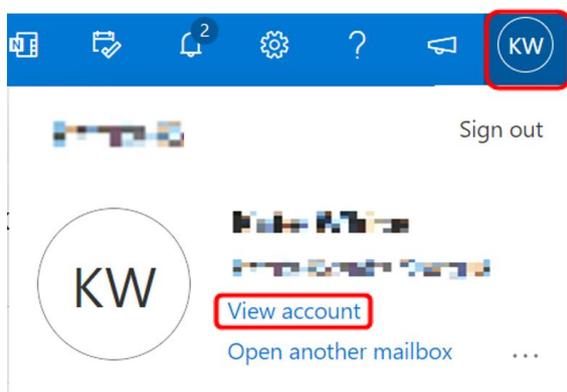


# Step-by-step guide for adding authentication information to your Microsoft 365 account prior to enabling Multi-Factor Authentication (MFA) across your organisation

1. Sign in to your account via [www.office.com](http://www.office.com) and then click on your profile initials or photo at the top right of your screen



2. Now click View account
3. Then select Security info – Update info

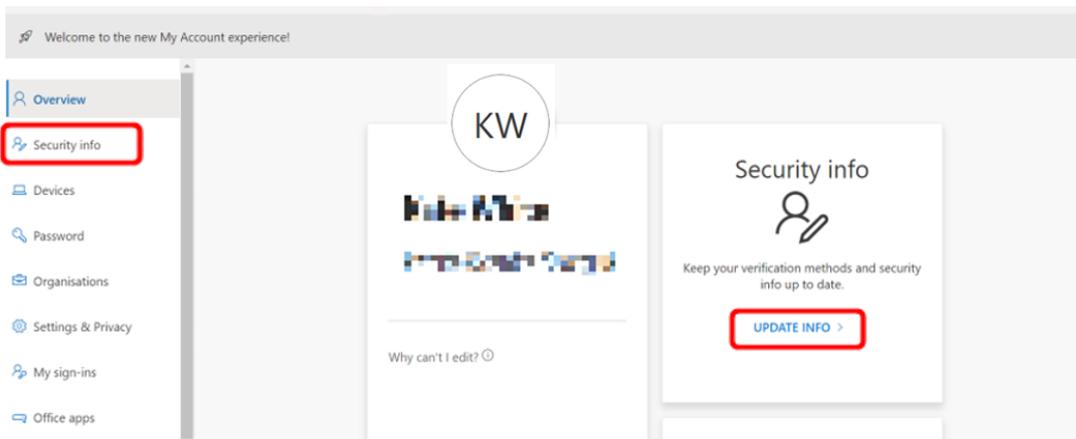
## Security info



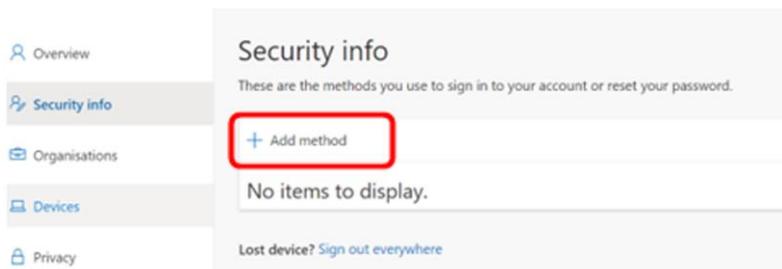
Keep your verification methods and security info up to date.

[UPDATE INFO >](#)

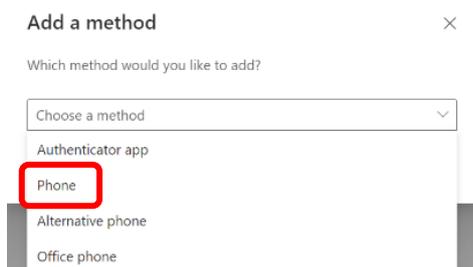
Or if it doesn't look as above, click on Security info in the left menu and then Update info



4. Now select Add method



5. Now select your method. First choose Phone to add your mobile phone number.



6. Switch to United Kingdom and add in your phone number and select Text me a code.

## 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?

United States (+1) ▾

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](#).

Cancel Next

7. Now enter the code sent to your mobile phone number

## Phone ×

We just sent a 6-digit code to +44  Enter the code below.

[Resend code](#)

Back Next

8. You should then get the message below

## Phone ×

 SMS verified. Your phone was registered successfully.

Done

## Authenticator App

We are recommending you also install the Authenticator app on your smart phone as this is the most secure way of authenticating your account and quicker than adding in a code. Instead, an alert will flash up on your phone and ask you to approve your account sign in. Depending on your phone, you may also be able to add an extra level of authentication e.g. your fingerprint, to make sign in even more secure.

- Go to the Google Play or Apple App Store to download the Microsoft Authenticator app on your phone.

