Created: 05/26/2023

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and Help Desk Team

Operating System / Version: Windows 10-11, iOS, Android

Application / Version: Office 365 Products

Hardware Version: N/A

Summary: How to Set up the Different Kinds of Multi-Factor Authentication (MFA).

After IT has activated MFA on your CWI account, you will be prompted to follow the attached screens to add your security verification. This could occur through multiple ways, for example: Microsoft Outlook, OneDrive, Teams, etc.

During the authentication process, you will be asked to choose future methods of authenticating. The next time you log in, you will have to authenticate using your chosen method.

Please note:

- If you are using the built-in mail application on your **Android** device, you will need to download and use the Outlook app for MFA to work on your phone. For **Apple** devices, if you are not able to connect and configure MFA, you may need to remove your email account from the native email client then re-add it and it should get MFA started. Optionally, you may also download and install the Outlook app.

  If you are using the PUBLIC-WIFI connection at CWI on your phone when you initially authenticate, then change to using your cellular service, you will be prompted to enter a new code.

- ALSO! PLEASE Download the Microsoft Authenticator App before you start this process. You will scan the QR code from within that app.

- User your Phone's camera to scan the QR code on the next Page. Cover the one not for your phone with your hand so you don't accidentally scan the incorrect code.

- If you open this on your phone tap on the link below the QR Code.

QR code for Google-Play-Store

https://play.google.com/store/apps/details?id=com.azure.authenticator

QR code for Apple-App-Store

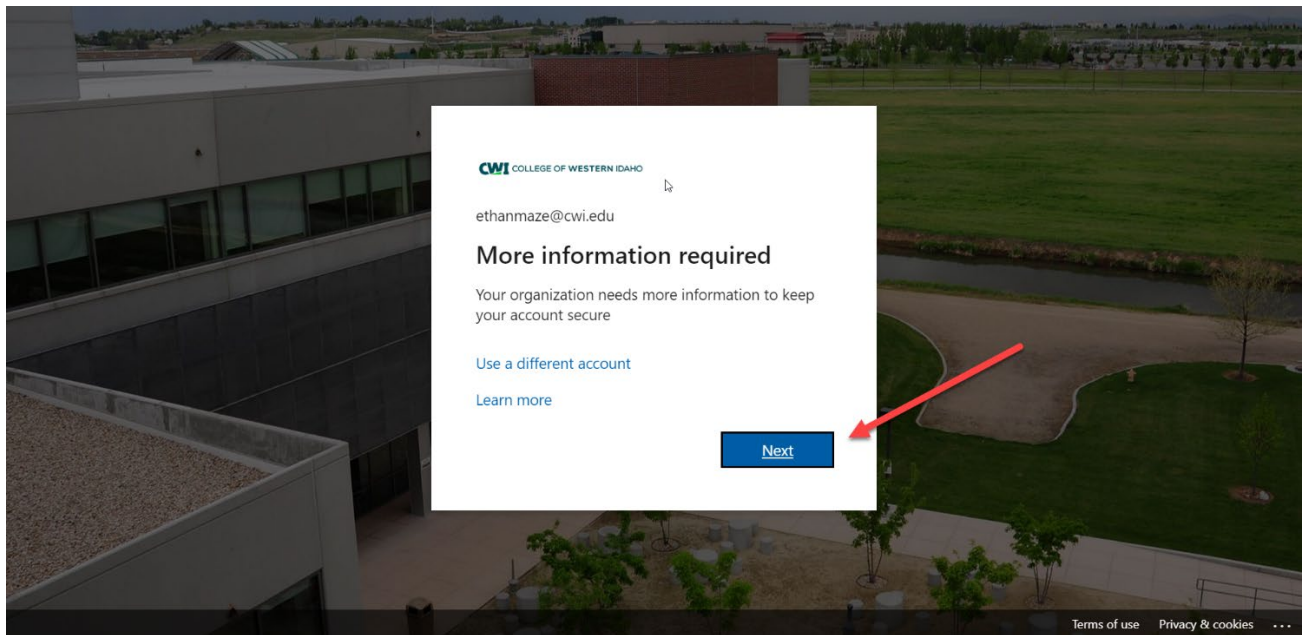https://apps.apple.com/us/app/microsoft-authenticator/id983156458

