

## Modifying your Multi-Factor Authentication (MFA) Setup

Once enrolled in MFA through Microsoft 365, users can add, remove, or modify their multi-factor authentication security methods.

If you are setup to receive a text on your mobile device as the primary method, MCC encourages you to use the free Microsoft Authenticator app for MFA since it will give you ‘push’ notifications that you simply accept to confirm and proceed.

Additionally, MCC recommends that all employees with a **dedicated college-provided office phone** configure that as an additional back-up verification method in the event that a personal mobile device is lost, forgotten, or otherwise unavailable for use.

## How to Add or Modify Multi-Factor Authentication Methods in M365

Log into Microsoft 365 Account Profile by visiting <https://myaccount.microsoft.com> or by logging into Microsoft 365 (<https://office.com>) and clicking their name icon in the upper right corner and selecting “View account” option.

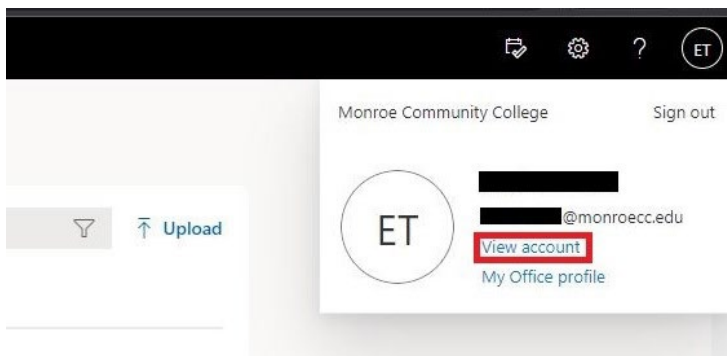


Figure 1 - screenshot of Microsoft 365 options after login

Click on Update Info in the Security Info box to the right on your screen.

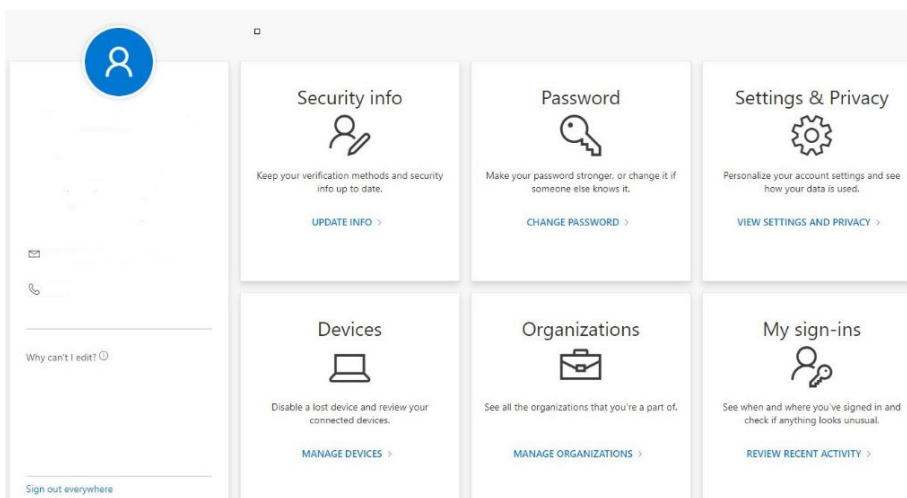


Figure 1 - M365 Account Info Options Screenshot

Click on the “+ Add method” option.