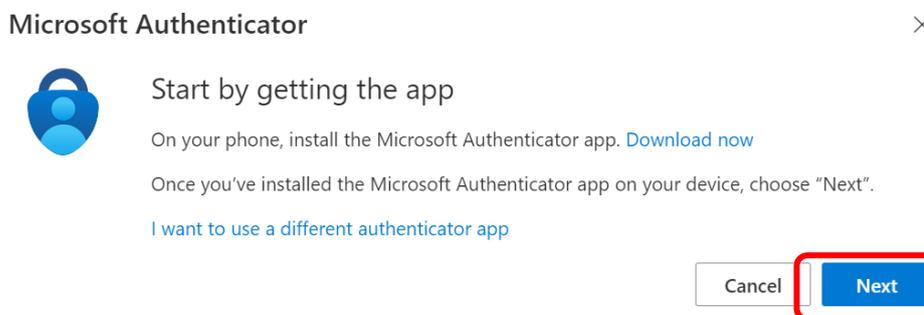
### Google Play



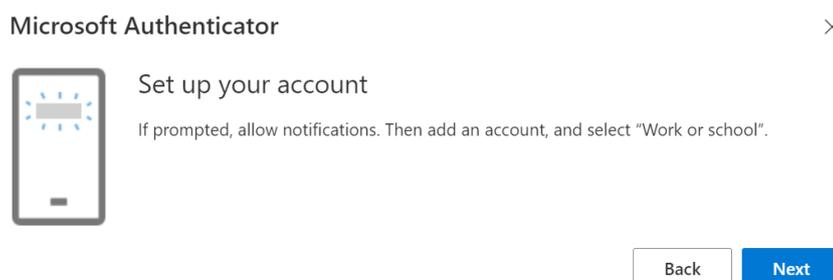
### Apple App Store



- Then go back to the M365 Security Info screen and this time choose Add method and Authenticator app (see step 5 screen shot). Now follow the instructions on screen (this will connect the authenticator app on your phone to your Office 365 account) and select Next



- Select Next to link the app with your work Office 365 account (choose Work or School if prompted).

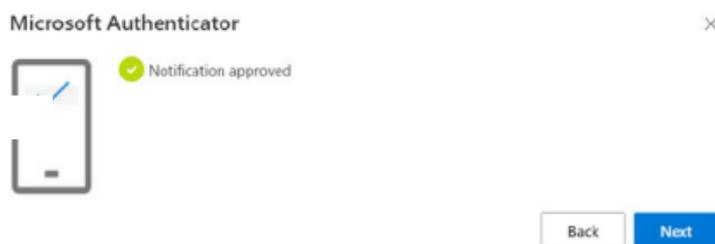


At this point, you may need to first either click on the 3 dots at the top of the App screen on your mobile and select Add account (Android) or click on the + sign (Apple iOS) to add your account.

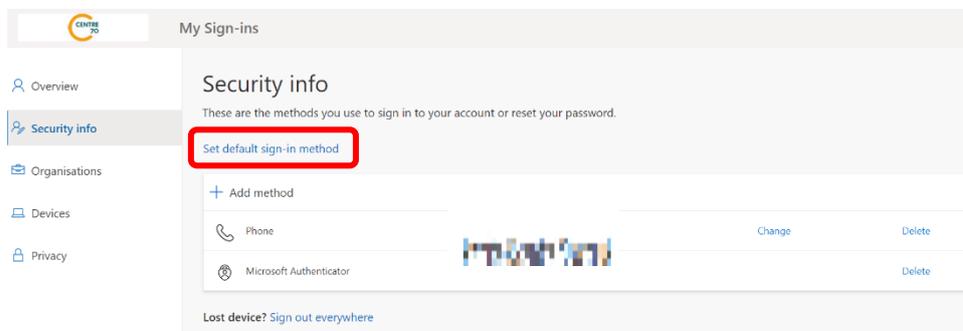
12. Follow the instructions and point your phone over the screen so it can scan the QR code, then click Next.



13. You should then get a Notification approved message, click Next.



14. Once complete, now choose your default sign-in method (we'd encourage the Microsoft Authenticator)



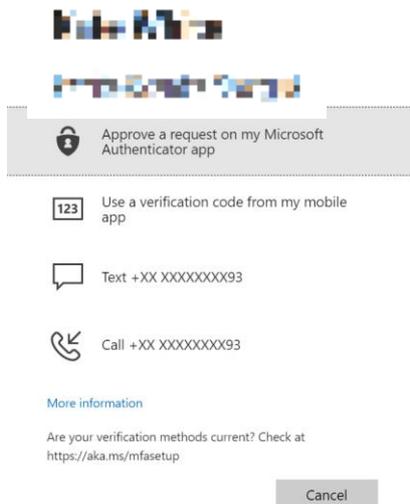
15. We recommend you also repeat steps 5 – 8 to add your main Office phone number. Here you would have to either answer the phone

yourself or ask someone in the office to answer it, as you will be instructed to click on a particular key e.g. the hash (#) key to authenticate yourself.

We suggest you do this as a failsafe e.g. if you lose your mobile phone, you can contact whoever is in the office and ask them to authenticate your account sign in.

16. Once Multi Factor Authentication has been enabled across your organisation, next time you sign in from another device; after adding your password, you will be asked to provide another way of authenticating yourself as below.

It should automatically select your Default method – but you can choose another method by selecting from the list if you need to.



You may also be asked to resign in from the usual device(s) you use. Once signed in and authenticated, you won't be asked to keep on authenticating yourself (unless you log in from another device / browser).