



Multi-Factor Authentication Setup Guide

What is MFA?

Multi-Factor Authentication (MFA) is a security process that requires users to provide two or more verification factors to gain access to an account or system. These factors typically include something the user knows (like a password), something the user has (such as a smartphone or security token), or something the user is (biometric data like a fingerprint). By implementing MFA, organizations and individuals significantly enhance their account security by adding an extra layer of protection against unauthorized access, even if passwords are compromised. MFA helps mitigate the risks of password theft, phishing attacks, and other common security threats, thereby safeguarding sensitive data and confidential information.



Microsoft Authenticator

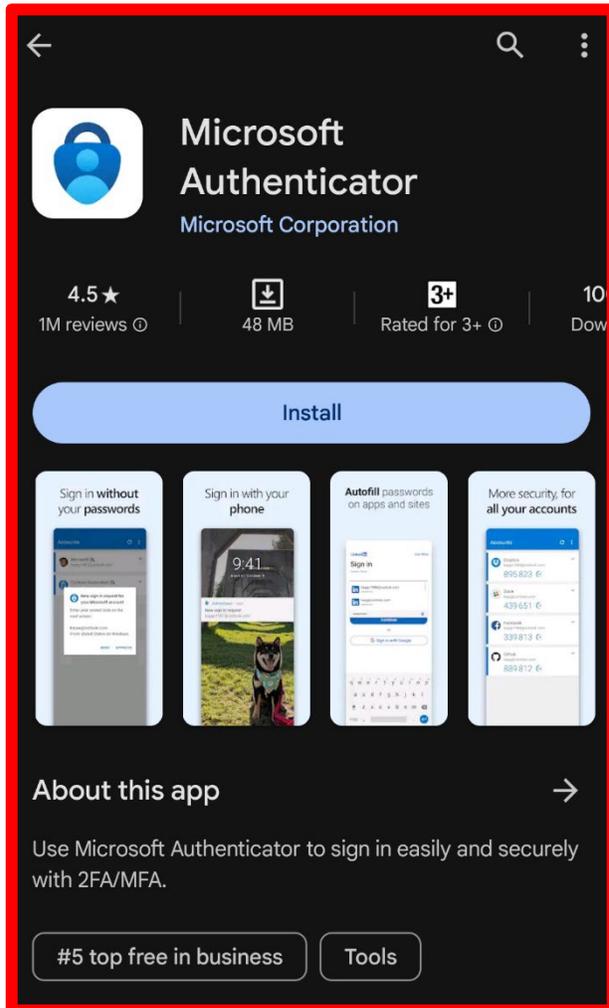
NOTE: This requires a mobile device with access to **Microsoft Authenticator app**.

Step 1 – Download the Microsoft Authenticator app.

How to download the Microsoft Authenticator app:

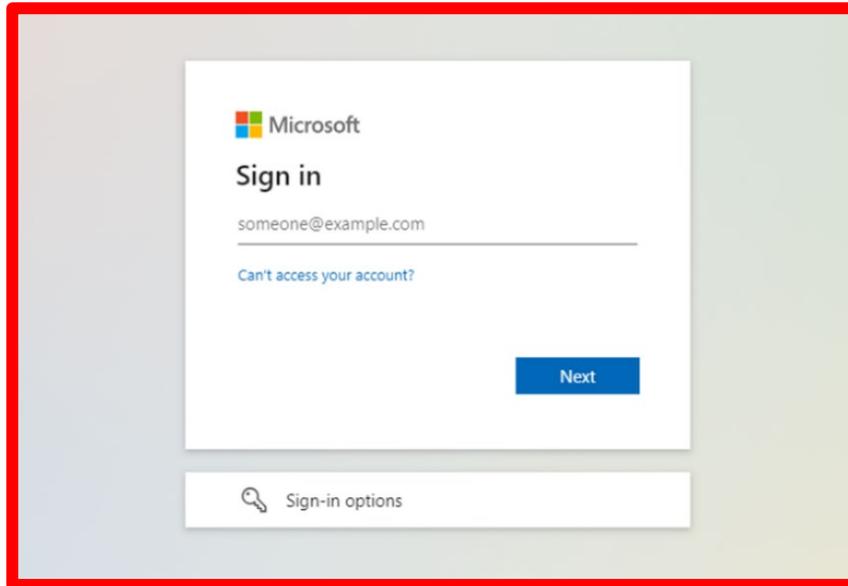
- a. On your phone, open the **App Store** or **Play Store**.
- b. Search for **Microsoft Authenticator**.
- c. **Install or get** the **Microsoft Authenticator app**. *

* **NOTE:** Check that the app is from **Microsoft Corporation**. The app is **free**.



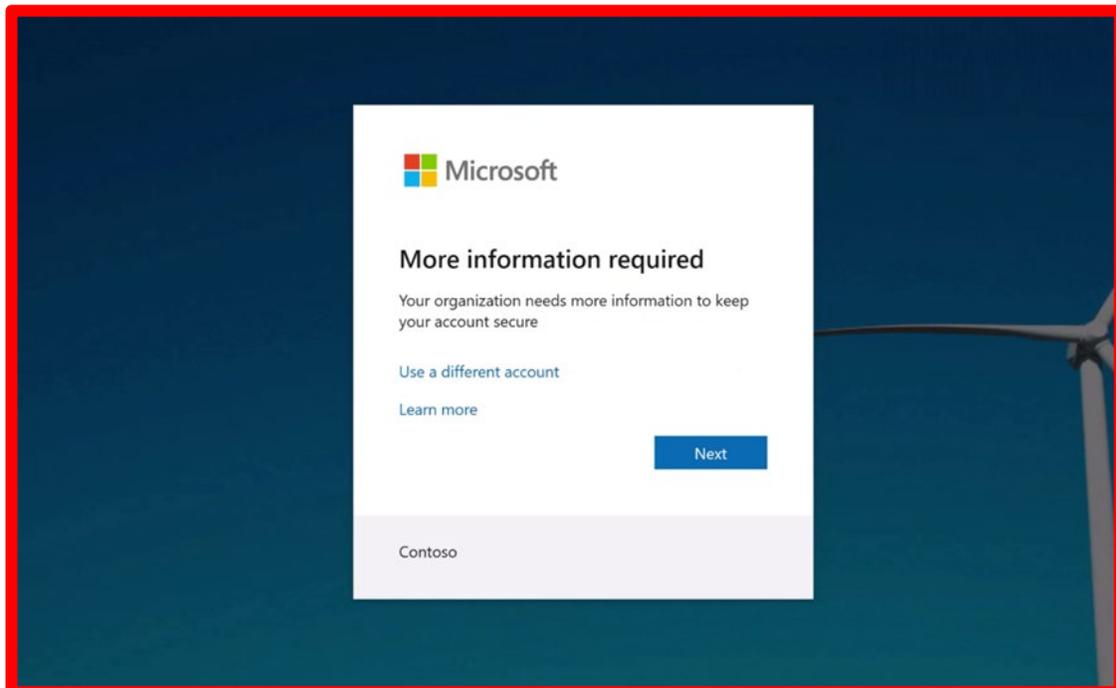
Step 2 – Sign into your Microsoft account

Go to <https://aka.ms/MFASetup>



Step 3 - A prompt appears for “More Information required,” “Improve your sign-ins,” or “Protect your account.”

Select **Next**. *



* **NOTE:** You can select “Not now” to skip the “**Improve your sign-ins**” prompt up to 3 times, but after that, you will be forced to set up Microsoft Authenticator.

Step 4 - At “Keep your account secure” screen, make sure you have the Microsoft Authenticator app already installed on your phone.

