Multifactor Authentication for Email

What is Multifactor Authentication (MFA):

❖ *Multifactor authentication (MFA) is a security technology that requires multiple methods of authentication from independent categories of credentials to verify a user's identity for a login or other transaction. Multifactor authentication combines two or more independent credentials: what the user knows, such as a password and what the user has, such as a security token; MFA may also be referred to a 2FA, meaning there are two ways of authentication.*

There are several ways of receiving an MFA request.

After you set everything up, when you attempt to log in to your email you will be prompted for your password, and then the MFA request will be sent.

Depending on the method of setup that you choose will depend on your actions to complete the MFA. The options are:

1. **Phone call Cell**- you will be prompted to hit a # sign on the phone.
2. **Text**- you will be prompted to enter a code that you get in the text to your cell phone.
3. **Phone call Office Phone**- This method is not recommended unless you are certain that you will not be using email (Webmail) outside of ALC, and that you can go without using the mobile Outlook App until you get back in the office. However, it and Cell call are the easiest to set up.
4. **App** called **Microsoft Authenticator** that you can get from the app store. You click approve on this or retrieve a code.

❖ Once you sign onto Outlook or use the Outlook app on your mobile device, you will be prompted to authenticate with one of the methods mentioned above. You will need to re-authenticate with MFA every 45 days.
❖ You will need to authenticate with MFA any time that you use webmail.

Please proceed with setting up your MFA preference at the following link/URL: https://aka.ms/mfasetup. Once you setup your account you will get a notice to approve MFA for your account and it will be delivered in one of the ways mentioned above. This will be the last step of the setup process.

Please look this document over a couple of times, and then look over your method of choice a couple of times and print before proceeding. The methods are following this section and are labeled Cell, Office Phone and Mobile Phone.

To begin setting up your MFA method preference, sign into the link above with your email address and corresponding password (This is also the password you use to log onto a computer with). When you sign in you will see this message:

Click Next and you will see this page:

To get started setting up your MFA, drop the box down and choose the type of Authentication you wish:

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 ⌄
Authentication phone
Office phone
Mobile app
e app?

Again, the methods are laid out following this section. Go to the section that covers the method you chose and follow the directions to continue your MFA setup.

You can go back in and change the method ANYTIME by returning to https://aka.ms/mfasetup anytime. For questions or assistance, **please email** SUPPORT@ALC.EDU.

NOTE: If you are currently using email from any other institution that uses Microsoft 365, when you go to the above referenced link, it may go ahead and try to log you into that account. For example, if you have a University of the Cumberland's email and they use Microsoft 365, it may automatically log you in as your U of C account instead of your ALC account, if you have used that browser to log onto that email before. You will either need to log completely out of the other institution's email or use a different browser. If you use Edge for that, then use Chrome for ALC.

CELL

CELL

If you want to use your Cell, choose it from the drop down and choose USA and enter your Cell number. Choose if you want a call or text. Enter your Cell number with area code.

Step 1: How should we contact you?

| Authentication phone | ∨ | THIS IS FOR A CELL PHONE |
| United States (+1) | ∨ | 6062225555 |

Method
- ○ Send me a code by text message
- ● Call me

⬆ Enter United States and the Cell number

CHOOSE EITHER A CALL OR A TEXT

➡ Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

If you chose CALL, your number will be called. Answer the call and do as directed. (Hit pound)

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're calling your phone at +1 6062225555

Answer it to continue...

If you chose TEXT, you will receive a text with a code.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account
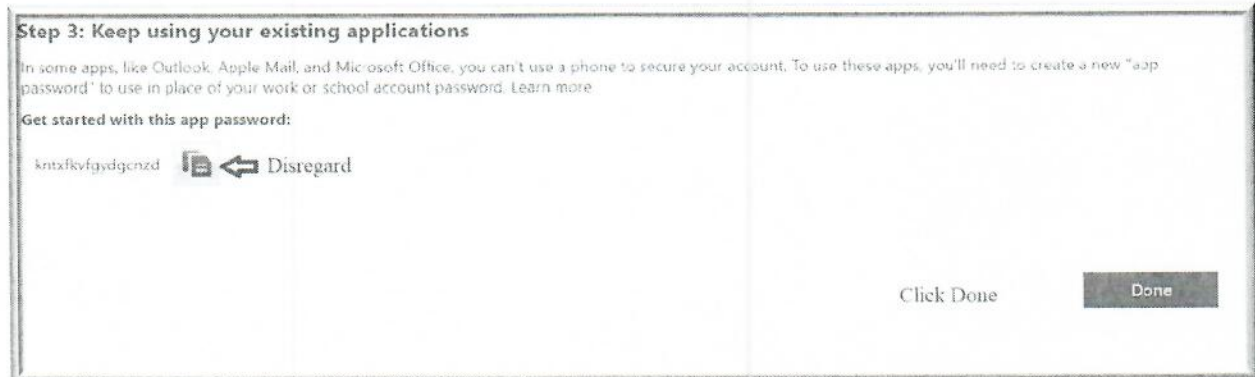
Step 2: We've sent a text message to your phone at +1 606xxxxxxx

