

MFA Challenge Verification Help

We have configured our Office 365 environment to use a second verification method meaning you will now do a two-part sign in. First, you enter your PC email address and hit enter. Then you use a second verification method through a phone, a text message, or the Authenticator app. You will have to go through this initial setup on campus. From off campus, you will be challenged with this every 30 days. You set up your preferred verification method the first time you do the two-part sign in. Below we will describe your method options.

Authentication phone

You can use a mobile phone, which is the most common and flexible method. Using a mobile phone will allow you to authenticate even when you are off campus. If you are not comfortable using your mobile phone you can also choose to be called at your office number. Please be aware that you will not be able to authenticate from off campus if this is your choice.

Additional security verification

Secure your account by adding phone verification to your password.

Step 1: How should we contact you?

Authentication phone ▼

United States (+1) ▼

Method

Send me a code by text message

Call me

Contact me

Under **Step 1: How should we contact you?** select **Authentication phone**. Here you can provide either a mobile phone number (used for text or call method) or your office phone number (used just for call method).

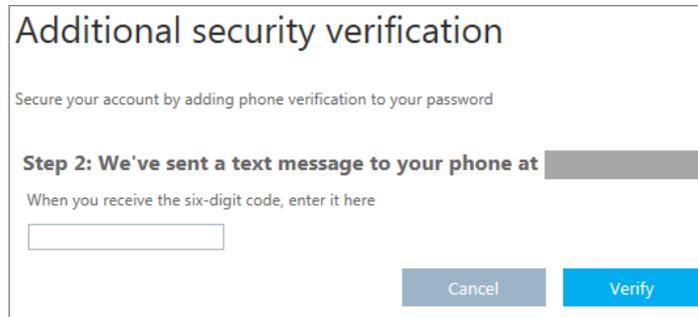
- In the country or region box, select a value from the list. A default value may already be displayed.
- In the box next to the country or region box, type your mobile phone number. Include the area code.
 - Spaces are allowed, but punctuation characters are not. For example, 5554445555 and 555 444 5555 are allowed, but 555-444-5555 and (555) 444 5555 are not allowed.

MFA Challenge Verification Help

Under Method, do one of the following:

Send me a code by text message, skip to page 3 for 'Call Me' instructions.

- Click Send me a code by text message.
- Click Contact Me.
- Get the six-digit code from a text message on your mobile phone.
- Type the code into the text box in the browser, and then click Verify.



Additional security verification

Secure your account by adding phone verification to your password

Step 2: We've sent a text message to your phone at [redacted]

When you receive the six-digit code, enter it here

Cancel Verify

- When you see the "Verification successful!" message, click **Done**.
 - You may need to re-verify. Get a new six-digit code from a text message on your mobile phone, type the code into the text box in the browser, and then click Sign in.



Office 365

Help us protect your account

We've sent you a text message with a verification code.

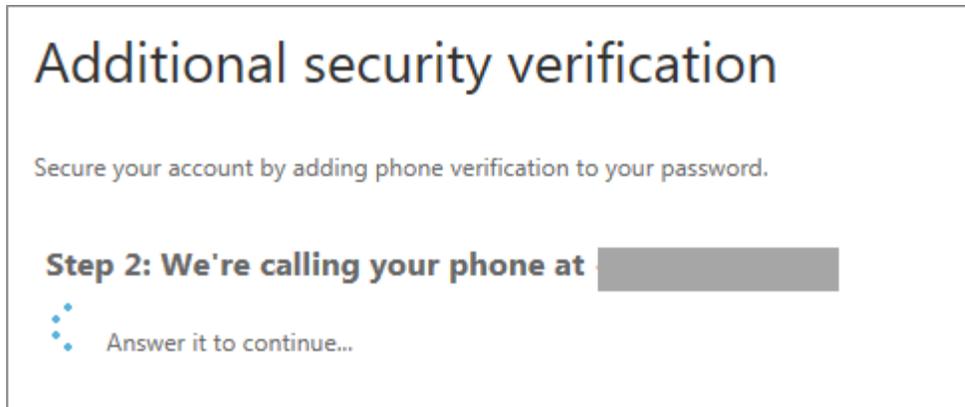
 alberta@contoso.com [redacted]

