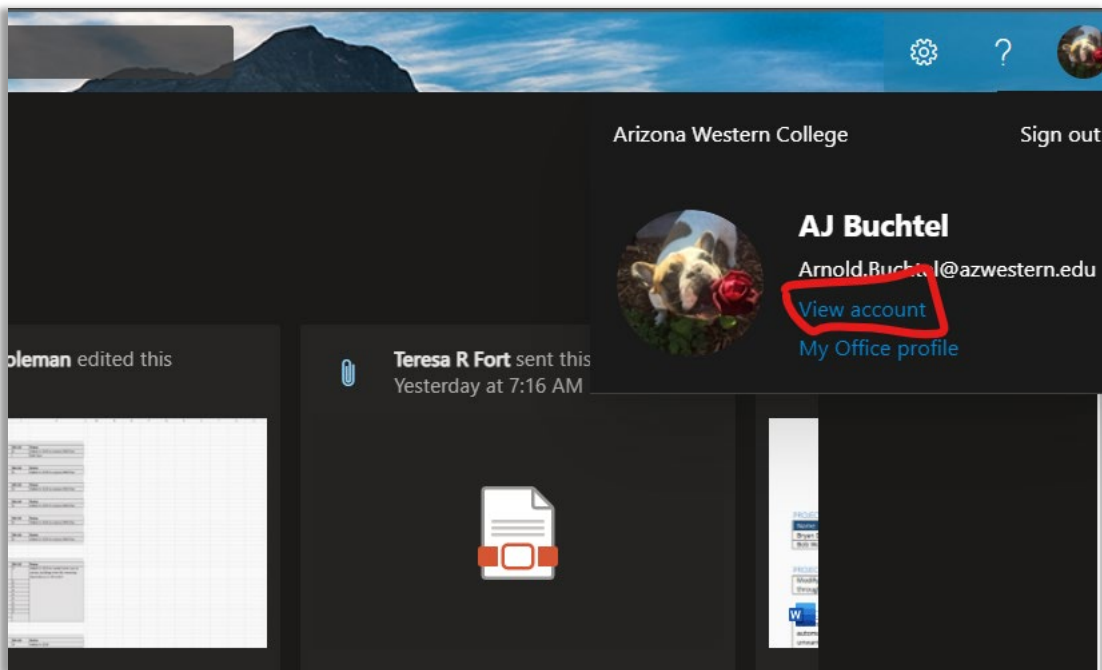


## How to change MFA (Multi-Factor Authentication) options.

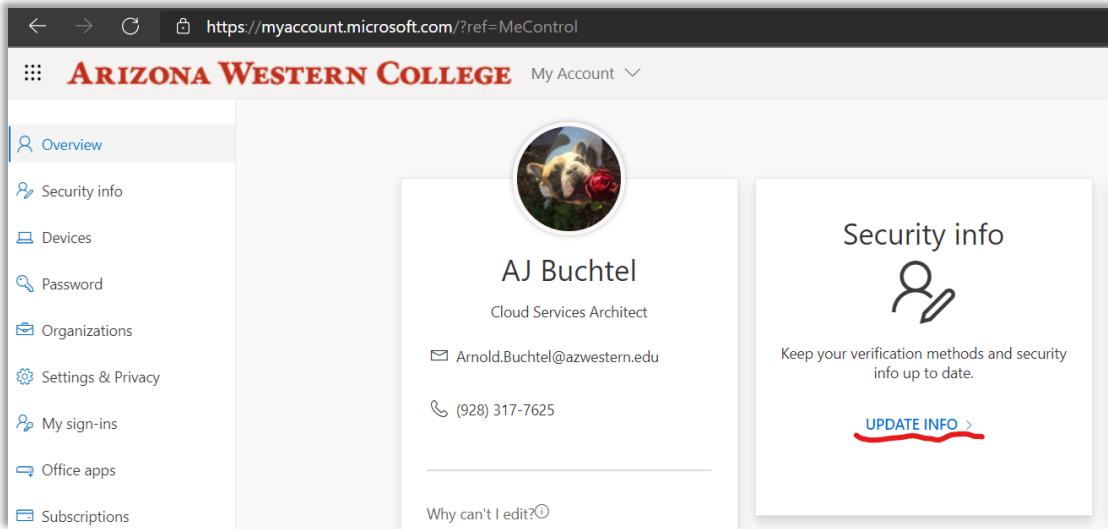
These steps can be used to setup MFA before your account is enrolled (Recommended).

