

# Multi-Factor Authentication enrollment instructions

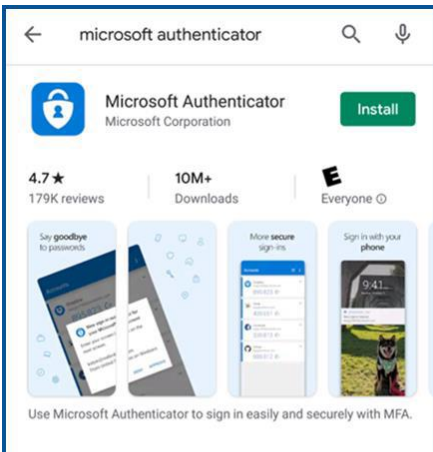
- [Authenticator App](#) (Recommended)
- [Text message or call to smartphone](#)
- [Call to office phone](#)

# Multi-Factor Authentication with Authenticator App (Recommended)

Make sure to install the Microsoft Authenticator app before starting this MFA enrollment process.

## Android Devices:

- Open Play Store
- Search for **Microsoft Authenticator**
- Tap **Install**



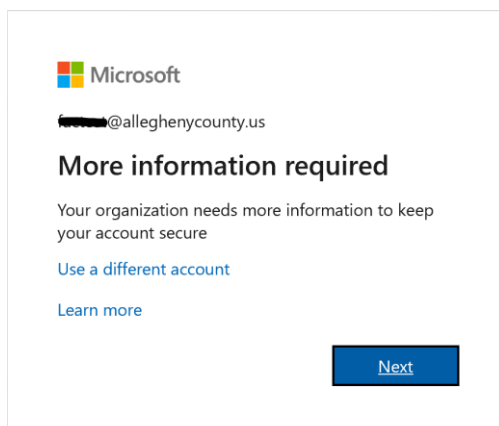
## iOS devices:

- Open App Store
- Search for **Microsoft Authenticator**
- Tap **Get**



Go to <https://aka.ms/mfasetup> and sign in.

If you have not enrolled in MFA the "More information required" prompt will appear, click **Next**.



## Step 1.

Select **Mobile App** from the drop-down menu.

Next select whether you want to “**Receive notifications for verification**” (recommended) or “**Use verification code**”.

*The difference between the options is the former will allow you to approve/deny the verifications from within the app (recommended). The latter option provides a verification code which you will have to type into the MFA verification prompt during the logon process to Office 365 apps and websites.*

Microsoft

### 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

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.

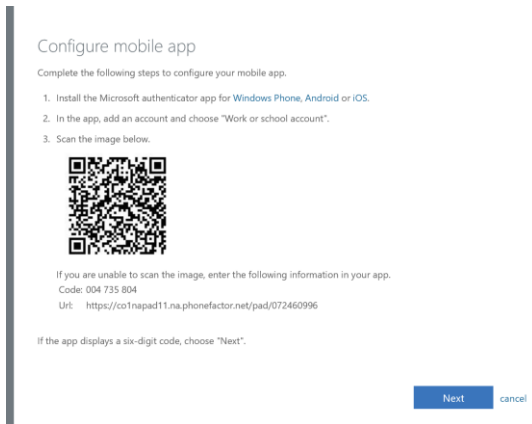
[Set up](#) Please configure the mobile app.

Next

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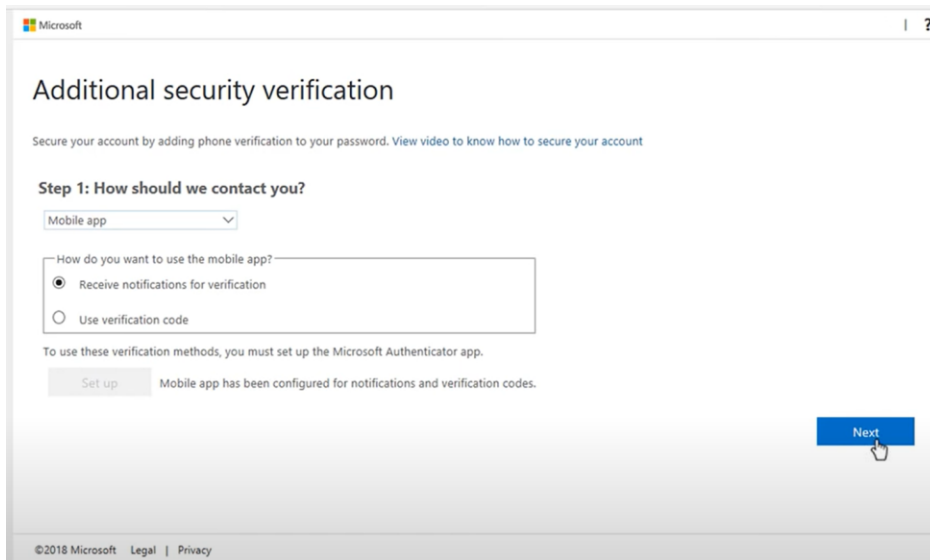
Next click the **“Set up”** button. A window will appear with a barcode. Follow the instructions in the window to configure the app.

