Office 365 Two Factor Authentication Setup Guide

General Overview

In this guide we will go over how to install the Microsoft Authenticator application on your smartphone. We will then sign into the web version of your email to setup Two Factor Authentication. 2FA is an extra layer of security used to make sure that people trying to gain access to an online account are who they say they are. First, a user will enter their username and password. Then instead of immediately gaining access, they will be required to provide another piece of information. In this case a notification from the Microsoft Authenticator application on your smartphone will ask you if you want to allow or deny the login. If you cannot install the Microsoft Authenticator app you can have a 6-digit code sent to you via text or from a phone call.

Application Password

2FA does not work with some applications. Some examples are older versions of Microsoft Outlook, the built-in email application on your smartphone or the built-in email application inside your MAC or Windows PC. You can still use these applications, but you will have to create a dedicated application password from the online version of your Office Account. Please refer to the - **Create and delete app passwords from the Additional security verification page** – section of this document.

Download and install the app on your smartphone

Install the latest version of the Microsoft Authenticator app, based on your operating system:

- **Google Android.** On your Android device, go to Google Play to [download and install the Microsoft Authenticator app](#).
- **Apple iOS.** On your Apple iOS device, go to the App Store to [download and install the Microsoft Authenticator app](#).

 Important

If you're not currently on your mobile device, open either Apple or Android and download app

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Set up the Microsoft Authenticator app to send notifications

1. On your PC, Open a web browser and navigate to https://www.office.com
2. Sign in with your company email address and password
3. You will see the following message

Press next

4. Choose <mark>mobile app</mark> from dropdown
5. Select **Receive notifications for verification** from the **How do you want to use the mobile app** area, and then select **Set up**.

The **Configure mobile app** page appears.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.

2. In the app, add an account and choose "Work or school account".

3. Scan the image below.

Configure app without notifications

If you are unable to scan the image, enter the following information in your app.
Code: 857 634 999
Url: https://co1pfpad16.phonefactor.net/pad/648069390

If the app displays a six-digit code, you are done!

Next   cancel

6. Open the Microsoft Authenticator app on your phone, click allow notifications, select **Add account** from the **Customize and control** icon in the upper-right (may just be a menu), and then select **Work Account**.

 Note

If this is the first time you're setting up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select **Allow** so the authenticator app can access your camera to take a picture of the QR code in the next step. If you don't allow the camera, you can still set up the authenticator app, but you'll need to add the code information manually. For information about how to add the code manually, see see **Manually add an account to the app**.

7. Use your device's camera to scan the QR code from the **Configure mobile app** screen on your computer, it will add a line with your work email address in it.
8. Return to your computer and choose **Next**.
9. Return to your computer and the **Additional security verification** page, make sure you get the message that says your Mobile app has been configured, and then select **Next**.


The authenticator app will send a notification to your mobile device as a test.

10. On your mobile device, select **Approve**.
11. On your computer, add your mobile device phone number to the **Step 3: In case you lose access to the mobile app** area, and then select **Next**.

    We strongly suggest adding your mobile device phone number to act as a backup if you're unable to access or use the mobile app for any reason.