Step 1: Attempt to login to your outlook (or any Office 365 products) with your school account
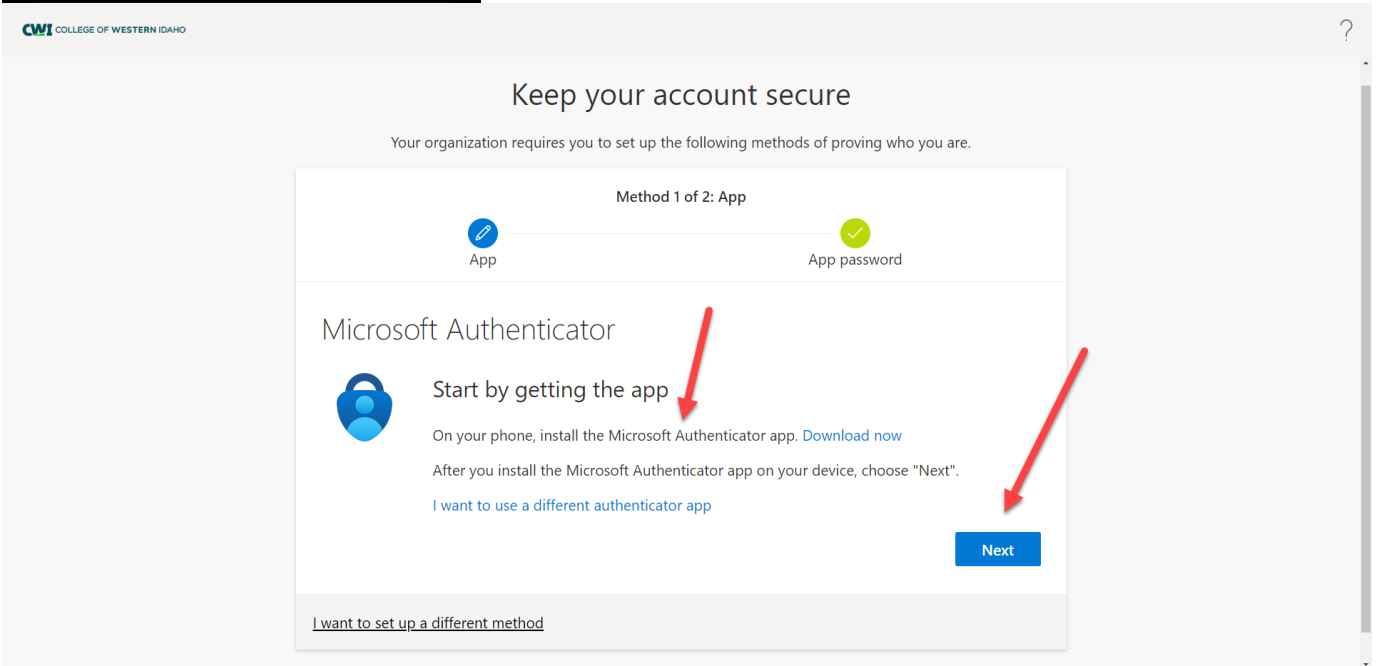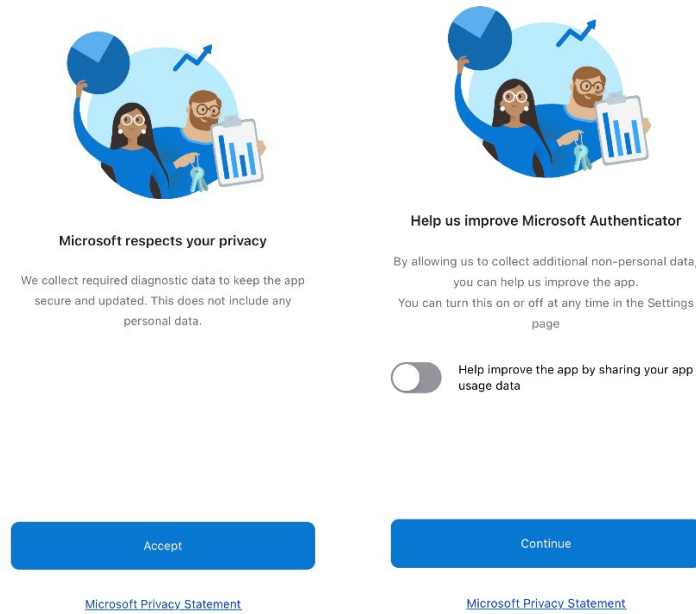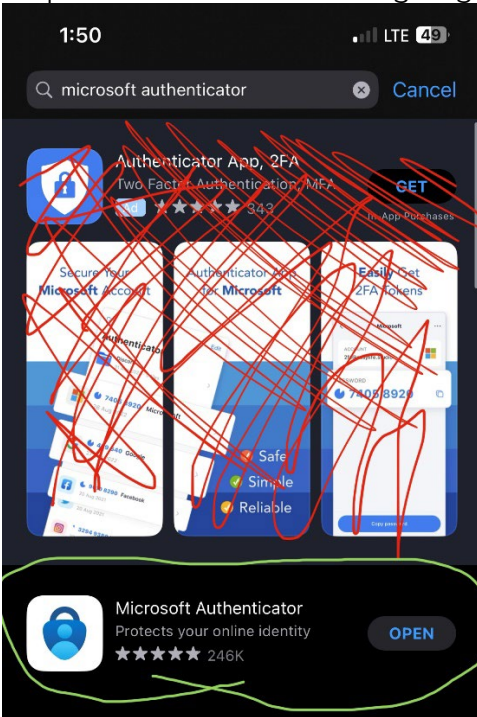