**Note** – Users with iPhones that utilize the Apple mail client may have to remove and re-add their AWC account once MFA is enabled.

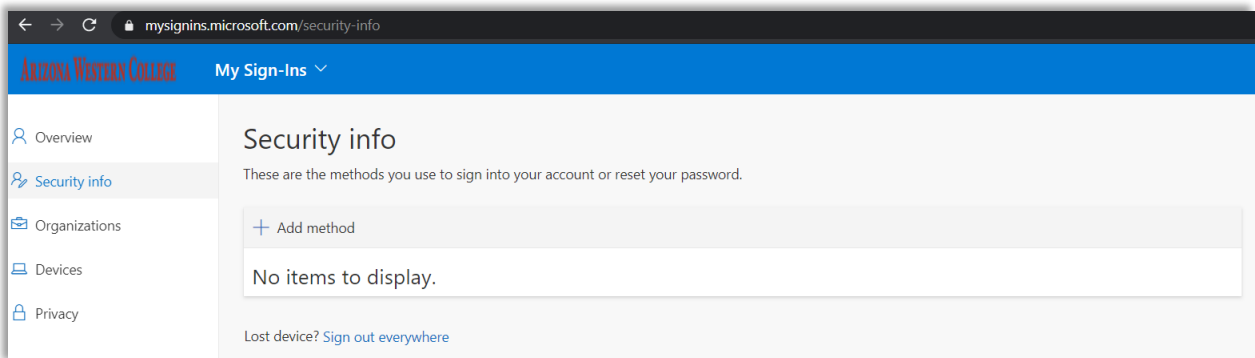
From the Office 365 portal (portal.office.com), click on your user account in the upper right-hand corner, click “View account”.



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.

The screenshot shows the 'Security info' page. At the top, it says 'Security info' and 'These are the methods you use to sign into your account or reset your password.' Below this is a '+ Add method' button. Underneath, it says 'No items to display.' On the left, there is a link 'Lost device? Sign out everywhere'. A dialog box titled 'Add a method' is open, asking 'Which method would you like to add?'. The dialog has a dropdown menu with 'Phone' selected and highlighted. Other options in the list are 'Authenticator app', 'Alternate phone', and 'Office phone'.

Then click “Add”.

This screenshot is similar to the previous one, showing the 'Security info' page with the 'Add a method' dialog open. The dropdown menu now only shows 'Phone'. At the bottom of the dialog, there are two buttons: a grey 'Cancel' button and a blue 'Add' button.

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?

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](#).

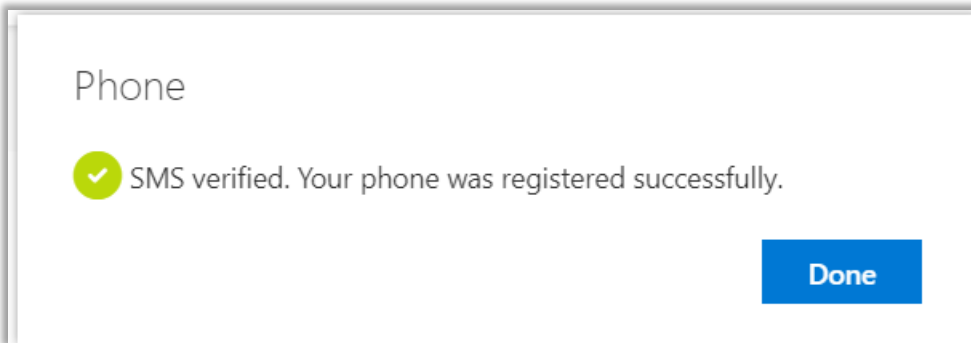
Whether you select text or call you will be prompted to enter the code given. I opted to receive a text. Enter the code and click next.

