How to change MFA (Multi-Factor Authentication) options.
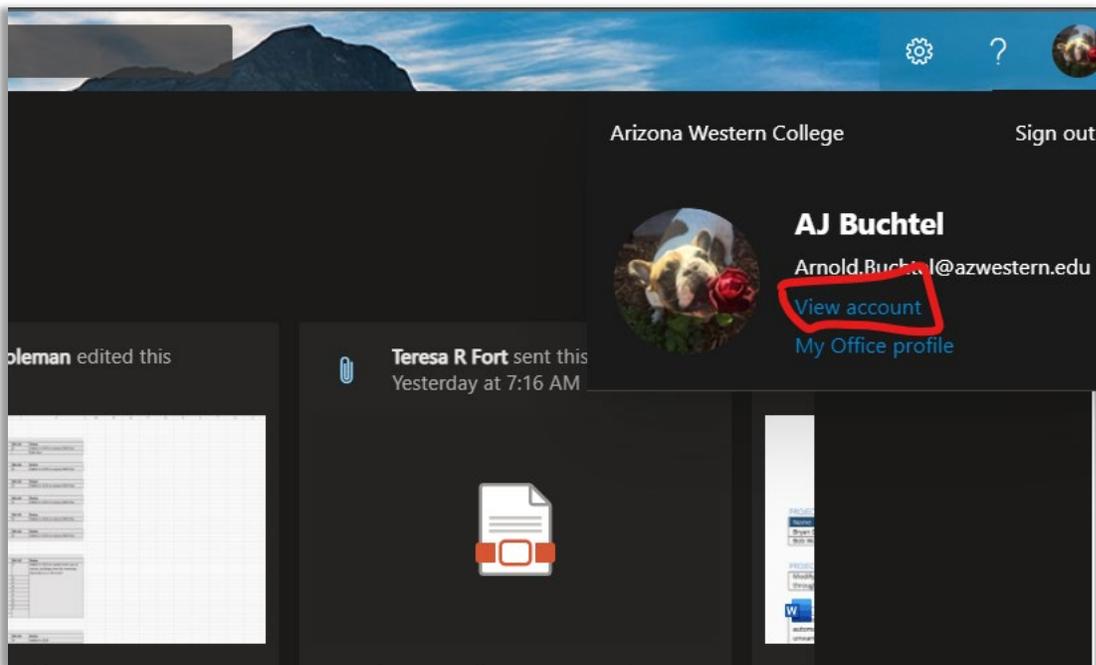
These steps can be used to setup MFA before your account is enrolled (Recommended).

Note – Users with iPhones that utilize the Apple mail client may have to remove and re-add their AWC account once MFA is enabled.
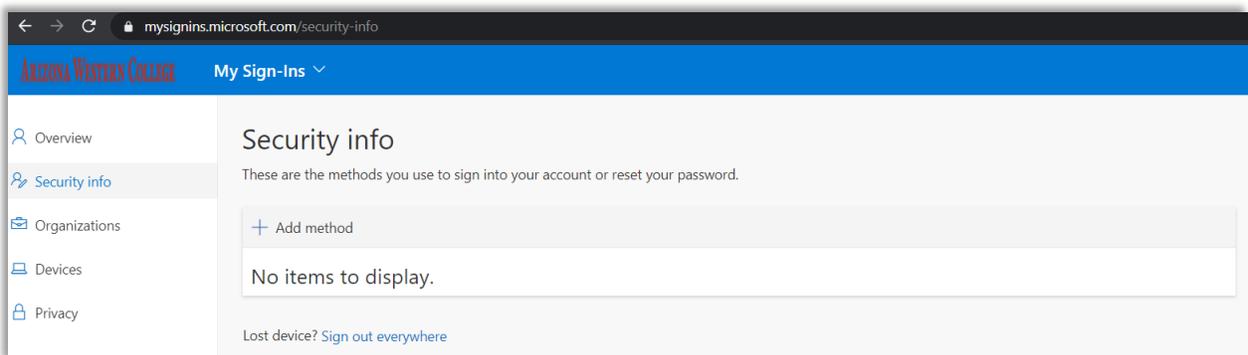
From the Office 365 portal (portal.office.com), click on your user account in the upper right-hand corner, click "View account".