When you receive the verification code, enter it here

| 817650 |

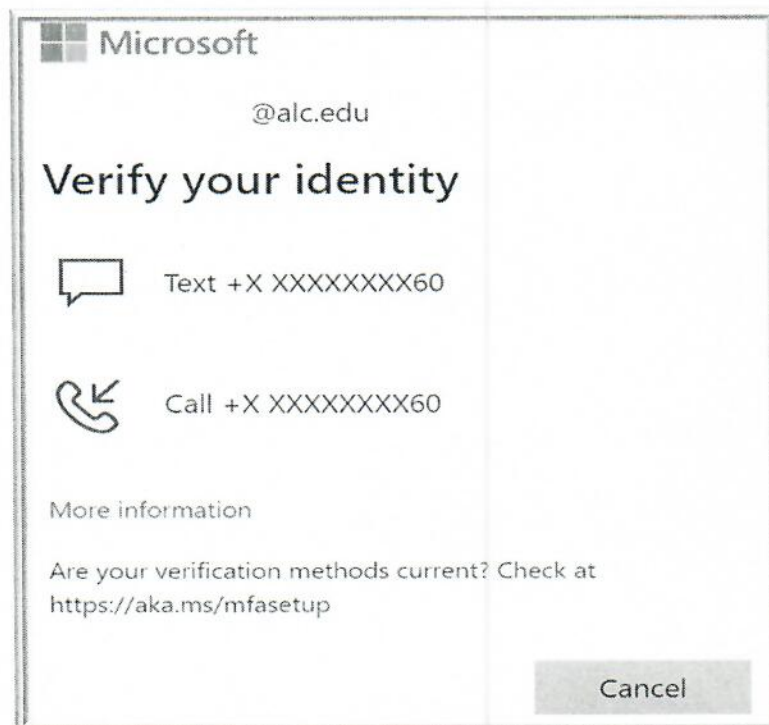⬅ enter the code you received in the text you received

Cancel   Verify

Once you acknowledge, you will be redirected to this screen. Click Done.

Step 3: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. Learn more

Get started with this app password:

kntxfkvfgydgcnzd 🗒 ⬅ Disregard

Click Done   Done

This completes the setup if you chose Authentication Phone. Each time you need to be verified, you will receive a call or text as below, depending on what you choose, as below.

What you will see when you need an MFA:

Microsoft

@alc.edu

Verify your identity

💬   Text +X XXXXXXXX60

📞   Call +X XXXXXXXX60

More information

Are your verification methods current? Check at
https://aka.ms/mfasetup

Cancel

What to do:

Microsoft

@alc.edu

Enter code

💬 We texted your phone +X XXXXXXXX60. Please enter the code to sign in.

Code _____

Having trouble? Sign in another way

More information

Verify

Microsoft

@alc.edu

Approve sign in request

📞 We're calling your phone. Please answer it to continue.

Having trouble? Sign in another way

More information

You can go back in and change the method by returning to https://aka.ms/mfasetup

OFFICE PHONE

OFFICE PHONE

(I would not choose this unless you are sure
that you will not be using email anywhere besides in your office.)

If you want to choose your Office Phone as a method of MFA, choose it from the drop list and choose USA from the drop down and enter your office phone number, with area 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?

Office phone

United States (+1)   606368699   Extension

⬆ Enter Office Phone

➡ Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

You will see the screen you are being reached on your Office Phone: Answer and follow the steps.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 2: Let's make sure that we can reach you on your Office Phone

We are now trying to reach your office phone at +1 606368 **XXXX**. Please follow the instructions on your phone.

