

## HOW TO ENABLE MULTIFACTOR AUTHENTICATION ON YOUR ACCOUNT

To access office 365 from outside the organisation, Multifactor Authentication (MFA) will be required on your account. Simply put, in addition to your password MFA requires “something only the user has” for additional verification; this will be via your mobile phone and the free Microsoft Authenticator app.

### PREFERRED METHOD: APP NOTIFICATION

1. On your mobile phone, **install the free Microsoft Authenticator app** from the App Store for iOS devices (e.g. for Apple iPhone) or the Google Play Store on Android (e.g. Samsung Galaxy). Search the store or scan the relevant QR code below.

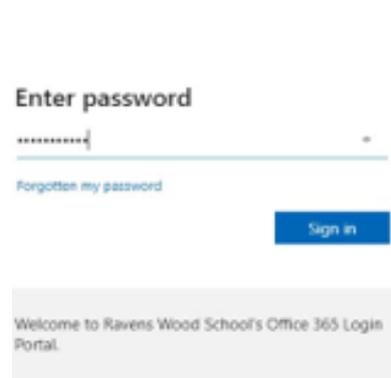
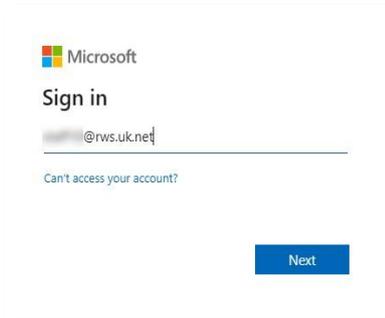


Google Play Store

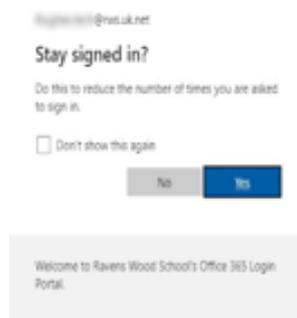


Apple App Store

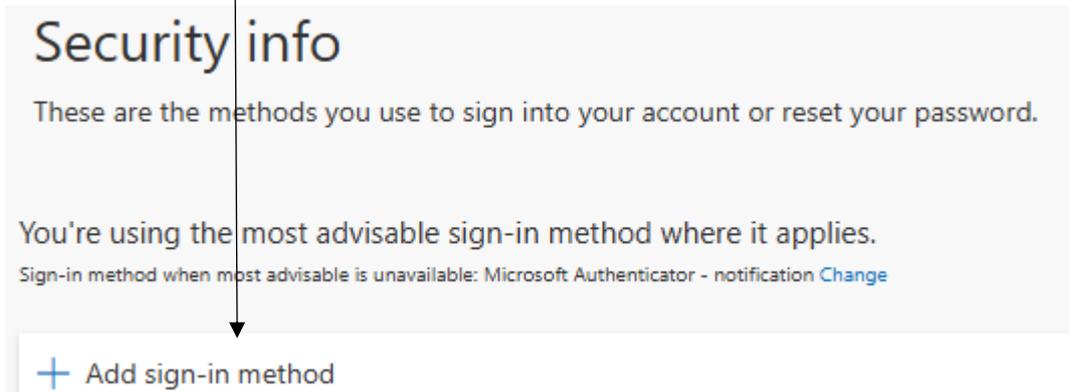
2. On a computer, go to <https://mysignins.microsoft.com/security-info>
3. **Sign in** with your school e-mail address and password.



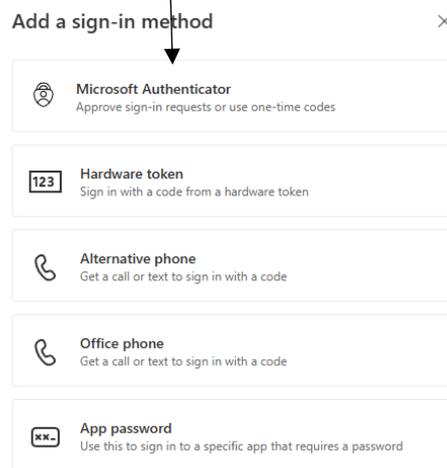
4. If prompted to “Stay Signed in?”:
  - i. If you are using a computer account that only you log into, you can select Yes
  - ii. If you are using a computer account that is shared with others, e.g. an account on a family computer, select **No**. (If you are unsure, select No)



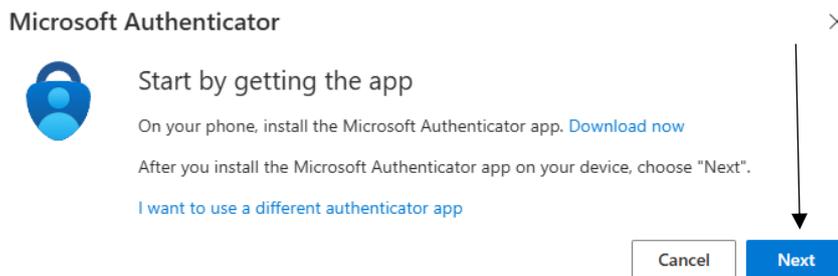
5. At the Security info screen, click **Add sign-in method**