Once you have the app downloaded on your phone, select **Next**.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

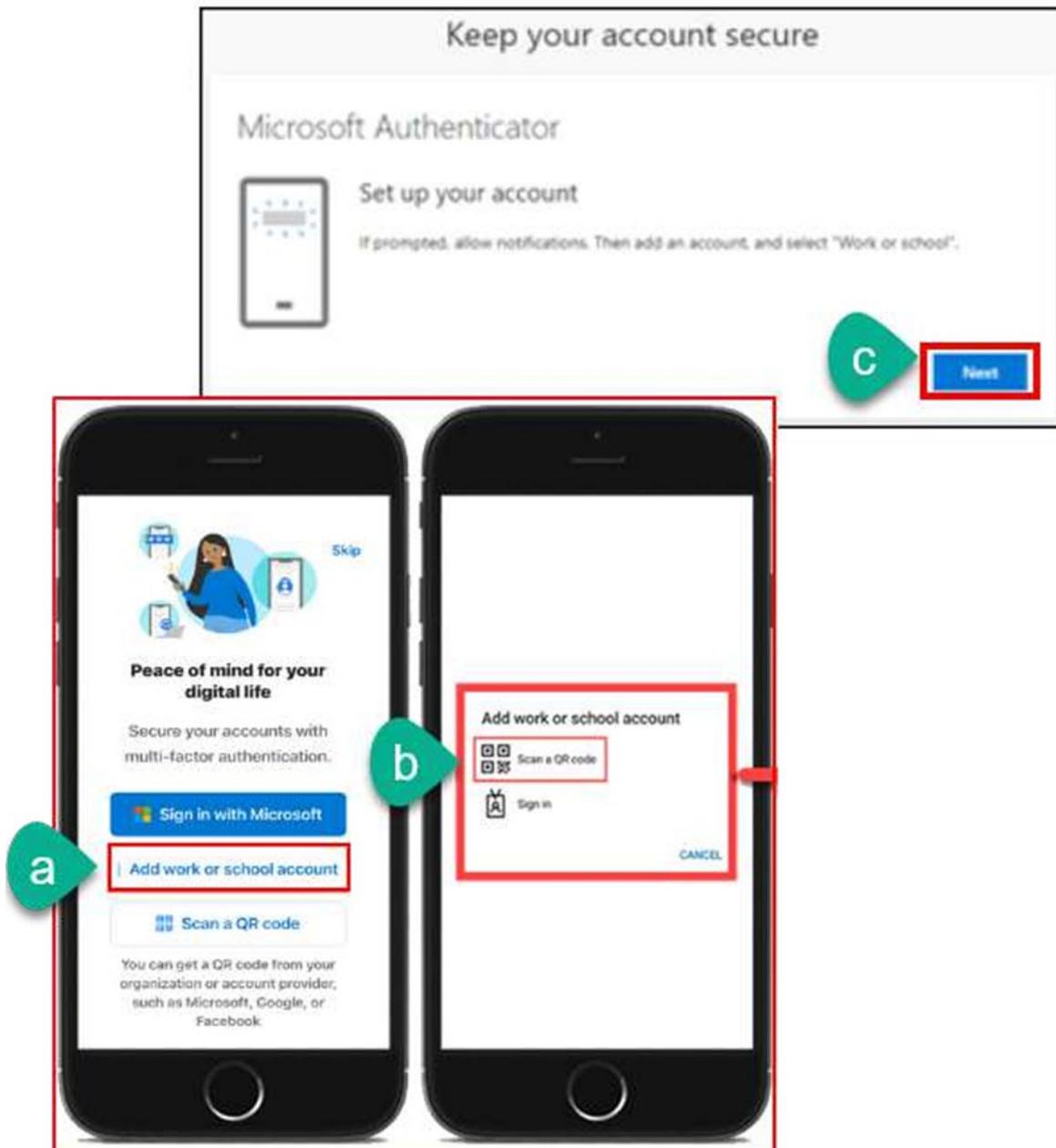
[I want to use a different authenticator app](#)

[Next](#)

[I want to set up a different method](#) [Skip setup](#)

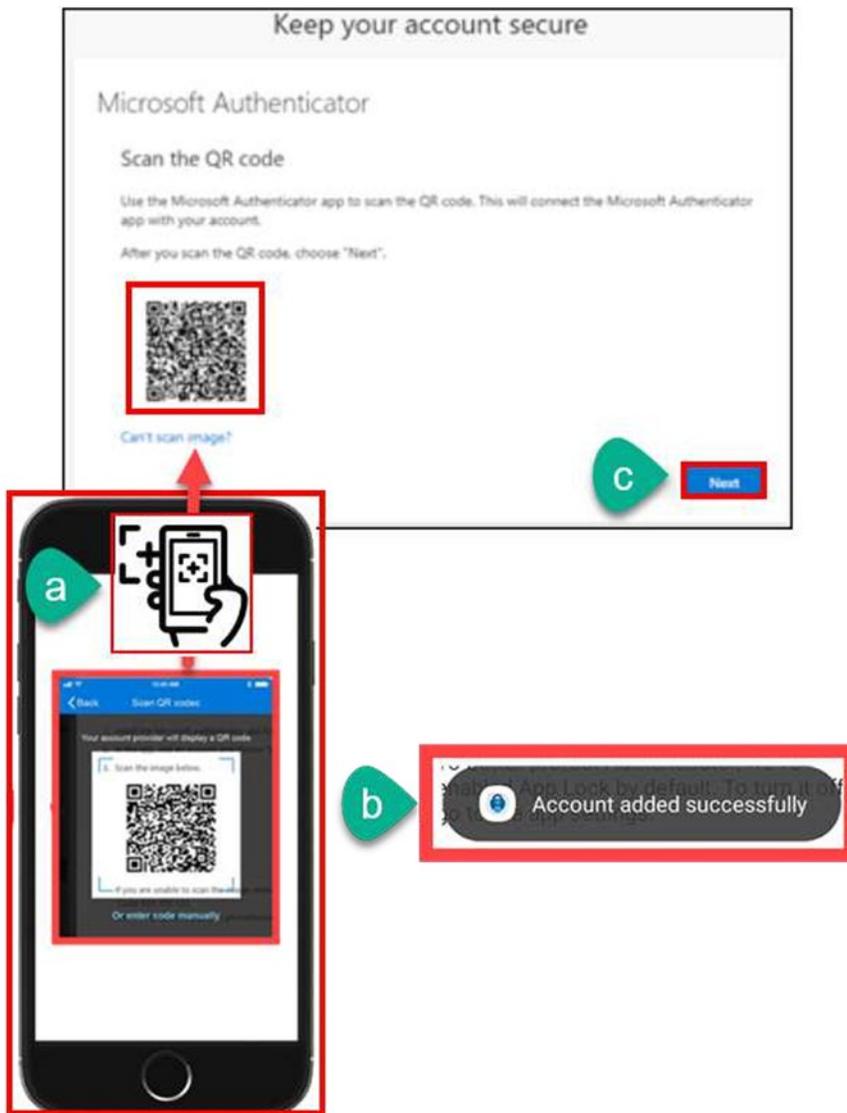
Step 5 - Follow the prompts to “Set up your account.”

- a. On your phone, **open the Microsoft Authenticator app**. Tap **“Add work or school account.”**
 - i. If prompted, **allow notifications**.
- b. Select **“Scan a QR Code”**
- c. Select **Next**.



Step 6 - Scan the QR code displayed on the Microsoft website.

