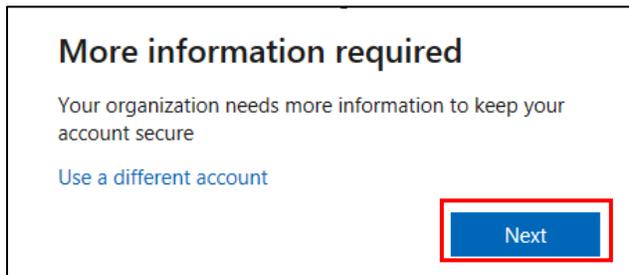


Setting up and Using Multi-Factor Authentication for Office 365

Once your Office 365 administrator enables multi-factor authentication (also called 2-step verification) for your account, you must set up your account to use it.

By setting up 2-step verification, you add an extra layer of security to your Office 365 account by signing in with your password (step 1) and a verification code sent to your phone (step 2).

- 1) To setup multi-factor authentication, **go to office.com** and **sign in** with your office 365 username and password like you normally do. After you sign in, you'll see a page prompting you for more information to keep your account secure.



More information required

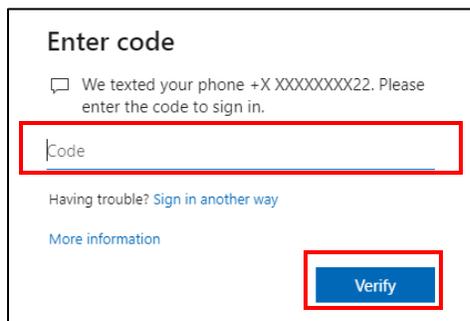
Your organization needs more information to keep your account secure

[Use a different account](#)

Next

- 2) Choose **Next** to continue.
- 3) Select your preferred method of authentication. These described in detail later in this document.
 - a) **Authentication Phone Method:** The verification code will be sent to your phone via a text message or a call depending on which option you choose. See page 2 for details.
 - b) **Microsoft Authenticator App Method:** You will be able to get a verification code from the authenticator app which you would install on your phone. See page 3 for details.

Note: Once you complete the setup, every time you sign into Office 365 on a new device, you will be prompted to enter a verification code sent using the method you selected during setup. It will prompt periodically on known devices. If you login from your browser, unless you chose to stay signed in the last time your logged in, you would be prompted to enter a verification code. Enter the code and click **Verify** to continue every time you are prompted.



Enter code

We texted your phone +X XXXXXXXX22. Please enter the code to sign in.

Code

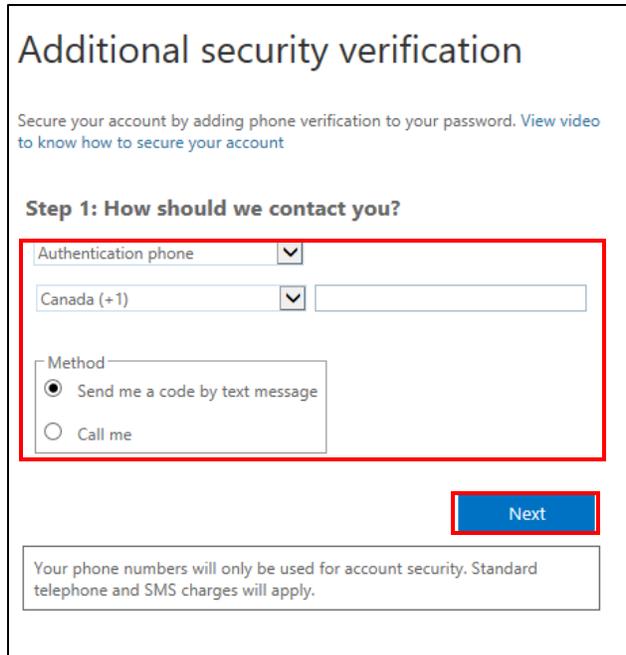
Having trouble? [Sign in another way](#)

