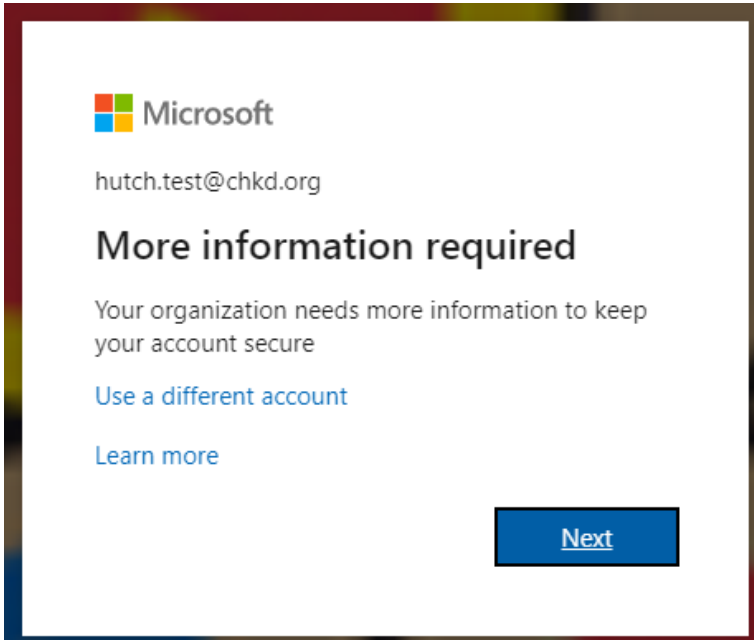


SETTING UP/USING MFA FOR OFFICE 365

YOU WILL NEED TO PROVIDE A SECONDARY FORM OF IDENTIFICATION ANYTIME YOU ACCESS YOUR OFFICE 365 ACCOUNT OUTSIDE THE ORGANIZATION.

1. Sign into the Office 365 user portal from a computer at <https://aka.ms/mfasetup>. (Do not sign into this on your phone)
2. You may see a screen saying **More Information Required (you will not see this if MFA has not been enforced on your account yet or you are pre-registering)**



3. In Step 1, Please select the method for how you would like to use MFA sign ins. You can select
 - a. Authentication Phone (by text or phone call)
 - b. Office Phone
 - c. Mobile App (**RECOMMENDED**)

4. You are strongly encouraged to setup using 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?

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

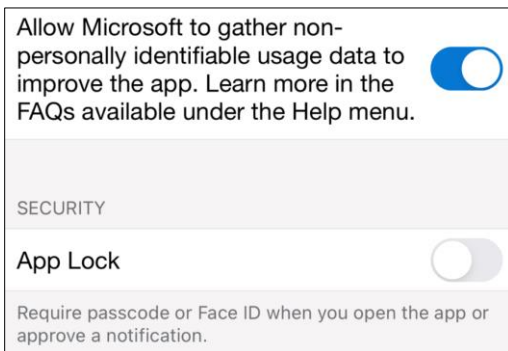
To use these verification methods, you must set up the Microsoft Authenticator app.

Please configure the mobile app.

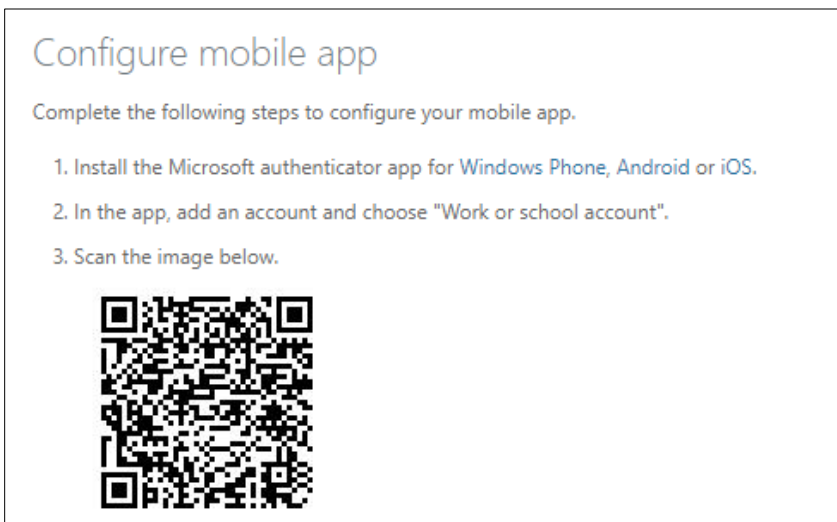
5. You have 2 additional options for **Mobile App**
 - a. Receive notifications for verification (**your phone will send you an alert notification to accept the login**)
 - b. Use verification code (**you will open the Authenticator app and enter a 6 digit code to login**)
6. If you use the Mobile App, you will need to click **Setup** at the bottom.
7. Please follow the instructions to download the **Microsoft Authenticator App** for IOS or Android.