Click on "Update Info" on the Security info tile.
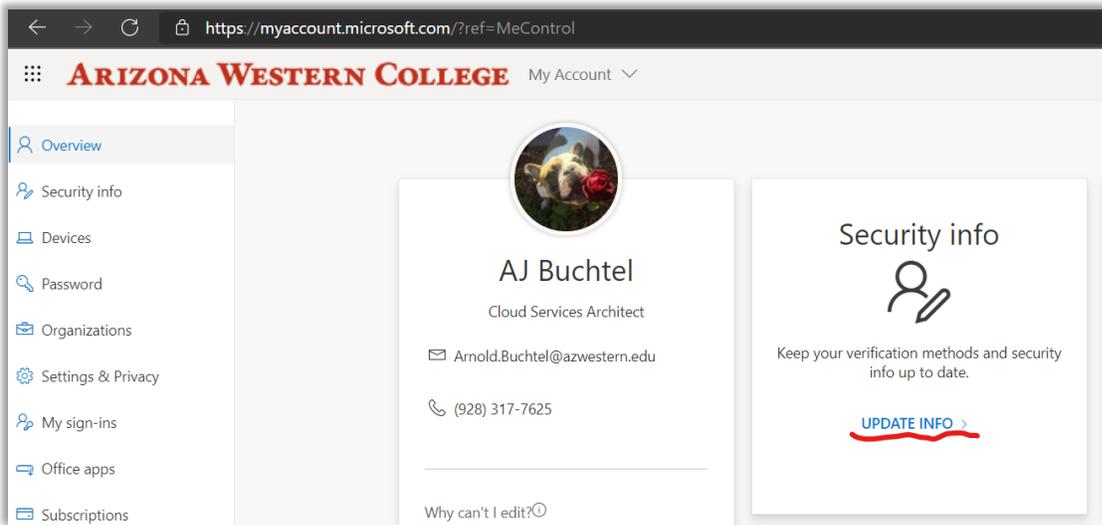
The Security info page allows you to change your default sign in method and add additional options for authentication. If you haven't previously setup MFA this page is pretty bare.

Click on "Add method" and select a second authentication method. Let's start with Phone.

Security info

These are the methods you use to sign into your account or reset your password.

+ Add method

No items to display.

Lost device? Sign out everywhere

Add a method

Which method would you like to add?

Phone

Authenticator app

Phone

Alternate phone

Office phone

Then click "Add".

Security info

These are the methods you use to sign into your account or reset your password.

+ Add method

No items to display.

Lost device? Sign out everywhere

Add a method

Which method would you like to add?

Phone

Cancel   Add

Enter your phone number, select text or call (the process is similar for both methods), and click next.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) ⌄   Enter phone number

◉ Text me a code

◯ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.
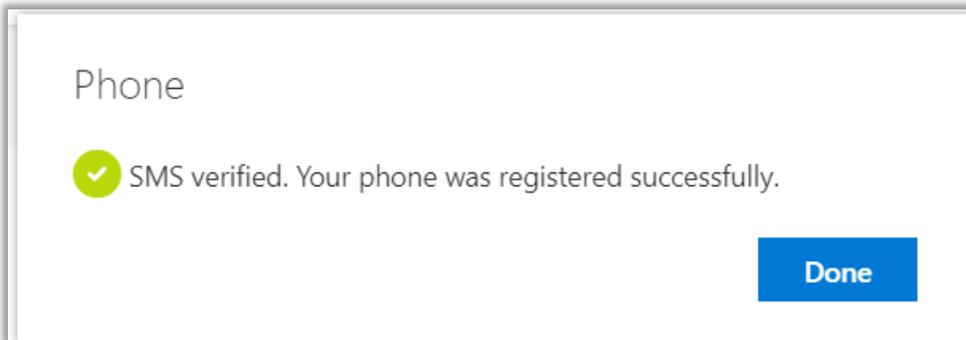
Cancel   Next