1. Enter your credentials at this point and hit the next button twice, one on this slide and one on the next
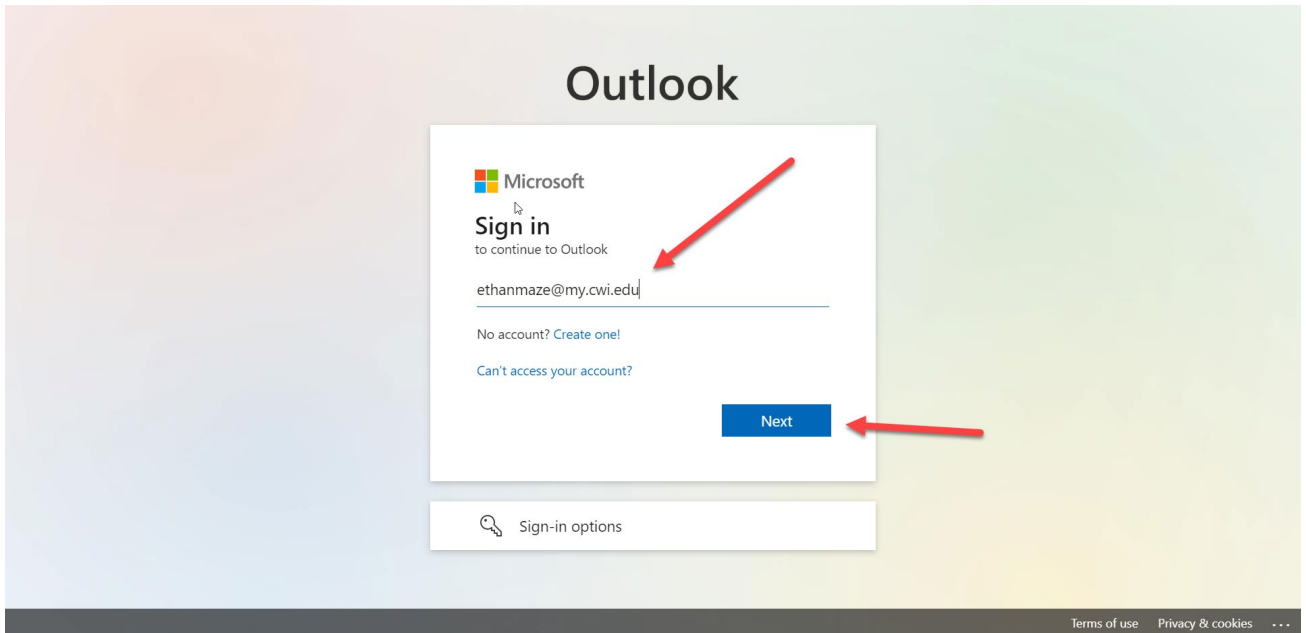
Page select the Next Button.