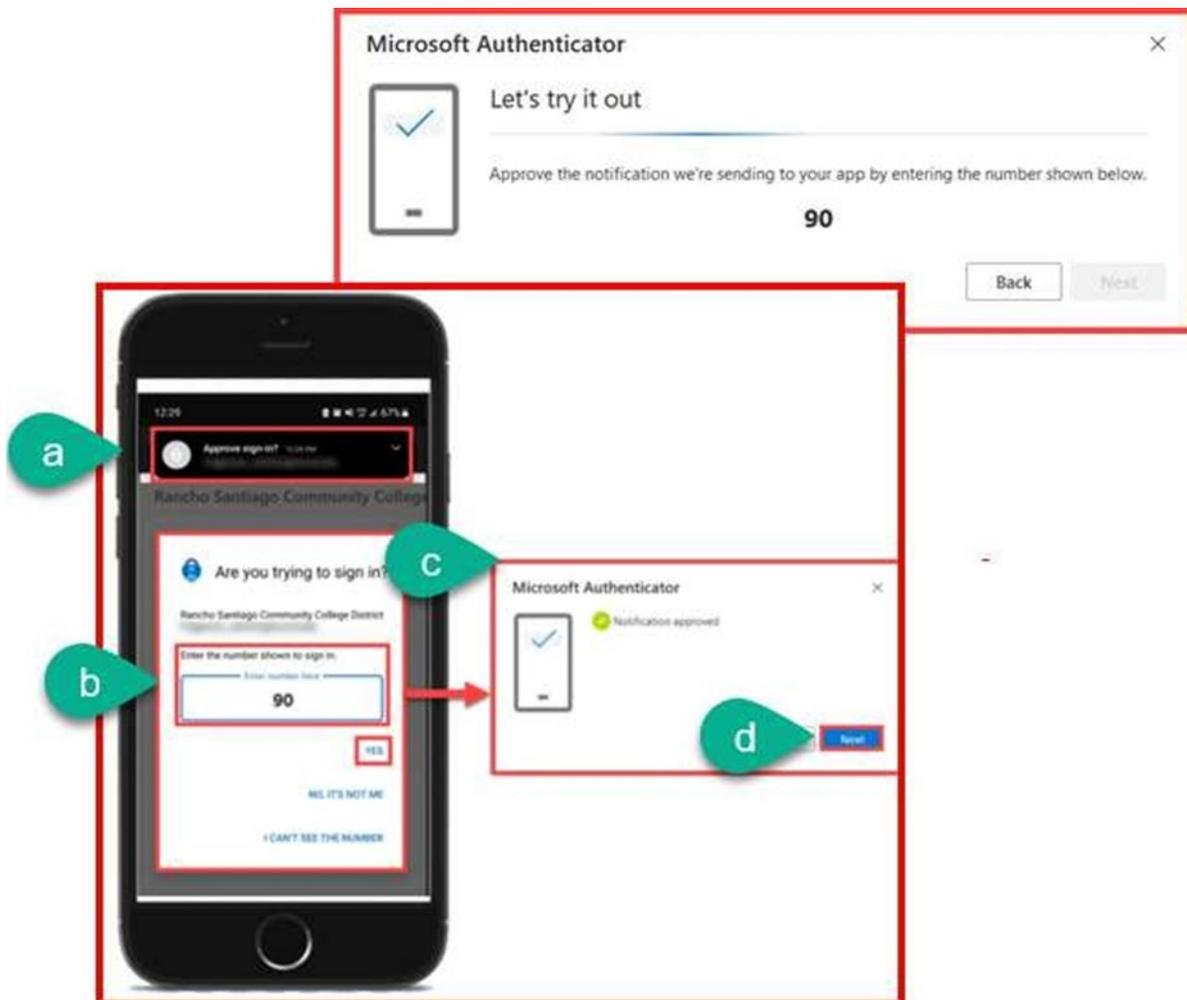
- a. Point your phone's camera at the QR code on screen.
- b. The Microsoft Authenticator app will show **"Account added successfully."**
- c. Select **Next**.



Step 7 – Follow the “Let’s try it out” prompts.

On your phone:

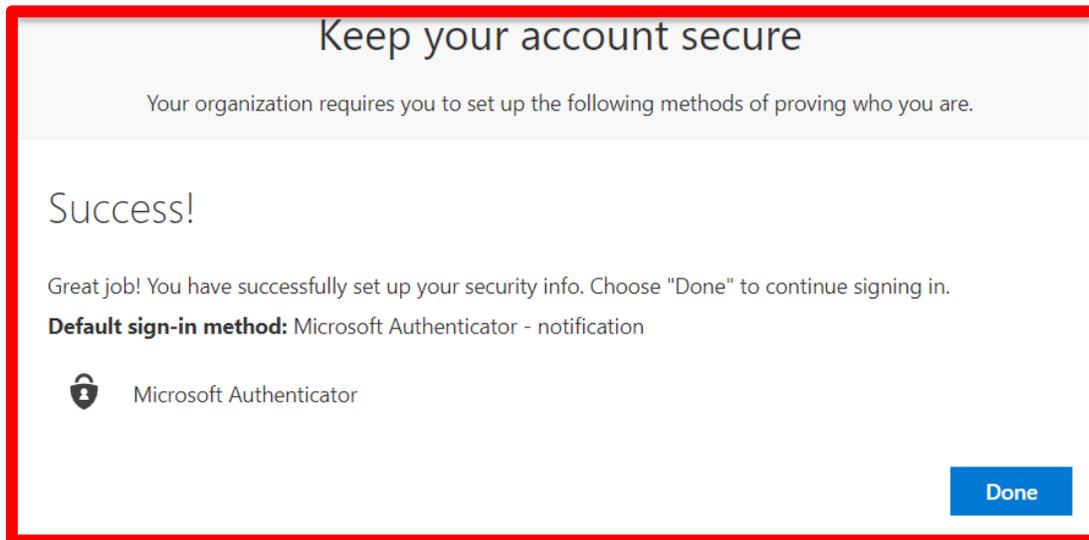
- Select the **Push Notification** asking you to “**Approve sign-in?**”
- Enter the two-digit number** shown and **select “Yes.”**
- After approving the sign-in, it will show **Notification approved.**
- Select **Next** on the notification approved screen to continue.



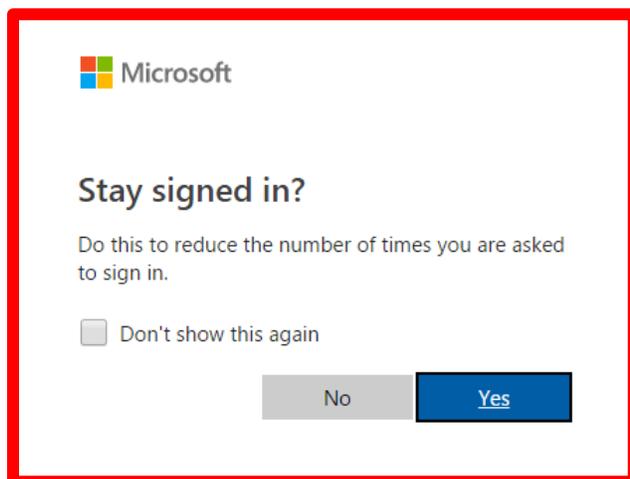
Step 8 – Complete setup and Office.com login

The next screen prompts *"Success! Great job! You have successfully set up your security info. Choose 'Done' to continue signing in. **Default sign-in method: Microsoft Authenticator.**"*

Select **Done** to finish the set up.



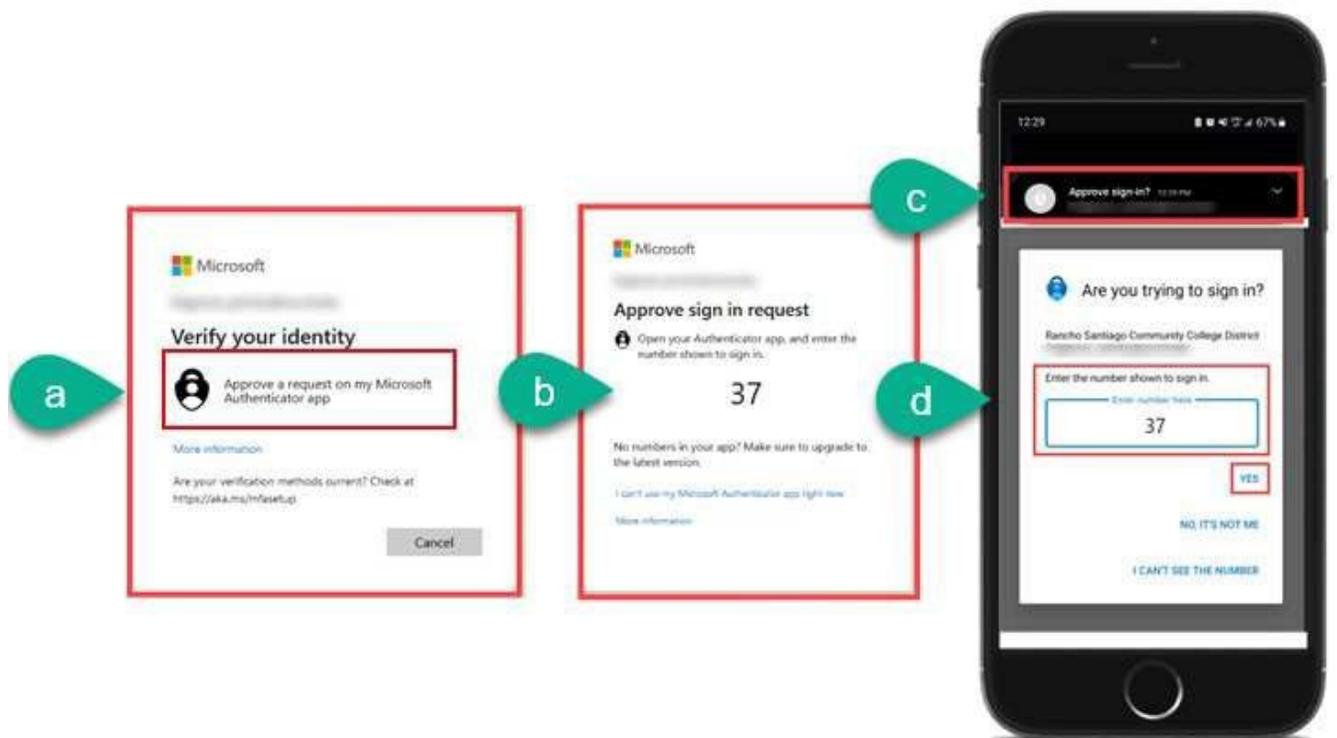
If prompted, select **Yes** or **No** for whether to **Stay signed in** with your account.



