

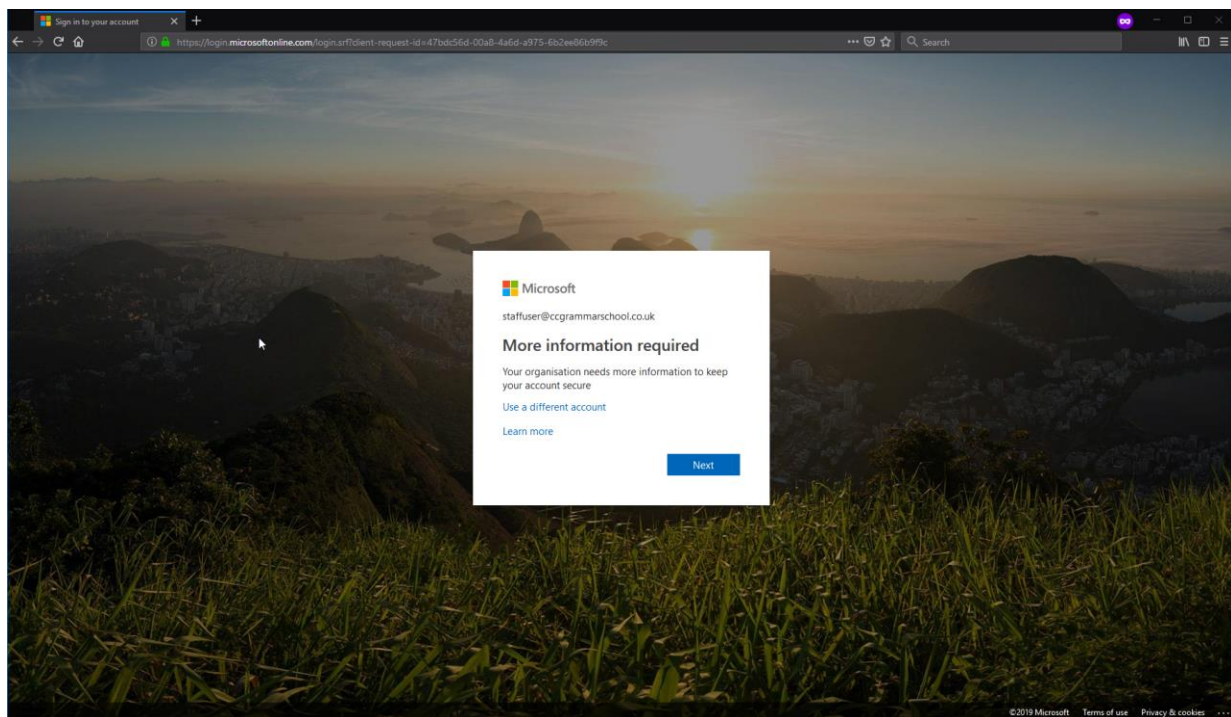
Office 365 – Multi-Factor Authentication

Multi-factor authentication (MFA) allows users to further secure their accounts by requiring users to present additional credentials when logging in. This can be as simple as a code sent to your mobile device, or a button press from within an app.

Enabling MFA is one of the most effective ways to prevent any unauthorised access to sensitive data which may be stored within your account.

Should you wish to have MFA enabled on your account, please log a support request. Should training also be required we would be happy to arrange this with you.

After MFA has been enabled on your account, you will be presented with the following screen when logging into Office 365.



As seen below, you will be able to choose which method of verification that you would like to use.

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 Kingdom (+44) ▼ 7011222333

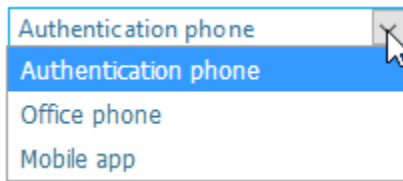
Method

☒ 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.



We recommend selecting either Authentication phone or Mobile app. Authentication phone will send a text message to your phone, providing you with a six-digit code to enter with your log in attempt. The mobile app keeps these codes updated and stored within a secure app. This application can be downloaded from the following locations.

iPhone: <https://itunes.apple.com/gb/app/microsoft-authenticator/id983156458?mt=8>

Android: https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en_GB

Selecting the Authentication phone option and providing your mobile phone number will send a code via text message. You can provide this code on the following page, shown below.

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 on +44 7418 391111

When you receive the verification code, enter it here

When using the mobile app, you can choose to verify your log-in with a push notification or a verification code.



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

Follow the steps outlined in the screen below to finalise the setup of the app.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code: 948 971 048

URL: <https://cys01pfpad07.phonefactor.net/pad/927471013>

If the app displays a six-digit code, choose "Next".

Next

Cancel