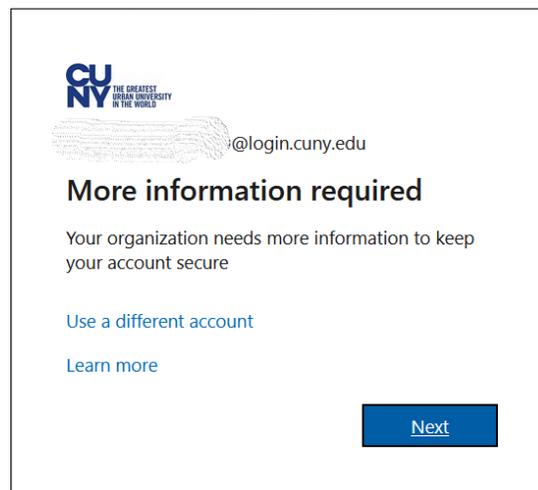


How To Setup Multifactor Authentication (MFA) for Office 365 [including Teams]



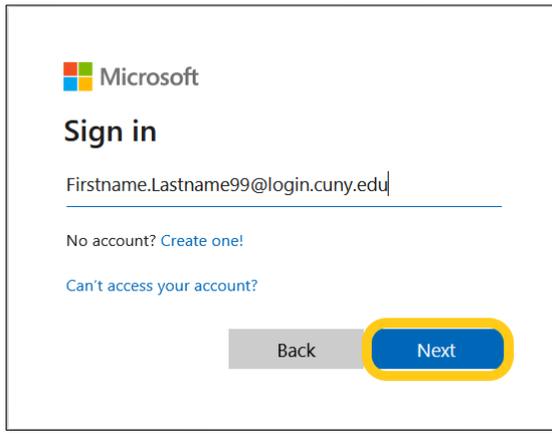
Your Microsoft 365 account uses a sign-in method called Single-Sign On (SSO) which is accessed by using your CUNYFirst credentials. Around Spring 2023, this system will serve as the new way to access your Outlook account at LaGuardia Community College. If you have recently signed into any application part of the Office 365 suite, office.com, or attempted to sign into Microsoft Teams, you may encounter the following message upon sign-in:



This guide will illustrate how to first enable MFA for your account by the text message method, followed by the Microsoft Authenticator App. It is highly recommended that you perform these steps primarily on a desktop computer. If you encountered the message above while trying to sign into the desktop version of Microsoft Teams, please close out that application completely before beginning these steps.

PART 1: Text Message Method

- 1) Go to <https://www.office.com> and click “Sign in” on the upper-right corner of the page.
- 2) In the e-mail field, type in your entire CUNYFirst username and then click the **Next** button.



Microsoft

Sign in

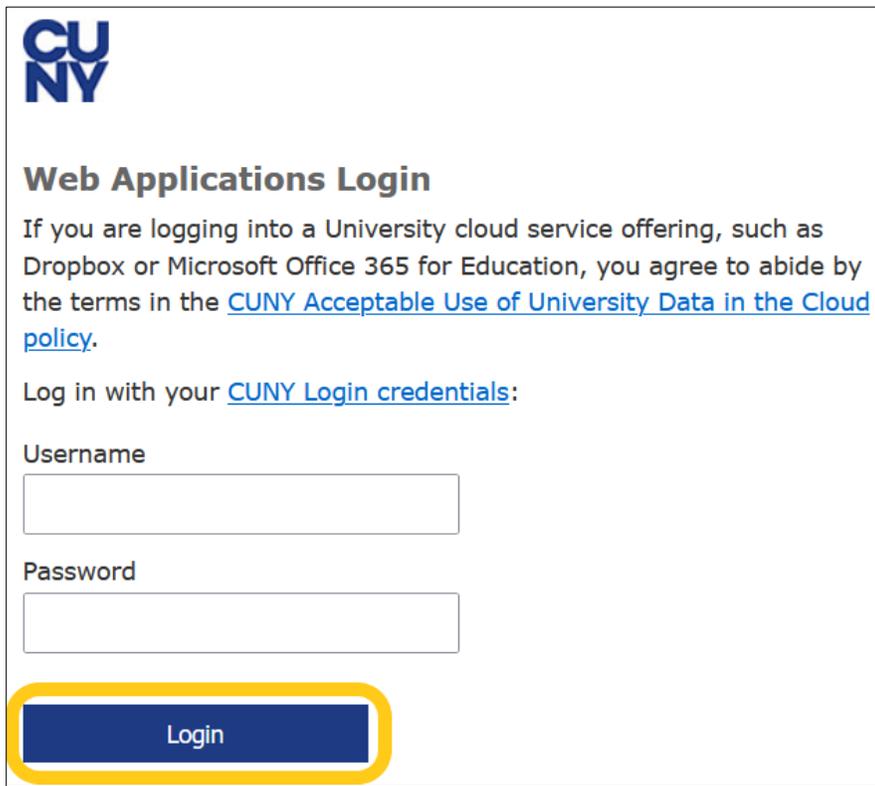
Firstname.Lastname99@login.cuny.edu

No account? [Create one!](#)

[Can't access your account?](#)

Back Next

- 3) On the “CUNY Web Applications Login” page, type in your CUNYFirst username again along with its valid password.



