Microsoft Office365 MFA Enrollment Instructions

Table of Contents

Introduction:

Los Angeles County is implementing enhanced security for all Office365 services. Office365 services includes productivity software such as Email, Word, Excel, PowerPoint, SharePoint, Skype, Teams and OneDrive. This change is necessary for the County to ensure that you are authorized when signing in to your Office365 account from outside of the County Network. Enrollment in this new service is required for login access to Office365 services at any time outside of the internal County network.
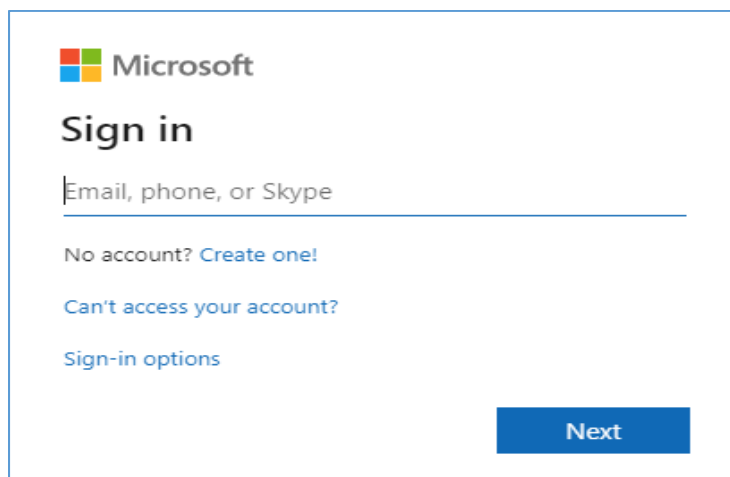
Enrollment Steps:

You must have your County issued cell phone or personal cell phone in order to proceed.

Enrollment Methods include: *Authenticator App, Phone and Alternate Phone.*
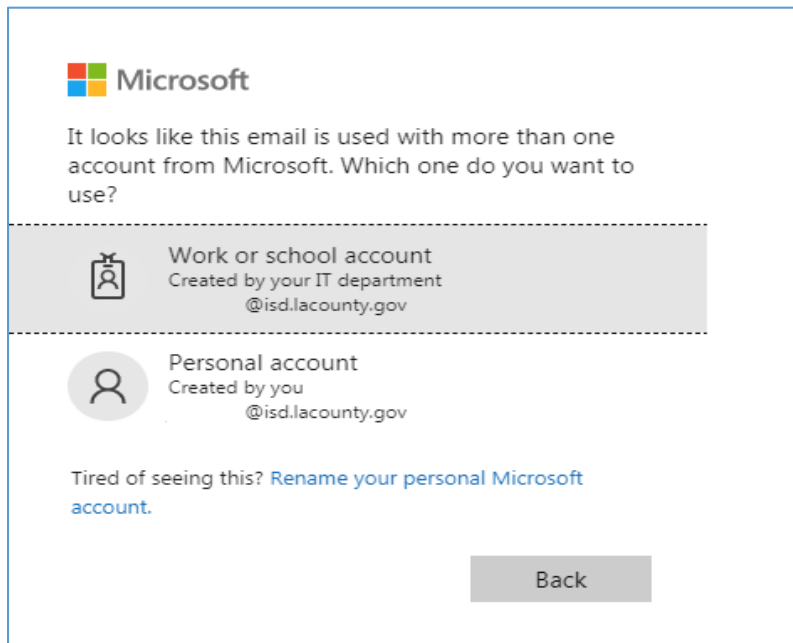
*It is recommended to add more than one security method as part of the enrollment process (**Authenticator Application, Phone text or Phone call**).*

1) From your County computer, open the Google Chrome browser and go to https://aka.ms/mysecurityinfo