THE MICROSOFT AUTHENTICATOR APPLICATION NEEDS TO FIRST BE DOWNLOADED FROM THE IOS OR ANDROID APP STORE.

8. Once downloaded, open the Authenticator app and go to settings.
9. Disable the App Lock setting.



10. Follow the instructions from the setup screen on your computer. You will want to click the “+” button, and select **Work or School Account**.
11. Scan the image shown on your PC; **DO NOT SCAN THE IMAGE BELOW, THIS WILL NOT WORK.**

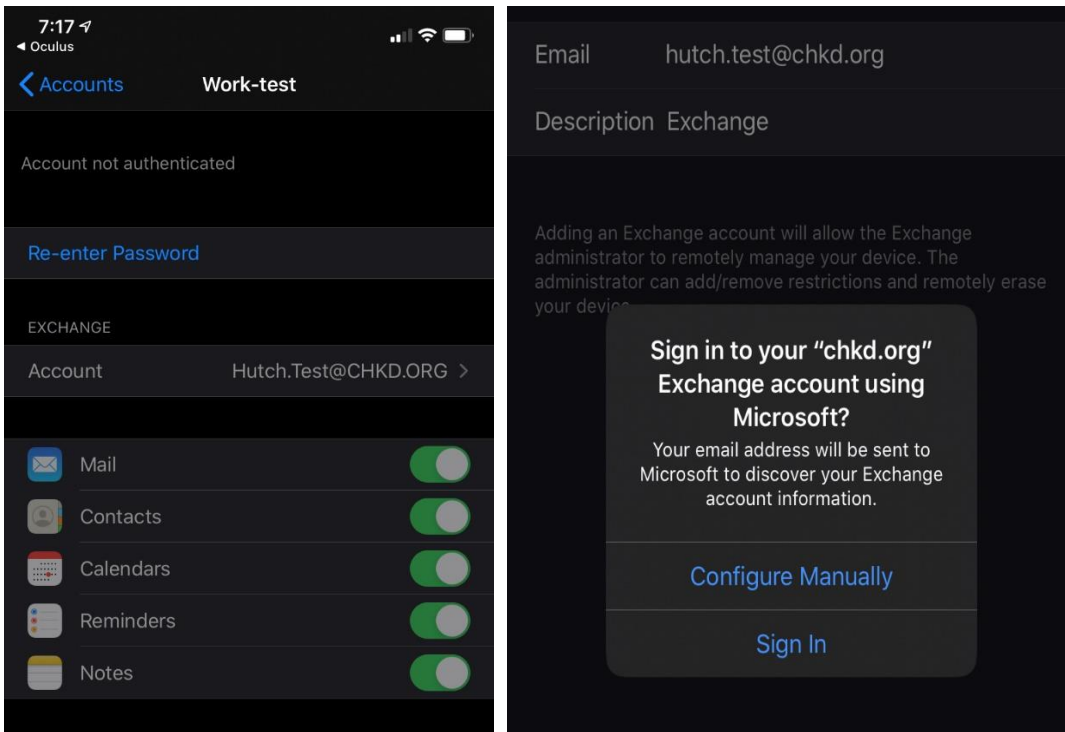


12. Click next to complete setup.
13. **We also recommend you setup a second authentication method (phone number/text message) in case your authenticator app gets removed or you change phones**

