

How to Set Up Multi-Factor Authentication

The purpose of these instructions is to assist our users in setting up Multi-Factor Authentication (MFA) to be able to access Microsoft 365 outside of school.

1. Visit www.office.com and click "Sign-in" on the main page. It should then ask the user to enter their login details, followed by a message along the lines of "More information is required. This will then take you to set up MFA via the app and a phone number."
 - a. If the page automatically signs into office without the "More information is required" message, follow these additional steps:
 - i. Navigate to the top right profile icon, click on the profile icon, and click "View account".
 - ii. On the left, navigate to the "Security info" tab.
 - iii. If there are any sign-in methods listed, please remove them.

AT LEAST TWO AUTHENTICATION METHODS ARE REQUIRED

MICROSOFT AUTHENTICATOR APP

2. If MFA was previously setup, remove the user's account from the authenticator app, close the app completely, and reopen it.
3. On the phone with the authenticator app, ignore the "Work or school" option and select the option to scan a QR code.
4. On the device where the user logged into initially to set up MFA, click "Next" until a QR code is shown, and scan the QR code.
5. This should then lead you to test an on-screen code to input into the phone with the authenticator app.

PHONE NUMBER / EMAIL

6. For the second authentication method, select either phone number or email and input an accessible non-school number/address.
7. Once submitted, enter the test code sent to the number/address.

Upon following these instructions, the user should be able to access the Microsoft 365 suite of products provided by the FourCs MAT (via office.com). Should there be any confusion or complications during the setup process, please retry the set up OR visit us in-office so we can assist the user.