

## LOGGING INTO THE IT HELPDESK

### IT Tips & Tricks

1. Open <https://helpdesk.lifewaysmi.org> by double-clicking the IT Help Desk icon on your desktop.



2. At the login page DO NOT enter your email address. Instead, click the Windows logo underneath the email field.



Sign in

to access ServiceDesk Plus

Email address or mobile number

Next

Forgot Password?

Sign in using



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3. If you encounter this page, click “Remind me later.”



#### Secure your account using MFA

Passwords alone cannot protect your account efficiently. Improve your account's security by enabling multi-factor authentication (MFA) using any of the modes we suggest below.



**Zoho OneAuth - Authenticator**  
For a safer sign-in and biometric security

Get it from  


GET IT ON  


Download on the  

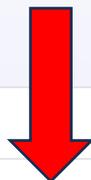



Scan to download

Install OneAuth using any of the above options, then enable MFA to proceed.

Enable MFA in OneAuth

[Show other MFA modes](#)



[Remind me later](#)

4. You should be directed to the IT helpdesk site from here, but it is possible that Microsoft will prompt for multifactor authentication (MFA). This includes texting your phone a one-time code to verify your identity. Follow the instructions on your screen if this is the case.