Once verified, it will proceed to this screen:

Step 3: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. Learn more

Get started with this app password:

kntxdkvfgydgcnzd   📋 ⬅ Disregard

Click Done   Done

Click Done and that completes the setup for Office Phone. You will get a call on your office phone each time you need to do an MFA verification. You can go back in and change the method by returning to https://aka.ms/mfasetup

MOBILE PHONE

Call and Text Code

Mobile App

If you want to use the Mobile App, choose it from the drop down and choose either "receive notifications" or "use code". A "verification" sends an Approve or a Deny to your phone. "Code" is retrieved from the app.

Click the SETUP to install the App on your phone. Make sure you do this before clicking Next.

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]   Mobile app has been configured.

CLICK SETUP   [Next]

At this time, download the Microsoft Authenticator App from the App Store. And then proceed to below: Note: to add an account, click the + sign in the top right-hand corner. Choose Work or School as indicated below. Once created, click it to view\get the CODE specified in the screen shot below. Go to the end of this section to see Phone App screenshots.

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: 522 498 856
Url: https://mobileappcommunicator.auth.microsoft.com/activate/641382141/WCU

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

Notice that when that screen closes and it goes back to the previous one (two images above), that SETUP is now grayed out. Now choose NEXT.   Enter the code on the app on the screen as show below. (Click on your "account name" in the App to get the code.)

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

Cancel   Verify

It will verify and then ask you to put in a number for recovery access. Enter a number and hit NEXT.

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 3: In case you lose access to the mobile app

United States (+1)   ∨   6062225555

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

You will then proceed to this screen. Click DONE.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 4: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. Learn more

Get started with this app password:

qsjptsbtvdqcvfwg   Disregard

Done

The process of sitting the App section up is complete. **You can go back in and change the method by returning to** https://aka.ms/mfasetup
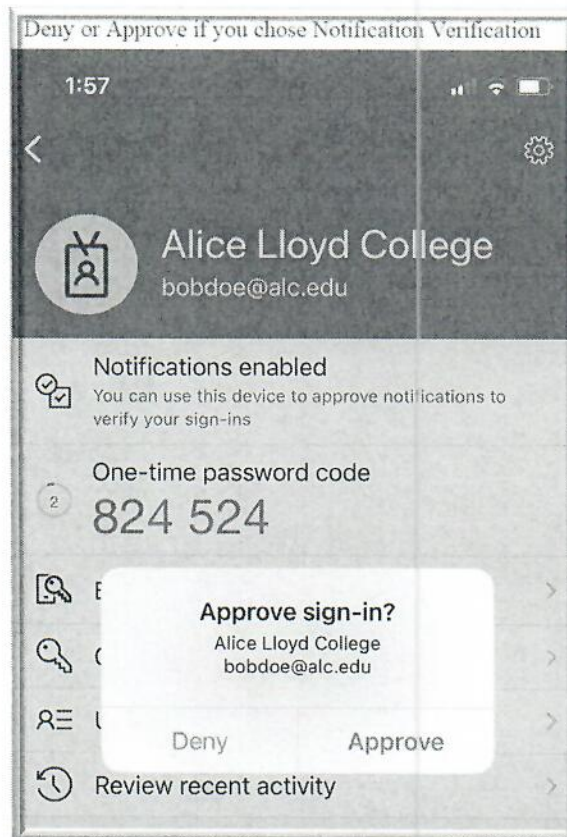
Once you attempt to log on and MFA is needed, a push or code request will be sent to your phone.

- Click approve on your phone if you chose the "Notification Verification" in the fist of the mobile app set up.
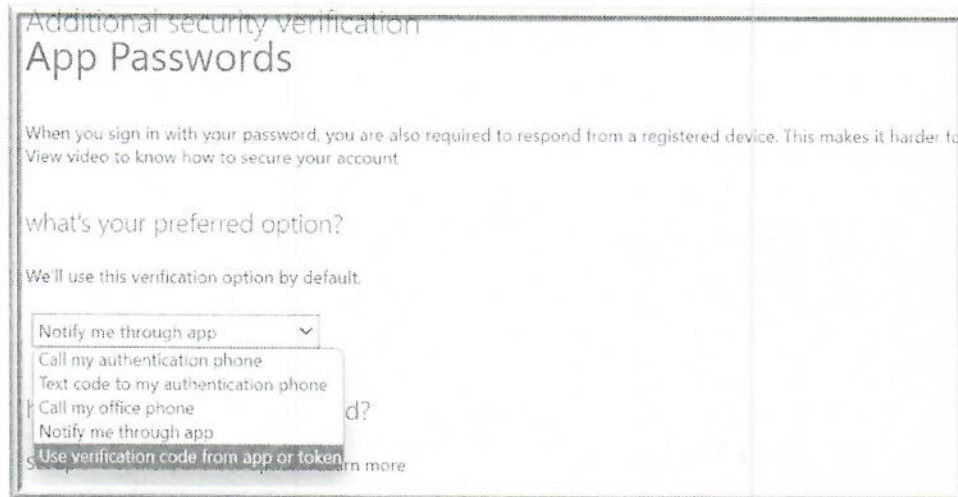- Open the App and chose your "Account Name" and get the code if you chose "Use Verification Code"