Sign in

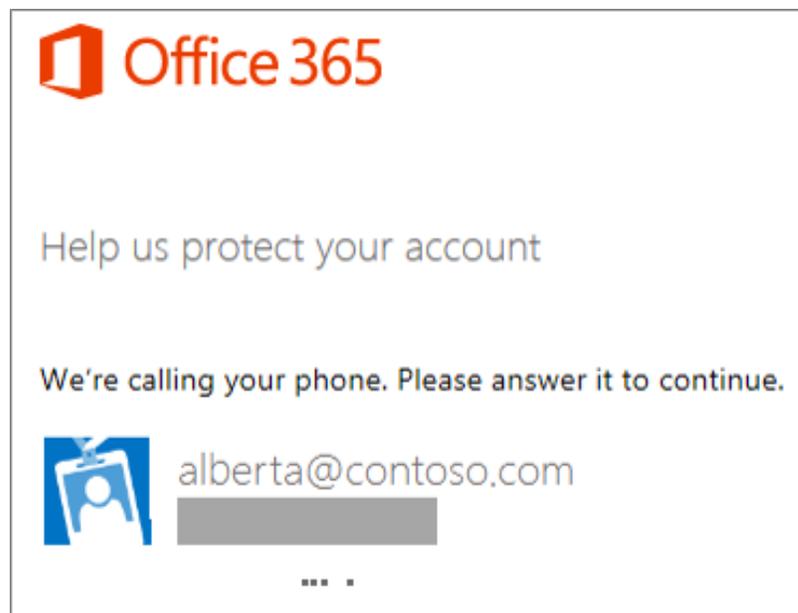
- **TIP:** In your messaging app or through your mobile phone settings, enable push notifications so you are immediately alerted on your mobile phone.

Call me

- Click Call me.
- Click Contact Me.
- Answer a call on your mobile phone, and then press the pound key (#) on the phone keypad.



- When you see the "Verification successful!" message, click **Done**.
 - You may need to re-verify. Answer a call again on your mobile phone, and then press the pound key (#) on the phone keypad.



Office phone

While Office phone is a field for verification you can not set it up with your office number which is why the field is greyed out. **Please use Authentication phone and provide your 401865XXXX number there if you would like to use it.**

Mobile app

Use the Authentication app (also called Multi-Factor Auth) on your mobile phone, which may work better for you. You can either type in a six-digit code or tap Verify in the app.

- Under **Step 1: How should we contact you?** select **Mobile app**.
- Under **Method**, do one of the following:

Notification, (for verification code set up skip done to Page 7.)

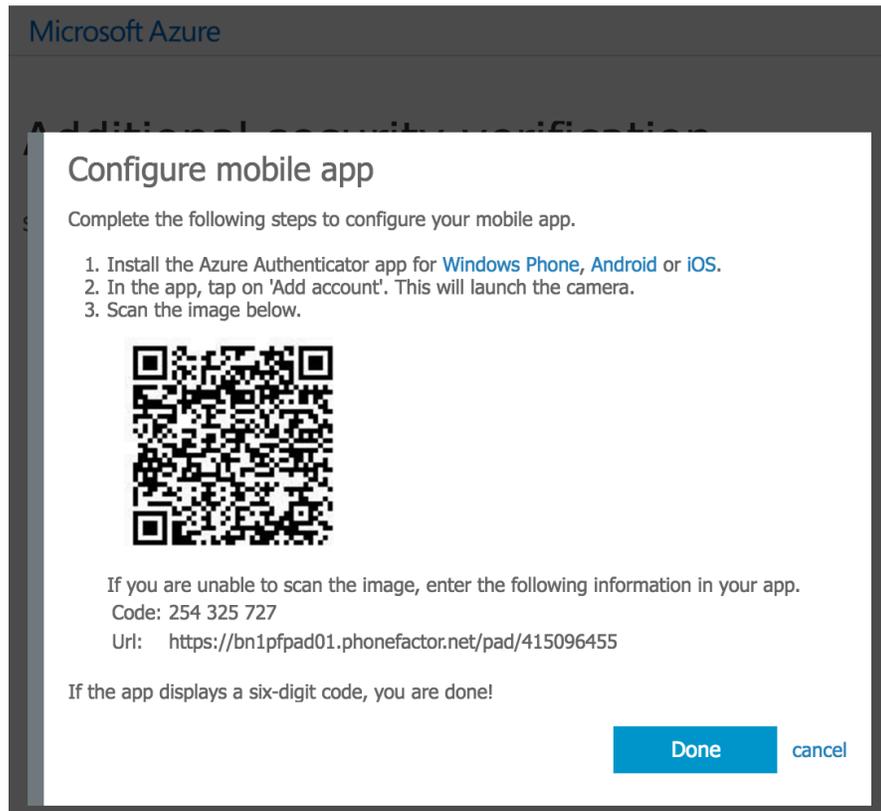
- Select **Receive notifications for verification**