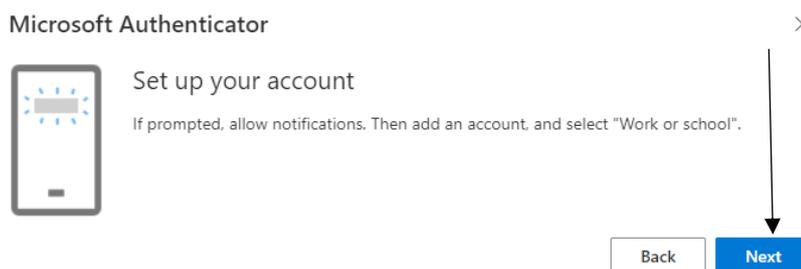
6. From the next menu, select **Microsoft Authenticator**.



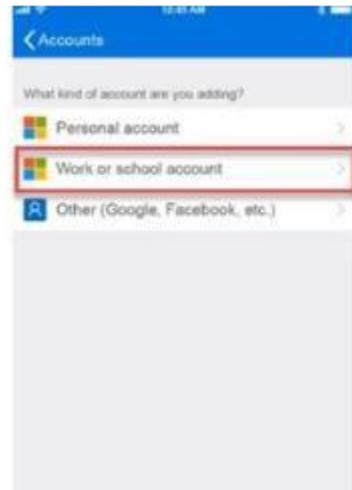
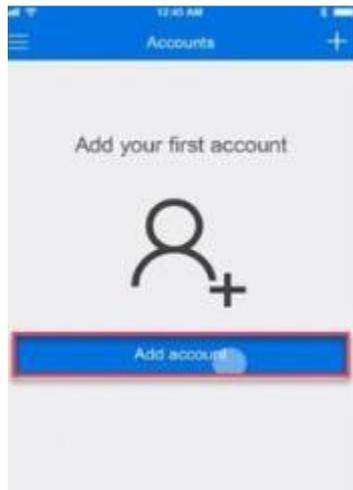
7. On the next menu, Click **Next**



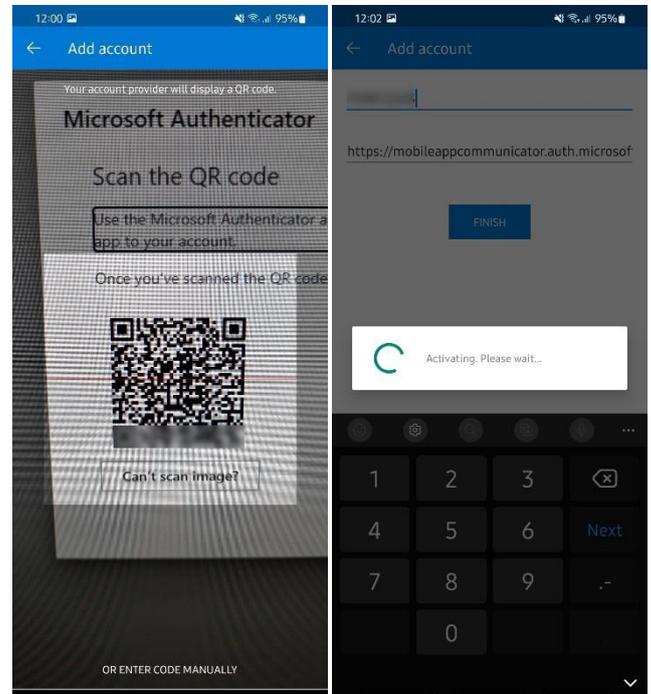
8. On the next menu, Click on Next



9. On your phone, find and open **Microsoft Authenticator**. Add a new work or school account by selecting the 'plus' sign and selecting 'Work or school account' as shown below.



10. Tap the **Scan a QR Code** button  
**If you are prompted to allow access to the camera, please accept.**
11. **Point your phone camera at the QR code** shown on your computer screen and wait for it to complete activating.



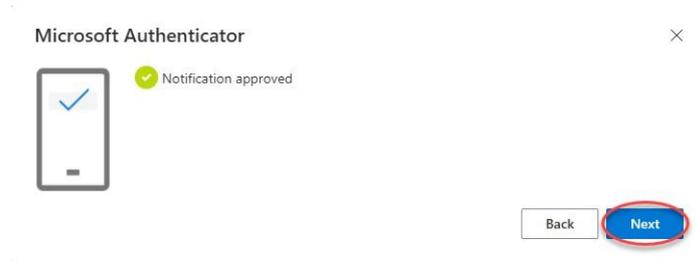
12. On your computer, click **Next**.