Step 9 - Verify your identity with Microsoft Authenticator on next login

The next time you login and are prompted to **Verify your Identity**:

- Select **“Approve a request on my Microsoft Authenticator app.”**
- A two-digit code will appear on the screen.
- On your phone, select the push notification to **“Approve sign-in?”**, or **open the Microsoft Authenticator app** yourself. *
- Enter the number shown on the screen**, then select **“Yes.”**



* **NOTE:** If your mobile phone locks with a PIN, password, fingerprint, facial recognition, etc., you may need to verify with that to Approve sign-in.

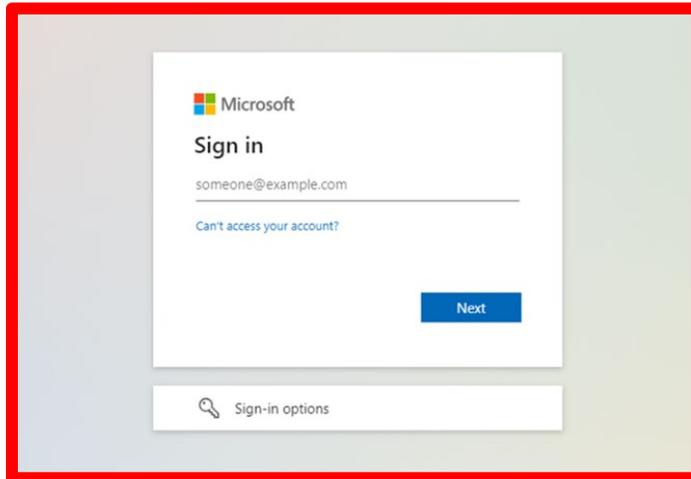
NOTE: Only “Verify” Microsoft Authenticator verification codes that you initiate yourself. If you receive an unknown prompt, you did not initiate, ignore the prompt, and contact your IT team.



SMS Text Message

NOTE: This requires a mobile device with a phone number that has SMS enabled.

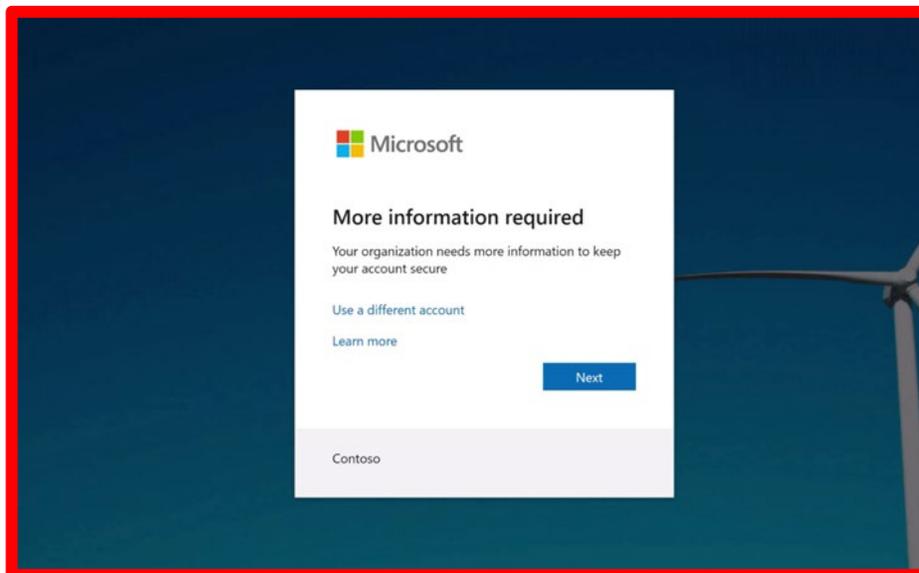
Step 1 – Login to Microsoft website



Go to <https://aka.ms/MFASetup>

A prompt appears for “More Information required,” “Improve your sign-ins,” or “Protect your account.”

Select **Next**. *



* **NOTE:** You can select “Not now” to skip the “**Improve your sign-ins**” prompt up to 3 times, but after that, you will be forced to set up Microsoft Authenticator.

Step 2 – Select “I want to set up a different method”, then select Phone.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

[I want to set up a different method](#)

Choose a different method

Which method would you like to use?

Phone

Cancel Confirm

Step 3 – Enter phone number, then select “Text me a code”

The select **Next**.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

South Africa (+27)

Text me a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service and Privacy and cookies statement](#).

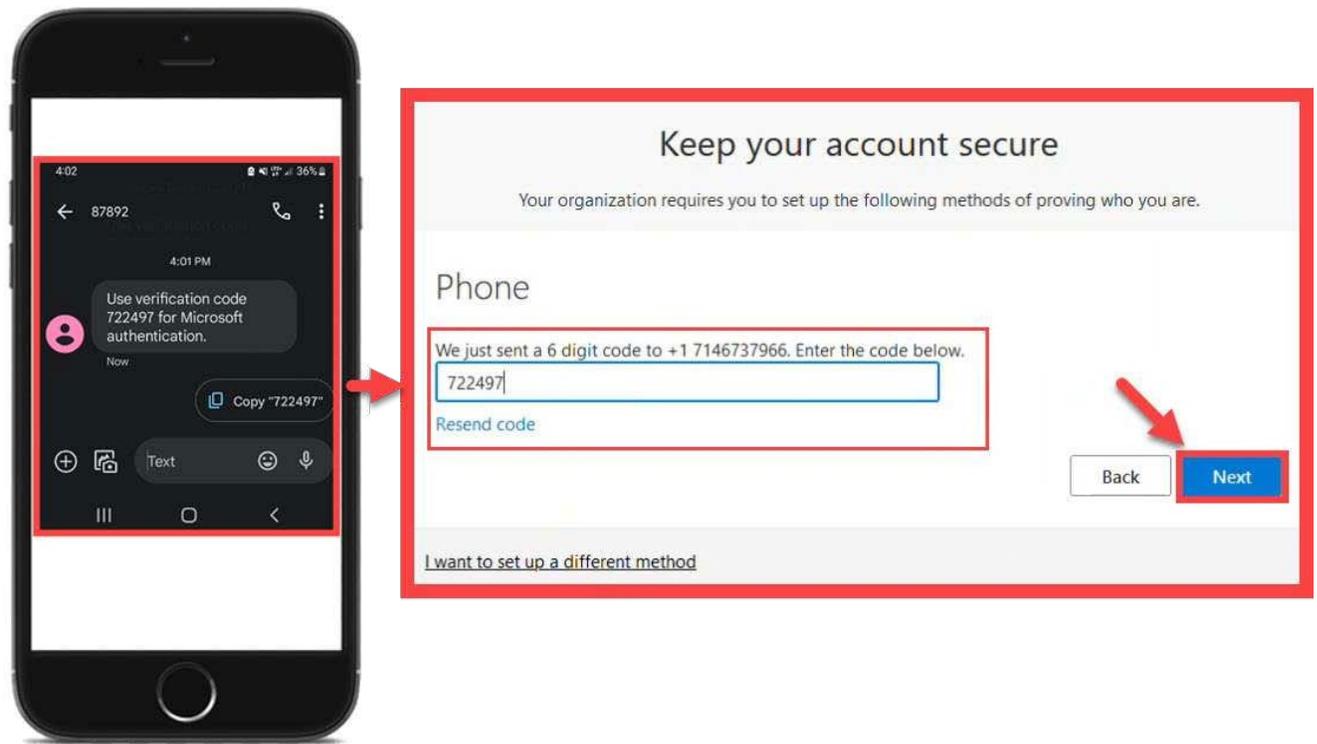
Next

[I want to set up a different method](#)

Step 4 – Enter verification code sent through SMS text to your phone

On your phone, check for a **verification code** sent from Microsoft.

