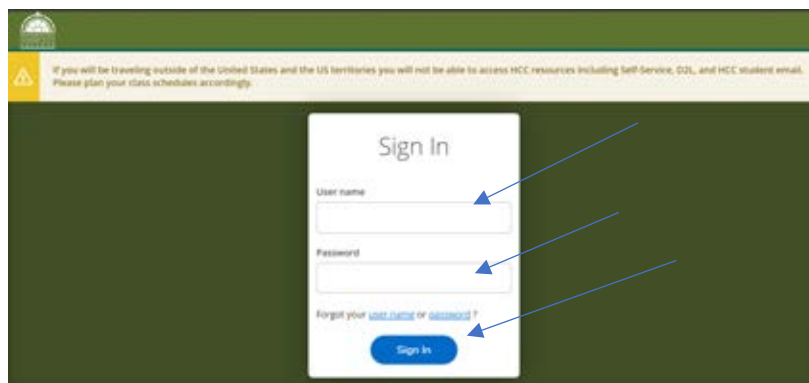
Below is the procedure used for HCC's Self Service single sign-on with multi-factor authentication.

Single sign-on implements the use of dual-factor authentication, which requires a phone that can receive texts. Users will also need to download the Microsoft Authenticator application. The application is available for free from the App Store found on most phones.

Visit the HCC Self-Service login page at

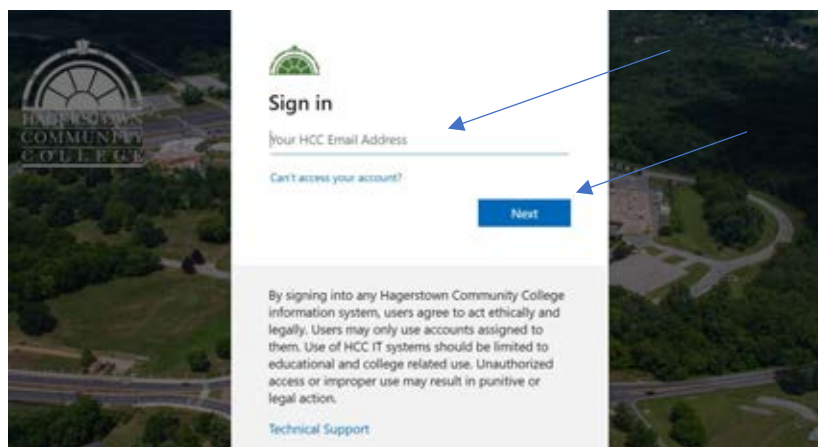
<https://hcc-ecss01.hagerstowncc.edu:8173/Student/Account/Login>

Enter your user name. For example, if your email address was hawk@student.hagerstowncc.edu, enter 'hawk' as your User Name. Enter your Office 365 password and click the **Sign In** button.



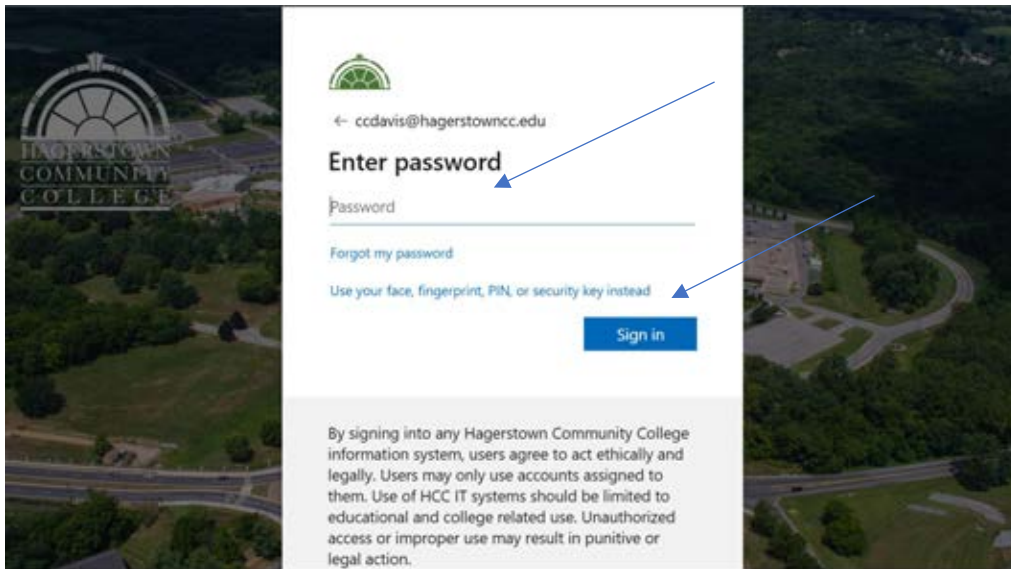
The screenshot shows a login form titled "Sign In" on a dark green background. At the top, there is a warning message: "If you will be traveling outside of the United States and the US territories you will not be able to access HCC resources including Self-Service, OJL, and HCC student email. Please plan your class schedules accordingly." The form contains three input fields: "User name", "Password", and a link for "Forgot your user name or password?". Below the fields is a blue "Sign In" button. Three blue arrows point to the "User name" field, the "Password" field, and the "Sign In" button.

Enter your HCC issued Office 365 email address – i.e. hawk@student.hagerstowncc.edu – then hit the 'Next' button.