CUNY

Web Applications Login

If you are logging into a University cloud service offering, such as Dropbox or Microsoft Office 365 for Education, you agree to abide by the terms in the [CUNY Acceptable Use of University Data in the Cloud policy](#).

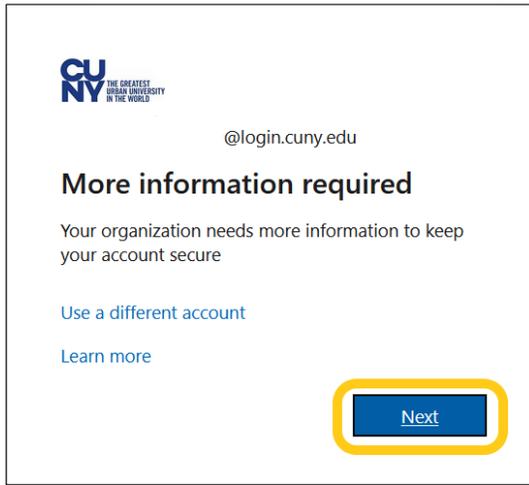
Log in with your [CUNY Login credentials](#):

Username

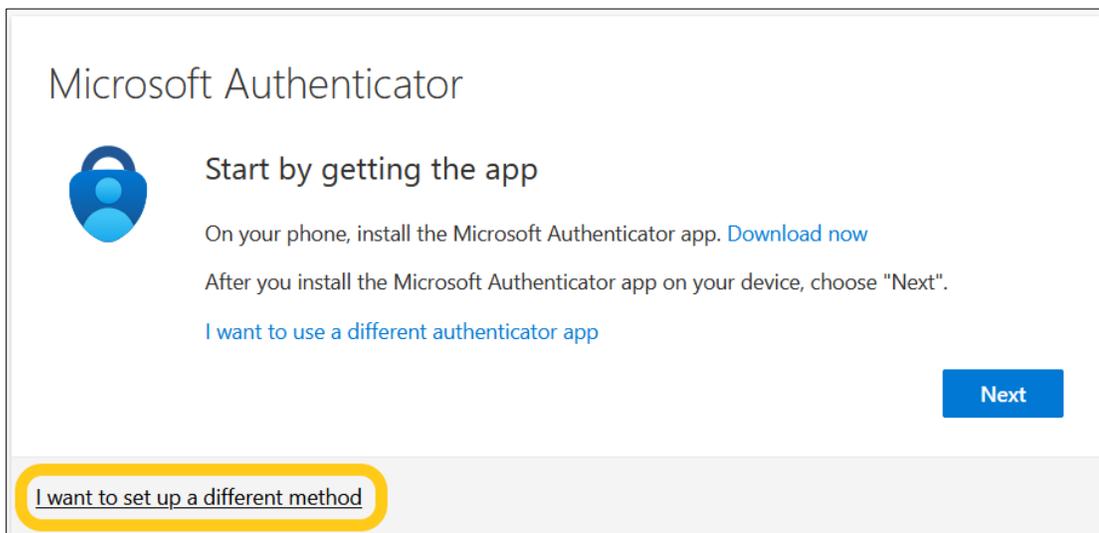
Password

Login

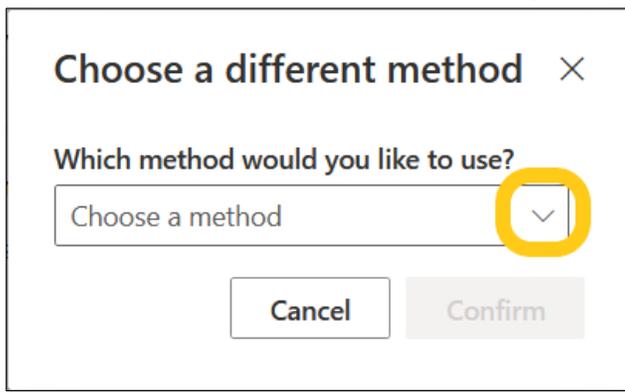
4) After signing in, click on the **Next** button as illustrated below:



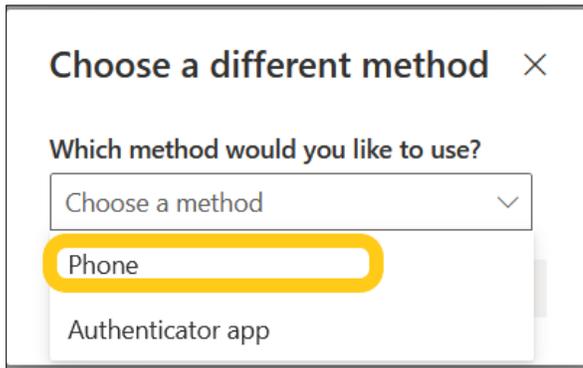
5) Please note that “Part 2” of this guide will cover the configuration of Microsoft Authenticator App method. But for now, click on **I want to set up a different method**:



6) Click on the downward arrow to expand this drop-down menu:



7) Select “Phone” and then click the **Confirm** button:



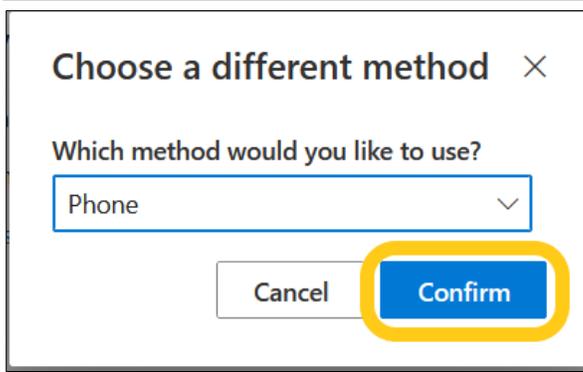
Choose a different method ×

Which method would you like to use?

Choose a method ▾

Phone

Authenticator app



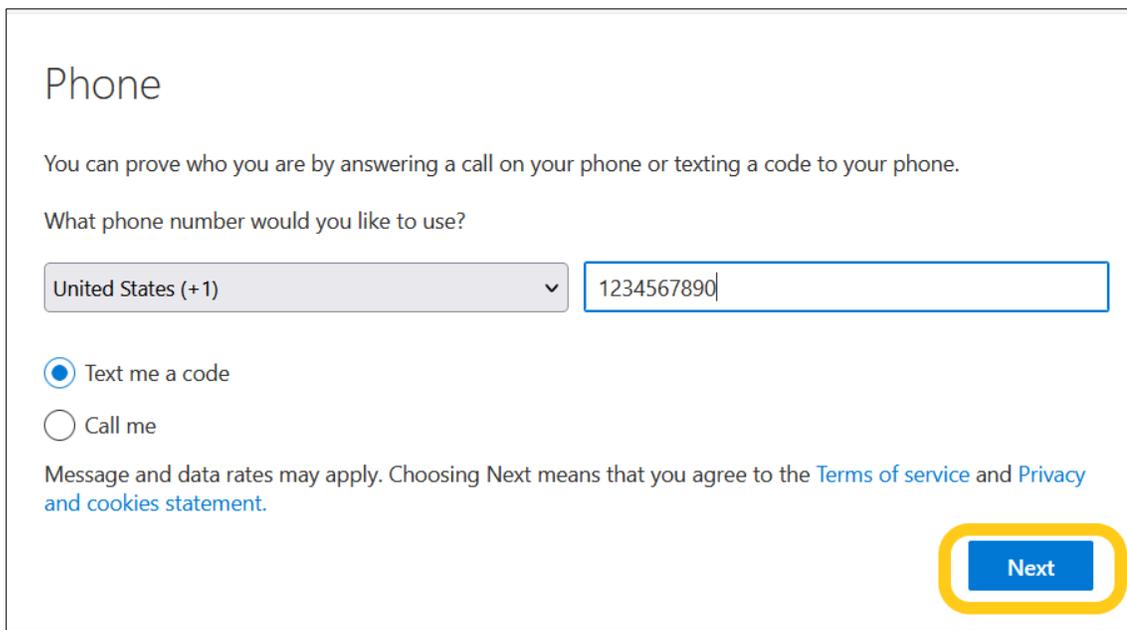
Choose a different method ×

Which method would you like to use?

Phone ▾

Cancel Confirm

8) Type in your mobile number and then click the **Next** button (please make sure that you have typed in your mobile phone number correctly before proceeding to the next step):



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) ▾ 1234567890

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](#).

Next

- 9) Wait for the text message, type in the six-digit code that you received, and then click the **Next** button.

Phone

We just sent a 6 digit code to +1 [REDACTED] Enter the code below.

[Resend code](#)

Back Next

- 10) If you typed in the correct six-digit code, the following screen should appear. Click **Next** to proceed:

Phone

✔ SMS verified. Your phone was registered successfully.

Next

- 11) On the next screen, click **Done**:

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

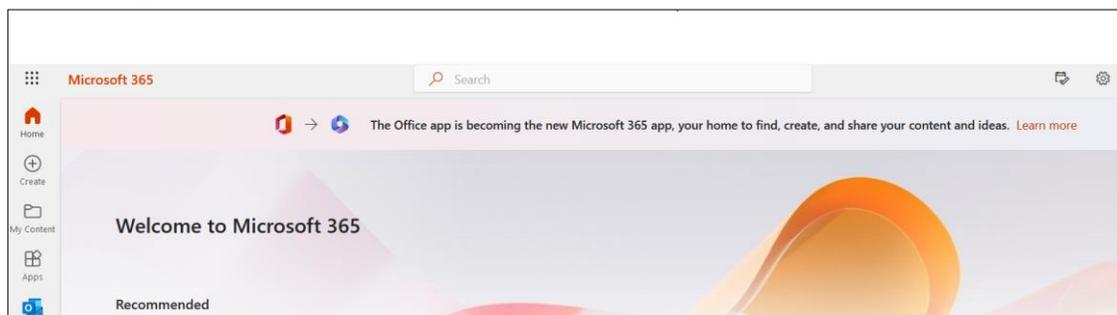
 Phone

Done

12) You can select either **Yes** or **No** – however it is recommended that you do not select “Yes” if you’re using a shared computer or signed into an account on a computer that is accessible by others.