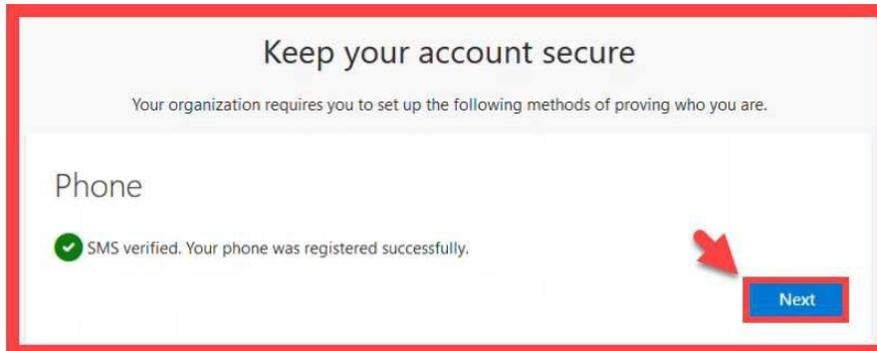
Enter the verification code on the website. Select **Next** to continue.



NOTE: If you receive an error message here, select **Resend code**. The verification code may have expired if it took too long to enter it.

Step 5 – Complete setup and Office.com login

Select **Next** to continue.



Keep your account secure

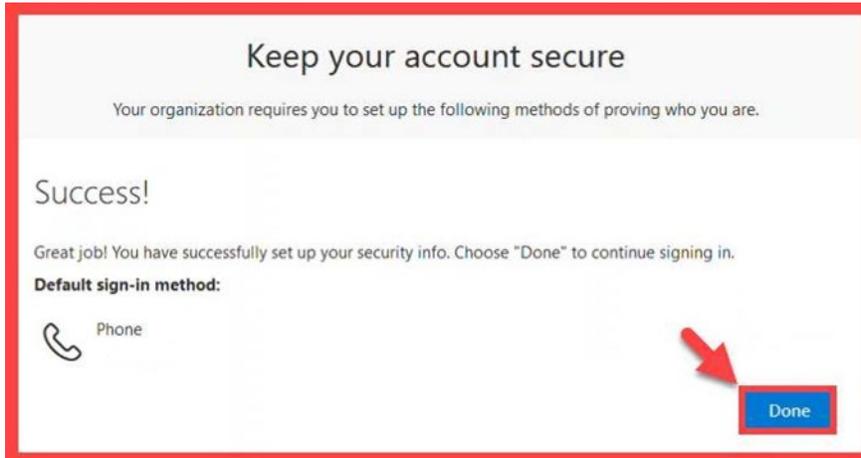
Your organization requires you to set up the following methods of proving who you are.

Phone

✔ SMS verified. Your phone was registered successfully.

Next

Select **Done** to finish the set up.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Success!

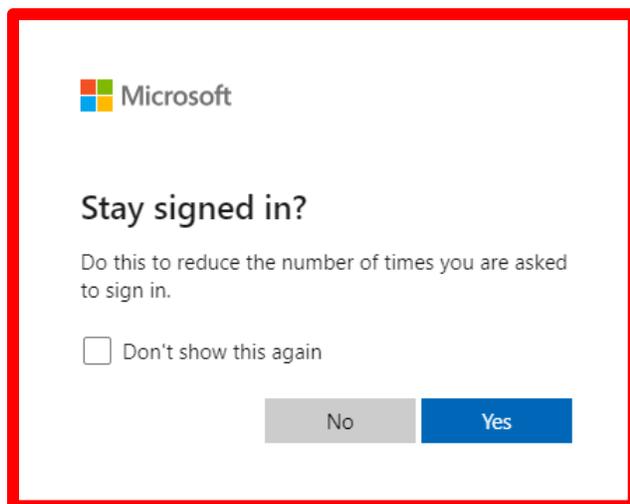
Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

Phone

Done

If prompted, select **Yes** or **No** for whether to **Stay signed in** with your account.



Microsoft

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

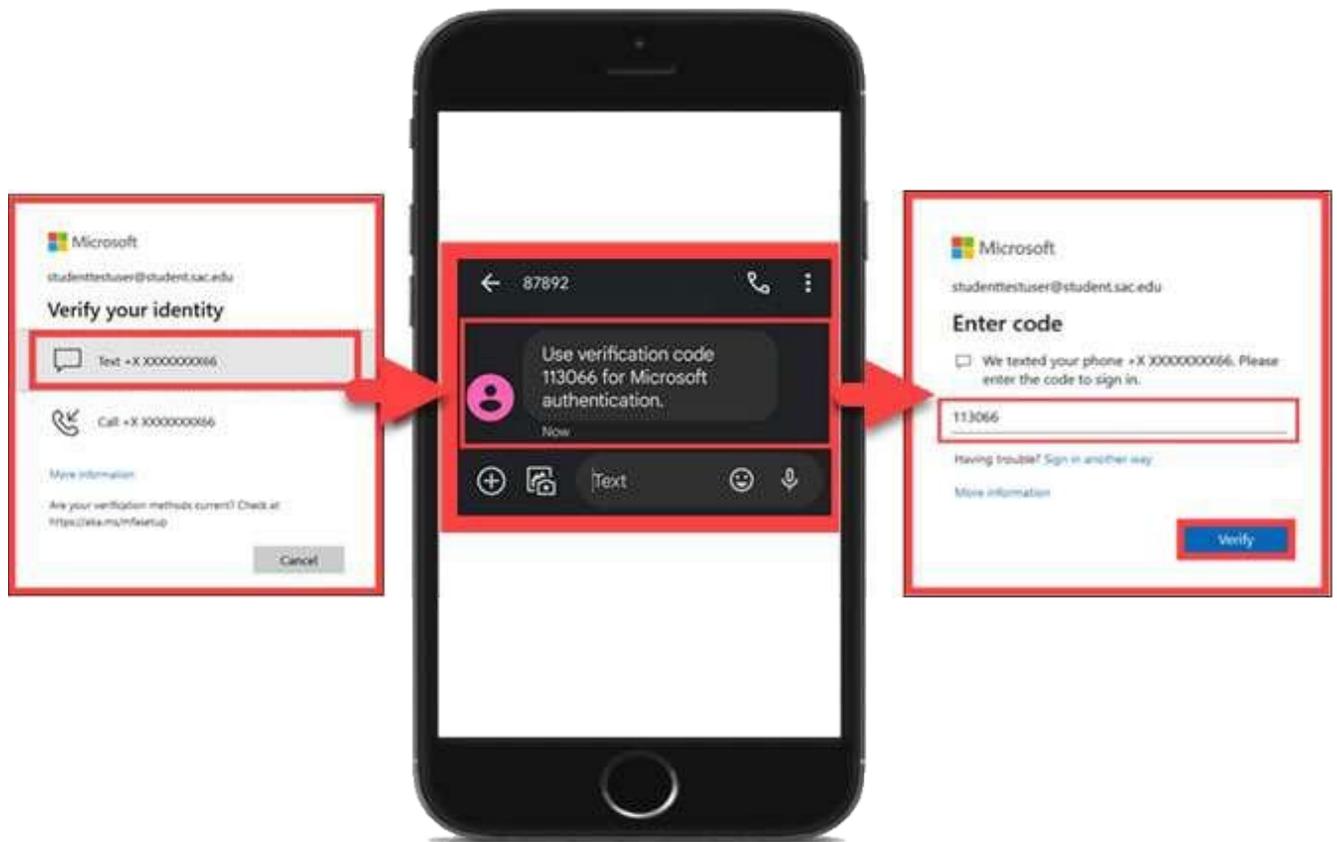
Don't show this again

No Yes

Step 6 - Verify your identity with SMS Text Message on next login

The next time you login to and are prompted to **Verify your Identity**:

2. Select the **Text +X XXXXXXXX** option.
3. **Check your mobile device for a text message from Microsoft.**
4. **Input the verification code.**
5. Select **Verify** to continue.