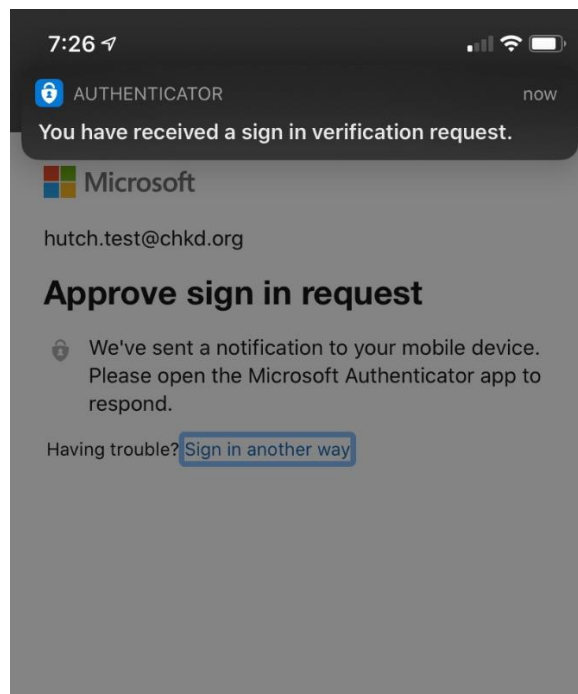
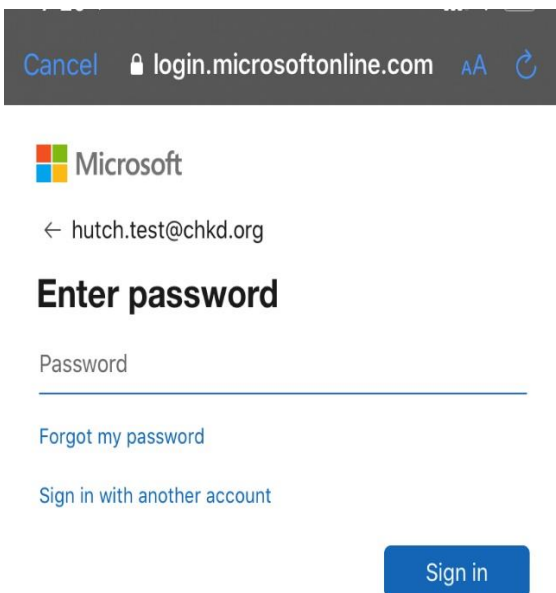
YOU WILL NEED TO PROVIDE A SECONDARY FORM OF IDENTIFICATION ANYTIME YOU ACCESS YOUR OFFICE 365 ACCOUNT OUTSIDE THE ORGANIZATION.

MOBILE USERS

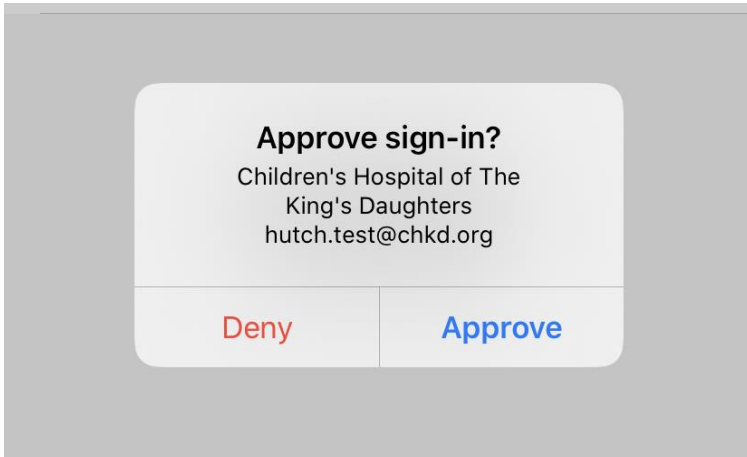
If you are a mobile user and you setup MFA after using email on your phone, you may be prompted to re-enter your password.



1. Select Sign in, do not configure manually.
2. Please enter your email/domain password into the sign in screen and you should be prompted to provide your MFA identification.



3. Please approve the sign in using the authenticator app notification or by opening the authenticator and entering the 6 digit code presented.

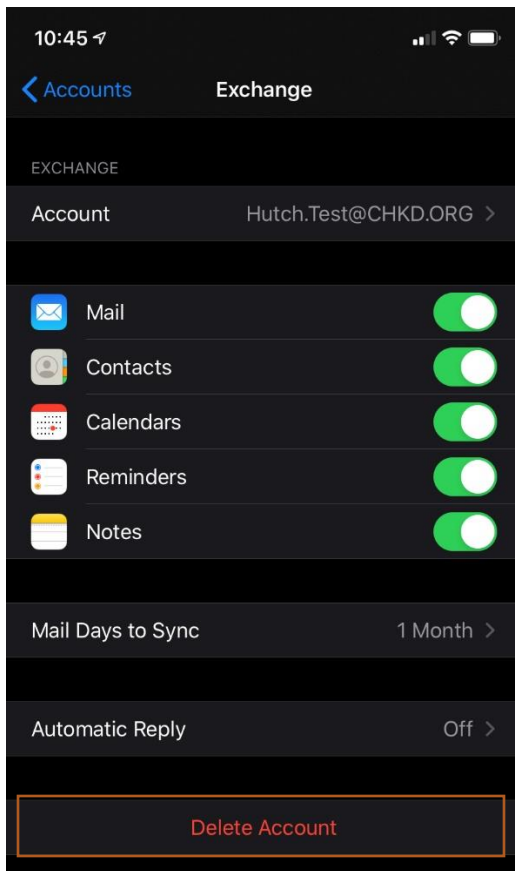


4. Your e-mail should now be configured. You **will ONLY need to approve this once** while setting up MFA or when adding an email account.