*Open the Microsoft authenticator app on your phone, select add account and choose “Work or school account”. Scan the barcode using the phones camera (note you may be prompted to allow the app to access your phones camera).*



Once you see the six-digit code in the app click the **Next** button.

After the authenticator app has been configured on the phone, it needs to be verified. Click the **Next** button to continue to Step 2.



## Step 2.

You will now receive a notification on the authenticator app.

If you chose “Receive notification for verification” in step 1, you will see the screen below for Step 2.

### Additional security verification

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**Step 2: Let's make sure that we can reach you on your Mobile App device**

Please respond to the notification on your device.

Click the **Approve** option within the authenticator app on your phone.

Approve sign-in?

Deny Approve

If you chose “Use verification code” in step 1, you will see the screen below. Enter the **verification code** from the authenticator app into the box provided in Step 2 of the wizard. Click the **Verify** button.

### 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

Note: Your code will differ from the one shown above.

### Step 3.

Setup an alternate notification method in case you lose access to the authenticator app. Select your **country code** and enter your **mobile phone number**. Then click the **Done** button.

Once you have clicked the **Done** button in Step 3, you will be taken to your MFA settings page. Here you can add additional Multi-Factor authentication methods or change your default notification method. If you need to make changes to your MFA settings, you can access this page by going to <https://aka.ms/mfasetup>. When you have completed your MFA enrollment, click on your user name in the top right corner and select **Sign Out**.

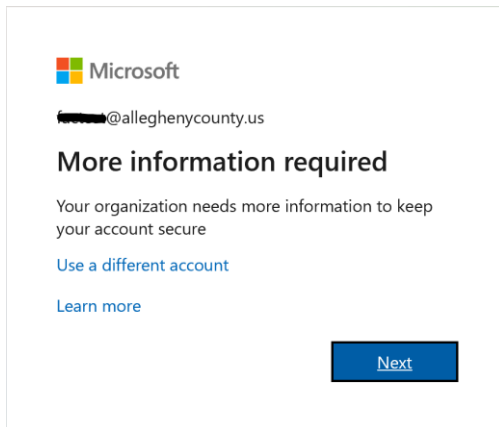
For further instructions and help please see Microsoft's documentation on setting up the authenticator app.

<https://docs.microsoft.com/en-us/azure/active-directory/user-help/multi-factor-authentication-setup-auth-app>

# Multi-Factor Authentication via text message or phone call to your smartphone

Go to <https://aka.ms/mfasetup> and sign in.

If you have not enrolled in MFA the “More information required” prompt will appear, click Next.