13) Upon following these steps, the site should take you to the Office 365 home page.

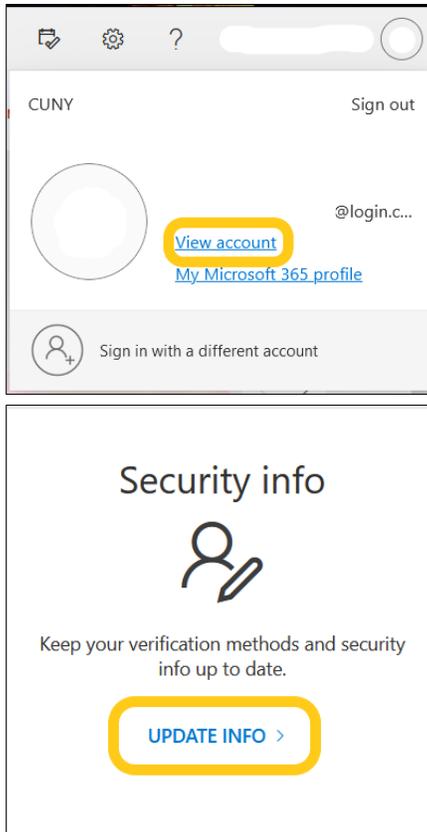


Your Office 365 account should now be successfully configured for MFA using the text-message method. On the next page, this guide will cover the steps needed to set up the Microsoft Authenticator App method.

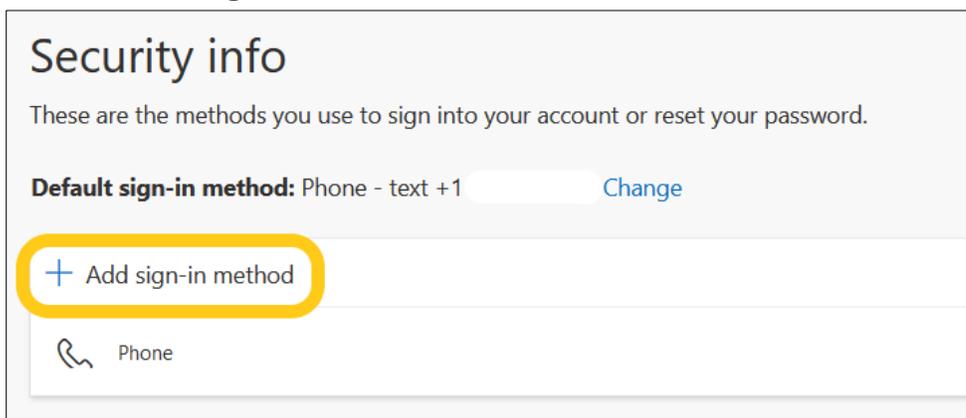
PART 2: Microsoft Authenticator App Method

Note: Please make sure the Microsoft Authenticator App is downloaded and installed on your mobile phone before proceeding with these steps.

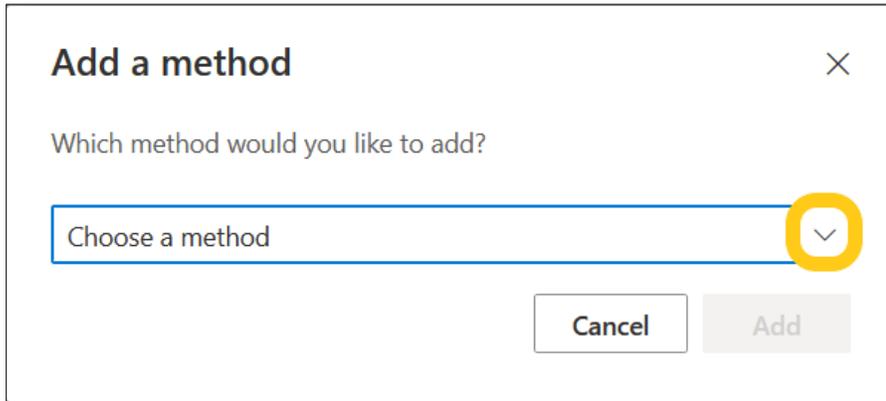
- 1) On the home page of your Office 365 account, click your name on the upper-right corner and then select **View account**. Afterwards, click **Update Info** located on the “Security Info” module.



- 2) Click on **Add Sign-in Method**.