Whether you select text or call you will be prompted to enter the code given. I opted to receive a text. Enter the code and click next.
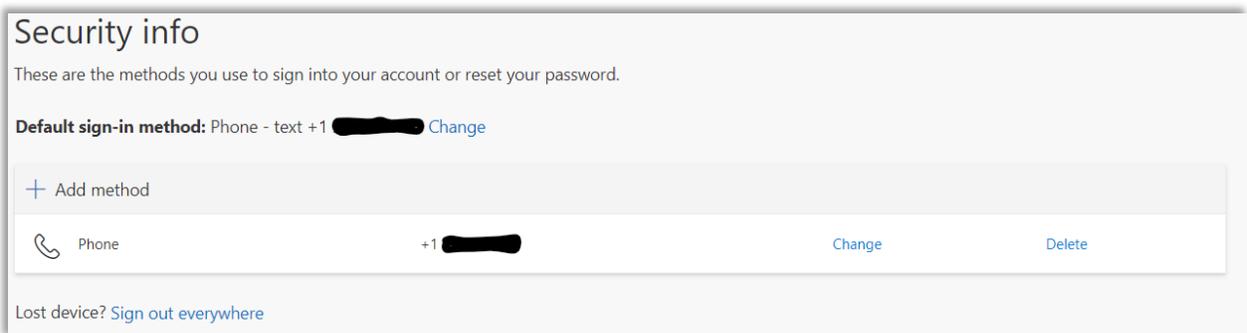
Phone

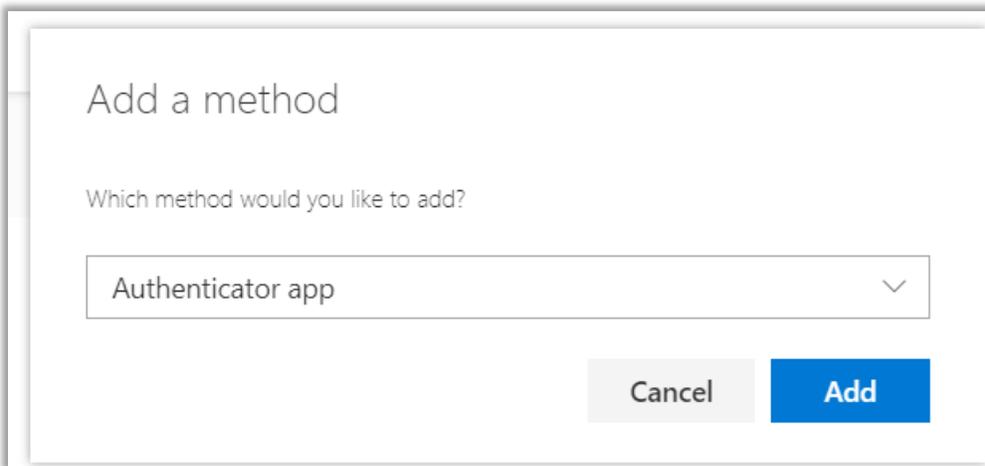We just sent a 6 digit code to +1 ███████ Enter the code below.

663001

Resend code

Back   Next

Multi-Factor Authentication via text set up successfully.

Phone

✓ SMS verified. Your phone was registered successfully.

Done

We now have a default sign in method and a phone added as an MFA sign in method.

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 ▉▉▉▉▉▉ Change

+ Add method

☎ Phone   +1 ▉▉▉▉▉   Change   Delete

Lost device? Sign out everywhere

Now let's add a more secure way to perform MFA sign in, click "Add Method", select "Authenticator App" from the drop down, and click "Add".