12. From the **Step 3: Keep using your existing applications** area, copy the provided app password directly into your mail application. This password should **NEVER** be stored unless you are using a secure password manager such as LastPass. For more information on LastPass please contact Bedrock Technology. **If you are just using the web version of office, you can ignore this password.**
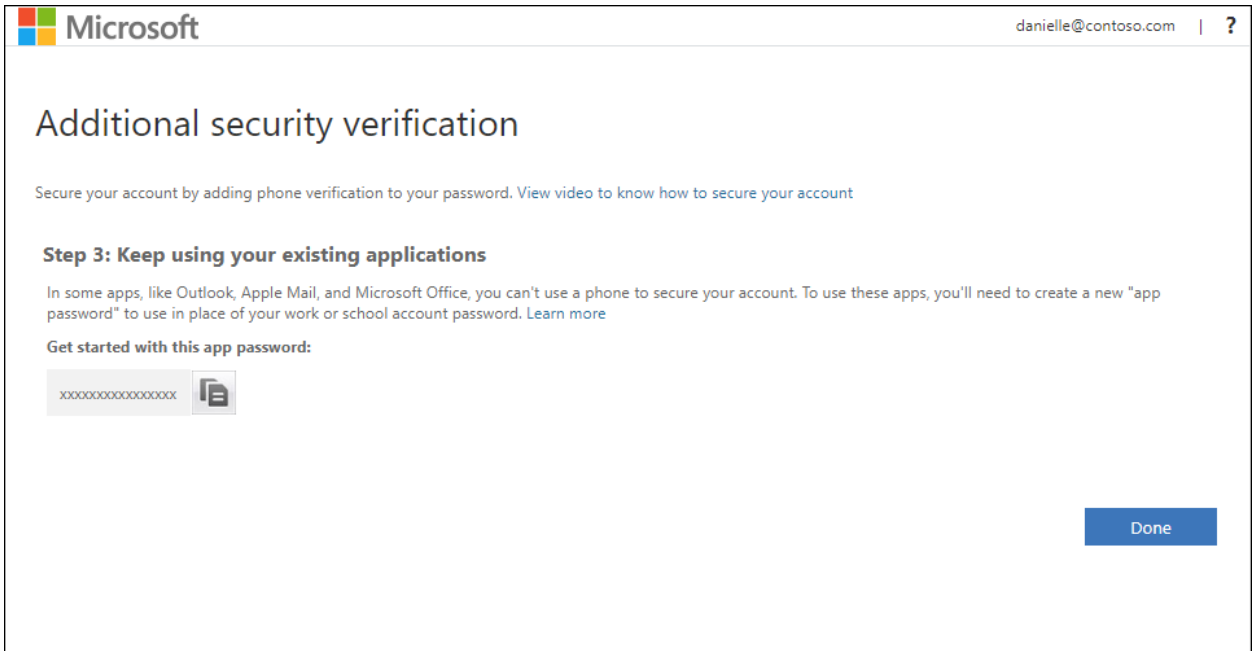
Note

This screen might not appear during the initial setup process. If it does not, please refer to the Create and Delete App Passwords from Additional Security Verification Page section below.

***This app password will be used to sign into any Office applications on your computer or cell phone. Using this app password will allow Outlook or other Office applications to securely bypass using 2FA each time you open the application. 2FA will ONLY be needed when signing into https://outlook.office.com ***

13. Select **Done**.

Create and delete app passwords from the Additional security verification page

You can create and delete app passwords from the **Additional security verification** page for your work or school account.