Microsoft   If you chose App code

@alc.edu

Enter code

[123] Enter the code displayed in the Microsoft Authenticator app on your mobile device

|Code

Having trouble? Sign in another way

More information

Verify

Microsoft   If you chose Notification Verifcation

bobdoe@alc.edu

Approve sign in request

🛡 Open your Microsoft Authenticator app and approve the request to sign in.

I can't use my Microsoft Authenticator app right now

More information

FOR REFERENCE
on the Phone App

ADD ACCOUNT

1:24

≡ **Authenticator**   +

⇧

Ready to add your
first account?

Add account

Choose Work or School and choose Scan QR

1:24

‹   Add account

WHAT KIND OF ACCOUNT ARE YOU ADDING?

▦ Personal account ›

▦ Work or school account ›

👤 Other (Google, Facebook, etc.) ›

Add work or school account

Sign in   Scan QR code

1:53

≡ **Authenticator**   +

Alice Lloyd College
bobdoe@alc.edu   >

1:53

<   ⚙

Alice Lloyd College
bobdoe@alc.edu

Notifications enabled
You can use this device to approve notifications to
verify your sign-ins

One-time password code
097 287

Enable phone sign-in   >

Change password   >

Update security info   >

Review recent activity   >

1:57

<   ⚙

Alice Lloyd College
bobdoe@alc.edu

Notifications enabled
You can use this device to approve notifications to
verify your sign-ins

One-time password code
824 524

Approve sign-in?
Alice Lloyd College
bobdoe@alc.edu

Deny   Approve

Review recent activity   >

Should you decide to want to use a code instead of choosing approve on your phone, go back to https://aka.ms/mfasetup and from the dropdown choose **Use Verification Code From App** and click SAVE at the bottom.

Additional security verification
App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for
View video to know how to secure your account

what's your preferred option?

We'll use this verification option by default.

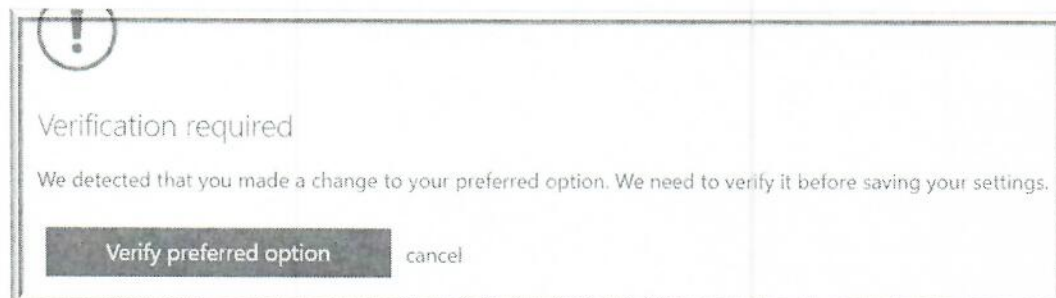| Notify me through app ⌄ |
| Call my authentication phone |
| Text code to my authentication phone |
| Call my office phone |
| Notify me through app |
| **Use verification code from app or token** |

d?

more

You will be asked to **VERIFY,** click **Verify preferred option.** *Once you do so, you will be sent an MFA the way you currently have it sat up.*

(!)

Verification required

We detected that you made a change to your preferred option. We need to verify it before saving your settings.

| Verify preferred option | cancel |

Now when you sign in, you will be asked for the code in the app. As stated above, you retrieve the code by clicking your *Username* in the app.

■ Microsoft

bobdoe@alc.edu

Enter code

[123] Enter the code displayed in the Microsoft
Authenticator app on your mobile device

Code

Having trouble? Sign in another way

More information

| Verify |

Again, you can return to https://aka.ms/mfasetup to reconfigure all settings.