The screenshot shows the 'Additional security verification' page on the Microsoft Azure portal. At the top, it says 'Microsoft Azure'. The main heading is 'Additional security verification'. Below that, it says 'Secure your account by adding phone verification to your password. [View video](#)'. The section is titled 'Step 1: How should we contact you?'. There is a dropdown menu with 'Mobile app' selected. Below the dropdown, it asks 'How do you want to use the mobile app?' with two radio button options: 'Receive notifications for verification' (which is selected) and 'Use verification code'. Below these options, it says 'To use these verification methods, you must set up the Azure Authentication app.' There are two buttons: a blue 'Set up' button and a grey 'Contact me' button.

- Click **Setup**.
 - **You will now need to install and set up the Authentication app.**
 - Go to your mobile application stores and install the **Azure Authenticator** app.
 - Open the Authentication app (also called Multi-Factor Auth) on your mobile phone. (Please note you may have to allow notifications at this point.)
 - To add a user, tap +.
 - To open the camera, tap Scan Barcode. 

MFA Challenge Verification Help

- Scan the image displayed in your browser, it will look like this.



- If you are successful scanning the image, the CODE and URL boxes are automatically filled in.
 - If you are unable to scan the image, do the following:
 - In the CODE box, type the six-digit code.
 - In the URL box, enter the web address.
 - If the app displays a six-digit code, you are verified. If it does not, check your typing, and start again.
 - Click **Done**.
- After the app has been installed and setup, click **Contact me** which will take you to **Step 2: Let's make sure that we can reach you on your Mobile App device**.
 - Open the Authentication app on your mobile phone, and then tap **Verify**.

- **Under Step 3: In case you lose access to the mobile app**, do the following:

Additional security verification

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

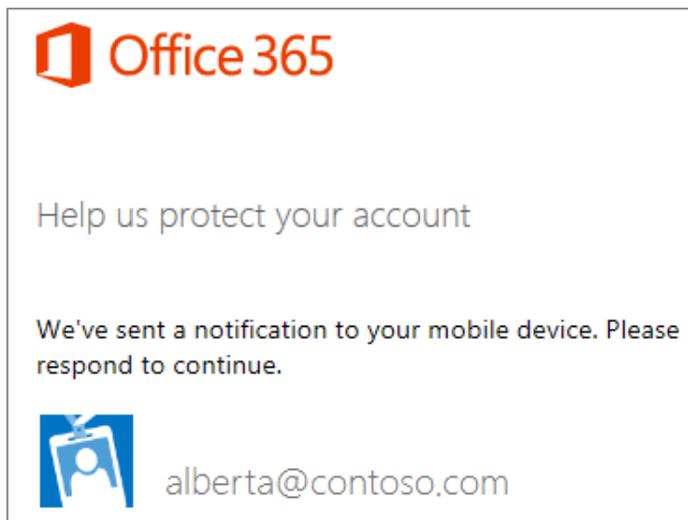
Step 3: In case you lose access to the mobile app

United States (+1)

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

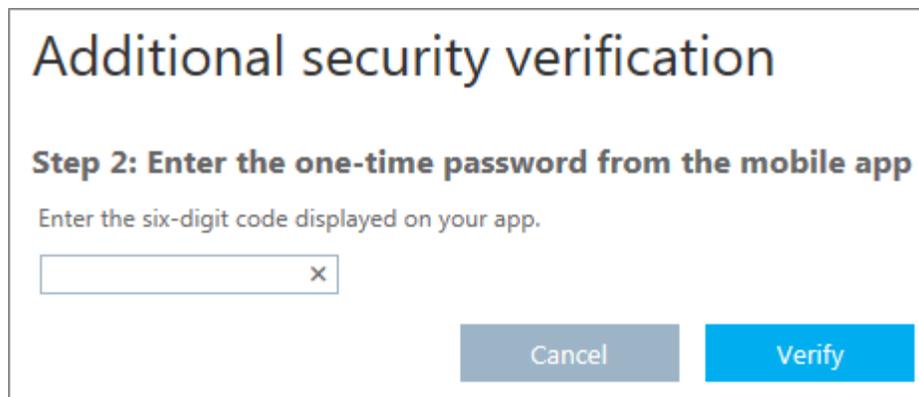
- In the country or region box, select a value from the list. A default value may already be displayed.
 - In the text box next to the country or region box, type your mobile phone number. Include the area code.
 - Spaces are allowed, but punctuation characters are not. For example, 5554445555 and 555 444 5555 are allowed, but 555-444-5555 and (555) 444 5555 are not allowed.
- Click **Done**.
 - You may need to re-verify. Open the Authentication app on your mobile phone again, and then tap **Verify**.