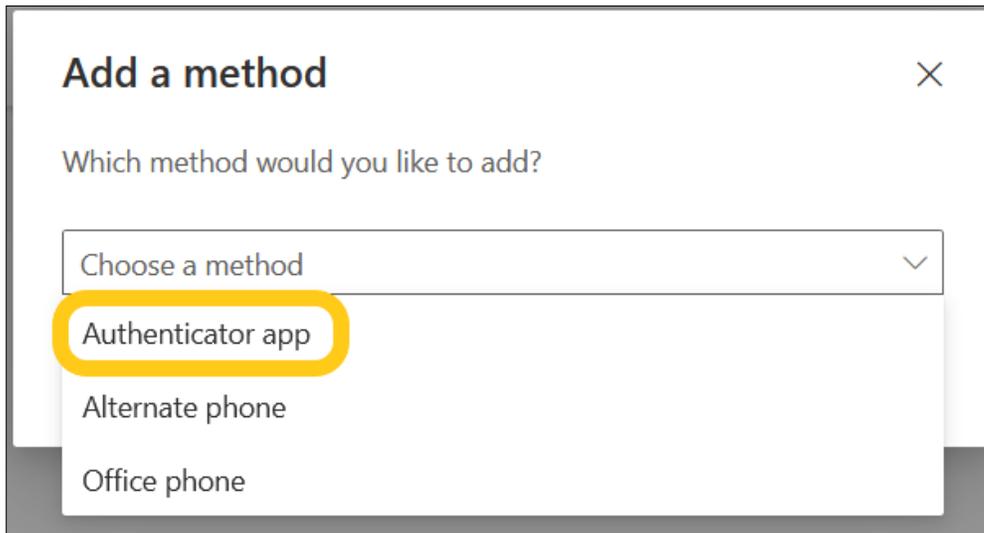


3) Click on the downward arrow to expand this dropdown menu:

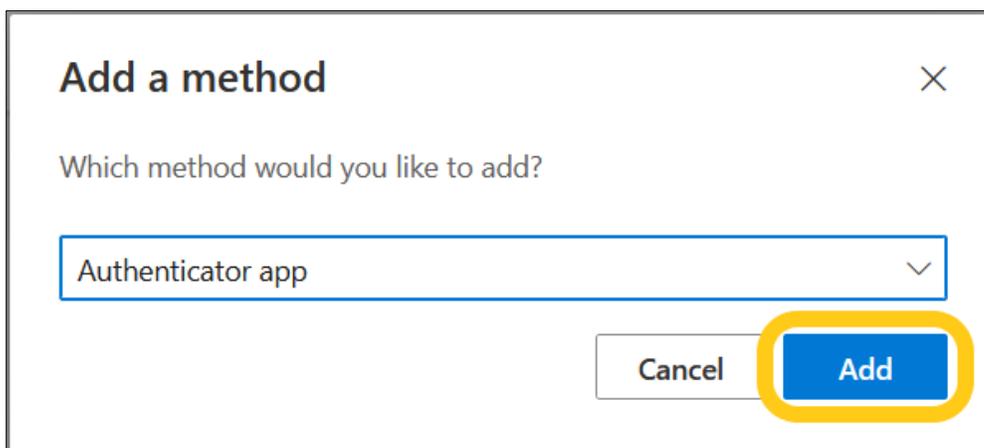


The screenshot shows a dialog box titled "Add a method" with a close button (X) in the top right corner. Below the title is the question "Which method would you like to add?". A dropdown menu is displayed with the text "Choose a method" and a downward-pointing arrow. The arrow is circled in yellow. At the bottom of the dialog are two buttons: "Cancel" and "Add".

4) Choose "Authenticator App" and then click the **Add** button.

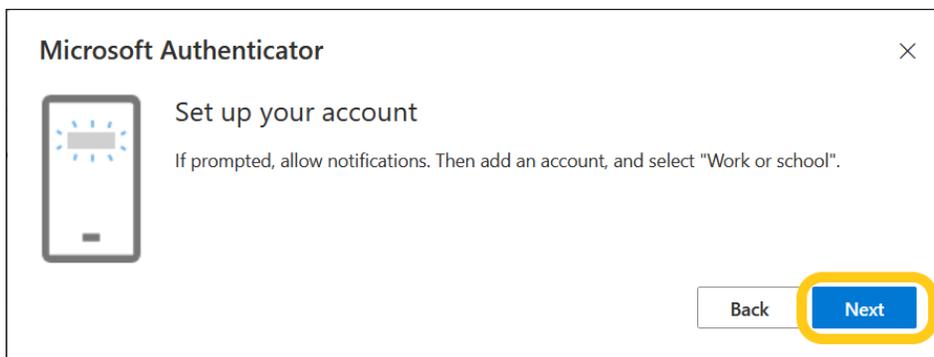
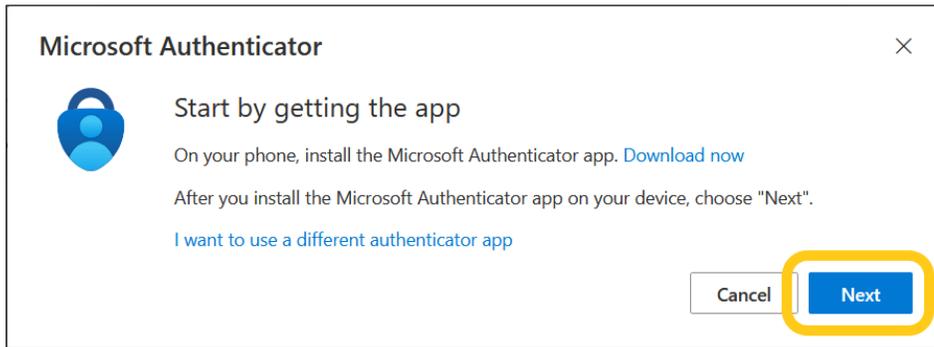