## Phone

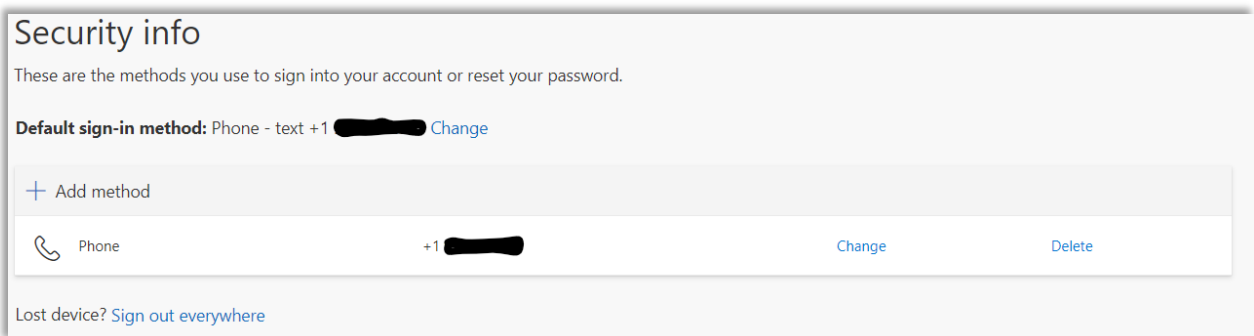
We just sent a 6 digit code to +1 [REDACTED] Enter the code below.

[Resend code](#)

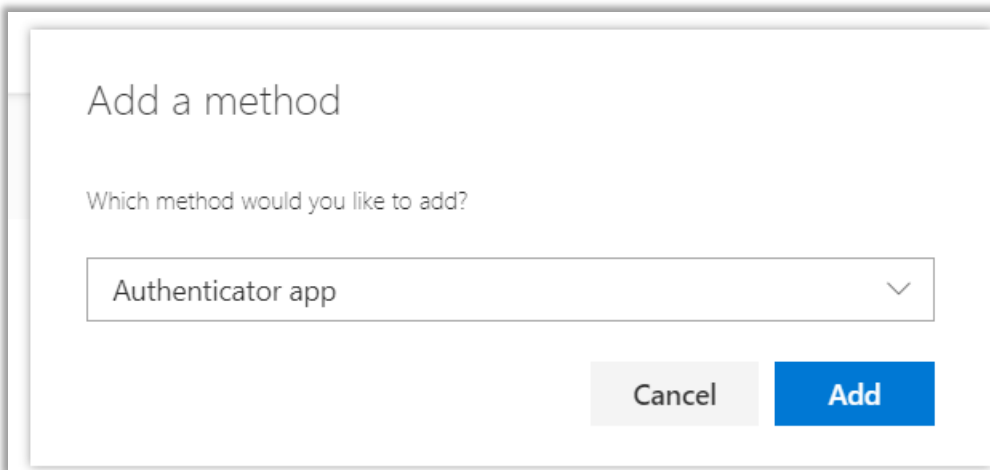
Multi-Factor Authentication via text set up successfully.