NOTE: Only "Verify" SMS text message codes that you have initiated yourself.

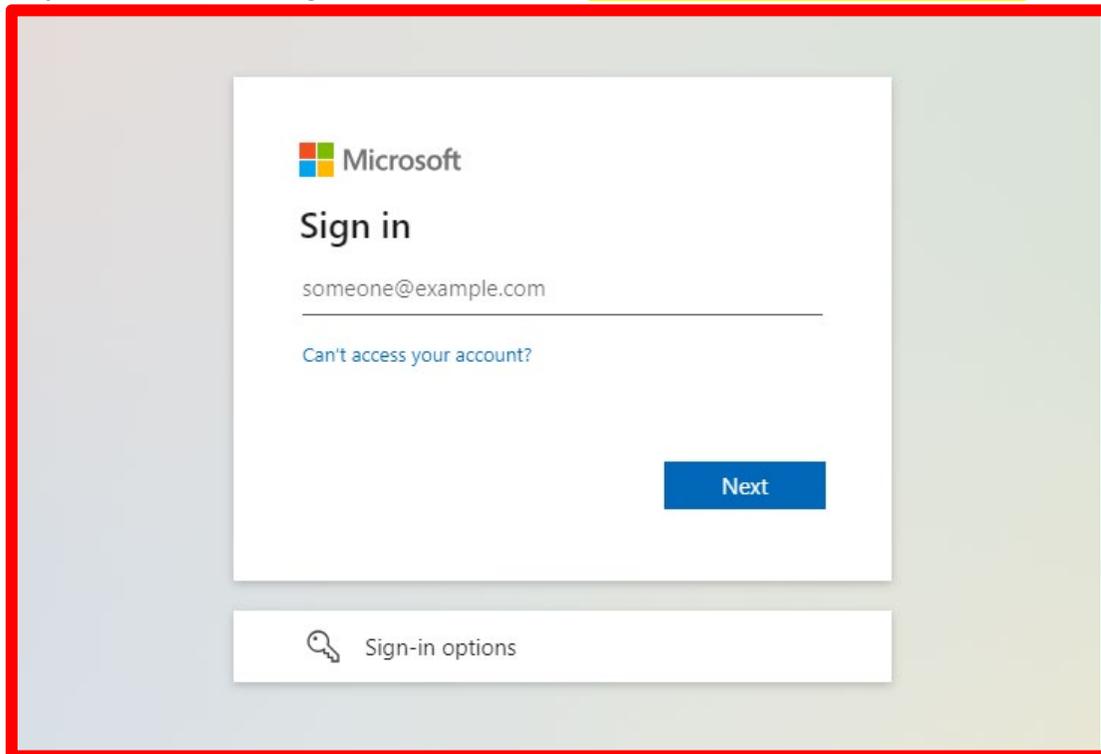
If you receive an unknown text prompting you to input a verification code that you did not initiate, ignore the prompt, and contact your IT team.

Manage your backup authentication methods

Follow these steps to set up a **backup authentication method** or to **manage your existing MFA method(s)**.

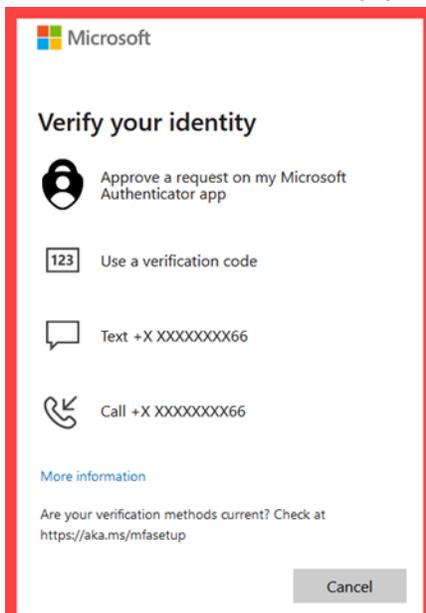
Step 1 – Sign into <https://aka.ms/mfasetup>

From your computer, go to the website <https://aka.ms/mfasetup> and **Sign In**.



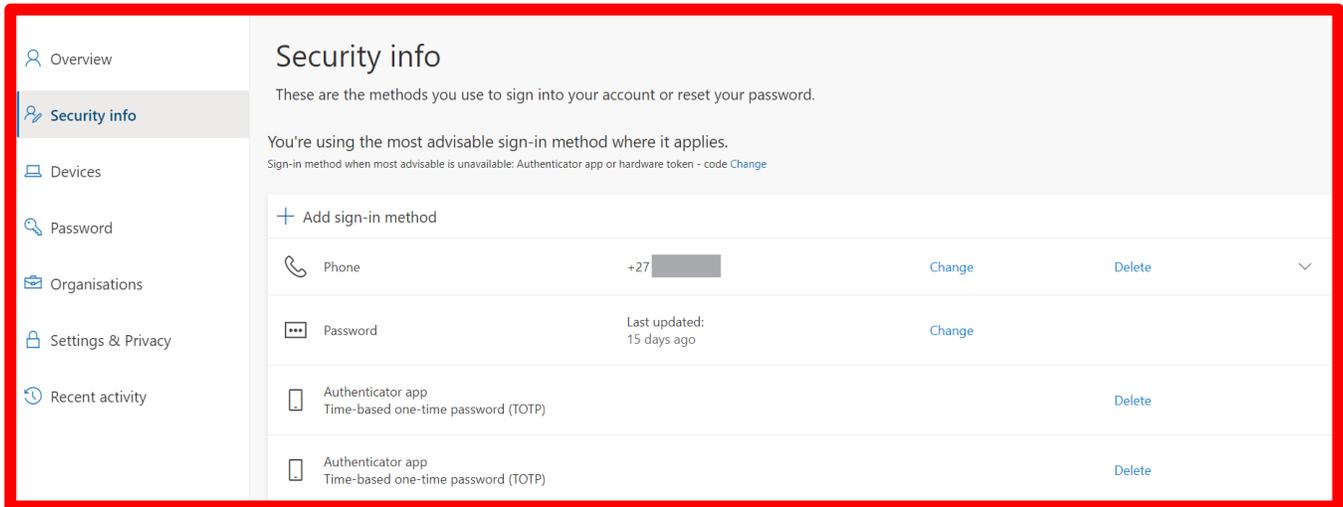
Enter your **username, password** and then select **Next**.

When prompted, verify your identity.



Step 2 – Add, Delete, or Change your sign-in methods

From the **Security Info** page, you can **change**, **add**, or **delete** your sign-in methods.



The screenshot shows the Microsoft Security Info page. On the left is a navigation menu with options: Overview, Security info (selected), Devices, Password, Organisations, Settings & Privacy, and Recent activity. The main content area is titled 'Security info' and contains the following text: 'These are the methods you use to sign into your account or reset your password.' and 'You're using the most advisable sign-in method where it applies.' Below this is a link: 'Sign-in method when most advisable is unavailable: Authenticator app or hardware token - code Change'. There is a '+ Add sign-in method' button. Below that is a table of sign-in methods:

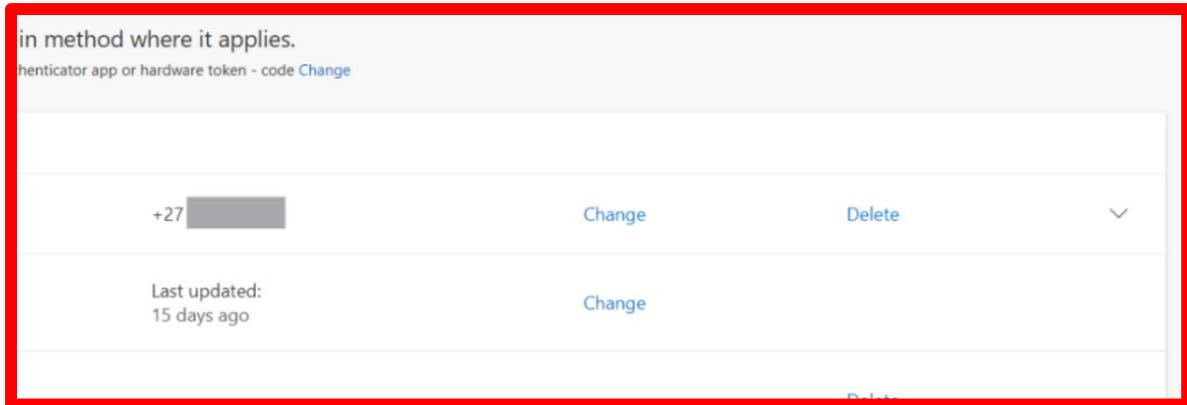
Method	Details	Actions
Phone	+27 [redacted]	Change, Delete
Password	Last updated: 15 days ago	Change
Authenticator app Time-based one-time password (TOTP)		Delete
Authenticator app Time-based one-time password (TOTP)		Delete

- **Add a sign-in method**
- **Delete a sign-in method**
- **Change Default sign-in method**
- **Change the properties of an existing sign-in method**

It is strongly recommended setting up a backup authentication method.

