



What is Multi-Factor Authentication?

Multi-Factor Authentication (otherwise known as MFA or ‘two-step verification’) is a security feature included with Office 365 that protects your Office 365 account. MFA effectively makes it far more difficult for hackers to access your account, thus providing a further layer of protection for your data. MFA differs from using only a traditional username and password in that it also requires confirmation of the device that you are accessing your account from.

The two methods that are commonly used to prove your identity are your username and password along with a unique item that you have (e.g mobile phone).

When logging in with MFA, you must supply your username/password AND additionally prove that you are in possession of a trusted device (i.e. phone.)

Set Up Multi-Factor Authentication

It is always recommended that a Mobile Phone or Android/Apple tablet device is used as your primary method of Multi Factor authentication.

Set up Multi Factor Authentication on a mobile device

To set up Multi Factor Authentication for your Office 365 account:

1. Please install the Microsoft Authenticator app from your supported AppStore on your mobile phone or mobile device. Below are direct links for the various supported platforms as well as QR codes to scan with your mobile phone if needed.



2. Open your web browser on your workstation/laptop/surface and go to <https://aka.ms/MFASetup>. Click ‘Sign In’
3. Enter your work email address and click ‘Next’



Sign in

Email, phone, or Skype

[Can't access your account?](#)

[No account? Create one!](#)

Back

Next

4. Please enter your usual network login password and click 'Sign In':



Enter password

Password

[Forgotten my password](#)

Sign in



5. You will be redirected to the following page. Click Next:



More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

6. You will now see the following screen click next and then next again.

Method 1 of 2: App

App 2 Phone

Microsoft Authenticator

 Start by getting the app

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

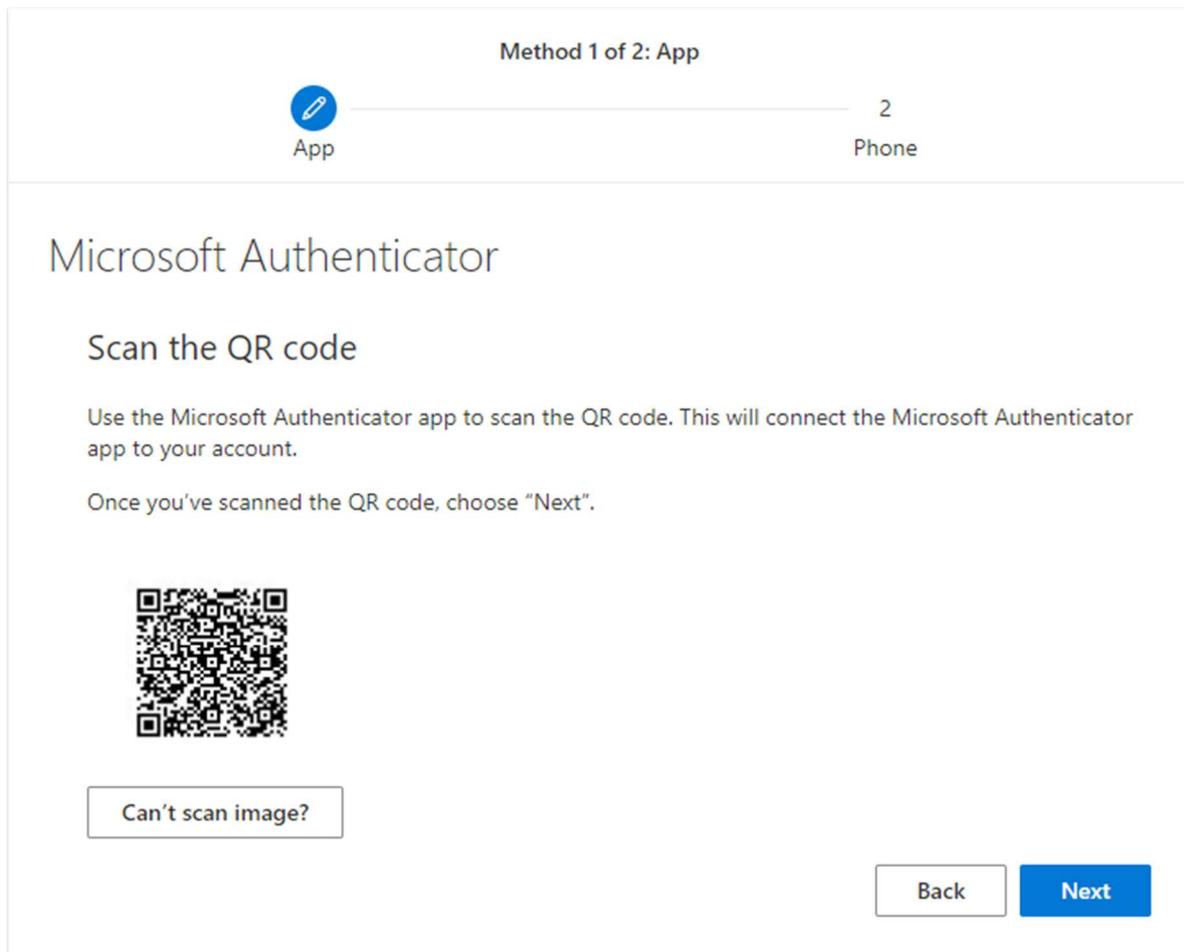
Once you've installed the Microsoft Authenticator app on your device, choose "Next".

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

[Next](#)



7. The following pop-up box will appear, displaying a 'QR' code:



8. Open the Microsoft Authenticator app on your phone.
9. Tap + > Work or school account or choose 'Add account' from the options menu. **Note: On first run, you may be asked if you would like to add an account. Please skip this. It is important that you choose 'Work or school account' if presented with the option and that you do not select any other account type.**
10. Use your phone to scan the QR square that is displayed on your computer screen.
11. Your account will be added automatically to the app and will display a six-digit code.
12. Switch back to your computer and click 'Next'.
13. Now wait for the 'Checking activation status' text to finish configuring your phone.
14. On your computer, ensure that 'Receive notifications for verification' is selected and click 'Next'
15. Switch back to your phone and you will see a notification for a new sign in.
16. Go to the Microsoft Authenticator app.
17. Tap Approve to allow it.
18. Back on the computer, follow any prompts that you might see such as adding a mobile number.



Note: It is recommended that you add a mobile number as this may be used as a secondary method of authentication. Click 'Finished' when complete.

Method 2 of 2: Phone

 App  Phone

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?

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](#).

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

19. Enter your work phone number and click next.

Method 2 of 2: Phone

 App  Phone

Phone

We just sent a 6-digit code to +44 7415720560. Enter the code below.

[Resend code](#)

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



20. Enter the code sent by SMS to your mobile phone

Method 2 of 2: Phone

App Phone

Phone

✓ SMS verified. Your phone was registered successfully.

Next

Method 2 of 2: Done

App Phone

Success!

Well done. You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

- Phone
- Microsoft Authenticator
- Microsoft Authenticator

Done

21. From now on, whenever you have a new sign in or add your Office 365 work or school account to an app, you'll open the Authenticator app on your phone and tap Approve.

If you have any issues setting up MFA consider [contacting](#) Computer Friendly Consultants