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

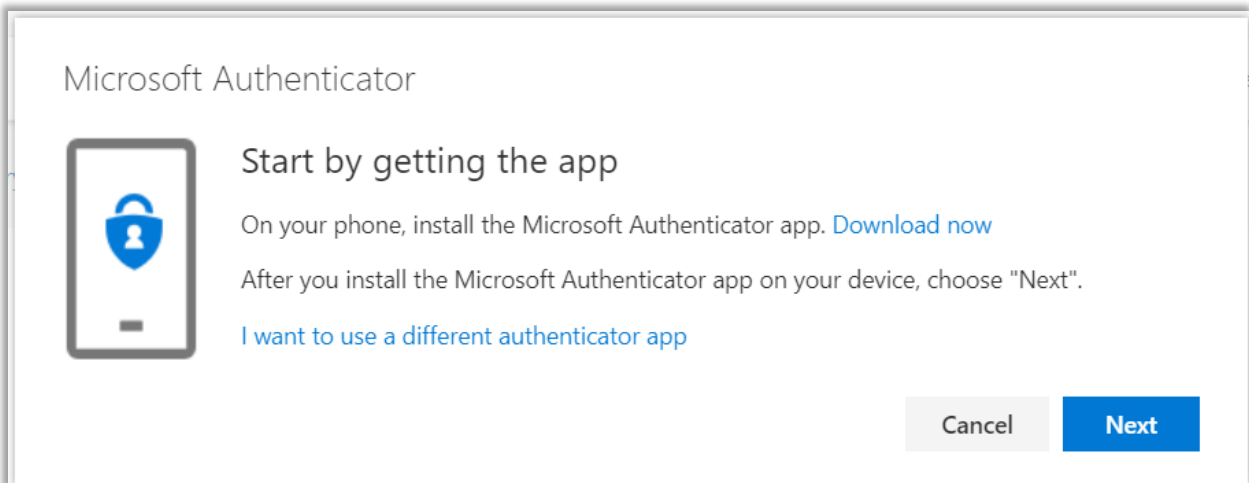


Now let's add a more secure way to perform MFA sign in, click "Add Method", select "Authenticator App" from the drop down, and click "Add".



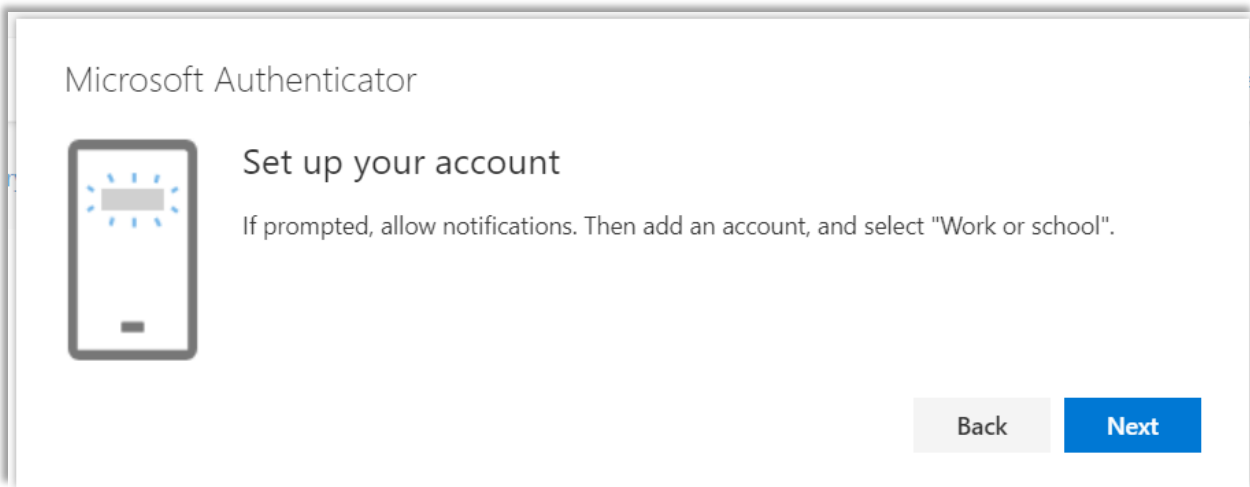
The screenshot shows a dialog box titled "Add a method". Below the title is the question "Which method would you like to add?". A dropdown menu is open, showing "Authenticator app" as the selected option. At the bottom right of the dialog, there are two buttons: a grey "Cancel" button and a blue "Add" button.