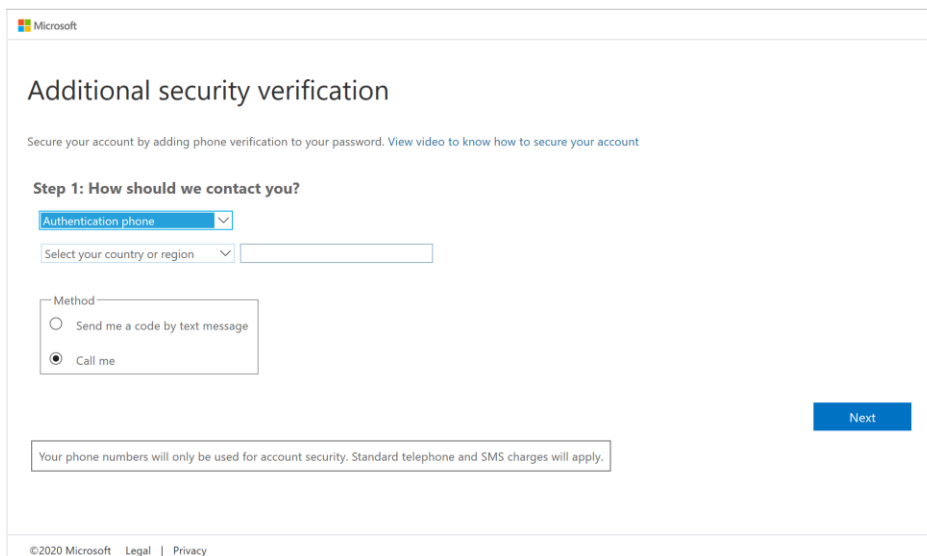


The screenshot shows a Microsoft login page with the following elements:

- Microsoft logo
- Account email: [redacted]@allegHENYcounty.us
- Section header: **More information required**
- Text: Your organization needs more information to keep your account secure
- Link: [Use a different account](#)
- Link: [Learn more](#)
- Next button

## Step 1.

Select **Authentication phone** from the drop-down menu. Select your **country code** and enter your **mobile phone number**. Click **Next** button.

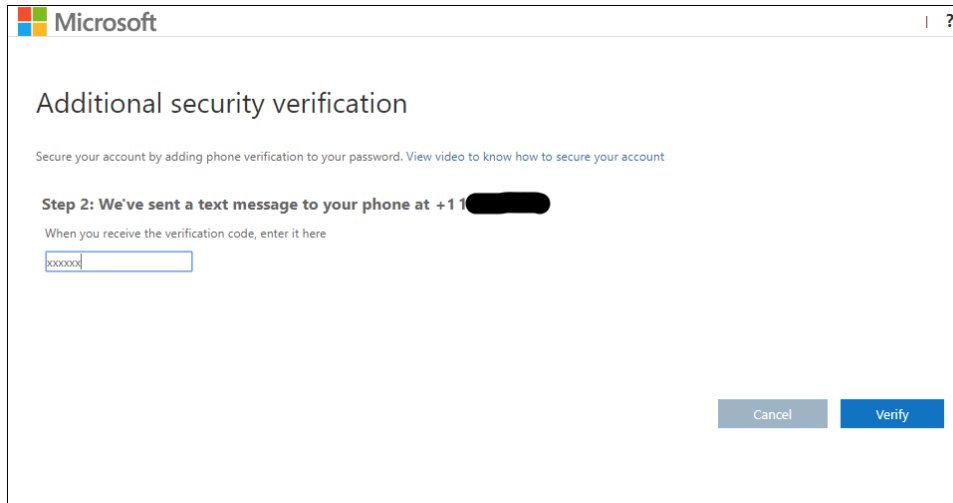


The screenshot shows the 'Additional security verification' page with the following elements:

- Microsoft logo
- Section header: **Additional security verification**
- Text: Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)
- Section header: **Step 1: How should we contact you?**
- Authentication phone dropdown menu (selected)
- Select your country or region dropdown menu and input field
- Method section with radio buttons:
  - Send me a code by text message
  - Call me
- Next button
- Disclaimer: Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.
- Footer: ©2020 Microsoft | Legal | Privacy

## Step 2.

If you selected “Send me a code by text message” in Step 1, you will now receive a verification code on your phone, enter it into the field provided. Click **Verify** button.