If you don't already use an authenticator app, now is a great time to install the Microsoft Authenticator app. This process will walk you through setting up the app, and MFA.
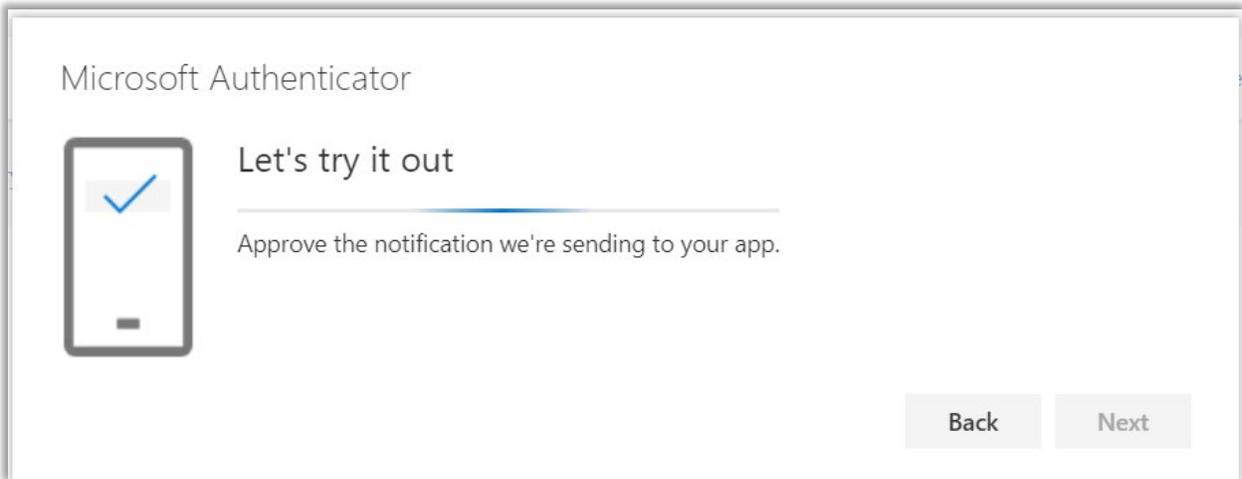
It's important to allow notifications, that is how sign ins are approved. From within the app click "add an account" and then select "Work or school".
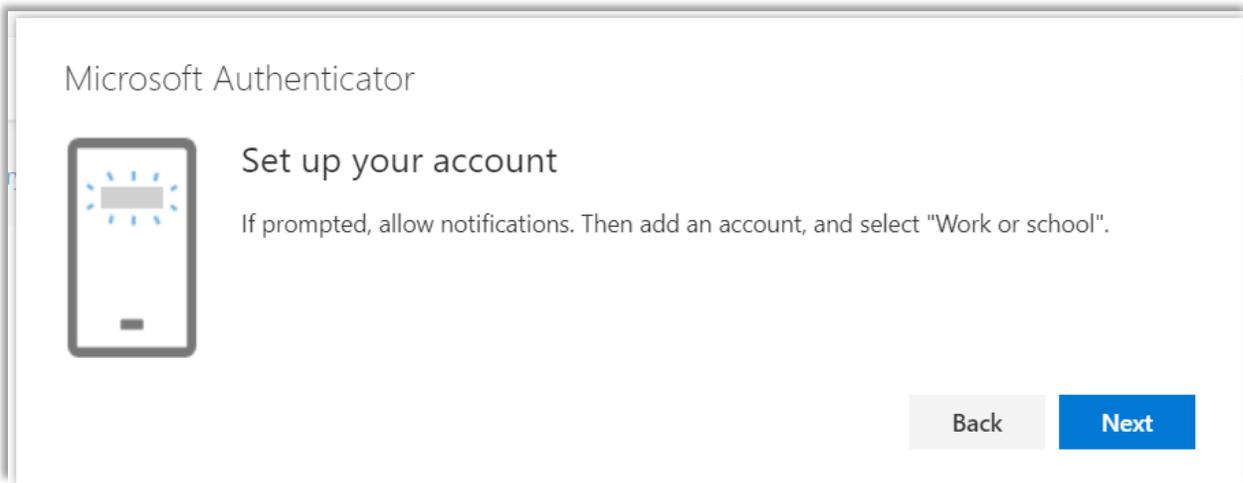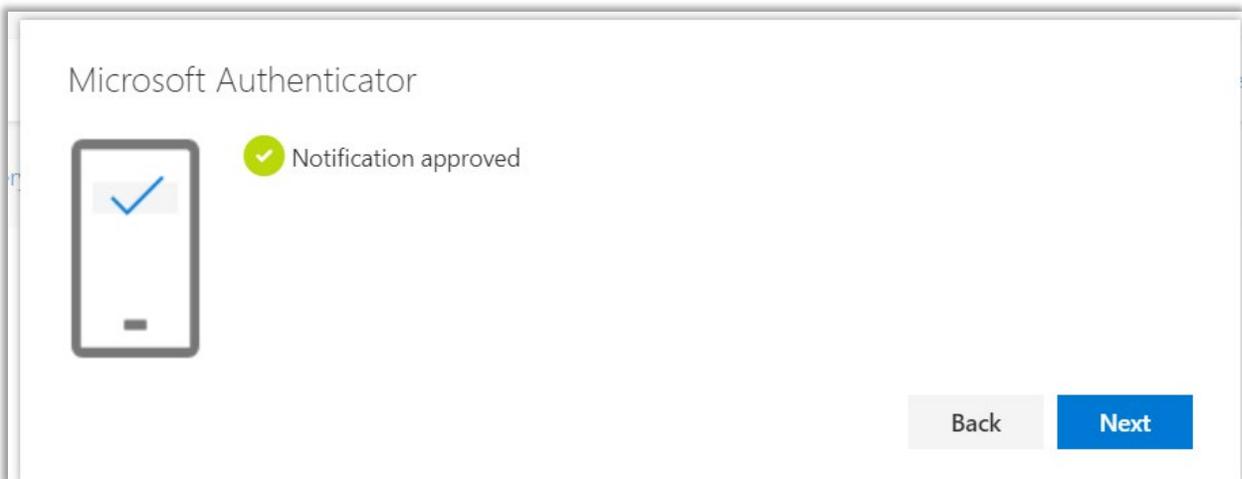