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.

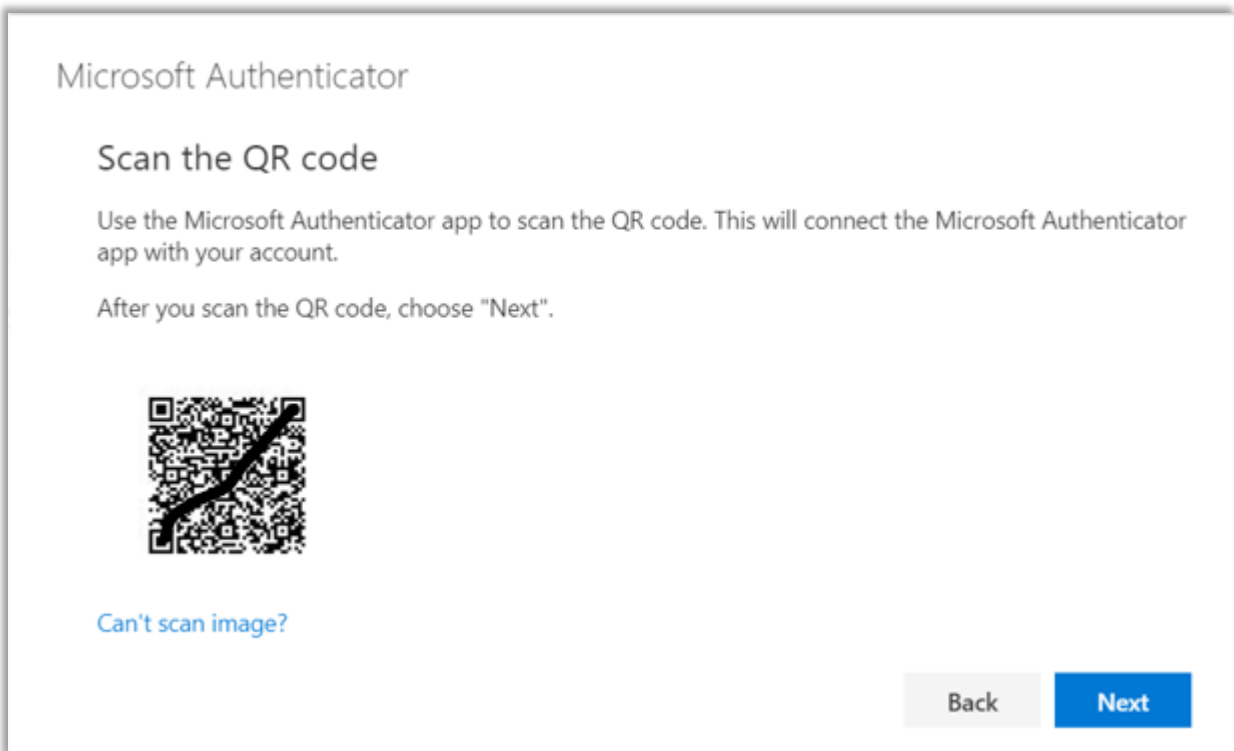


The screenshot shows the "Microsoft Authenticator" setup screen. On the left is an icon of a smartphone with a blue shield and a white person silhouette. To the right of the icon, the text reads "Start by getting the app". Below this, it says "On your phone, install the Microsoft Authenticator app. [Download now](#)". Further down, it says "After you install the Microsoft Authenticator app on your device, choose 'Next'." At the bottom left, there is a link that says "I want to use a different authenticator app". At the bottom right, there are two buttons: a grey "Cancel" button and a blue "Next" button.