[More information](#)

Verify

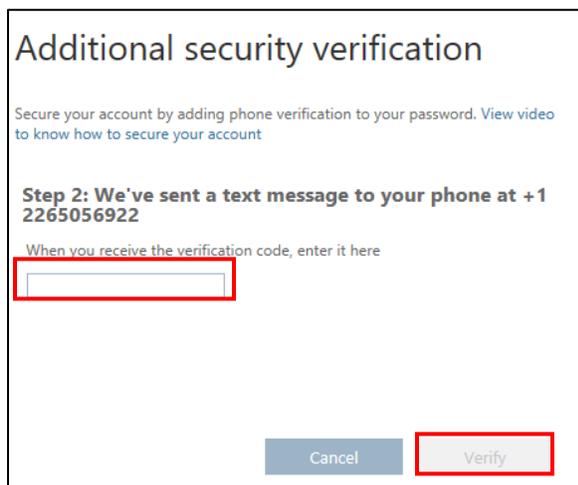
How to Use the Authentication Phone Method

- 1) On the **Additional Security Verification** screen, under "How should we contact you?", select **Authentication Phone** from the first drop-down box, select your country as **Canada (+1)** in the second drop-down box, enter your phone number in the text box next to the country drop-down box, and then select the method of communication (either **Send me a code by text message** OR **Call me**).



The screenshot shows the 'Additional security verification' screen. At the top, it says 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. Below this is the heading 'Step 1: How should we contact you?'. There are three main input areas: a dropdown menu for 'Authentication phone', a dropdown menu for 'Canada (+1)' with an adjacent text box for the phone number, and a 'Method' section with two radio buttons: 'Send me a code by text message' (which is selected) and 'Call me'. A blue 'Next' button is located at the bottom right. At the bottom of the screen, there is a disclaimer: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

- 2) Once you have entered all the necessary information, click **Next**.
- 3) You will be asked to verify your phone number on the next screen. Enter the code sent to your phone and click **Verify**.



The screenshot shows the 'Additional security verification' screen for Step 2. It says 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The heading is 'Step 2: We've sent a text message to your phone at +1 2265056922'. Below this is the instruction 'When you receive the verification code, enter it here' followed by a text input box. At the bottom, there are two buttons: a grey 'Cancel' button and a grey 'Verify' button.

How to Use the Microsoft Authenticator App Method

- 1) On the **Additional security verification** screen, select **Mobile app** from the drop-down box under "How should we contact you?". Select **Use verification code** from the "How do you want to use the mobile app" area, and then click **Set up**.

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Next

- 2) The **Configure mobile app** page appears which has instructions listed for installing the app. Follow the instructions provided to install the app on your phone. These instructions are also listed below:
 - a. On your mobile device, go to the app store, search for "Microsoft Authenticator," select it, install it, and open it.
 - b. In Authenticator, follow the prompts to complete the wizard.
 - c. In the Microsoft Authenticator app, select **Add Account** and then select **Work or School account** and enter your account information.
 - d. Choose **Allow** when prompted for permission to take pictures and record video and use your device's camera to scan the QR code from the **Configure mobile app** screen on your computer, and then choose **Next**.
- 3) Return to your computer and the **Additional security verification** page, make sure you get the message that says your configuration was successful, and then select **Next**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Mobile app has been configured for notifications and verification codes.

Next

- 4) From the Microsoft Authenticator app, scroll down to your work or school account, copy and paste the 6-digit code from the app into the **Step 2: Enter the verification code from the mobile app** box on your computer, and then select **Verify**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

xxxxxx

Cancel Verify

- 5) On your computer, add your mobile device phone number to the **Step 3: In case you lose access to the mobile app** area, and then select **Next**. Microsoft recommends adding your mobile device phone number to act as a backup if you're unable to access or use the mobile app for any reason.
- 6) From the **Step 4: Keep using your existing applications** area, copy the provided app password and paste it somewhere safe.
- 7) Select **Done**.