2) Sign in with your County email address and click "Next"
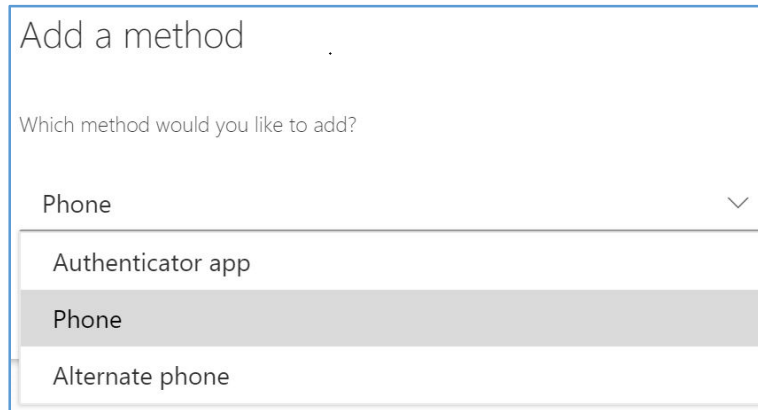
3) Select "Work or school account"

4) Go to Security Info and + *Add Method*
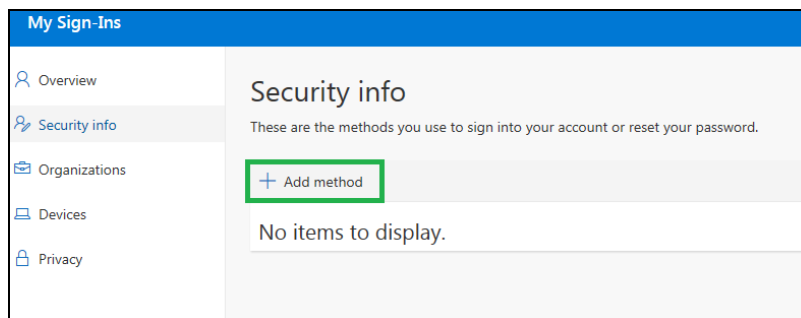
Phone Method Enrollment:

1) Go to "+Add Method" and from the dropdown menu and select "Phone"

Add a method

Which method would you like to add?
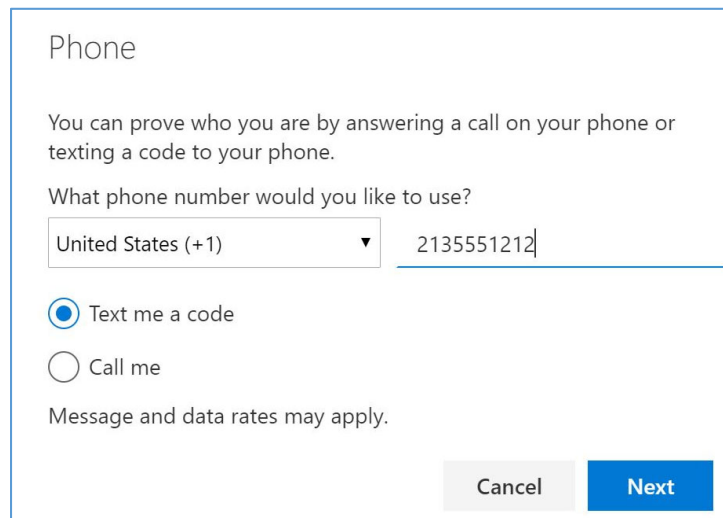
Phone

Authenticator app

Phone

Alternate phone

1) Add a phone number to receive texts or phone calls for verification (Personal or County issued cell phone).
2) Select either "Text me a code" or "Call me"
3) 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 States (+1)   2135551212

⦿ Text me a code

◯ Call me

Message and data rates may apply.

Cancel   Next

If "Text me a Code" was selected, enter the 6-digit code that was provided to the phone number you entered and click "Next"

> ## Phone
>
> We just sent a 6 digit code to +1 213   Enter the code below.
>
> Enter code
> _____
>
> Resend code
>
> Back   Next

4) If "Call me" was selected, you will be asked to verify by pressing the "#" button on the phone.

You have completed the Phone Verification.

Alternate Phone Method Enrollment (Optional) -

This method can be used for users with a secondary mobile phone.

1) Go to Add a Method and select "Alternate Phone"

Add a method

Which method would you like to add?