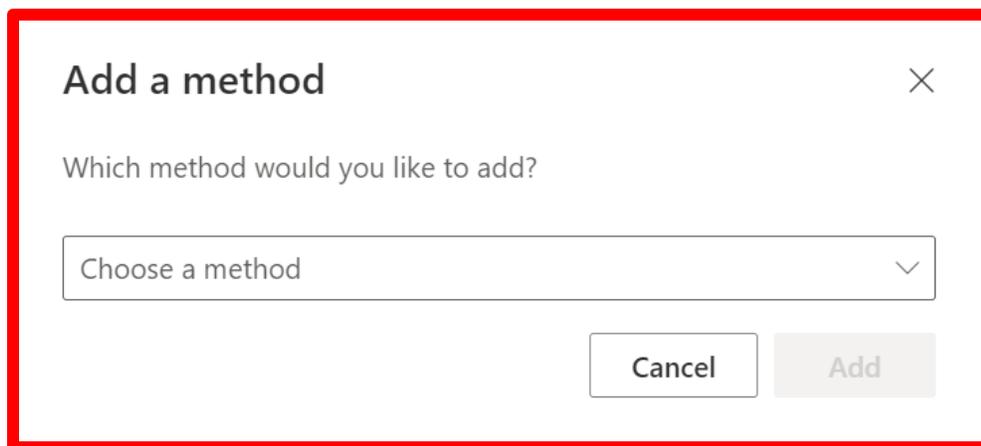
Step 3a - Add a sign-in method

To **add a sign-in method**, select **Add sign-in method**.



Select another method to add from the dropdown list, then select **Add**.

Examples of other methods would be Authenticator app or an Alternate phone.



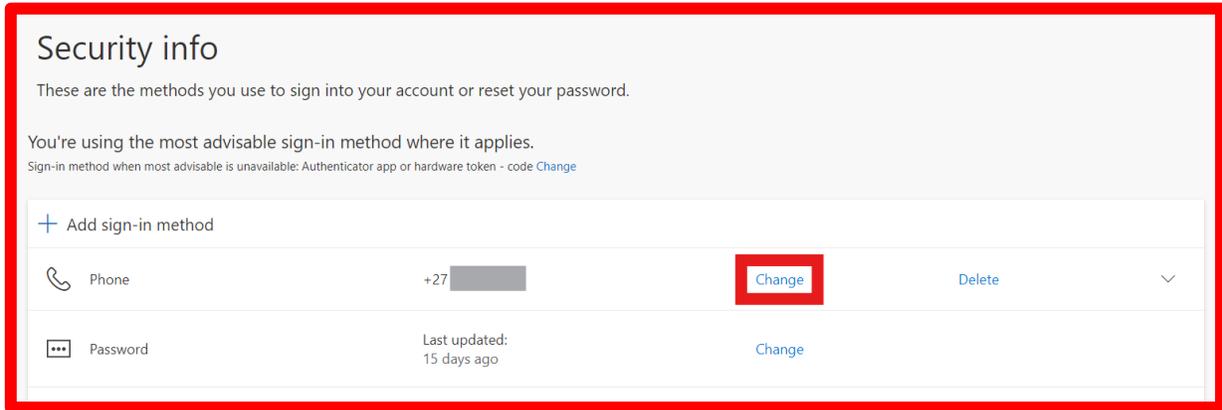
This will initiate the process for Adding another method.

Your choices are:

- **Authenticator app**
 - See [Microsoft Authenticator setup steps](#).
- **Phone or Alternate Phone**
 - See [SMS Text Message setup steps](#).

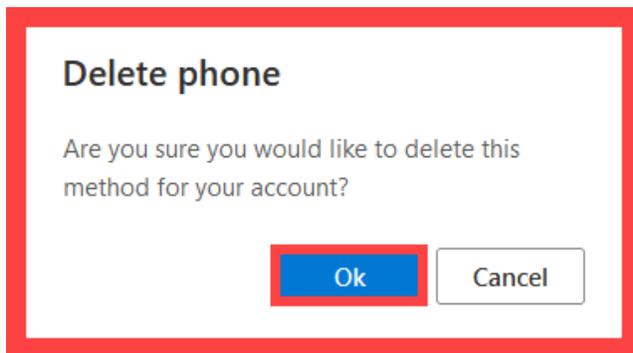
Step 3b - Delete a sign-in method

To **delete a sign-in method**, locate it on the list, and select **Delete** next to that sign-in method.

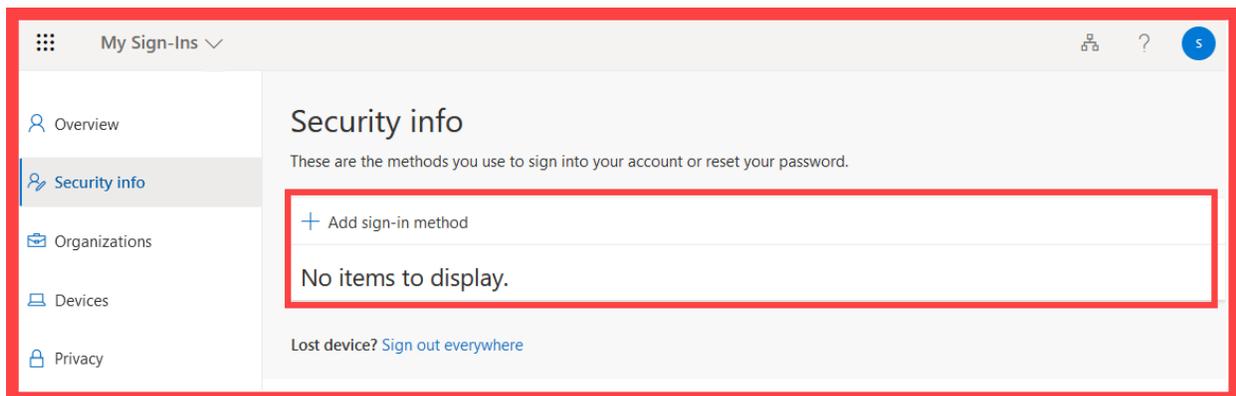


A prompt will ask, "Are you sure you would like to delete this method for your account?"

Select **Ok** to continue.