13. Switch back to your phone and you will see a notification for a new sign in; tap **Approve** to allow it.



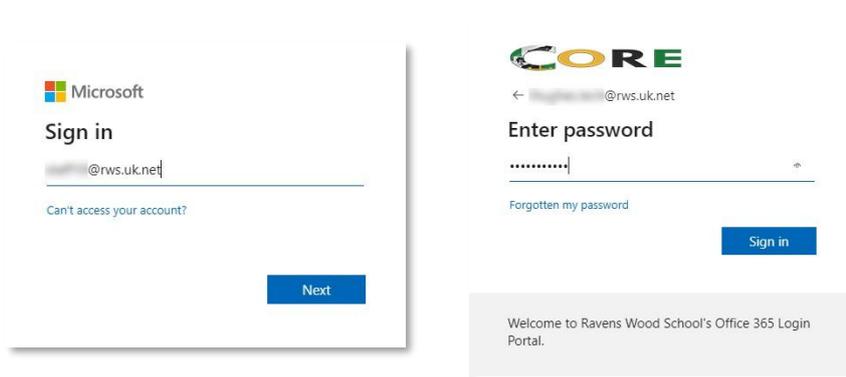
14. If successful, click on your computer you will see a Notification Approved screen. Click **Next**.



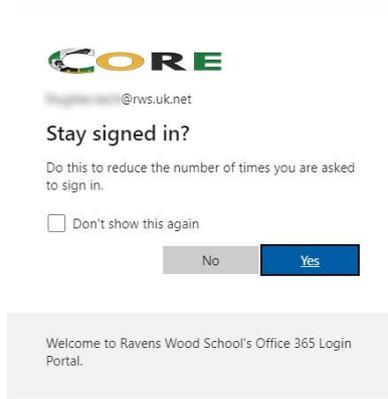
You have successfully enabled MFA via App Notification on your Microsoft 365 Account.

## ALTERNATIVE METHOD: PHONE CALL

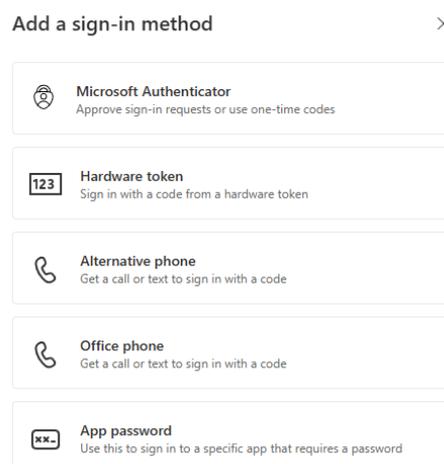
1. On a computer, go to <https://mysignins.microsoft.com/security-info>
2. **Sign in** with your school email address and password.



3. If prompted to "Stay signed in?":
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  - ii. If you are using a computer account that is shared with others, e.g. an account on a family computer, select **No**. (If you are unsure, select No)



4. At the Security info screen, click **Add sign-in method** and select **Phone**.



5. Ensure the **correct country** is chosen, **enter your telephone number**, and choose **Call me**. Click **Next**.

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?

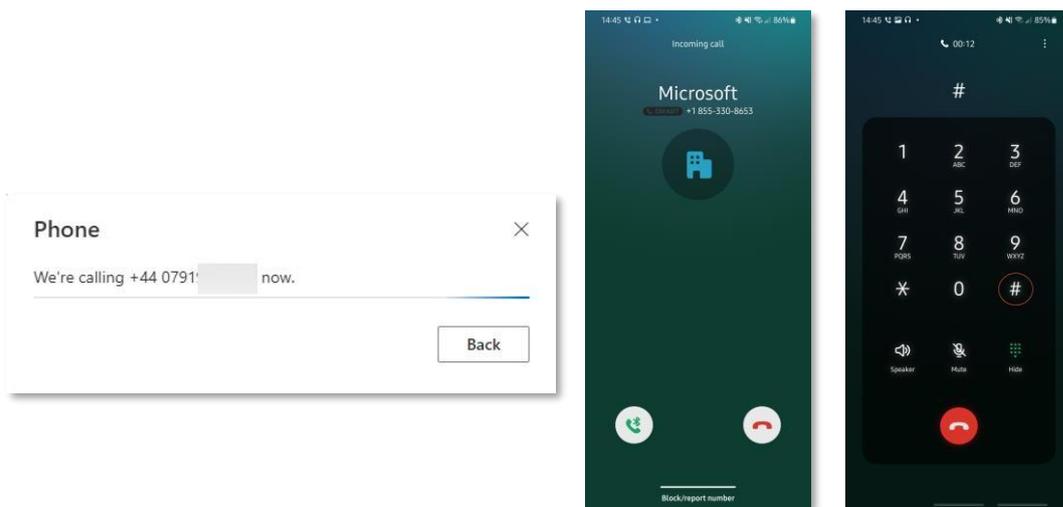
United Kingdom (+44) 0791

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

6. You will receive a call from Microsoft; simply **answer the call** and **press #** to approve.



7. If successful, click on your computer you will see a Notification Approved screen. Click **Next**.

Phone

✔ Call answered. Your phone was registered successfully.

Done

You have successfully enabled MFA via Phone Call on your Microsoft 365 Account.