Alternate phone   ∨
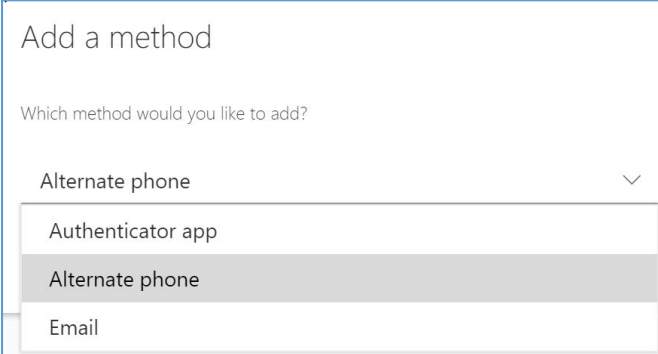
Authenticator app

Alternate phone

Email

2) Add a phone number that can be verified at the time of enrollment. (i.e. (secondary cell phone).
3) Select "Call me" and click "Next".

Phone call will be placed to your phone. You will be asked to verify by pressing the "#" button on the phone.

You have completed the Alternate Phone Verification.

Authenticator App Method Enrollment: (Recommended Method)

This method requires <u>both</u> your mobile device and a computer/laptop to complete.

Mobile Device Steps: (STEP 1 of 2)

1) From **your personal cell phone** download the Microsoft Authenticator App from the Apple/Google App Store.

   From **County-managed phones** (Intune enrolled), the Microsoft Authenticator application should already be installed on the device. If it is not installed, you can select the app from the Company Portal application.

2) When prompted on your cellphone, select "Allow Notifications".

> **"Authenticator" Would Like to Send You Notifications**
> Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.
>
> Don't Allow   **Allow**
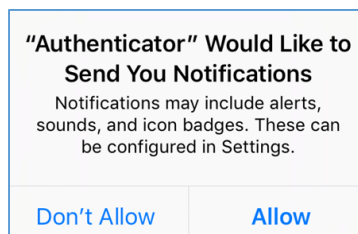
3) Tap the Add Account blue button or the plus + symbol in the top right corner to add an account
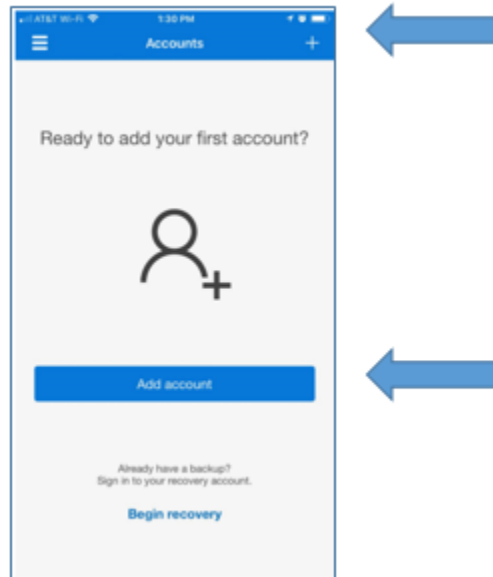
4) If prompted for a backup, tap Continue
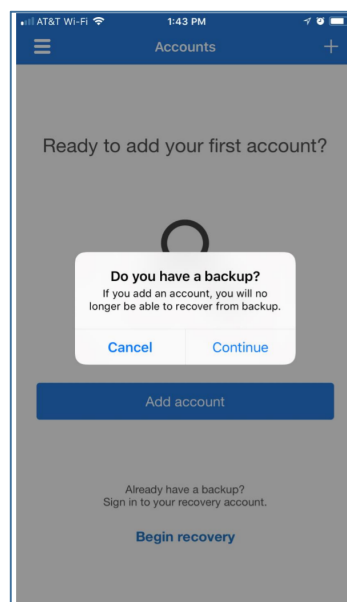
5) Tap the Work or school account option, and the QR code scanner will appear
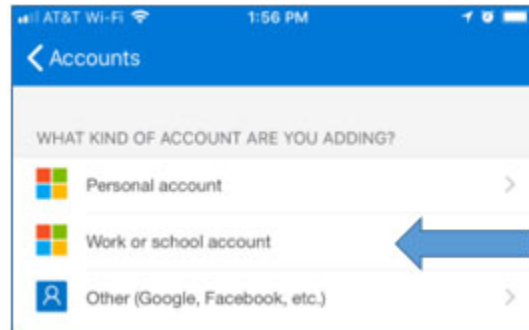
6) Allow the Authenticator app to use the camera to scan the QR code that will appear on the computer screen.
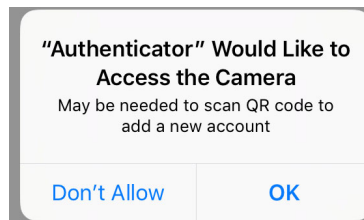
7) The application is now ready to scan a QR Code. Move on to the Computer steps.
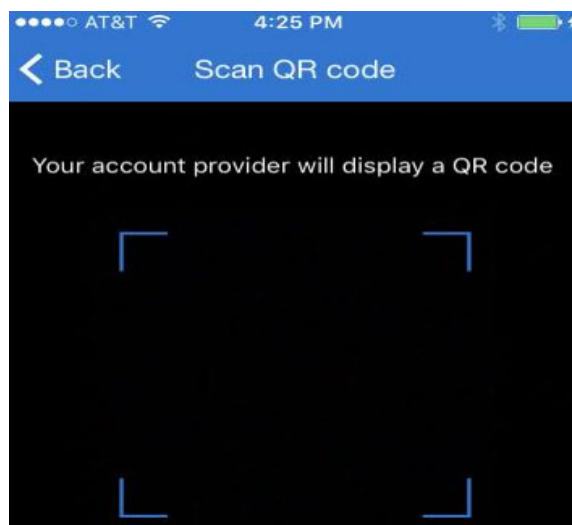
Computer/Laptop Steps: (STEP 2 of 2)

