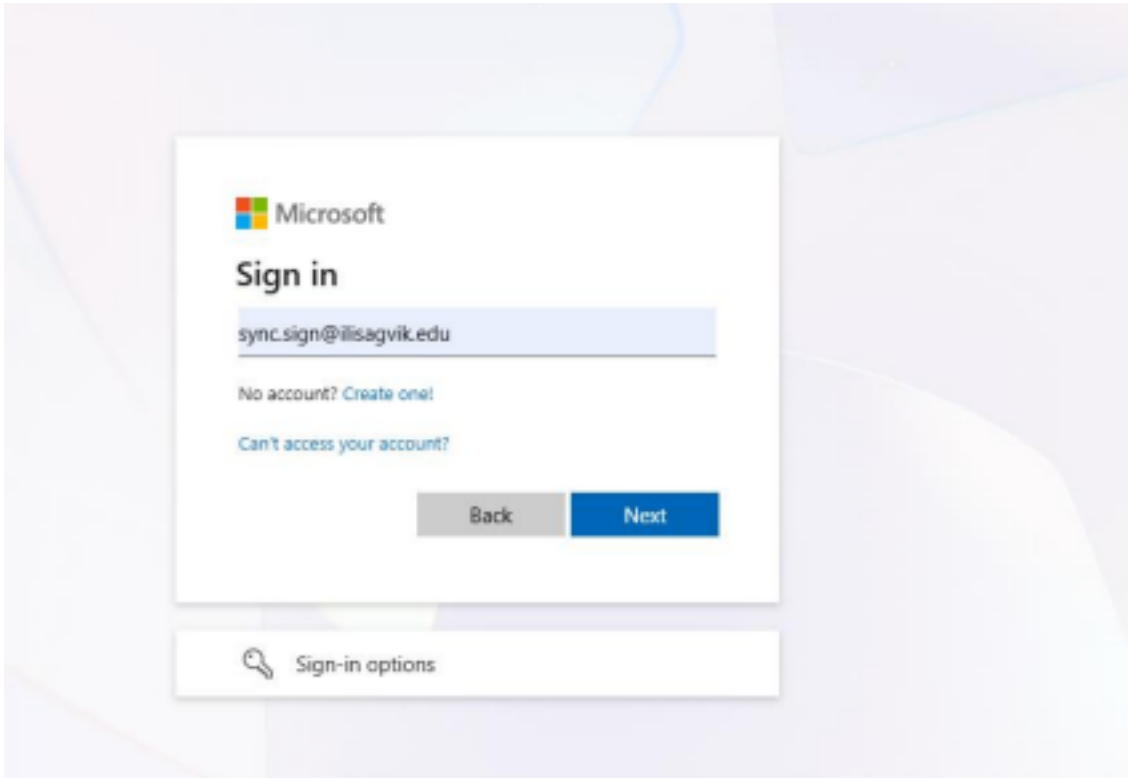
