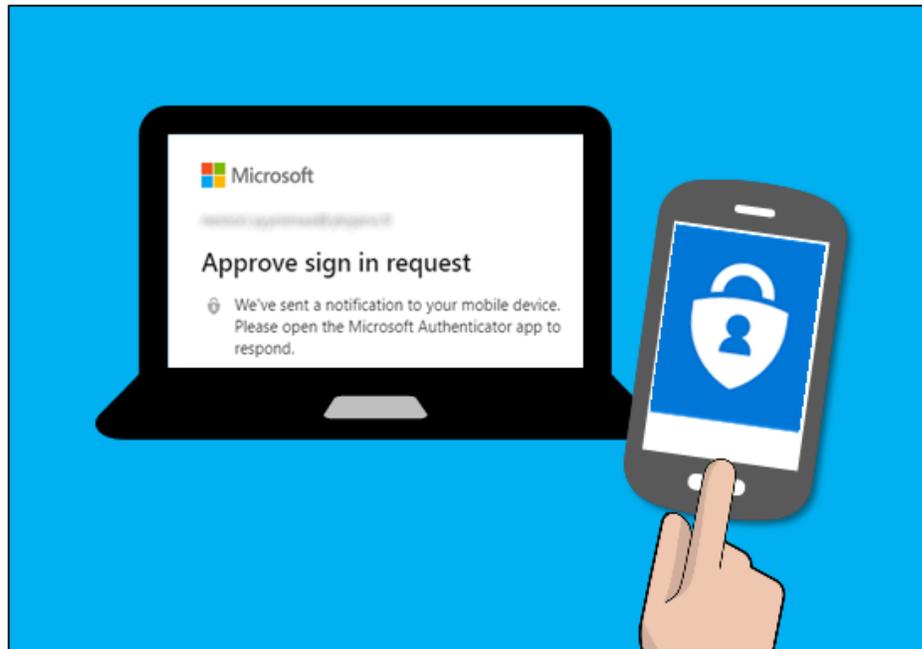# MFA Introduction

What is MFA?

Multi-Factor-Authentication (MFA) is a method to increase security by using something you know (password) combined with something you have (cellphone) or something on you (fingerprint) to create a more secure login method.

Why is MFA important?

Multi-factor authentication is important, as it makes stealing your information harder for the average criminal. The less enticing your data, the more likely that thieves will choose someone else to target.

In today's world, it is becoming commonplace for your bank or even Facebook to suggest using MFA by sending a text message to your phone before allowing you to log in on a new device. This secondary authentication (on top of your password) makes it much harder for anyone else to pretend to be you.

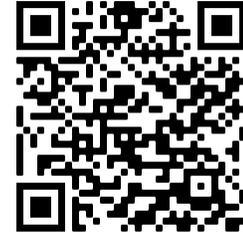**Important Note: Please start with phone app download step**

Table of Contents

Install Microsoft Authenticator on Android

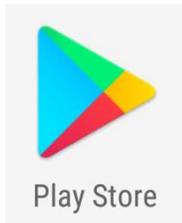-Quick Links:

(Click link on Phone)   or   (Scan with phone camera)

-Full Download Instructions:

1. Navigate to the Play Store

2. Search for "Microsoft Authenticator" and choose Install

STOP do not launch after download to make next steps easier

Install Microsoft Authenticator on iPhone
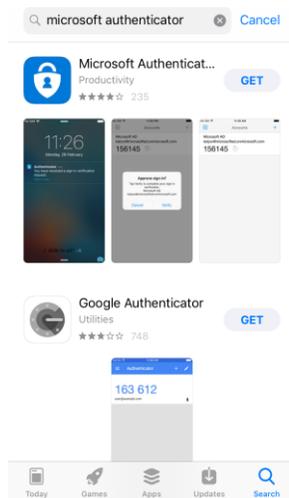
-Quick Links:

(Click link on Phone)   or   (Scan with phone camera)
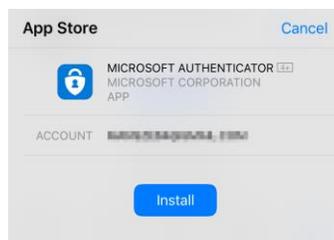
-Full Download Instructions:

1. Navigate to the App Store

2. Search for "Microsoft Authenticator" and choose Get

3. At the App Store confirmation message, click Install to continue

STOP do not launch after download to make next steps easier
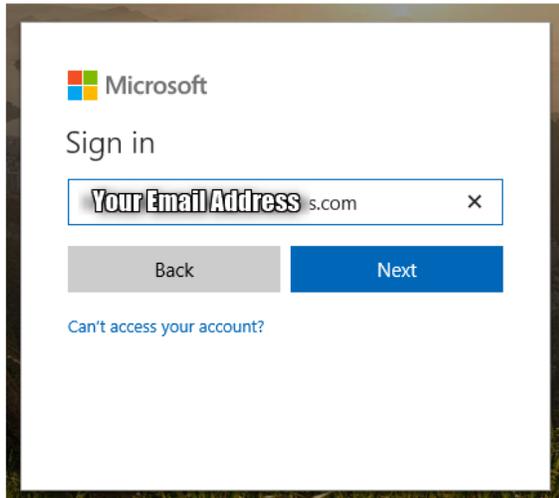
Configure MFA for your Office 365 Account

IMPORTANT: If you are here, you should already have the Authenticator app installed on your phone.
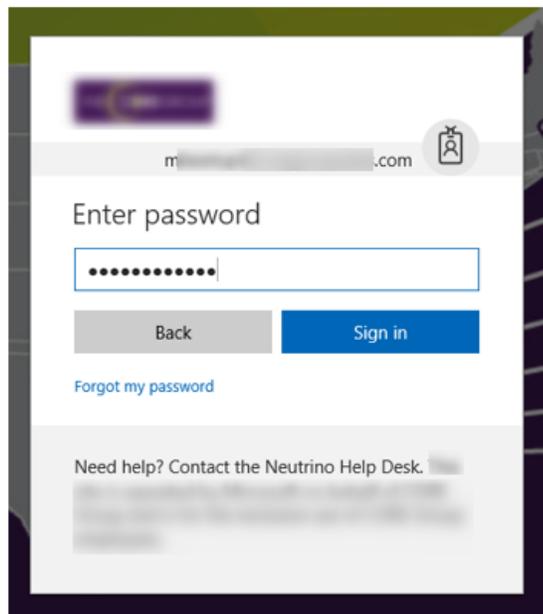
If you do not have it installed. Please pause, complete the app installs, notify Integritek help desk to enable MFA, then move forward using this guide.

-Start on your computer

1. Open a web browser and navigate to: https://portal.office.com

2. Sign in using your email address and click Next

    Microsoft

    Sign in

    Your Email Address s.com   ✕

    Back   Next

    Can't access your account?

3. Enter your Office 365 password, click Sign in

    Enter password

    ••••••••••••

    Back   Sign in

    Forgot my password

    Need help? Contact the Neutrino Help Desk.

4. Note the message stating that your account needs to be verified. Click Set it up now
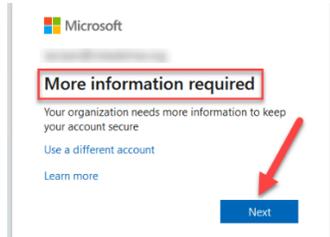
5. For Step 1: How should we contact you?
   a. Select **Mobile App**
   b. Then select method
      i. **Receive notifications for verification** (push notification, which needs to be enabled on phone for Authenticator app)
      ii. **Use verification code** (for rotating secure code in app)
   c. Then click **Set up**
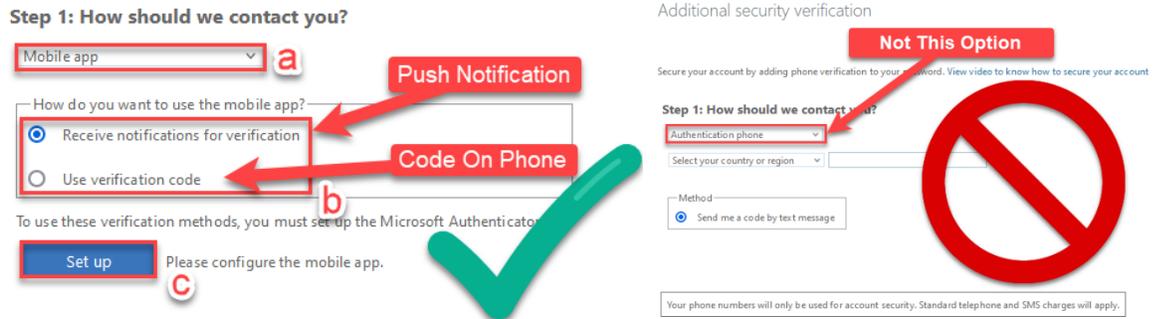
6. A new window will appear with a QR Code. This QR code will be used when adding your account in the Authenticator App.
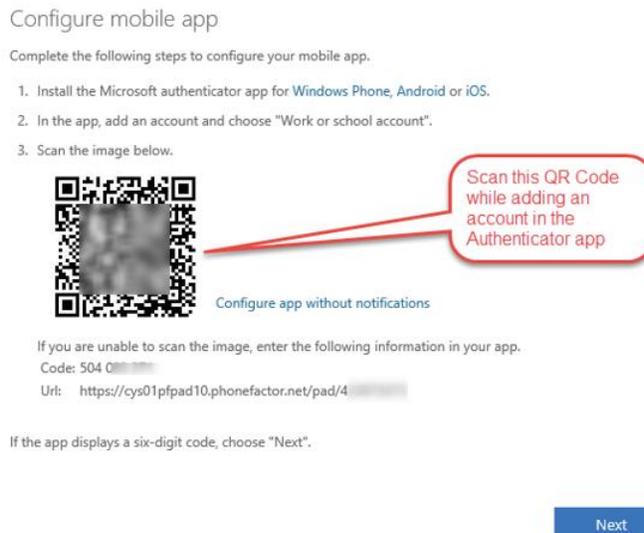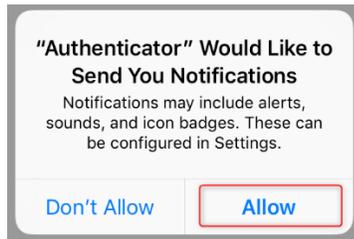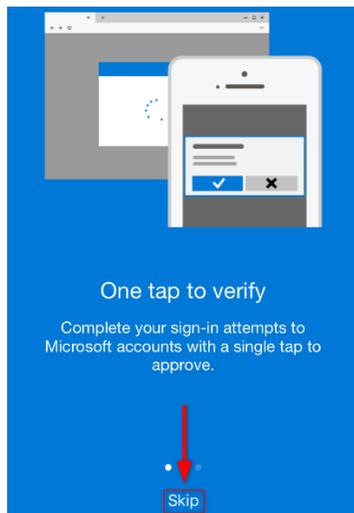
-The next steps are back on your phone