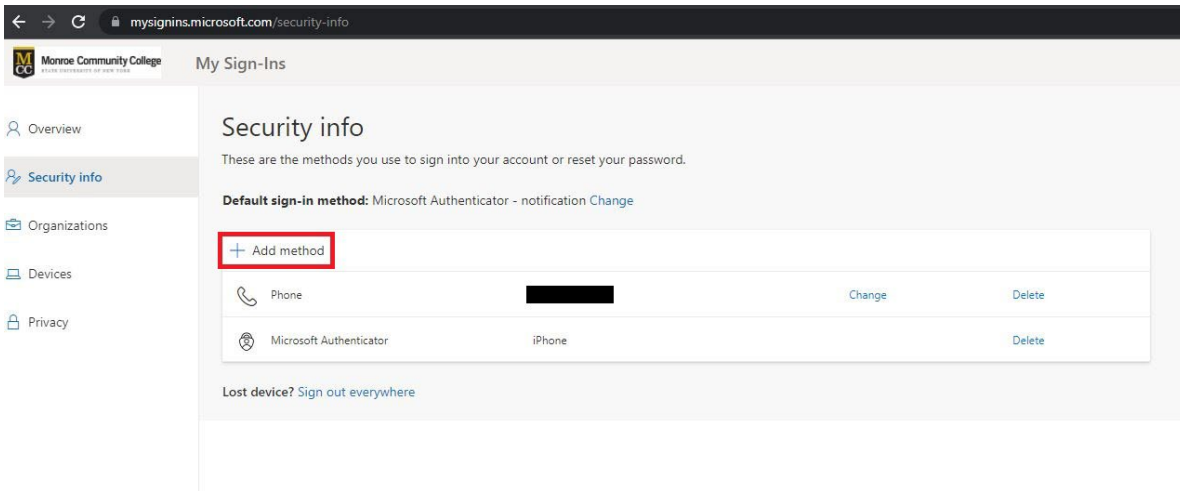


Figure 2 - Add method screenshot

To add your **dedicated college-provided office phone** number, select Office Phone on the pop-up.

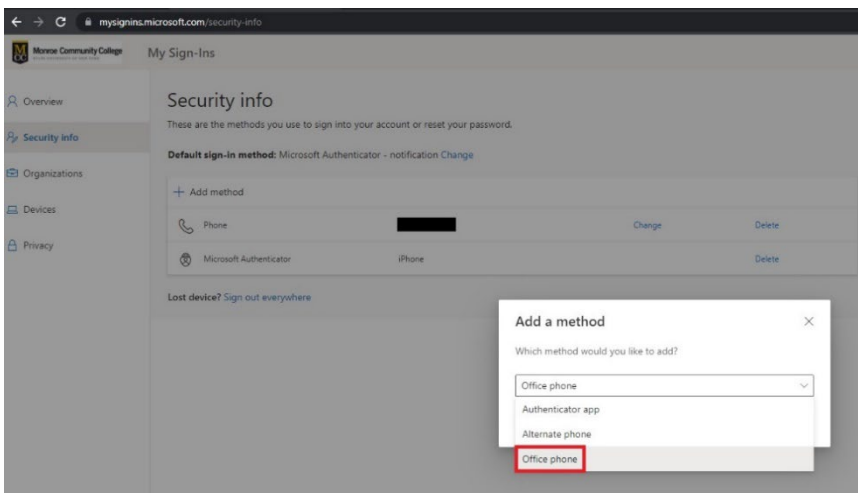


Figure 3 - Add method drop-down options screenshot

Enter your **dedicated college-provided office phone number**, starting with the area code and click Next.

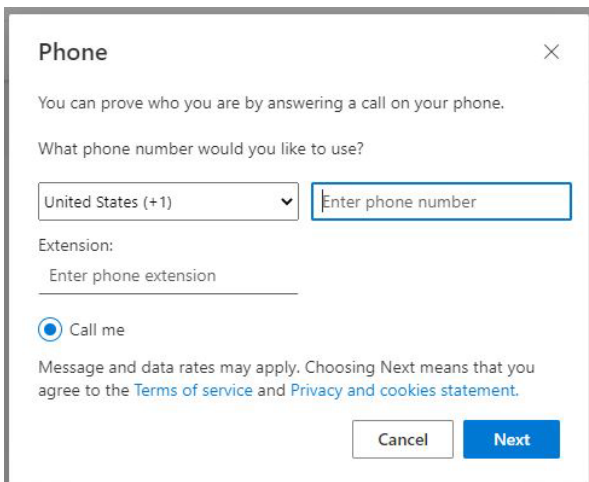


Figure 4-screenshot of phone data screen

The Microsoft Authentication service will call to verify the telephone number is correct.



Figure 5 - screenshot of call notification

Answer the telephone call. Press the “#” key to approve.

You will hear the confirmation: “Your sign-in was successfully verified. Good-bye” and see a verification on your PC screen.