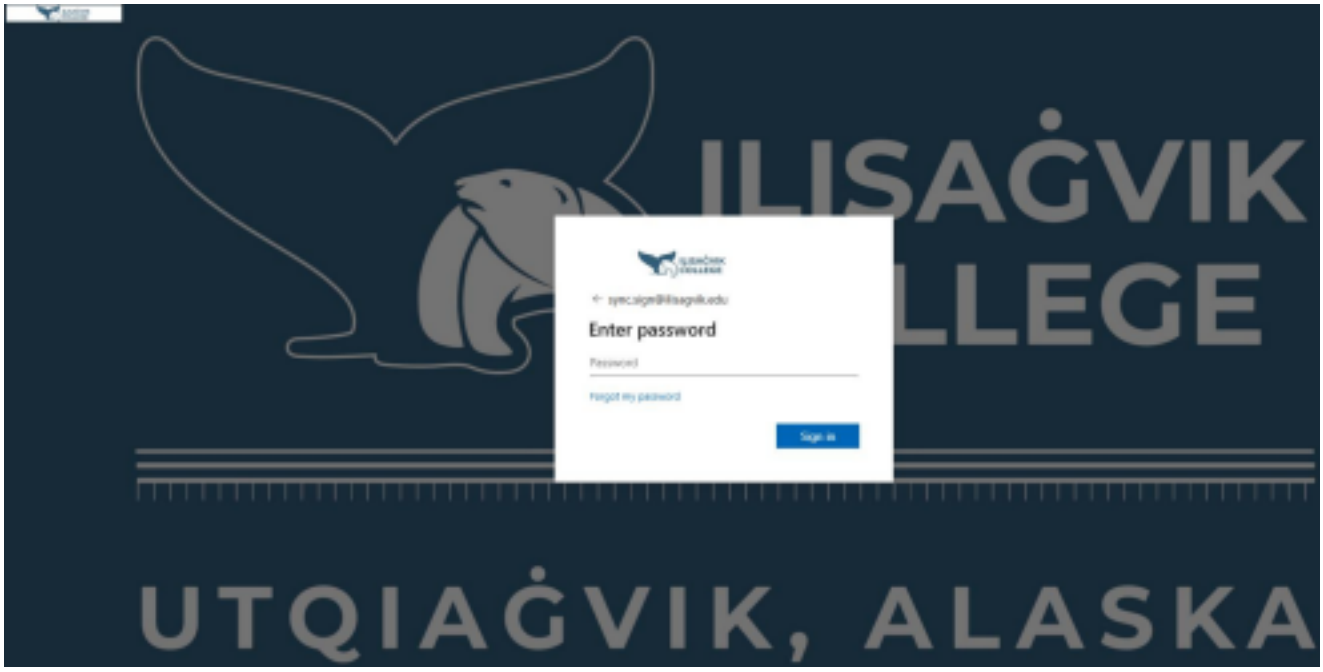