1) Go to Add a Method and Select Authenticator App and click "Add"

Add a method

Which method would you like to add?

Authenticator app ⌄

Cancel   **Add**
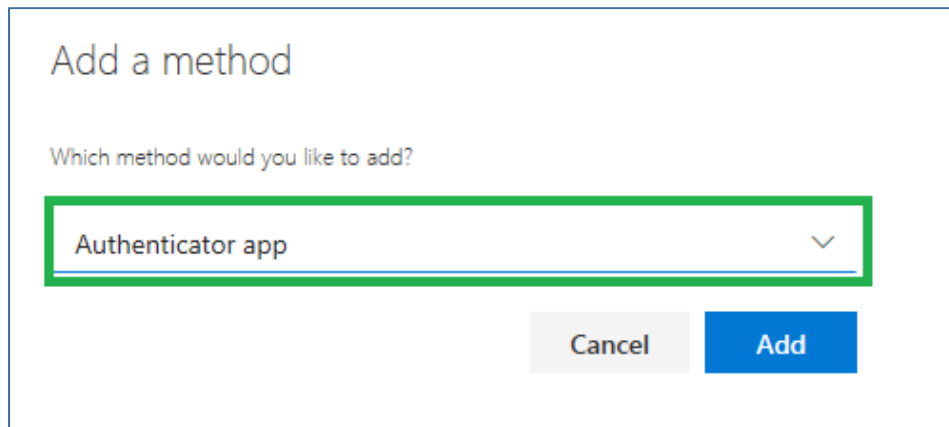
2) After cell phone application installation is complete click "Next".