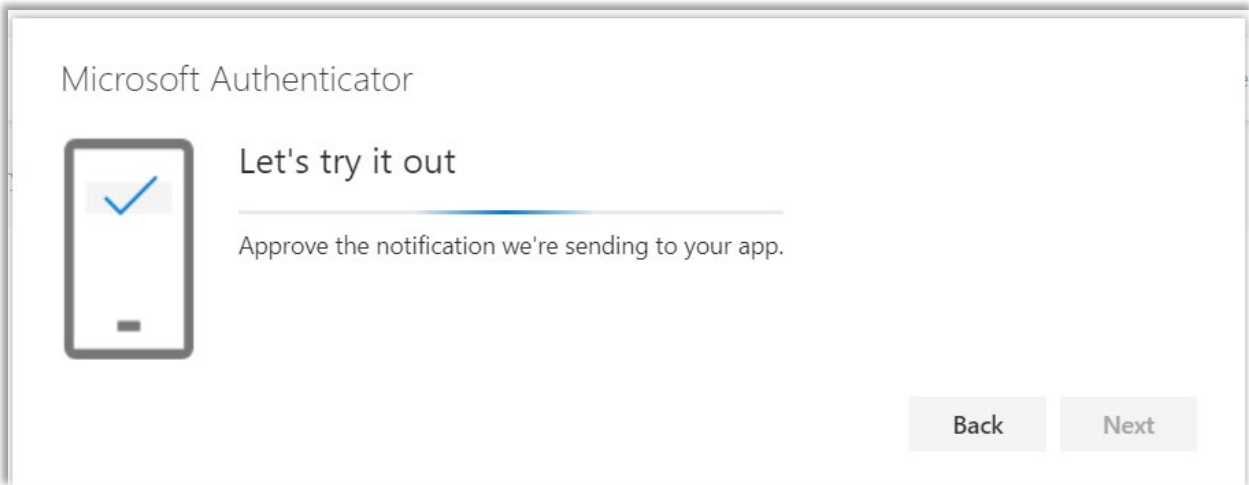
It's important to allow notifications, that is how sign ins are approved. From within the app click "add an account" and then select "Work or school".



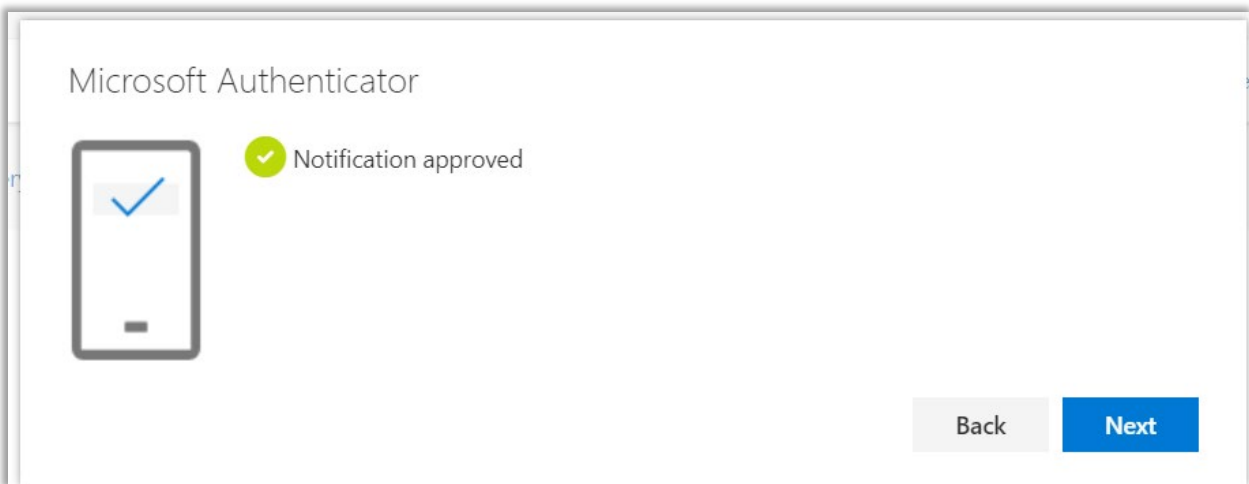
The app should automatically bring up your phone's camera so that you can scan the QR code.