2. At this point it will take you to a screen where you will need to download the Microsoft Authenticator App. While its downloading Go ahead and hit next twice following the steps on the on the screen going through the mobile app.

Microsoft respects your privacy

We collect required diagnostic data to keep the app secure and updated. This does not include any personal data.

Accept

Microsoft Privacy Statement

Help us improve Microsoft Authenticator

By allowing us to collect additional non-personal data, you can help us improve the app. You can turn this on or off at any time in the Settings page

Help improve the app by sharing your app usage data

Continue

Microsoft Privacy Statement

CWI COLLEGE OF WESTERN IDAHO

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App

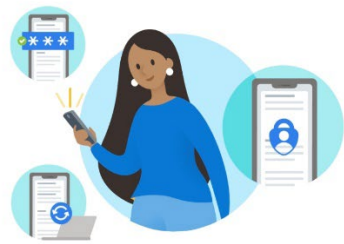App ————— App password

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

Next

I want to set up a different method

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App

App ———————————————— App password

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back   Next

I want to set up a different method

3. At this point you will want click "Add work or school account" **OR** to click "+" in the top right and click "Work or school account" from there you will click "Scan QR Code" and scan the QR code or enter in the code below if you are unable to scan the code.

Skip

Secure Your Digital Life

Sign in with Microsoft

When you are signed in with Microsoft, all stored passwords, addresses, and other autofill info will be available on this device.

