

Microsoft Office 365 MFA User Guide

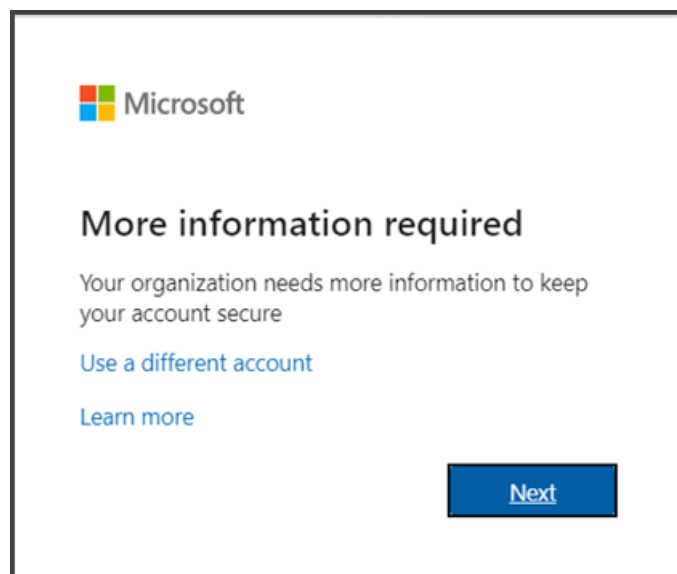
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Microsoft Office 365 MFA User Guide



Setup

If Multi Factor Authentication (MFA) has not been setup on your Wilson Community College Office 365 account yet, you will see the following when attempting to login:



██████████@wilsoncc.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

MFA will need to be setup before you are able to login to your account. Click **Next** to setup MFA.

You will see the page below.

Microsoft

Additional security verification

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

Step 1: How should we contact you?

Authentication phone

United States (+1)

██████████

Method

☐ Send me a code by text message

☒ Call me

Next

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

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Privacy

There are three ways to perform MFA:

1. Text message
2. Voice call
3. Mobile App

To receive a text or voice call, choose “Authentication Phone”. You can then select “Send me a code by text message” or “Call me” based on your preference for receiving the code.

NOTE: If your phone cannot receive calls or text messages, you can still complete MFA over Wi-Fi using the Mobile App option.

To authenticate using a mobile app on your smartphone, choose “**Mobile App**”. The next part of this document will go through setting up an authentication phone. Scroll down to the Setting Up Mobile App for MFA section for instructions on using the Mobile App.

Select your country code in the second drop-down box and enter your 10-digit phone number in the text box to the right of the country code. Use the format xxx-xxx-xxxx when entering your phone number. Choose your preferred method for receiving your verification code, and click the blue “**Next**” button.

Next, you will receive either a phone call or a text, depending on the method you selected in the previous step. You will be presented with a text box to enter the code you receive. The code will be a 6-digit number. Enter the code and click the blue Verify button. **NOTE:** make sure you enter the code inside the message and not the number that sent you the message.

Microsoft

Additional security verification

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

Step 1: How should we contact you?

Authentication phone

United States (+1)

Method

☐ Send me a code by text message

☒ Call me


Next

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

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After you successfully enter the verification code, you will see the page below. The app password can be used instead of your actual password for applications that require your Office 365 login but are not compatible with MFA.

NOTE: You most likely will never need this app password and can just click on the blue Done button.

Microsoft

Additional security verification

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

Step 2: We've sent a text message to your phone at +1 [REDACTED]

When you receive the verification code, enter it here

Cancel

Verify

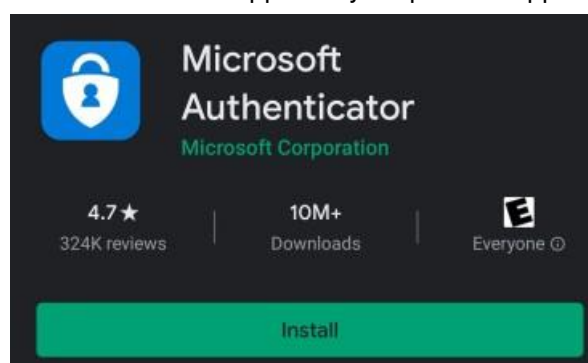
MFA is now set up on your Office 365 account.

Setting Up Mobile App for MFA

If you do not want to or cannot receive calls or text messages to your phone, you can choose to use an authenticator app instead. This option only requires a Wi-Fi connection to work. To choose this option, click on the down arrow to the right of the first drop-down box and select Mobile App on the first page of the MFA setup. NOTE: this method requires you to download the Microsoft Authenticator App from your phone's app store.

Setting up the Authenticator App for use with Multifactor Authentication (MFA)

1. Download and install the Microsoft Authenticator App from your phone's app store



After the app is installed on your phone, log in to your Wilson CC email on your laptop. If MFA is not already set up, you will see a message telling you that your organization requires more information. Click Next and you will see the following page. In the first dropdown box, select **Mobile App**.

Additional security verification

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

Step 1: How should we contact you?

Authentication phone

Authentication phone
Office phone
Mobile app

Must provide a phone number in following format: 999 999 9999

Method

☒ Send me a code by text message

☐ Call me

Next

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

After changing to Mobile App, click **Receive notifications for verification** and then click **Set up**

Additional security verification

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

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 Microsoft Authenticator app.

Set up

Please configure the mobile app.

Next

You should now see a **QR code** displayed on your laptop.

Open the Microsoft Authenticator app on your phone and choose to add an account. Select Work or School account. Then select "Scan a QR code". You may need to give the app permission to use your phone's camera.

Use your phone to scan the **QR code** on your laptop. MFA should then be set up on your Office 365 account. The app works by sending you a notification when it detects you are trying to log in to your Office 365 account. Just open the notification and indicate that you are trying to log in. You will then be logged into your account on your laptop.

If you run into any issues while using MFA, contact the Wilson CC help desk by emailing support@wilsoncc.edu or calling 252-246-1224

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