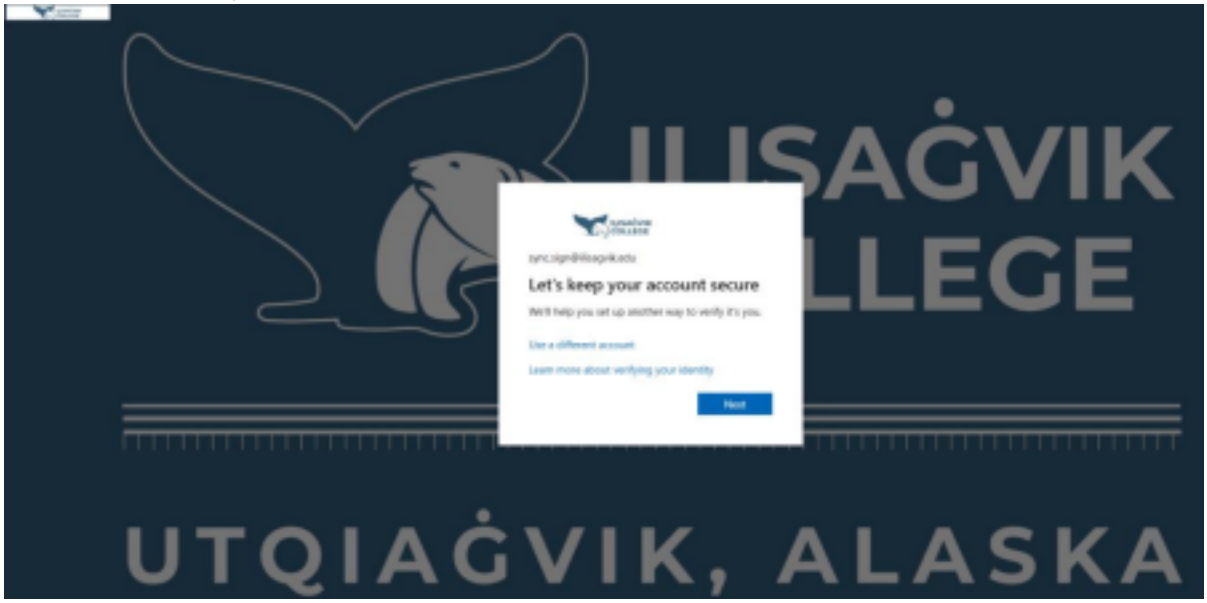
MULTIFACTOR AUTHENTICATION & SELF-SERVICE PASSWORD RESET SETUP

1. Go to any M365 application; the Microsoft sign-in menu will appear. Enter your login and password:



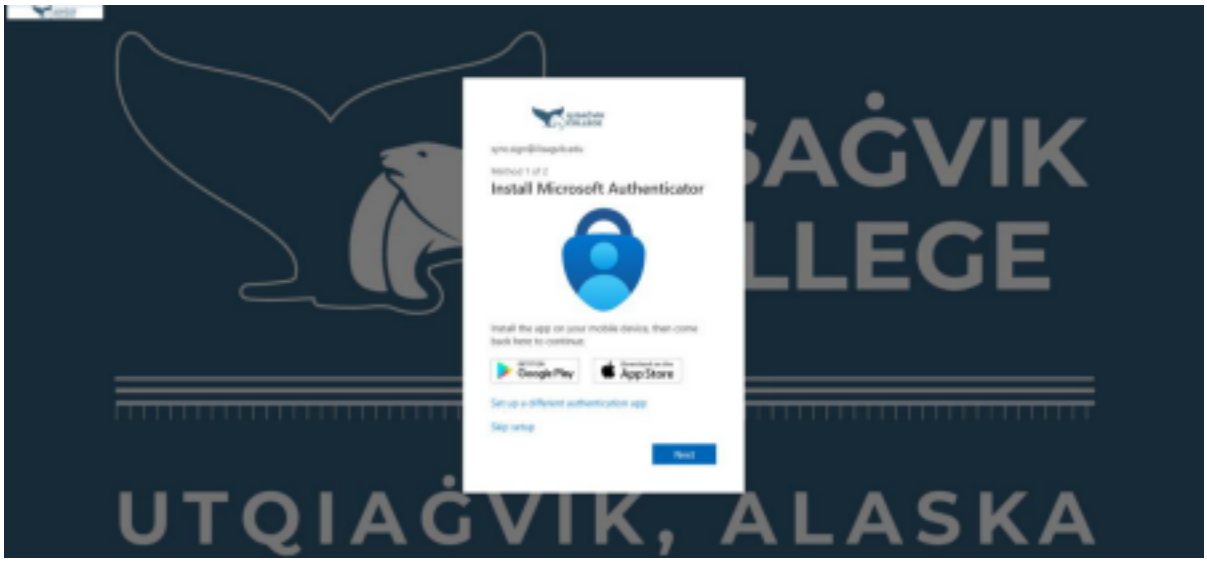


2. 'Let's keep your account secure' should appear; press 'Next.'