7. On your phone, open the Authenticator app

8. Click **Allow** at the notification message (REQUIRED FOR NOTIFICATION AUTHENTICATION)
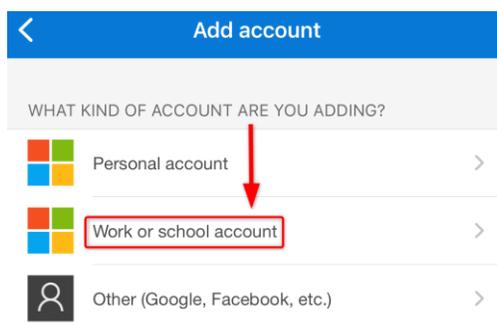
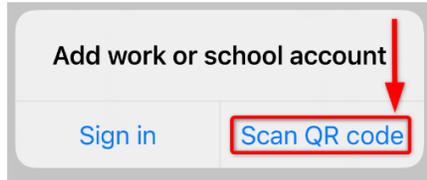9. You can choose to Skip of view Authenticator functionality

10. Choose plus symbol in top-right corner to add account (OR it will ask to configure first account)
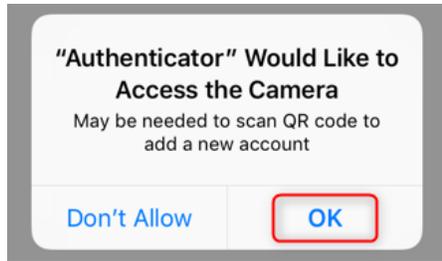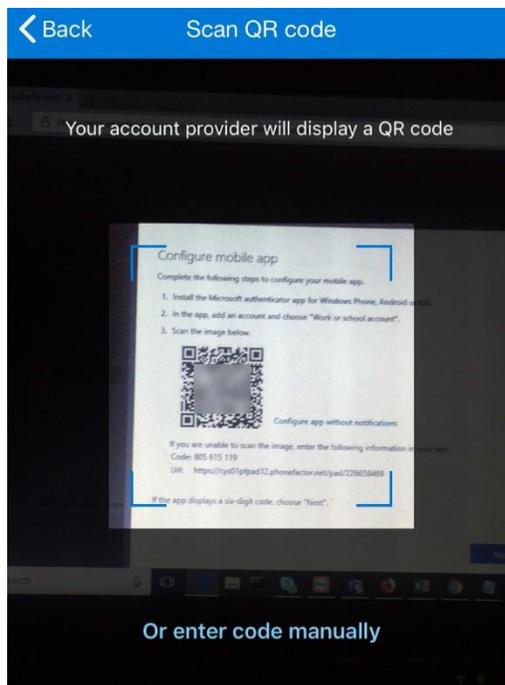
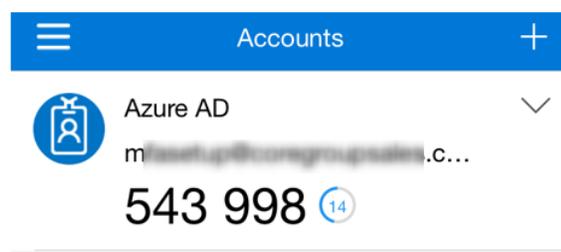11. Choose Work or school account

12. Choose Scan QR code

13. Of asked, click OK at the message allowing authenticator to access your phone's camera

14. Point your phone at the QR code on the computer screen

15. It will process the QR code automatically. The Scan QR code window will close and you will be taken back to the Accounts screen and a six digit code will be available.