Tap "Approve" on the push notification.



You're all done.





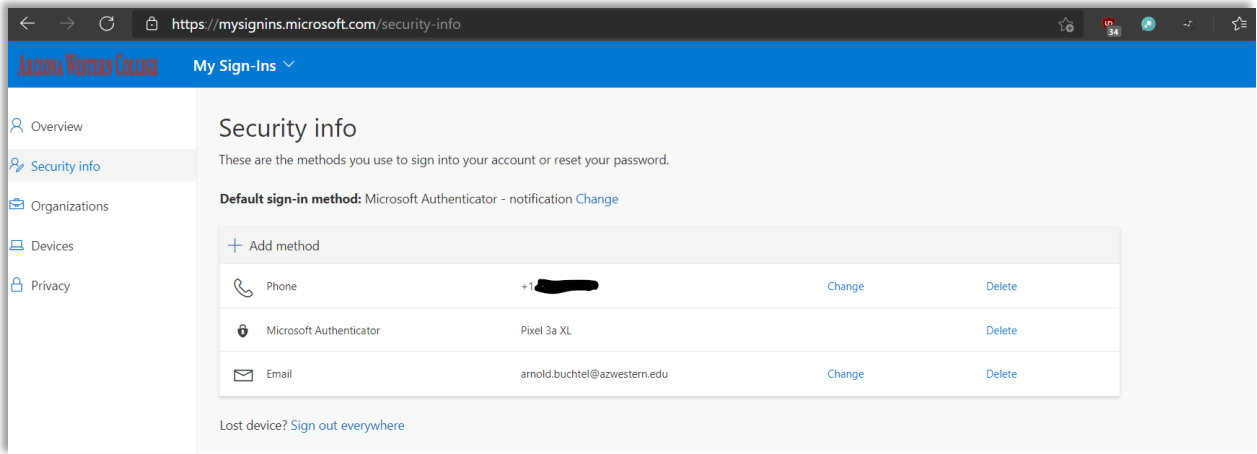
We now have text message and Microsoft Authenticator setup for MFA.

The screenshot shows the 'Security info' section of a Microsoft account. At the top, it says 'These are the methods you use to sign into your account or reset your password.' Below this, the 'Default sign-in method' is listed as 'Phone - text +1 [redacted]' with a 'Change' link. There is an '+ Add method' button. Below that, two methods are listed: 'Phone' with a phone icon, a redacted number, and 'Change' and 'Delete' links; and 'Microsoft Authenticator' with a shield icon and a 'Delete' link. At the bottom, there is a link for 'Lost device? Sign out everywhere'.

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

The screenshot shows a 'Change default method' dialog box. It asks 'Which method would you like to use to sign in?'. There is a dropdown menu currently showing 'Phone - text +1 [redacted]'. Below the dropdown are three options: 'Phone - call +1 [redacted]', 'Phone - text +1 [redacted]', and 'Microsoft Authenticator - notification'. The 'Microsoft Authenticator - notification' option is highlighted with a dark grey background. At the bottom right, there is a button labeled 'Microsoft Authenticator - notification'.

Notice the change to the default sign in method below.



The screenshot shows a web browser window with the URL <https://mysignins.microsoft.com/security-info>. The page title is "My Sign-Ins". On the left, there is a navigation menu with "Security info" selected. The main content area is titled "Security info" and contains the text "These are the methods you use to sign into your account or reset your password." Below this, it states "Default sign-in method: Microsoft Authenticator - notification" with a "Change" link. A table lists the sign-in methods:

+ Add method			
Phone	+1 [REDACTED]	Change	Delete
Microsoft Authenticator	Pixel 3a XL		Delete
Email	arnold.buchtel@azwestern.edu	Change	Delete

At the bottom, there is a link: "Lost device? [Sign out everywhere](#)".