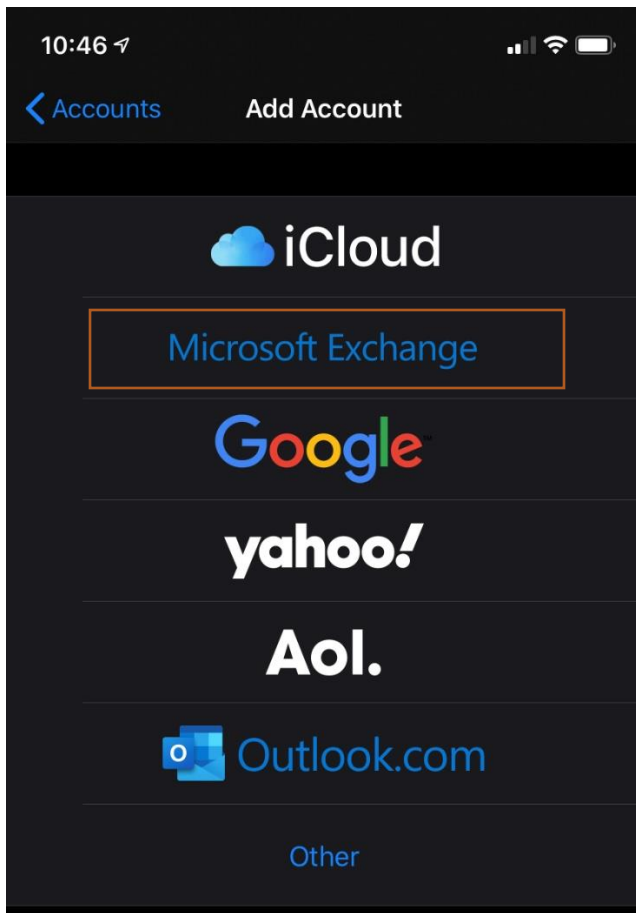
****Please note in some cases, the MFA fails to prompt for authentication when entering your password. If this happens, wait a few minutes and try again. If it fails again, the easiest method to correct it is to remove and re-add your email account on your phone.****

Removing and re-adding account

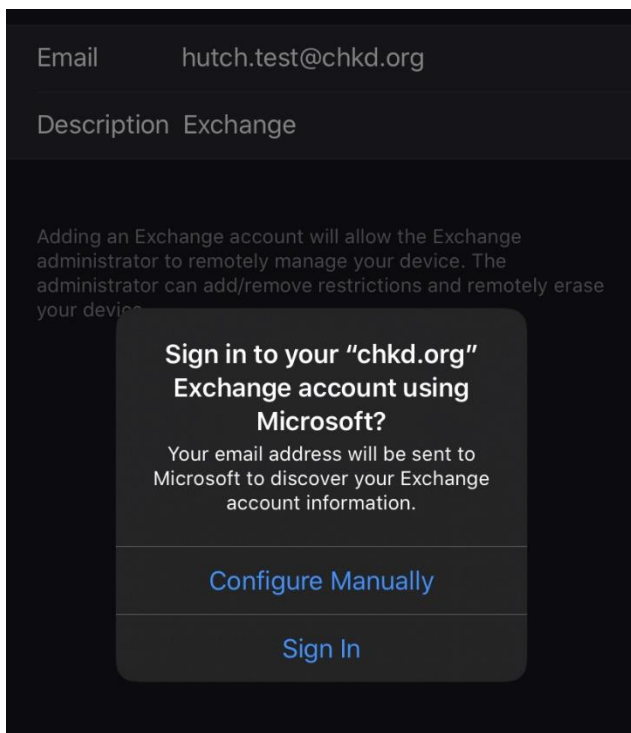
1. Go to Settings→Passwords and Accounts
2. Locate your email account that you use for company email and select it



3. Click on **Delete Account**
4. Return to the Passwords and Accounts screen and select **Add Account**
5. At the Add Account selection, select Microsoft Exchange



6. Enter your CHKD email address and a description (**Work or Exchange**)



7. Select Sign in and enter your CHKD password.
8. You will now need to approve the MFA request to allow the account to be created.

Please note, this notification will depend on the method you chose to register MFA.

7:26 ↗



AUTHENTICATOR

now

You have received a sign in verification request.



hutch.test@chkd.org

Approve sign in request



We've sent a notification to your mobile device.
Please open the Microsoft Authenticator app to respond.

Having trouble? [Sign in another way](#)

Select all the switches for **mail, contacts, calendar, notes, and reminders**. Mail should now be configured.