The app should automatically bring up your phone's camera so that you can scan the QR code.
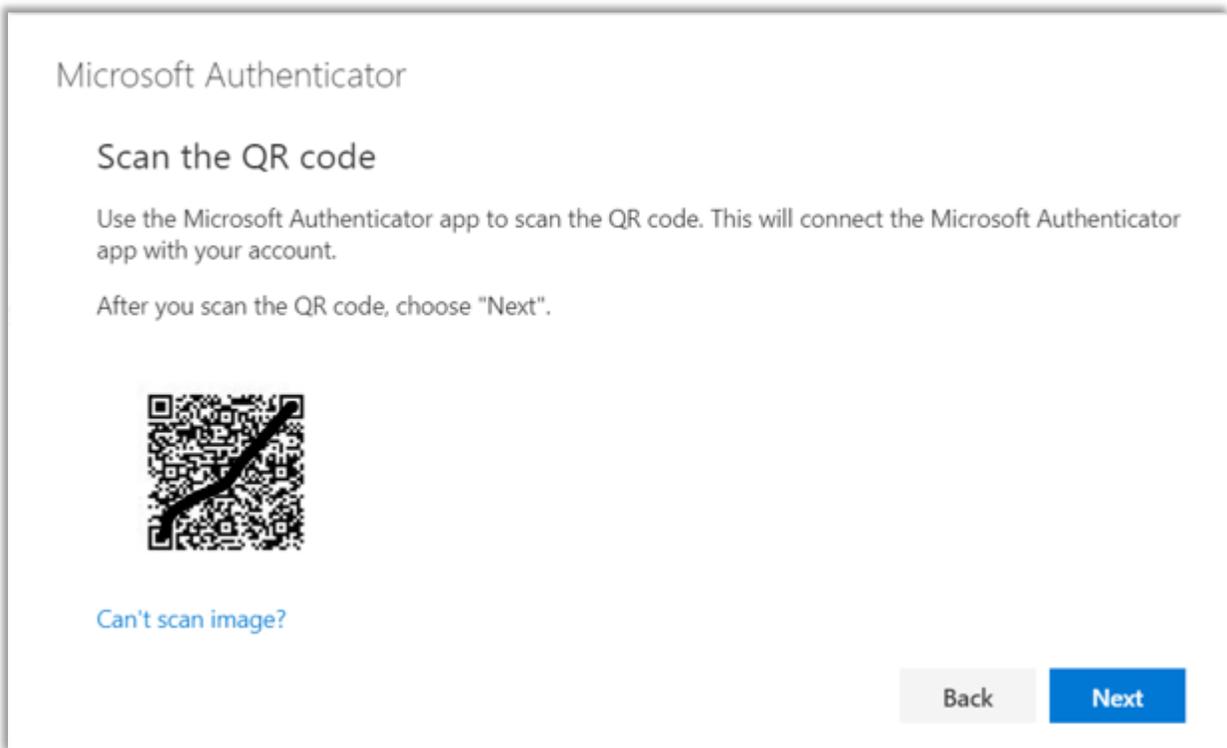
Tap "Approve" on the push notification.

You're all done.

We now have text message and Microsoft Authenticator setup for MFA.

At this point choose your default method for MFA. I have chosen the Microsoft Authenticator – notification. Tapping approve is easier than copying a code.

Notice the change to the default sign in method below.