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.

![Authentication phone screenshot](image)

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.
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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.

- 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.

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

Additional security verification

Secure your account by adding phone verification to your password.

Step 2: We're calling your phone at [redacted]
  Answer it to continue...

- 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 365

Help us protect your account

We're calling your phone. Please answer it to continue.

albertha@contoso.com
  [redacted]
  ...
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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

  ![Microsoft Azure Additional security verification](image)

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

![Microsoft Azure]

- 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)  4018654357

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.

Help us protect your account

We've sent a notification to your mobile device. Please respond to continue.

alberta@contoso.com
• **Verification Code**
  - Select *Use Verification Code*

  ![Microsoft Azure](image)

  **Additional security verification**

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

  **Step 1: How should we contact you?**
  - [Mobile app](#)

  How do you want to use the mobile app?
  - [Receive notifications for verification](#)
  - [Use verification code](#)

  To use these verification methods, you must set up the Azure Authentication app.

  ![Setup](image)

  Click [Contact me](#).

  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](#).

  ![Additional security verification](image)

  **Step 2: Enter the one-time password from the mobile app**

  Enter the six-digit code displayed on your app.

  ![Input field](image)

  Click [Done](#).
- **Under Step 3: In case you lose access to the mobile app**, do the following:

  ![Additional security verification](image)

  - 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](image)

- 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.