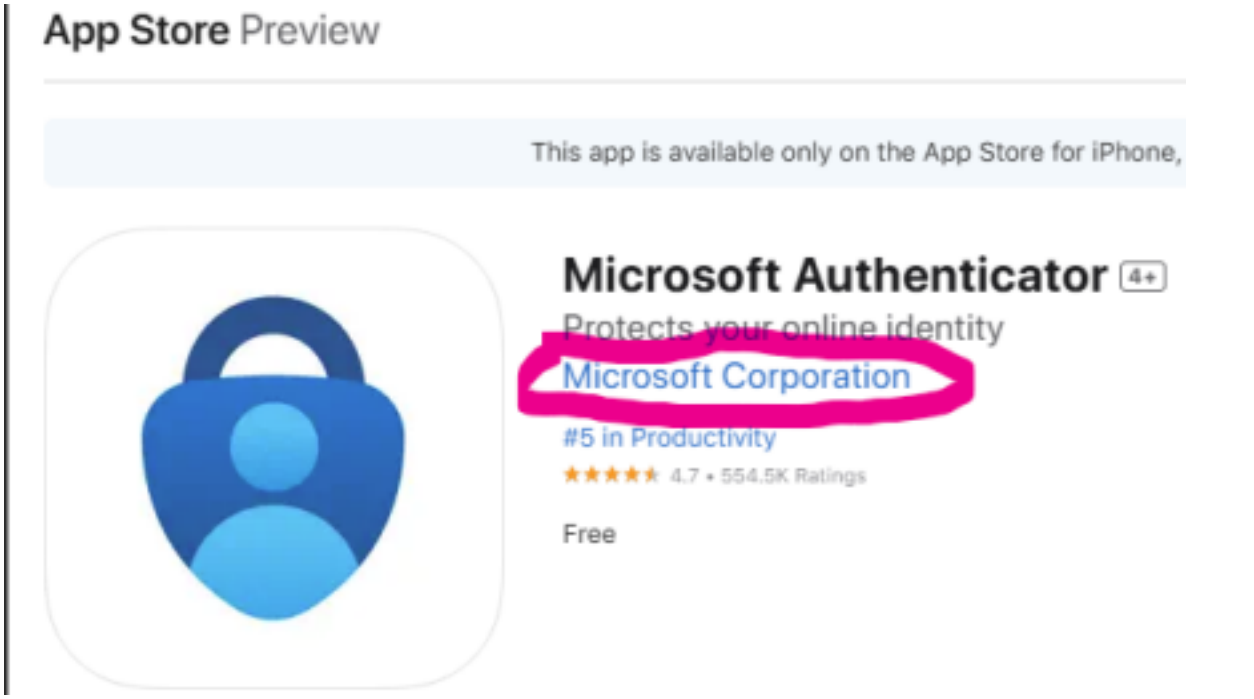


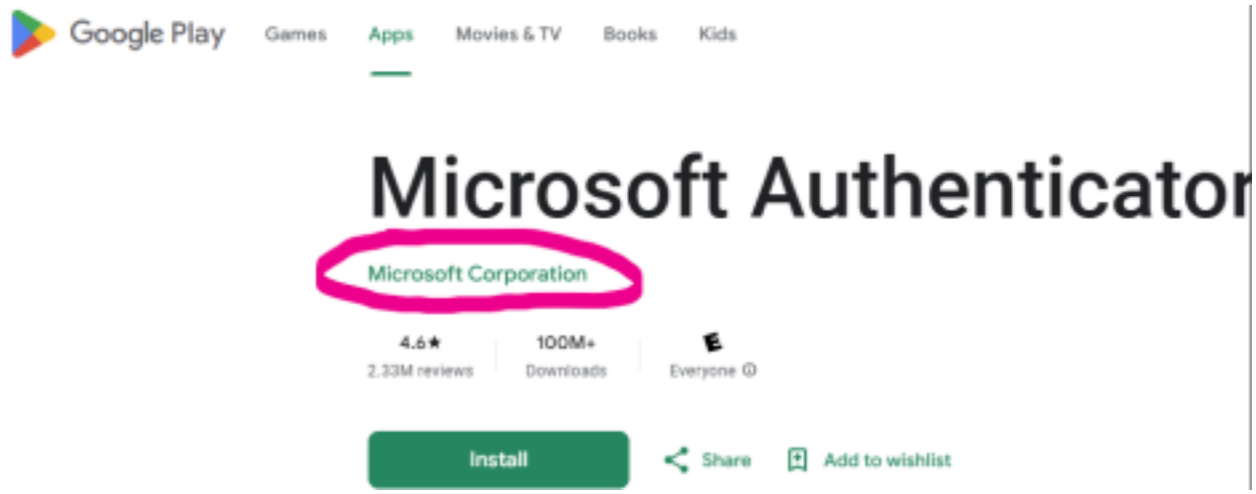
3. 'Install Microsoft Authenticator' should appear; press ‘Next’ if you are using Microsoft Authenticator or ‘Set up a different authentication app' if you are using a different authenticator app.