Microsoft

### Additional security verification

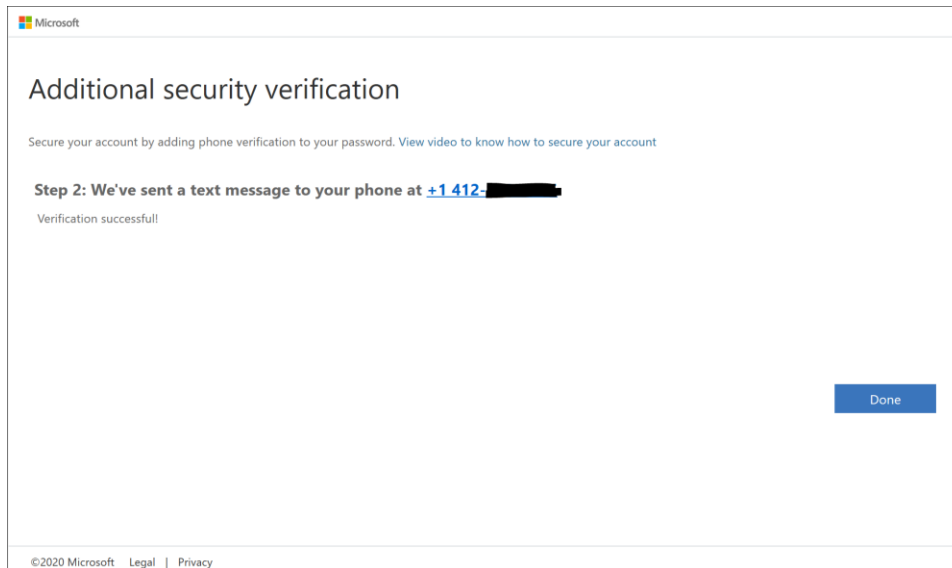
Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 2: We've sent a text message to your phone at +1 [REDACTED]**

When you receive the verification code, enter it here

Cancel Verify

Click **Done** after successful verification.



Microsoft

### 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 +1 412- [REDACTED]**

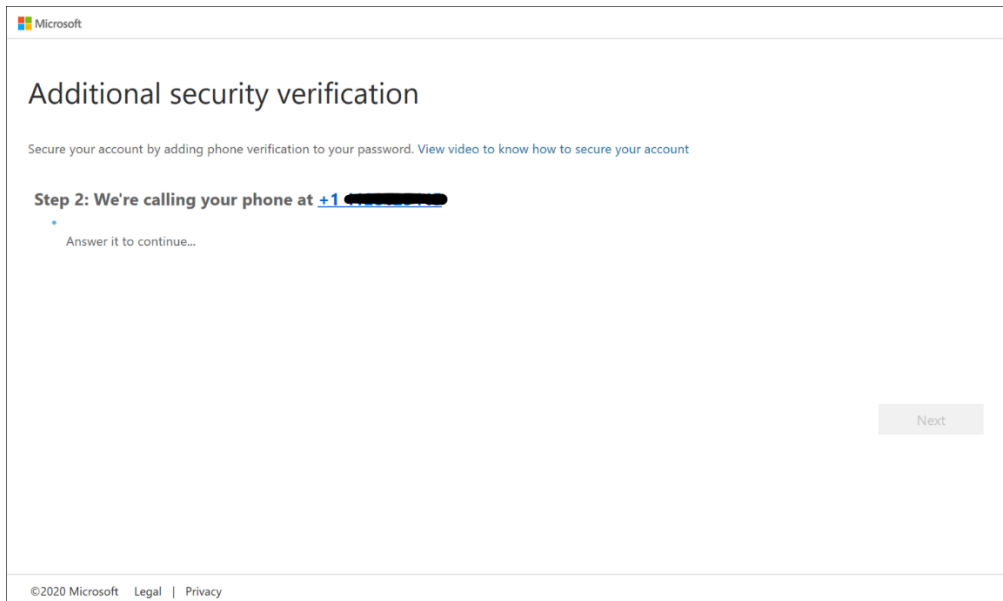
Verification successful!

Done

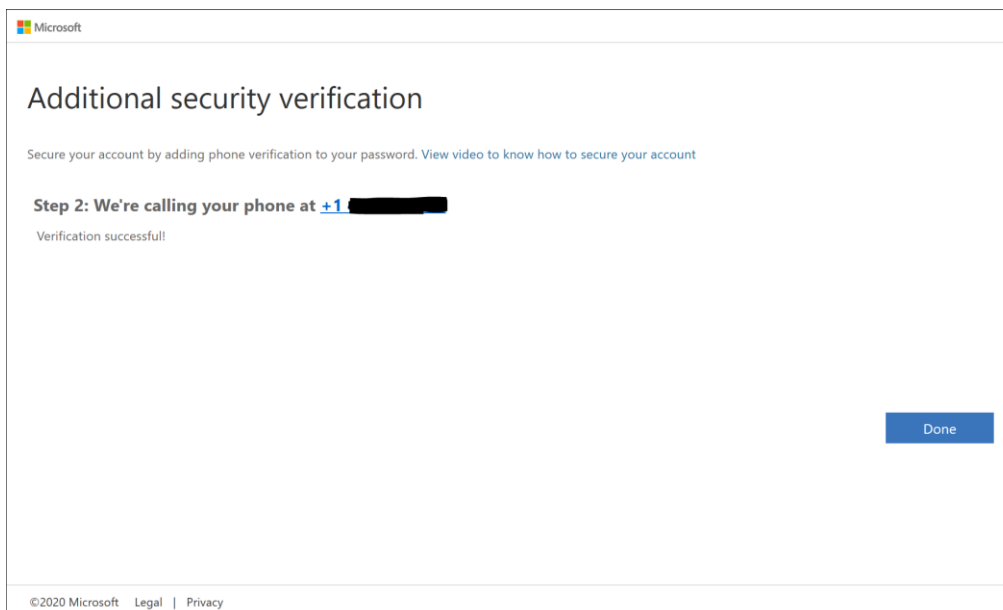
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If you selected “Call me” in step 1, you will receive a phone call, enter the # key to verify the sign-in request.