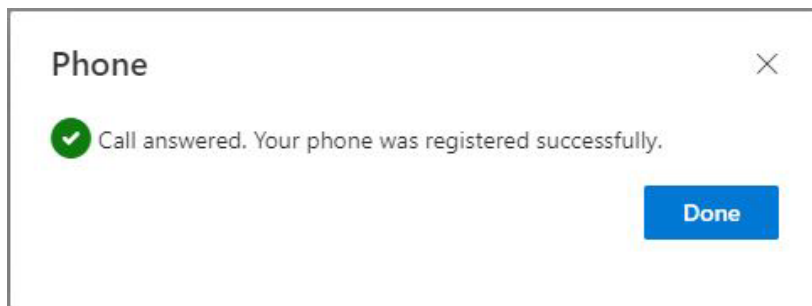


Figure 6 - Screenshot of call verification

Click Done. You have now successfully added your MCC office phone as a backup authentication method.

## Adding Microsoft Authenticator app and Making it the Default Authentication Method

1. Click on + Add Method, select Authenticator app from the drop-down, then click on the Add button (**be sure that you have downloaded the authentication app on your mobile device first**). MCC recommends the Microsoft Authenticator app for the best experience. Microsoft Authenticator has set a time limit so it may time out and you will have to start over again.

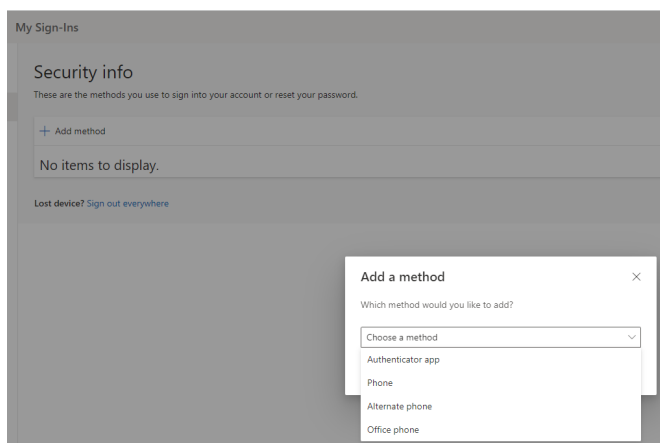


Figure 8 - Add method screenshot

2. Click on Next button in the popup after you have the Microsoft Authenticator app on your mobile device. The next step will be on your mobile device.
3. **On Your Mobile Device:** After obtaining the Microsoft Authenticator app on their mobile device, users should launch the app, select 'Add work or school account' and select "Scan QR code". Be sure to allow Authenticator app access to your camera, then scan the presented QR code on your PC screen. Click Allow to allow push notifications.

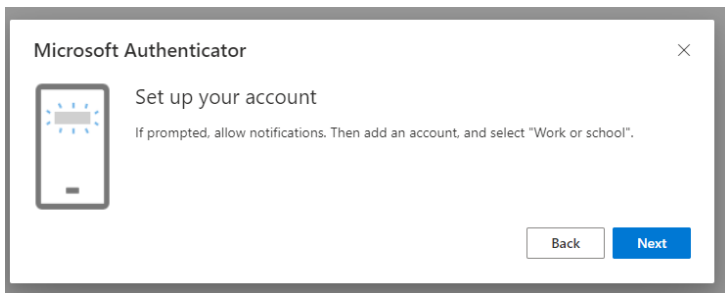


Figure 9 - Microsoft Authenticator app info screenshot

4. When complete within the app, click Next on the webpage to continue.

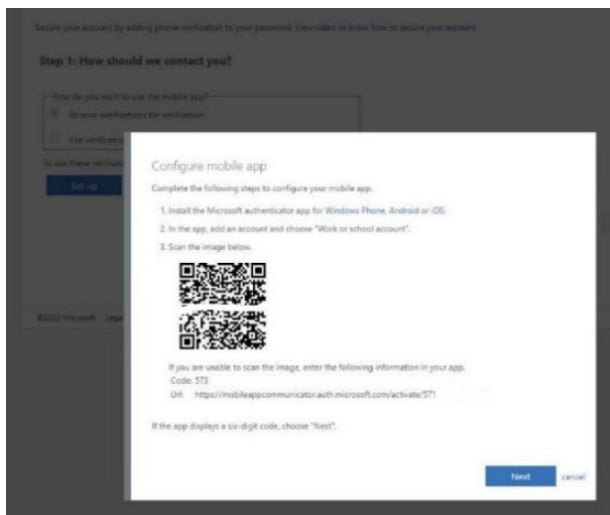


Figure 10 - Mobile app configuration screenshot with enrollment QR code

5. Once the enrollment process detects that the mobile app has been configured, click Next. A multi-factor authentication push request will be sent to your mobile device to verify that everything is working as expected.