Add work or school account

Scan a QR code

Restore from backup

College of Western Idaho | http://helpdesk.cwi.edu
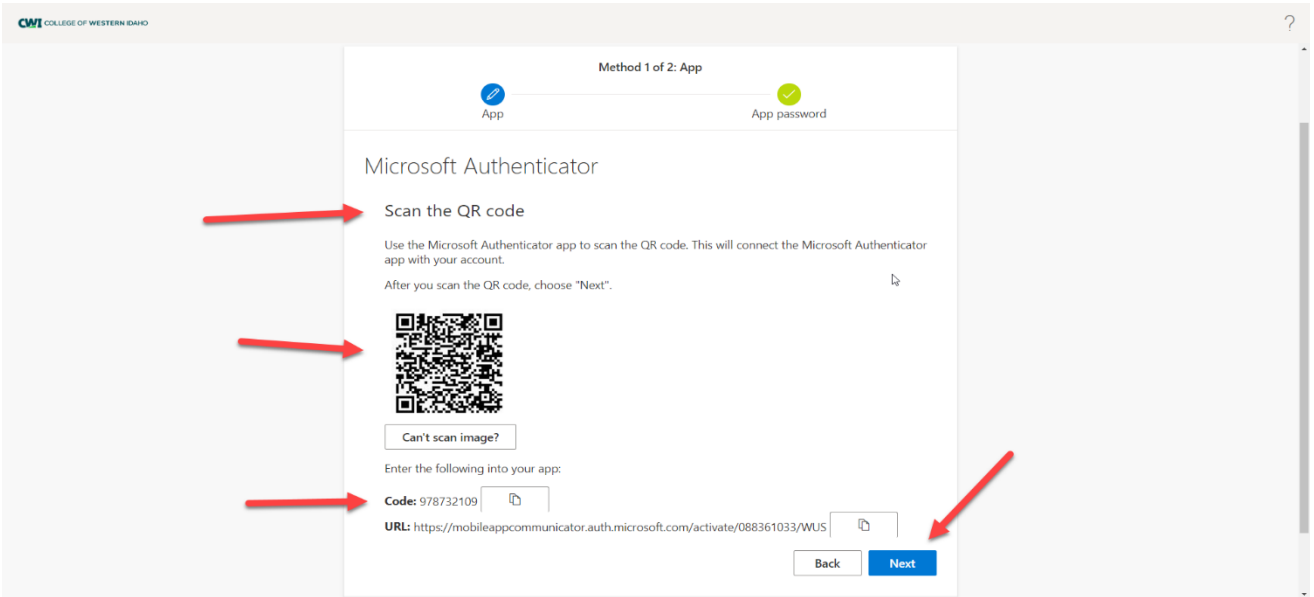
4. At this point if you hit next, it should be configured and as long as you have notifications enabled for the Microsoft Authenticator app on your phone. You should be able to login to any Office 