

# D&S Helpdesk

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## Office 365 MFA Setup and usage

Dave Topan - 2020-08-11 - 0 Comments - in Office 365

# Set up Microsoft 365 sign-in for multi-factor authentication

By setting up MFA, you add an extra layer of security to your Microsoft 365 account sign-in. For example, you first specify your password and, when prompted, you also type a verification code sent to your phone.

1. Login to Office 365 Admin portal, under Active users select Multi-Factor Authentication, Select Service Settings, Select Call to Phone

2.

multi-factor authentication  
users **service settings**

Note: only users licensed to use Microsoft Online Services are eligible for Multi-Factor Authentication. Learn more about how to license other users. Before you begin, take a look at the multi-factor auth deployment guide.

bulk update

View:   Multi-Factor Auth status:

multi-factor authentication  
users **service settings**

app passwords

- Allow users to create app passwords to sign in to non-browser apps
- Do not allow users to create app passwords to sign in to non-browser apps

verification options

Methods available to users:

- Call to phone**
- Text message to phone
- Notification through mobile app
- Verification code from mobile app or hardware token

remember multi-factor authentication

- Allow users to remember multi-factor authentication on devices they trust  
Days before a device must re-authenticate (1-60):

save

3.

4. Enable MFA for user

## multi-factor authentication

users service settings

Note: only users licensed to use Microsoft Online Services are eligible for Multi-Factor Authentication. Learn more about how to license other users. Before you begin, take a look at the multi-factor auth deployment guide.

[bulk update](#)

View: Sign-in allowed users Multi-Factor Auth status: Any

<input type="checkbox"/>	DISPLAY NAME ^	USER NAME	MULTI-FACTOR AUTH STATUS
<input type="checkbox"/>	Darrell Hawreliak	darrell@dnhlaw.ca	Enabled
<input checked="" type="checkbox"/>	Heather Van Koughnett	heather@dnhlaw.ca	Disabled
<input type="checkbox"/>	Office 365 Administrator	admin@dnhlaw.onmicrosoft.com	Disabled

**Heather Van Kou**

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quick steps

[Enable](#)

[Manage user settings](#)

5. On the user's computer, browse to <https://portal.office.com>
6. Sign in to Microsoft 365 with your password like you normally do. After you choose **Sign in**, you'll be prompted for more information.
7. Choose **Next**.
8. Select your verification method and then follow the prompts on the page.

Alternate Phone #: 519-888-7171 - Method: Call Me

9. From your cell call -519-888-7171. You will be told that one time MFA has been set, then click Next
10. After you test your additional verification method, choose **Next**.
11. Setup Microsoft Authenticator App/Phone number verification for user as well. Change default to "Use verification code from app.." Should look similar to below:

## 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 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.

Use verification code from app

how would you like to respond?

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

<input checked="" type="checkbox"/> Authentication phone	<input type="text" value="United States (+1)"/>	<input type="text" value="5192216006"/>
<input type="checkbox"/> Office phone	<input type="text" value="Select your country or region"/>	<input type="text"/>
<input checked="" type="checkbox"/> Alternate authentication phone	<input type="text" value="United States (+1)"/>	<input type="text" value="5198887171"/>
<input checked="" type="checkbox"/> Authenticator app or Token	<input type="button" value="Set up Authenticator app"/>	

Authenticator app - SM-G965W

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

## Usage


Before signing into a user who has MFA enabled, call 519-888-7171 from your phone. Wait for prompt to notify that MFA has been set.

Logon to user's account and select "Sign in another way"



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## Enter code

 Please type in the code displayed on your authenticator app from your device

Code

Having trouble? [Sign in another way](#)

[More information](#)

Verify

Select Call +X XXXXXXXX71 to initiate MFA authentication



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## Verify your identity



Approve a request on my Microsoft Authenticator app

123

Use a verification code from my mobile app



Text +X XXXXXXXX06



Call +X XXXXXXXX71



Call +X XXXXXXXX06

[More information](#)

Cancel