-Final steps using both computer and phone

16. Back on your computer, on the screen with the QR code, click Next

17. Note the message indicating that your Authenticator is configured. Click Next

18. Enter the six digit code from Authenticator (on your phone) and click Verify

19. You may be asked to enter a phone number as an alternate means of verification. You can enter your mobile number in this field. Click Next.

20. At Step 4, click Done to complete the verification process.

21. That's it! You will now be redirected to the Outlook web app.

IMPORTANT: *Please note that you will have to update the sign-in for **Outlook, Word, Teams** using your six-digit code (you only have to do this once). After successful log in with MFA, it should not ask again until you get a new device, or update software.*

How do I verify or change my MFA method?

Often, some step in this guide gets skipped and someone will set up text message authentication, or they are using the code method and want it to send a push notification instead. Here is how to review and update your MFA method.

These steps can also be used to add a new phone, or multiple phones.
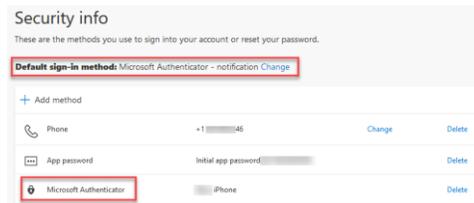
-Vew your security settings

1. Log into https://portal.office.com (it is ok if you are already logged in)
2. Navigate to your user icon in the upper right, and choose "View my account"

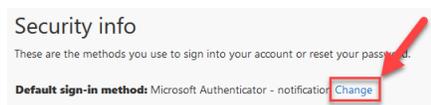3. On the account page, locate the Security Info box, and choose "Update Info"

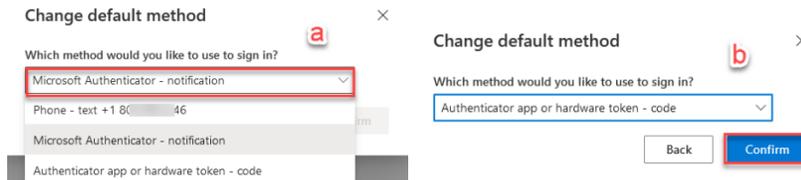4. Review your MFA info (it should be set to Microsoft Authenticator

-Change default MFA method
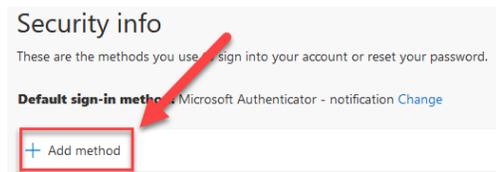
1. Next to Default sign-in method... click Change

2. Click on drop-down menu
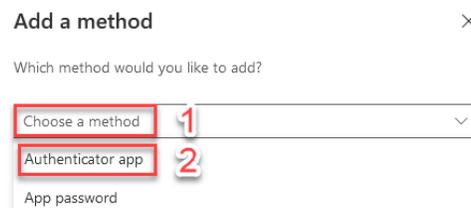   a. select a new option
   b. click Confirm

-Add a new MFA method

This is useful if you need to add a second/new phone, or if you accidentally set up text message (SMS) authentication (less secure) and want to change it.

1. Click on Add method

2. On the Add a method window
   a. Click Choose a method drop-down menu
   b. Select Authenticator app
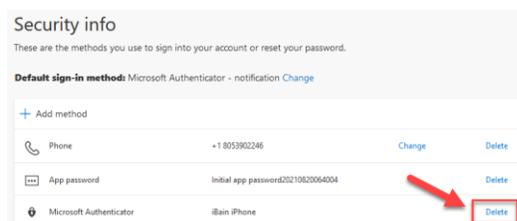

3. Jump back up to Configure MFA for your Office 365 Account and follow steps

-Remove MFA method

This is useful to remove an old Authenticator app or to remove text message (SMS) setup (less secure).

1. Locate the item you wish to remove and click Delete

2. On the pop up box, select Ok to verify that you want to delete

Delete authenticator app

Are you sure you would like to delete this
method for your account?

Ok   Cancel