365 apps via clicking accept within this app on your phone. You will now be directed to Logon using MFA
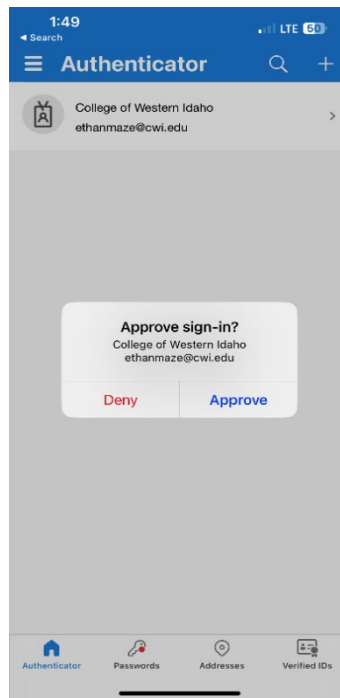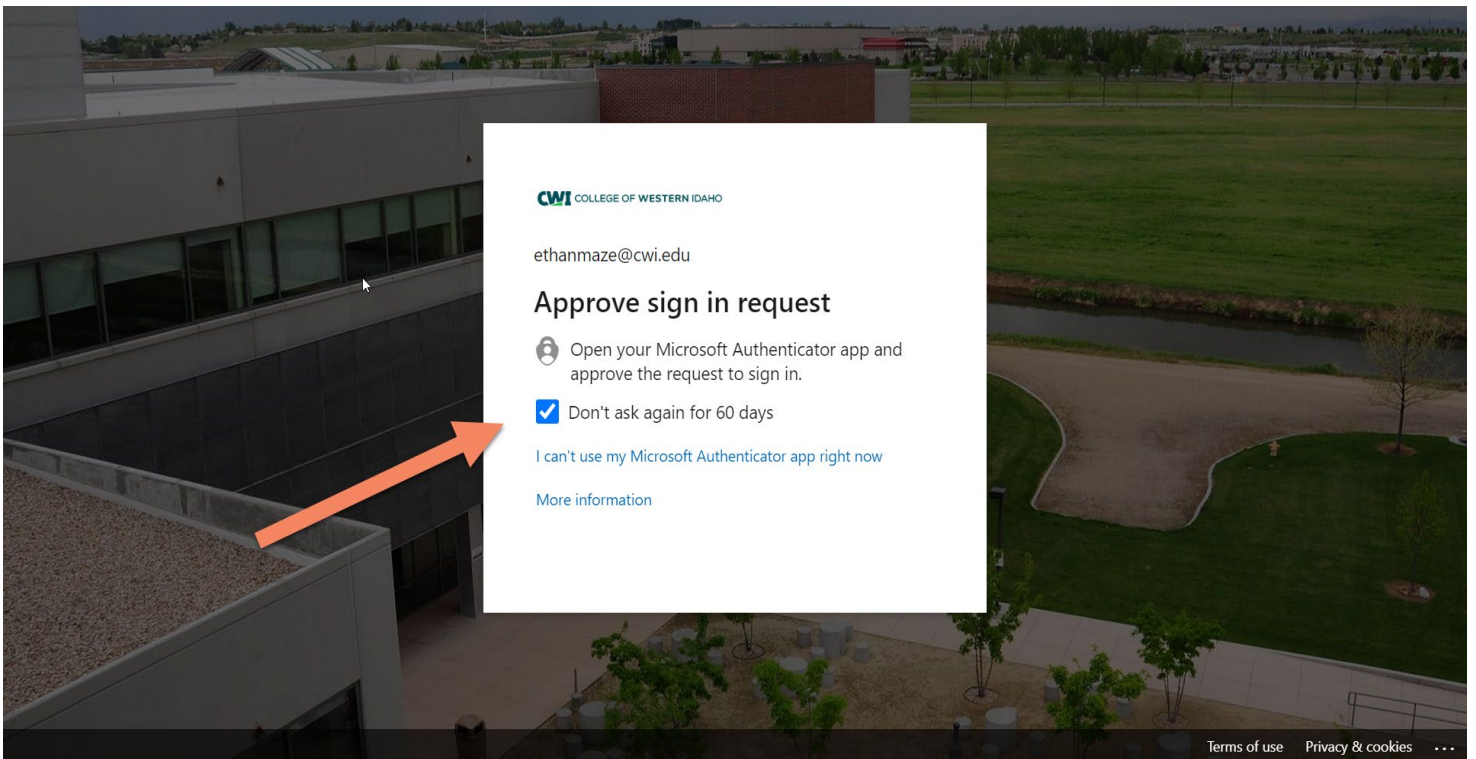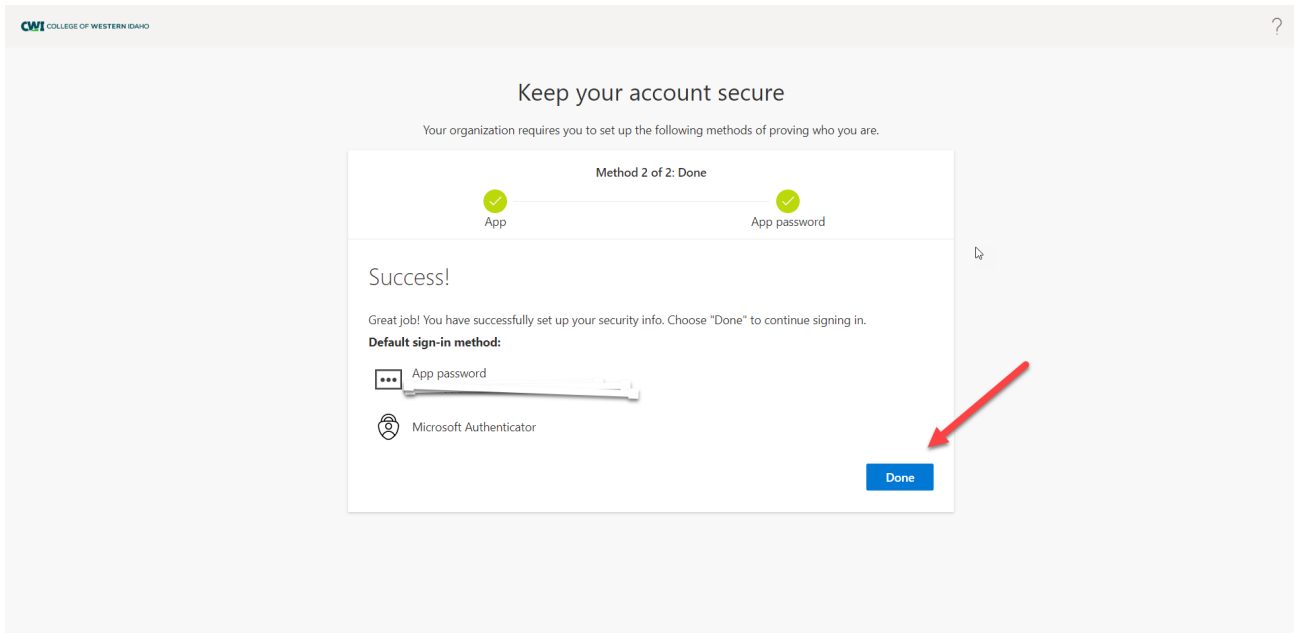
5.Next time you login it will ask if you would like to make this a trusted device fro the next 60 days, this is optional.