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

Cancel   **Next**
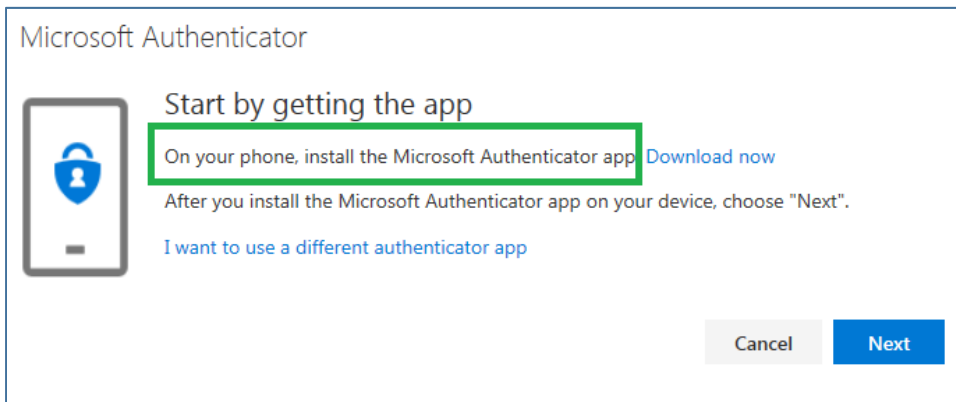
3) At the Set up your account screen click "Next".

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".
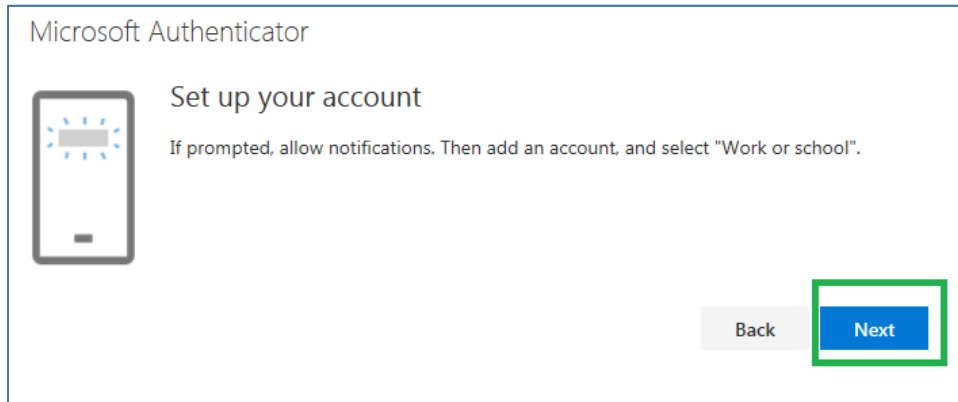
Back   **Next**

4) Take your cell phone and scan the QR code, click "Next".

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

Can't scan image?
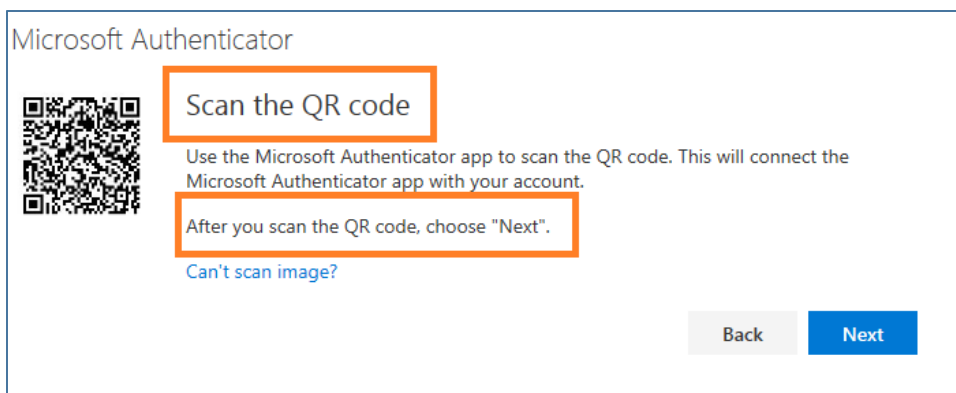
Back   Next

5) Approve the Notification message sent to your cell phone.

Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app.
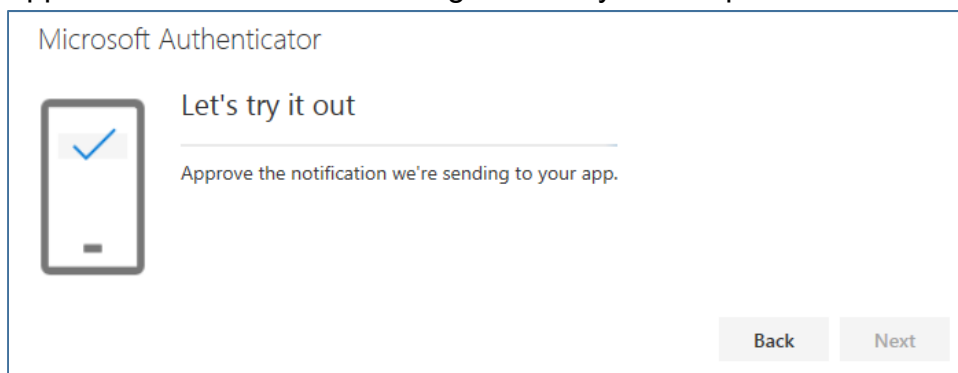
Back   Next

6) After notification is approved click "Next".
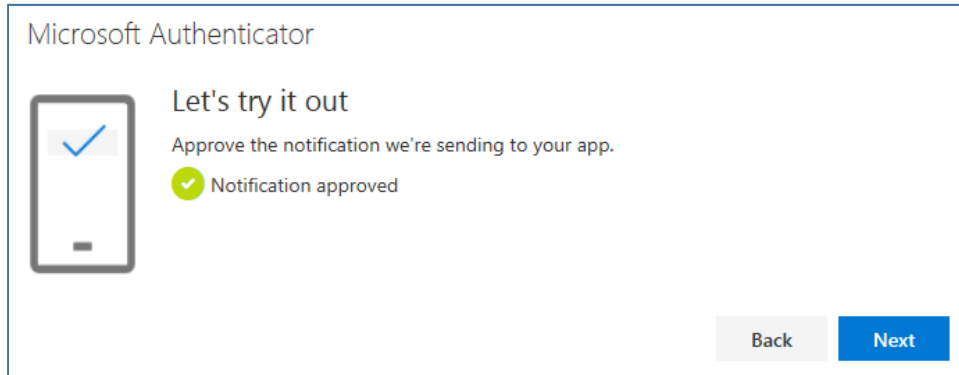
You have completed the Authenticator App Verification.

Final Step – Select your default sign in method

Verification Options (choose one)	Description
Phone - Call	A call is placed to your mobile phone asking you to validate your login.
Phone – Text	A text message is sent to your mobile phone with a 6-digit code you must enter to validate your login.
Microsoft Authenticator App - Notification	A verification request is sent to your mobile phone; the verification is completed by selecting **"Approve Sign-In"** in the Microsoft Authenticator App.
Microsoft Authenticator App Code	The Authenticator App on your device generates a verification code you must enter to validate your login.

1) Select your default sign in method
2) Go to Security Info and Select "Change"

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 213   Change

+ Add method

📞	Phone	+1 213
🔒	Microsoft Authenticator	ISD-iPhone·

3) From the drop down menu, select your default method to be verified:

Change default method

Which method would you like to use to sign in?

Phone - text +1 213   ⌄

Phone - call +1 213!
Phone - text +1 213
Microsoft Authenticator - notification
Authenticator app code

4) Select "Confirm"

The method selected will now be the verification method for two-step authentication when accessing Office365 services outside of the County Network. The default method can be changed at any time by repeating the process.

Congratulations, you have the completed the Office365 enrollment.

MICROSOFT MFA FREQUENTLY ASKED QUESTIONS

What is Multi-Factor Authentication (MFA)?

MFA is a security method that ensures only you can log into your account. It does this by requiring at least two methods of authentication – your password and another piece of information (Microsoft Authenticator App, text message code or a phone call).

Am I required to enroll in MFA?

At this time, enrollment is required for users who will be accessing Office365 services outside of the County network (e.g., accessing email from personal phone or from home).

How does it work?