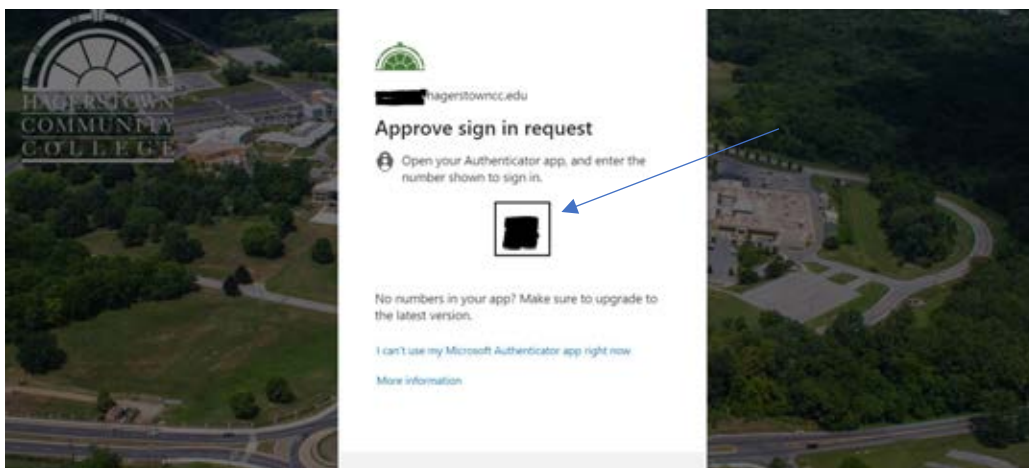
The screenshot shows a login form titled "Sign in" on a white background with a green HCC logo at the top. The form has a field for "Your HCC Email Address" and a blue "Next" button. Below the form is a disclaimer: "By signing into any Hagerstown Community College information system, users agree to act ethically and legally. Users may only use accounts assigned to them. Use of HCC IT systems should be limited to educational and college related use. Unauthorized access or improper use may result in punitive or legal action." and a link for "Technical Support". Two blue arrows point to the "Your HCC Email Address" field and the "Next" button.

Enter your Office 365 password and click “Sign in.”

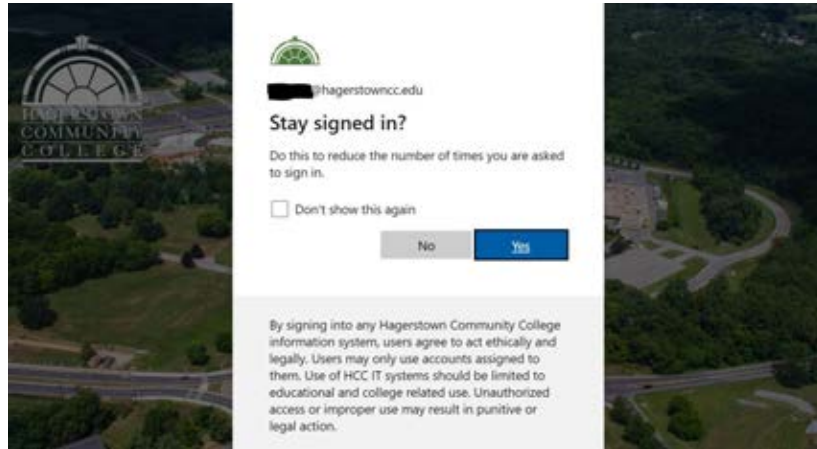


Your phone should receive a notification that will open the Microsoft Authenticator application prompting you to enter a code.

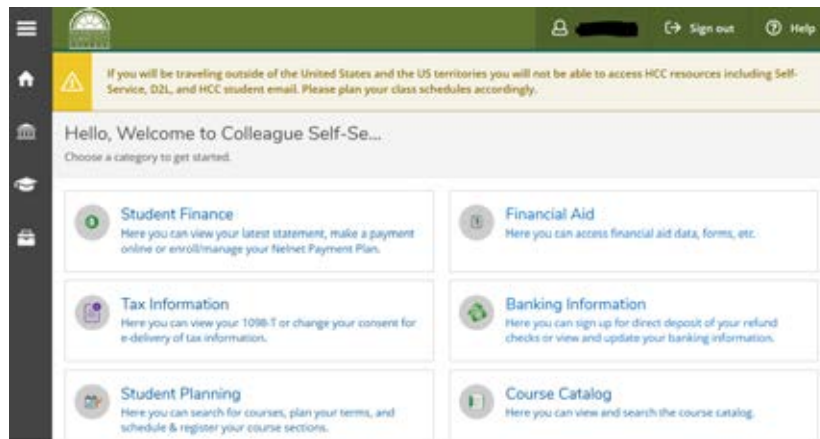
Enter the code found on this page into the Microsoft Authenticator App on your phone. The authentication application should open when you interact with the notification you received on your phone.



If the authentication code is entered correctly, the user will see the following page appear. Click Yes to stay signed in, or No to not stay signed in:



Upon successful login, either option will take the user to the home page in Self-Service.



Congratulations! You have successfully logged into HCC's Self-Service.

- Note – if the user does not have an HCC issued Office 365 account, dual factor authentication can be performed when accessing Self-Service by use of a valid email on file with the college. The user will be prompted to enter their Self-Service password. A unique code will then be sent to the email account on file that the user will be asked to enter into the screen prompt as seen below to complete the authentication and login process.