      a. When an attempt is made to log on to a new device MFA will be required to continue.

5. If you want to use the Text Method instead of the Microsoft Authenticator app:

   a. Go back to Step 2 before downloading the Microsoft Authenticator app and choose 'I want to set up a different method.'
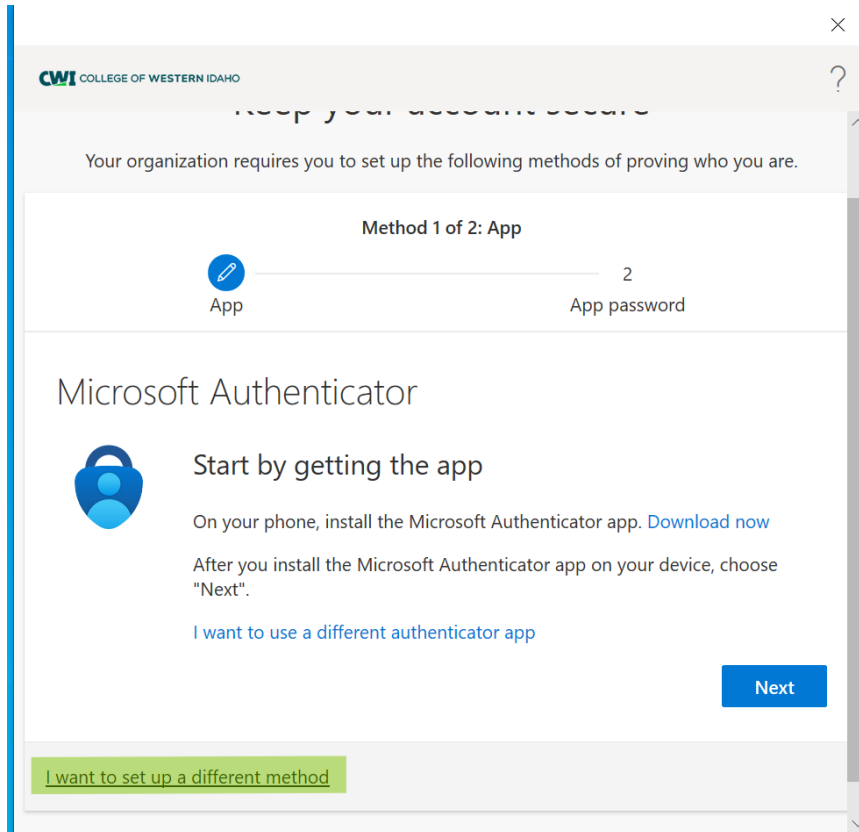
   b. You will then be given the options between phone, office phone, or Authenticator app. Choose phone.
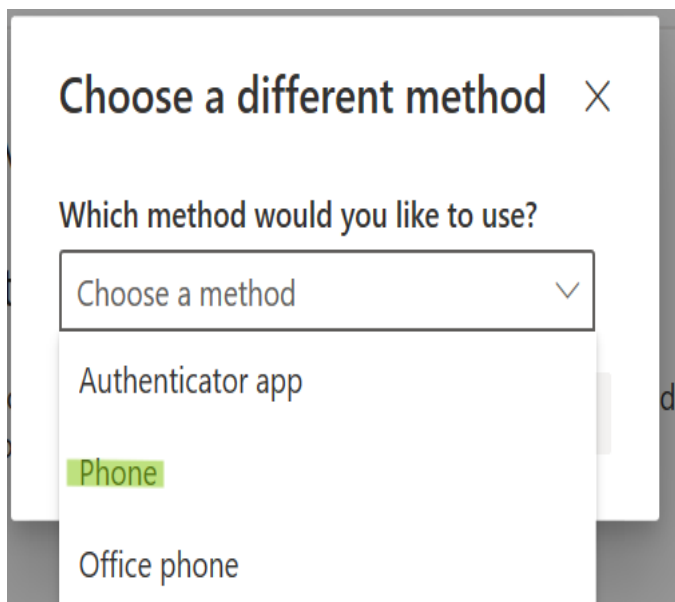
c. You will now be given an option to receive a code through text or voice call.

d. Enter the code you were sent in the space provided.

You will now have access to your CWI account and apps.

TO MODIFY MFA SETTINGS GO HERE: **https://aka.ms/mfasetup*****