If instead of this menu it is requesting you to enter 6 digits from your authenticator app—you go to the app, and numbers do not appear—contact the administrator to perform "Require re-register multifactor authentication", and remove your outdated MFA method on your phone.



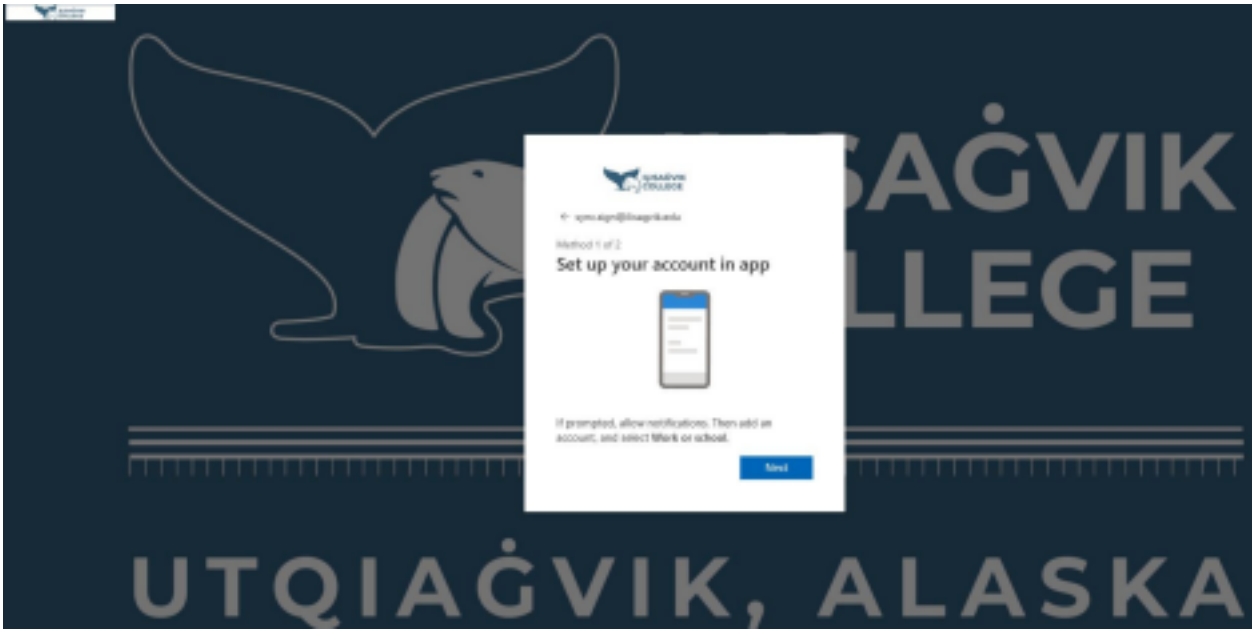
When using Microsoft Authenticator, ensure you download the official application developed by Microsoft Corporation to avoid fraudulent apps found in mobile stores.





Microsoft Authenticator:
-App Store:
https://apps.apple.com/us/app/microsoft-authenticator/id983156458
-Google Play:
https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en_US

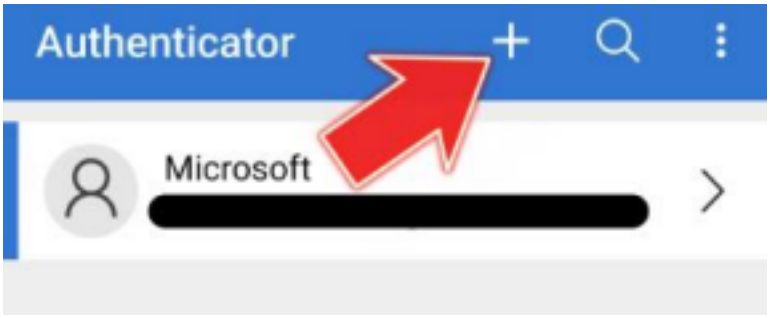
4. ‘Next’