If you are outside of the County Network and you want to access your Office365 account, you log into your account with your Office365 username and password. You will then get a notification via the method you selected during enrollment to verify it is you logging into your account.

How often will I be prompted for MFA?

After you login using the MFA method, you can select "Don't ask again for 7 days."
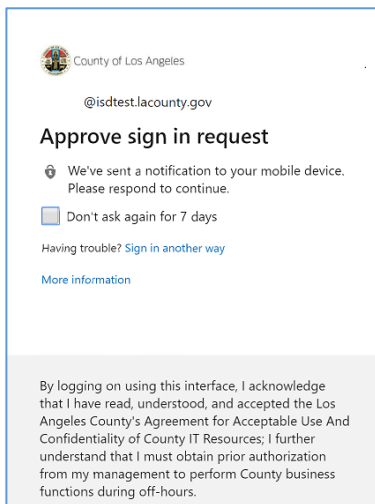
What are the different verification methods?

Method	Process	Notes
Push notification from the App	Uses Microsoft Authenticator app to send notifications	Recommended option for default method; you only need to select "Approve"
Use Verification code from the App	Uses Microsoft Authenticator app to retrieve code	Good option if you are traveling where you may not have cellular service
Text a code to my mobile phone	Text message to mobile phone	
Call my phone	Automated phone message to selected phone number	
Call my alternative phone	Set your office or home phone as a backup method	This can be a landline or secondary mobile phone

What if I do not receive the App notification, text message, or phone call?

When prompted to log in, there is a link to "Sign in another way". Depending on how you have set up MFA, you can choose an alternative method you enrolled in:

- Approve request or use a verification code from Microsoft Authenticator App
- Receive a text message with a code
- Phone call to your mobile phone
- Phone call to an alternate phone (which is only available if you have added a secondary number)
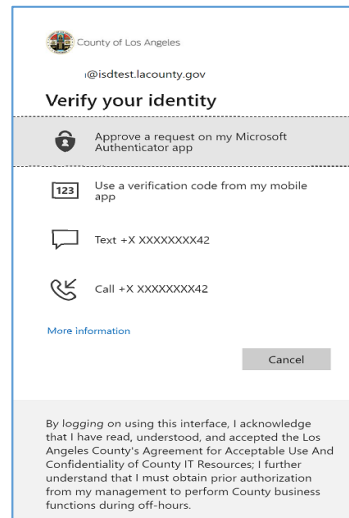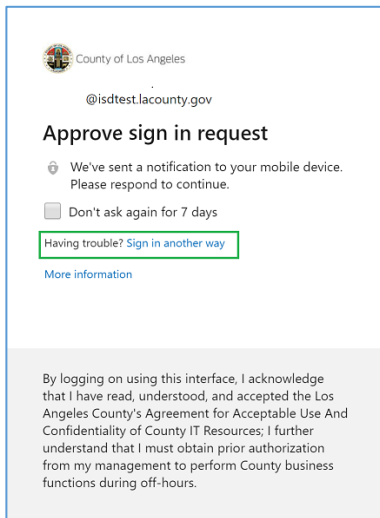
How do I authenticate if I am traveling out of the Country?

We recommend using the Microsoft Authenticator App if you travel or need to access your Office365 account while traveling.

The app provides push notifications (pop up messages on your phone that you approve to verify it is you logging in). It also generates a code every 30 seconds if the push notification is not available. The code does not require you to be on the Internet or connected to data, so you do not need phone service to sign in.

Is my device compatible?

Apple iOS - Requires iOS 11.0 or later

Android - Android 4.4 or later

What if I do not have a cellular data plan or cellular signal?

We recommend users enroll in MFA using the Microsoft Authenticator App on a smartphone The app can generate verification codes offline and does not require a voice, text, or data plan.

How do I login if I cannot use the Microsoft Authenticator App?

If you cannot receive push notifications from the Microsoft Authenticator App, you can use a verification code generated on the mobile app. If you cannot use the Microsoft Authenticator App, you can receive a text message with a verification code. If you cannot use the Microsoft Authenticator App or receive a text message, you can receive a phone call to approve your sign in request.