Click **Done** after successful verification.



Once you have clicked the **Done** button in Step 2, you will be taken to your MFA settings page. Here you can add additional Multi-Factor authentication methods or change your default notification method. If you need to make changes to your MFA settings, you can access this page by going to <https://aka.ms/mfasetup> When you have completed your MFA enrollment, click on your user name in the top right corner and select **Sign Out**.

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[Sign out](#)

## Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Text code to my authentication p ▾

how would you like to respond?

Set up one or more of these options. [Learn more](#)

- Authentication phone
- Office phone   Extension
- Alternate authentication phone
- Authenticator app or Token [Set up Authenticator app](#)

restore multi-factor authentication on previously trusted devices

[Restore](#)

[Save](#) [cancel](#)

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

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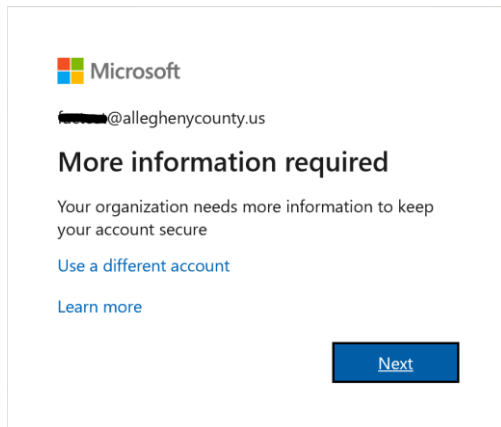
For further instructions and help, please see Microsoft's documentation on setting up your mobile phone for MFA verification.

<https://docs.microsoft.com/en-us/azure/active-directory/user-help/multi-factor-authentication-setup-phone-number>

# Multi-Factor Authentication via phone call to your office phone

Go to <https://aka.ms/mfasetup> and sign in.

If you have not enrolled in MFA the “More information required” prompt will appear, click Next.

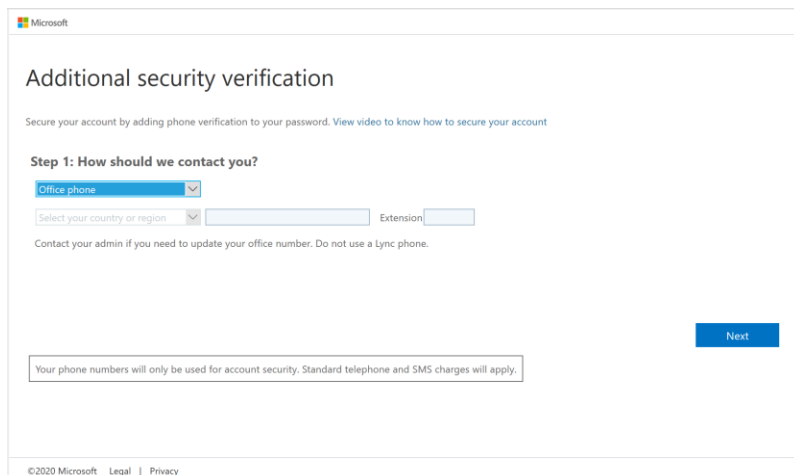


## Step 1.

Select **Office phone**. Make sure the county code and correct office phone number are populated. Click the **Next** button.