1. Sign into outlook.office.com
2. Select your initial in the upper right corner
3. Click "My Account"
4. Click "Security and Privacy" on the left side menu
5. Click Additional security verification page, and then select **Create and Manage App Password**.
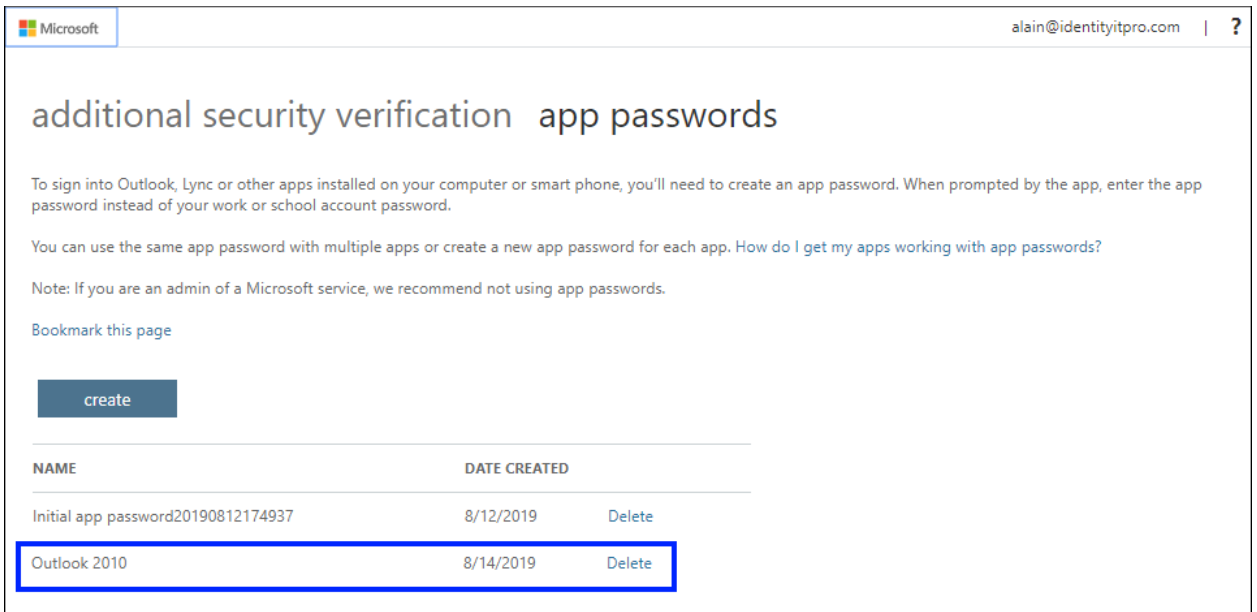6. Click App Passwords as show in the picture below
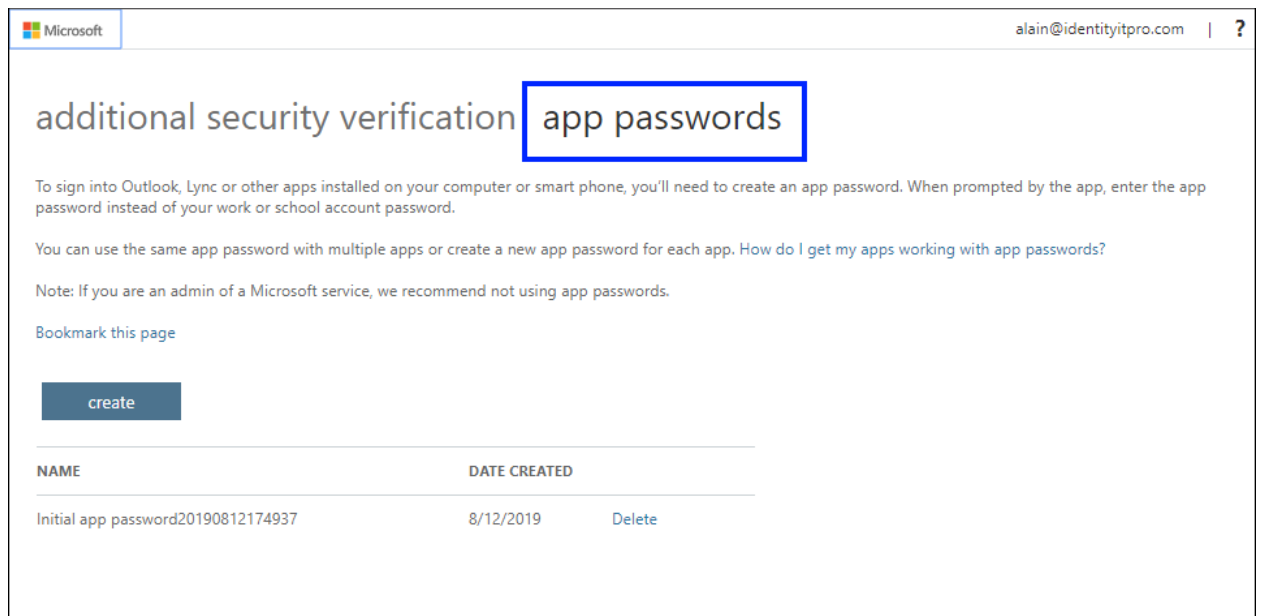
7. Select **Create**, type the name of the app that requires the app password, and then select **Next**.