- **Verification Code**
 - Select **Use Verification Code**

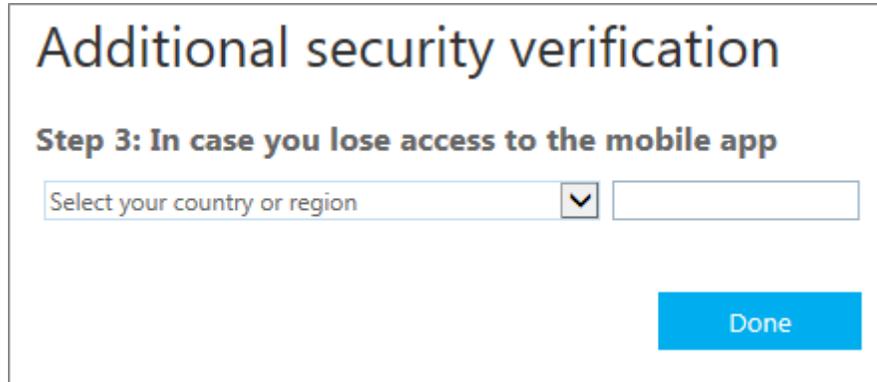


- Click **Setup**. You will now need to install and set up the Authentication app.
 - Go to your mobile application stores and install the **Azure Authenticator** app.
- After the app has been installed and setup, click **Contact me**.
- Get the six-digit code from the app, enter it in the text box in the browser, and then click **Verify**.



- Click **Done**.

- Under **Step 3: In case you lose access to the mobile app**, do the following:



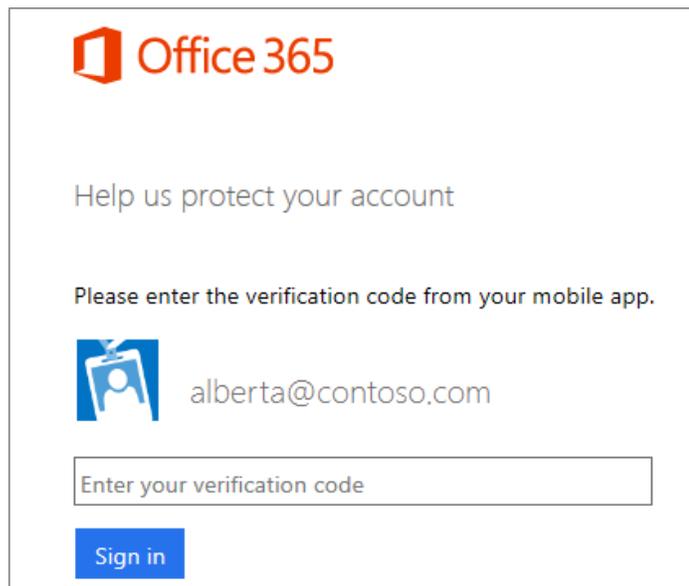
Additional security verification

Step 3: In case you lose access to the mobile app

Select your country or region

Done

- In the country or region box, select a value from the list. A default value may already be displayed.
- In the text box next to the country or region box, type your mobile phone number. Include the area code.
 - Spaces are allowed, but punctuation characters are not. For example, 5554445555 and 555 444 5555 are allowed, but 555-444-5555 and (555) 444 5555 are not allowed.
- To re-verify, open the Authentication app on your mobile phone again, enter the six-digit code from the app again, and then click **Sign in**.



Office 365

Help us protect your account

Please enter the verification code from your mobile app.

 alberta@contoso.com

Enter your verification code

Sign in

- After you complete the instructions, you should be signed in. If you see a message that tells you there is a problem and to "Please try again", refresh the page by pressing F5.