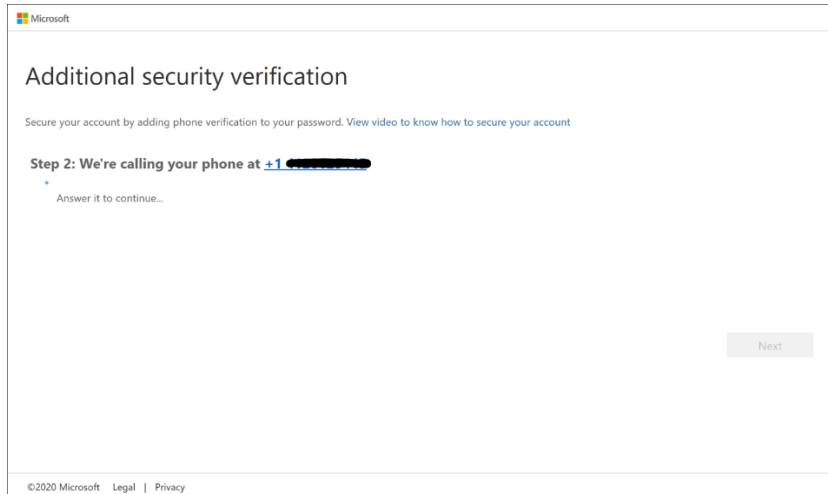
(Note: If your office phone number is not already set in Active Directory, the phone number field will be blank, and you will not be able to use this method of verification. Please contact the service desk to have your office phone number information update, then try again. If the phone number shown is incorrect, also contact the service desk to have your phone number information updated.

[servicedesk@alleghenycounty.us](mailto:servicedesk@alleghenycounty.us) or 412-350-4357)

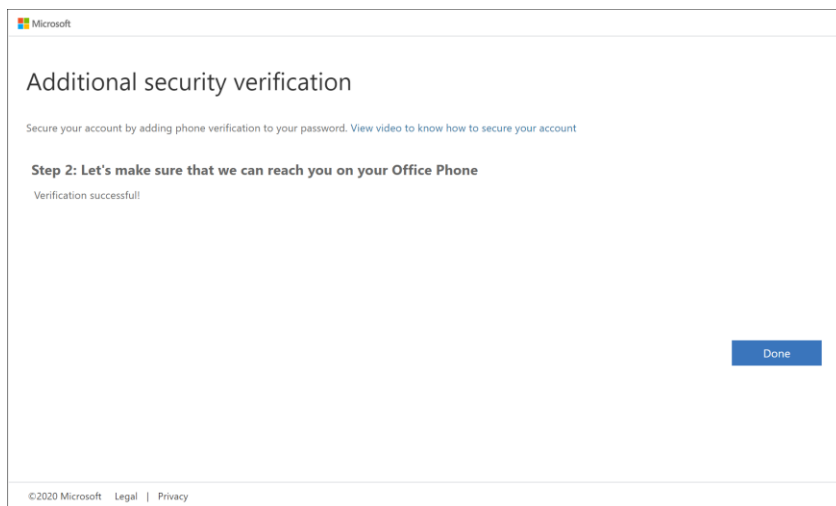


## Step 2.

You will now receive a phone call to your office phone, enter the **# key** to verify the sign-in request.



Click **Done** after successful verification.



Once you have clicked the **Done** button in Step 2, you will be taken to your MFA settings page. Here you can add additional Multi-Factor authentication methods or change your default notification method. If you need to make changes to your MFA settings, you can access this page by going to <https://aka.ms/mfasetup> When you have completed your MFA enrollment, click on your user name in the top right corner and select **Sign Out**.

Microsoft @AlleghenyCounty.US | ? Sign out

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When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.  
[View video to know how to secure your account](#)

what's your preferred option?  
We'll use this verification option by default.

Call my office phone

how would you like to respond?  
Set up one or more of these options. [Learn more](#)

- Authentication phone
- Office phone     Contact your admin if you need to update your office number. Do not use a Lync phone.  
Extension
- Alternate authentication phone
- Authenticator app or Token

restore multi-factor authentication on previously trusted devices

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

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For further instructions and help, please see Microsoft's documentation on setting up your office phone for MFA verification.

<https://docs.microsoft.com/en-us/azure/active-directory/user-help/multi-factor-authentication-setup-office-phone>