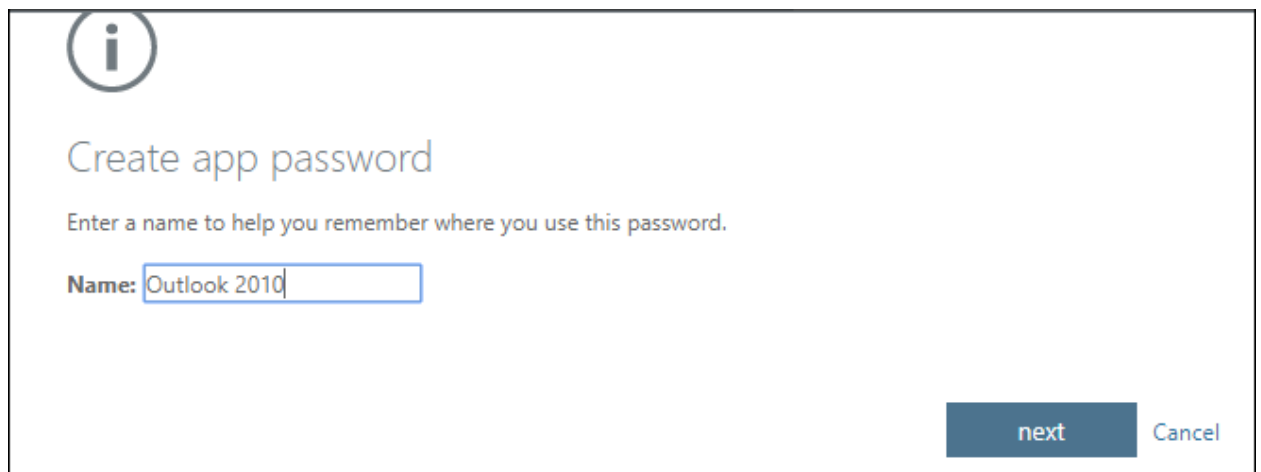
8. Copy the password from the **Your app password** page, and then select **Close**.
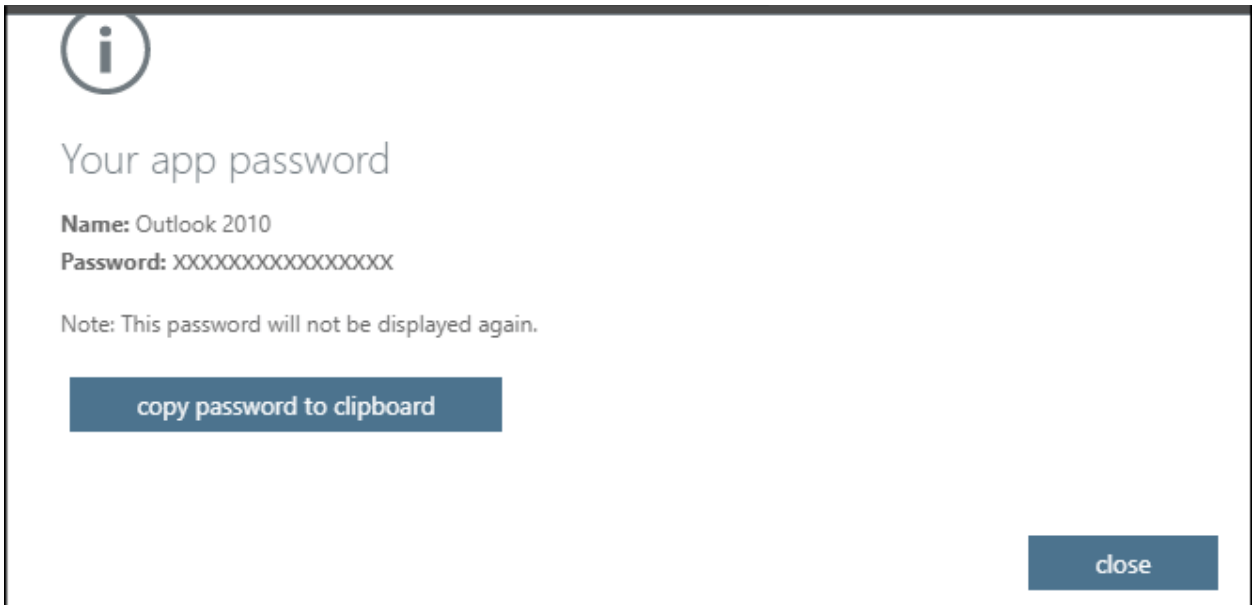
9. From the **App passwords** page, make sure your app is listed.

10. Open the app you created the app password for (for example, Outlook 2010), and then paste the app password when asked for it. You should only have to do this once per app.