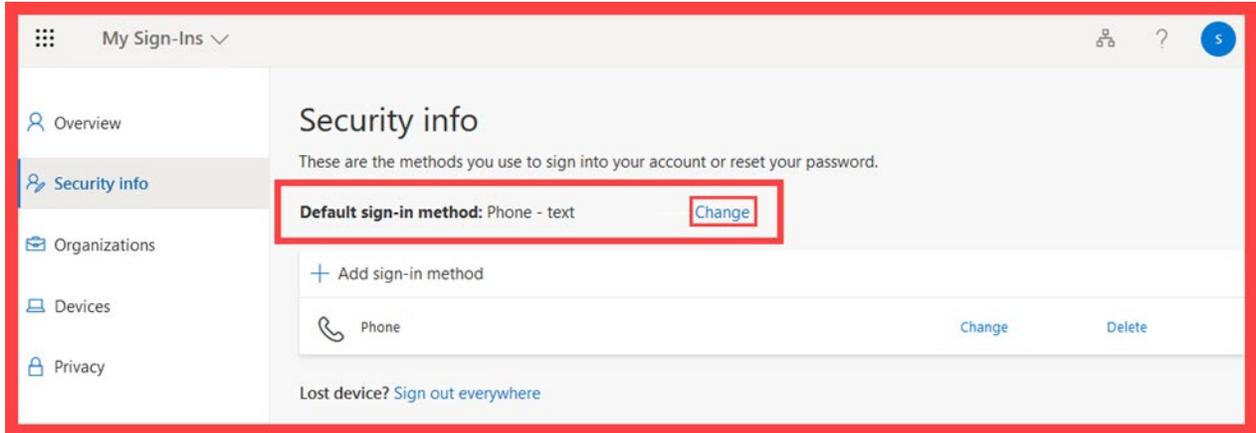


Lastly, check the **Security info** page to **confirm the sign-in method was deleted**.

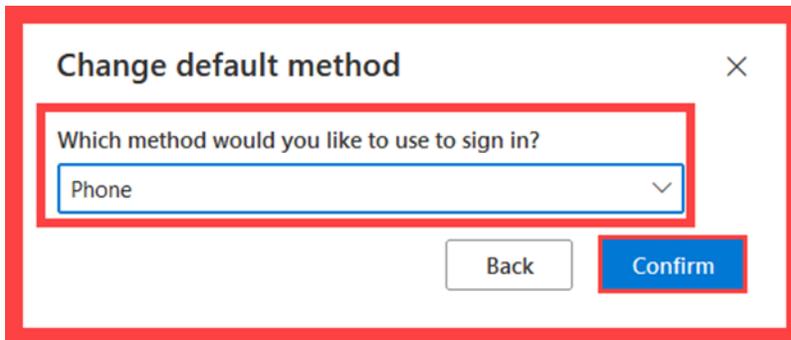


Step 3c - Change Default sign-in method

To change your **Default sign-in method**, select **Change** next to Default sign-in method.



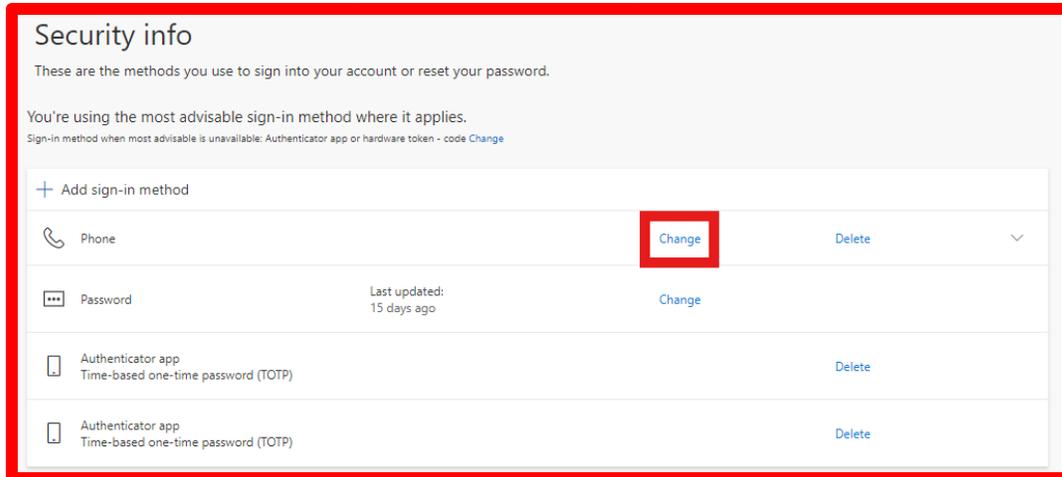
Select another method from the dropdown list, then select **Confirm**.



NOTE: You need at least two sign-in methods added to change the Default sign-in method to something else.

Step 3d - Change an existing sign-in method

To **change an existing sign-in method** (e.g., phone number), locate it on the list, and select **Change** next to that sign-in method.

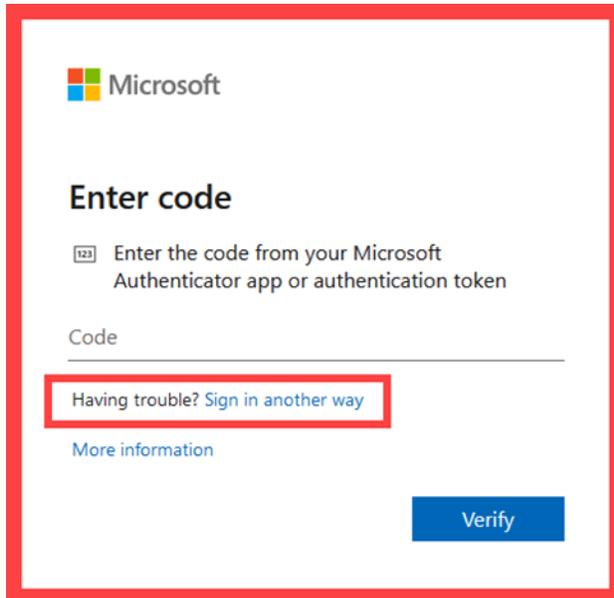


If changing a phone number, you may be prompted to re-authenticate through a text or phone call. Continue through the prompts to set up the new phone number.

The screenshot shows a 'Phone' dialog box with a close button (X) in the top right corner. The text inside reads: 'You can prove who you are by answering a call on your phone or receiving a code on your phone.' Below this, it asks 'What phone number would you like to use?' and provides a dropdown menu for the country code, currently set to 'South Africa (+27)'. To the right of the dropdown is a text input field labeled 'Enter phone number'. Below the input field are two radio button options: 'Receive a code' (which is selected) and 'Call me'. At the bottom, there is a disclaimer: 'Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).' At the very bottom are two buttons: 'Cancel' and 'Next'.

Step 3e - Sign in with an Alternative Method

Once you setup two or more Authentication Methods, you can select the link for **Sign in another way** at the login screen to **use another authentication method**.



Microsoft

Enter code

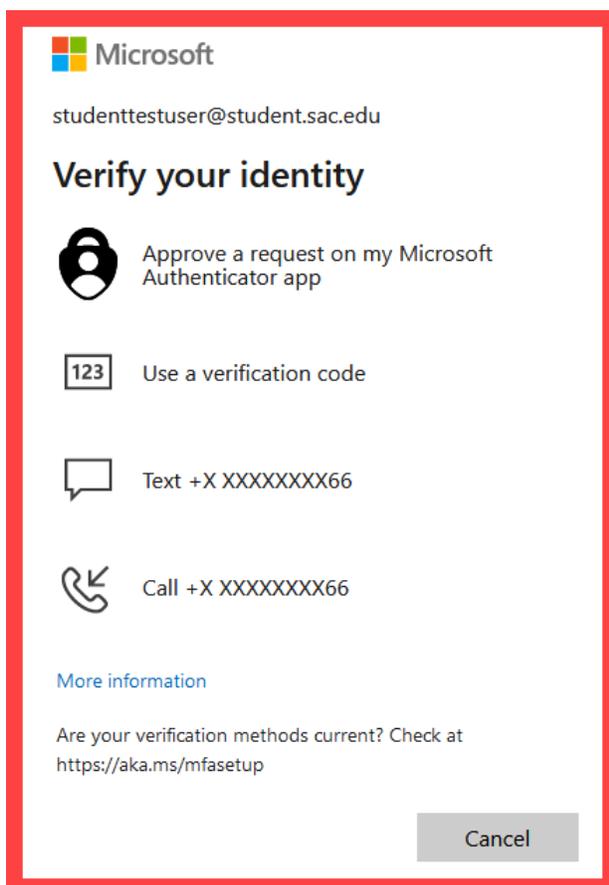
Enter the code from your Microsoft Authenticator app or authentication token

Code

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

[More information](#)

Verify



Microsoft

studenttestuser@student.sac.edu

Verify your identity

Approve a request on my Microsoft Authenticator app

Use a verification code

Text +X XXXXXXXX66

Call +X XXXXXXXX66

[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>

Cancel