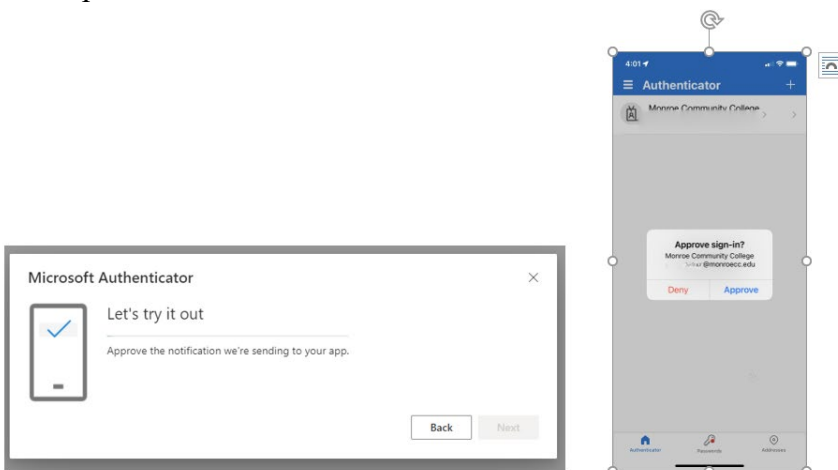


Figure 11 - MFA prompt screenshot and app approval screenshot

6. Once you click to approve the notification on your mobile device, you will see a confirmation on the screen. Click Next to continue.