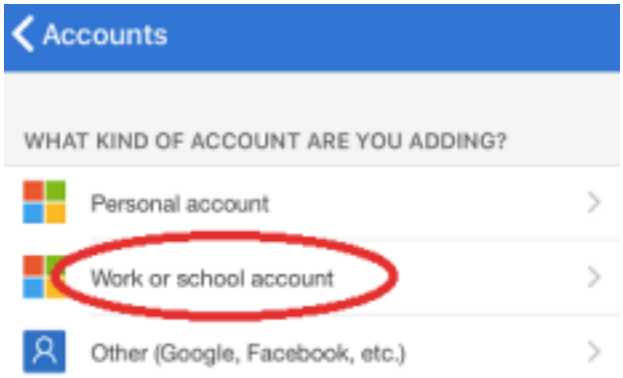
5. The QR code should appear, but you do nothing here yet; go to your phone.



6. Open an Authenticator app on your phone and press a '+' sign on the top right; avoid the scan button on the bottom right.



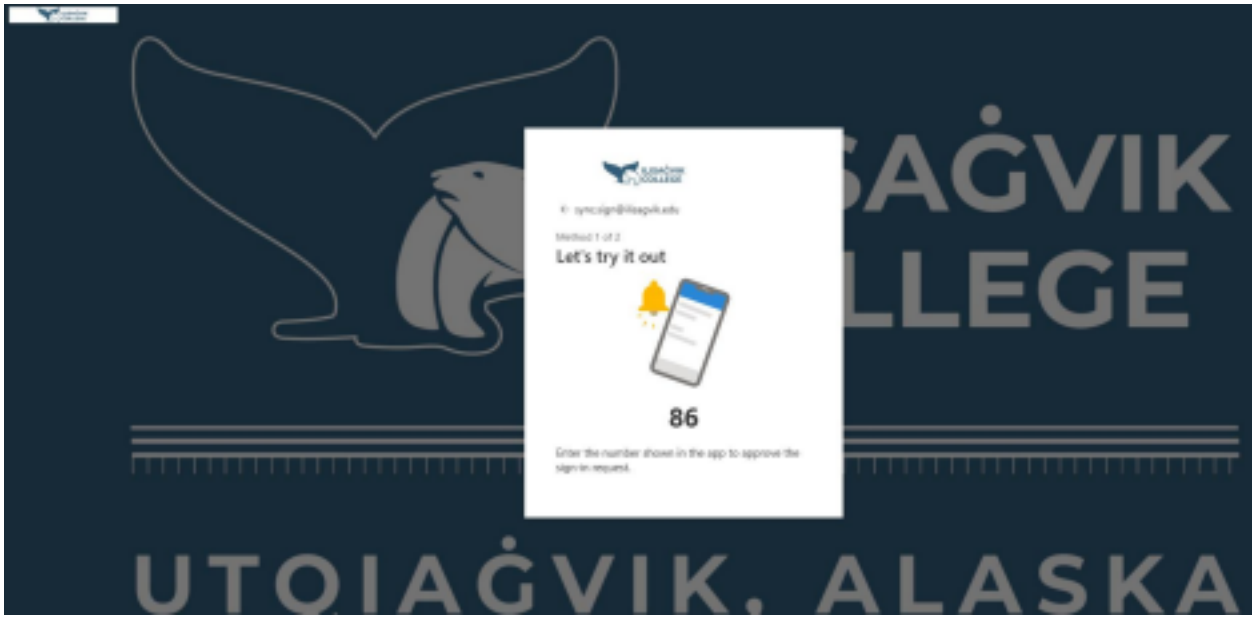
7. Choose 'Work or school account' and scan QR code.



8. You should see your new MFA account added to the Authenticator app on your phone, and at that point you can go back to your 'Scan the QR code' menu and press 'Next.'



9. Verify it works by entering the code you see on your screen to your authenticator app.



10. Microsoft will confirm that the Authenticator is added; press 'Done.'