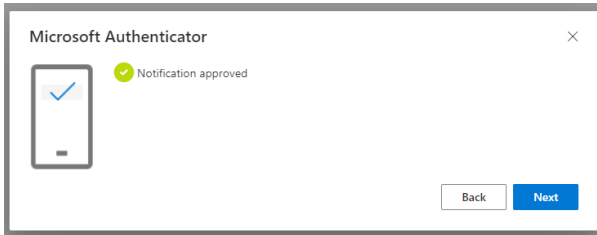


Figure 12 - MFA enrollment completion screenshot

## How to Change your Default Sign-in Method to Microsoft Authenticator

1. At the Security Info screen, click “Change” after your current default method.

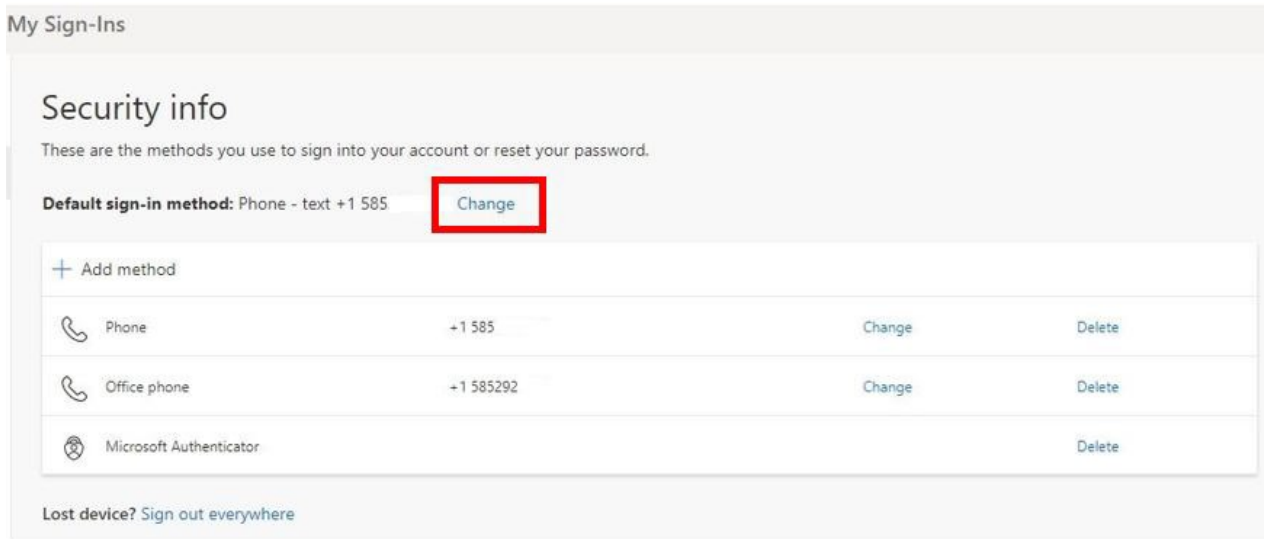


Figure 13 - MFA methods screenshot

2. Select Microsoft Authenticator-notification from the drop-down and click Confirm.

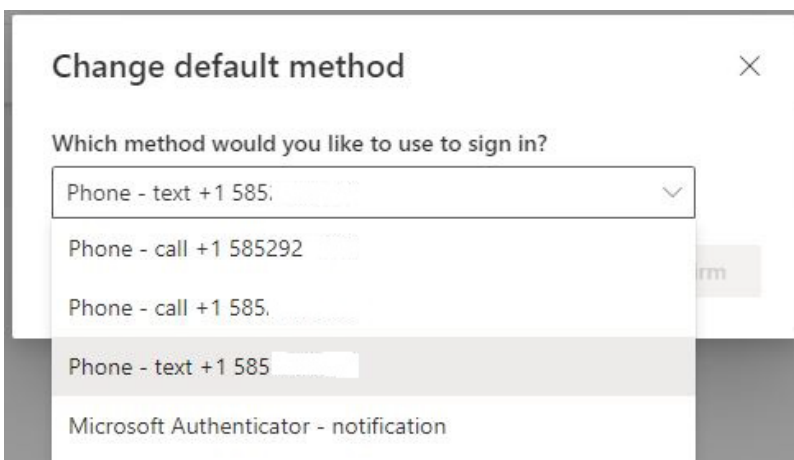


Figure 14 - default method option drop-down

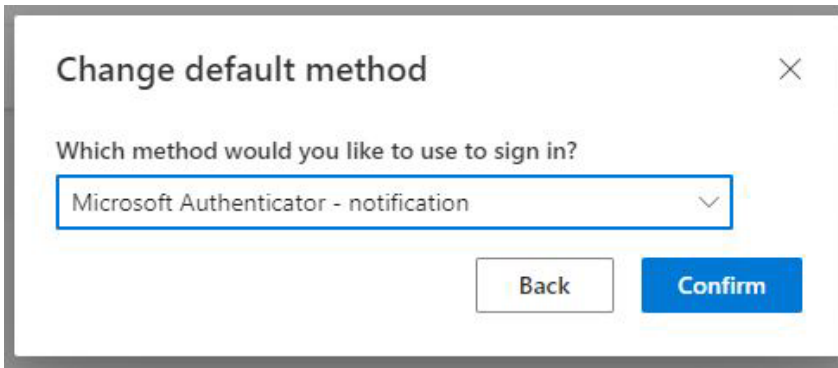


Figure 15 - change default method selection screenshot

3. You will see a pop-up confirming the change and the Microsoft Authenticator – notification will appear as the default method on your PC screen.

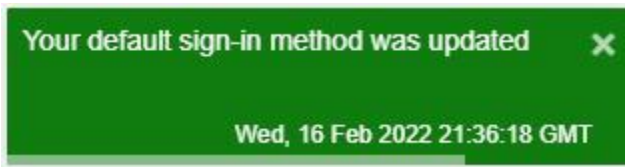


Figure 16 - screenshot of update confirmation

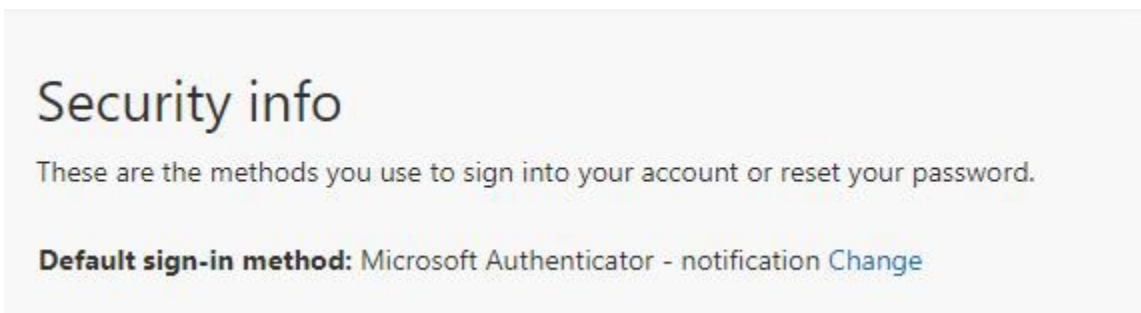


Figure 17 - screenshot showing default sign-in method