The screenshot shows the "Add a method" dialog box with the dropdown menu expanded. The menu lists three options: "Authenticator app", "Alternate phone", and "Office phone". The "Authenticator app" option is highlighted with a yellow circle. The "Add" button at the bottom right is also highlighted with a yellow circle.

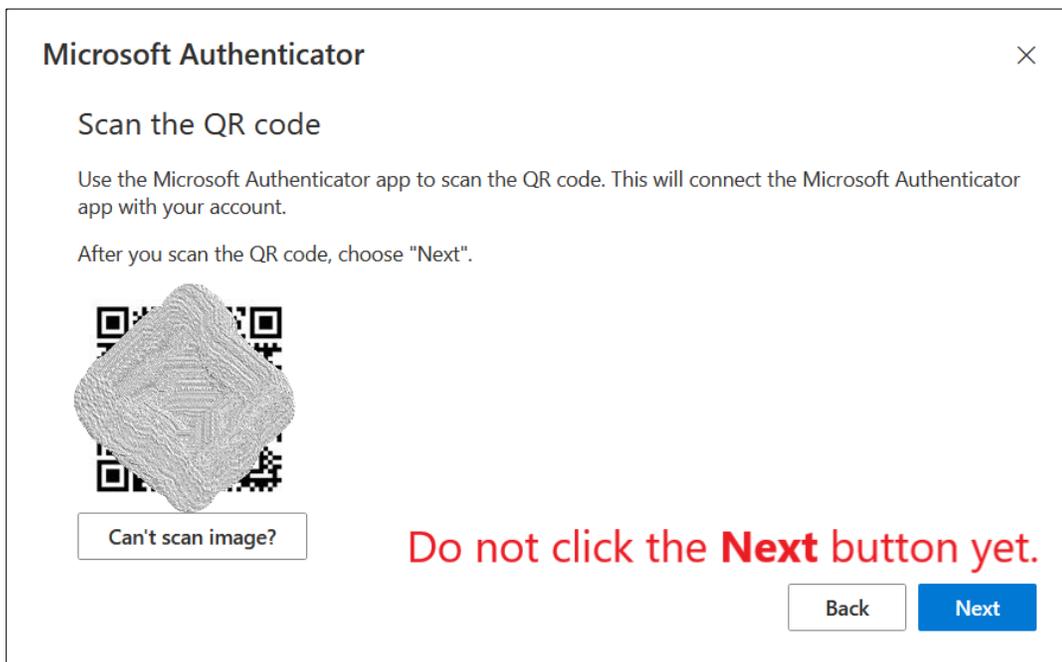


The screenshot shows the "Add a method" dialog box with "Authenticator app" selected in the dropdown menu. The "Add" button at the bottom right is highlighted with a yellow circle.

- 5) Click on **Next** for the following two screens (it is recommended to wait until step #6 before opening the Microsoft Authenticator app on your device):

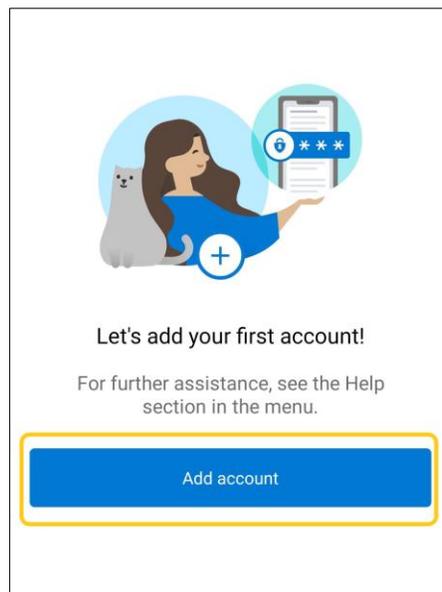


- 6) The following screen should appear (**do not click the Next button just yet**). Keep the web page open while you go to your mobile phone and open the Microsoft Authenticator App:

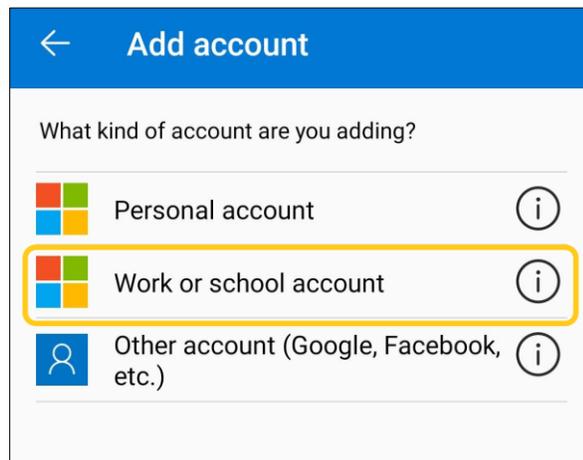


- 7) (Applicable when app is opened for the first time) Your phone will ask you whether or not to allow the Authenticator app to send you notifications -- please allow the permission. Select the blue-colored **Accept** button on the privacy statement screen and the **Continue** button on the following screen where you can optionally send app usage data to help improve the Authenticator App (note: you do not have to agree to share your app usage data).
- 8) On the next screen, select **Scan a QR Code** and go directly to step #9. If you do not see the option "Scan a QR Code" right away, continue with the information directly below and then proceed to step #9:

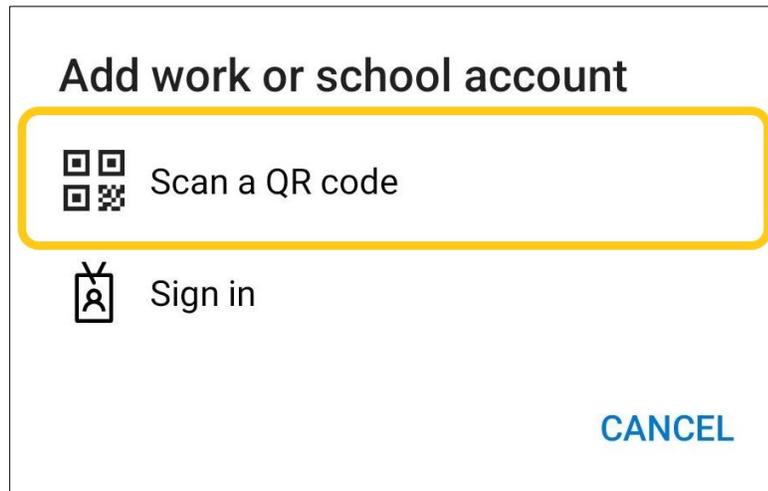
a. Select **Add Account**



b. Next, select **Work or school account**

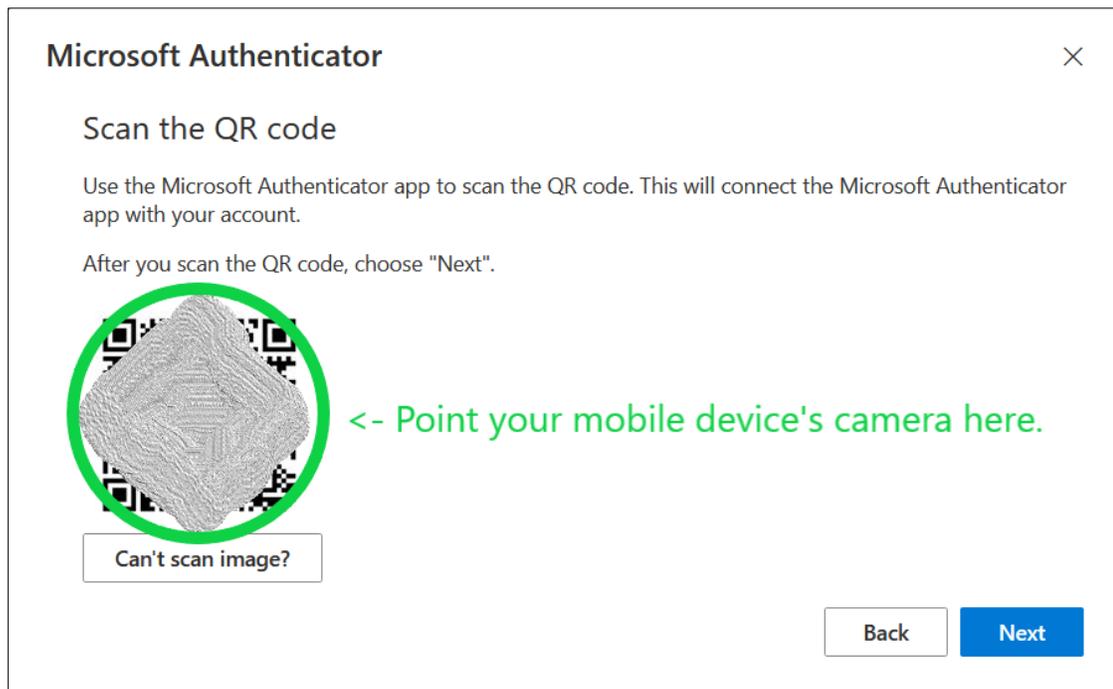


c. Afterwards, select **Scan a QR Code**

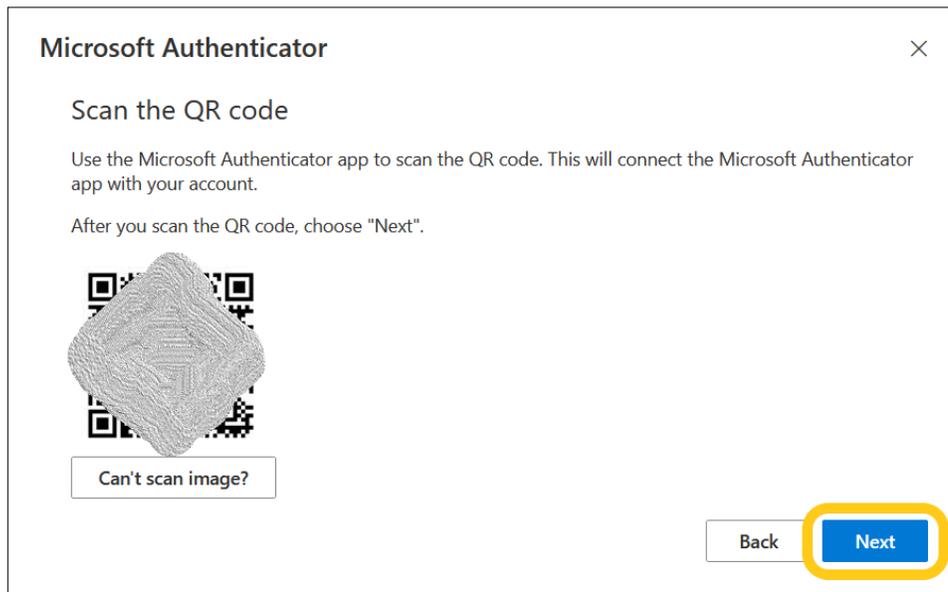


9) Your device will ask you whether or not to allow access to the camera for the Microsoft Authenticator App. You must allow this permission in order for the following step to work.

10) Aim your mobile device's camera at the QR (quick response) code until the app captures it and adds the account.

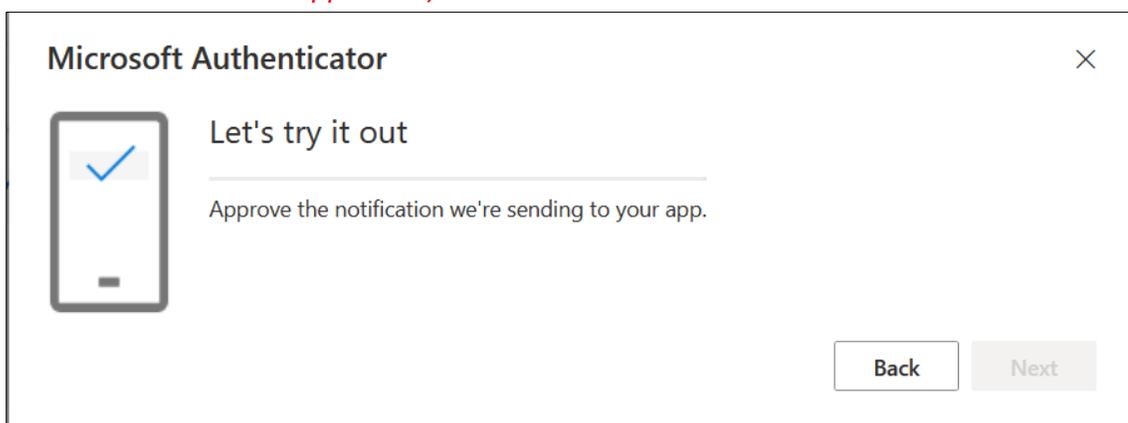


- 11) After the Microsoft Authenticator app has added your account, go back to your desktop computer and click the **Next** button:

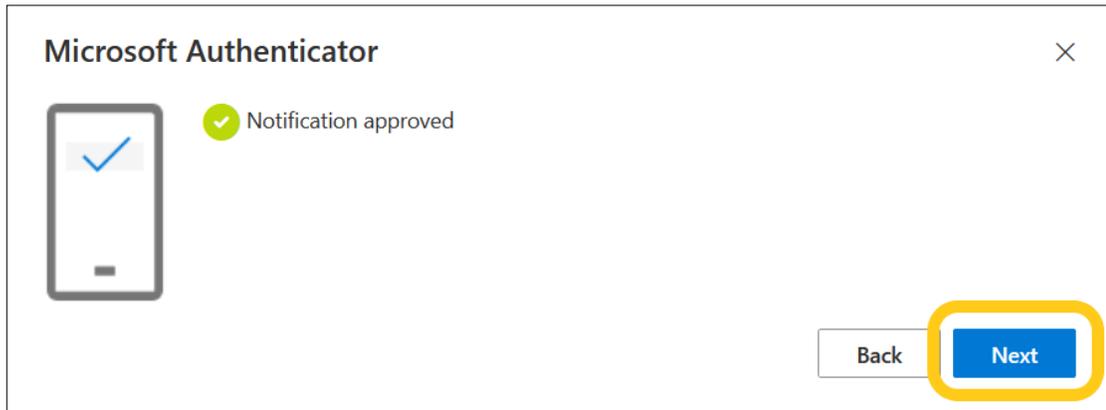


- 12) A notification from Microsoft Authenticator app should appear on your mobile device asking you to approve a sign-in request for your Office 365 account. Please select **Approve**.

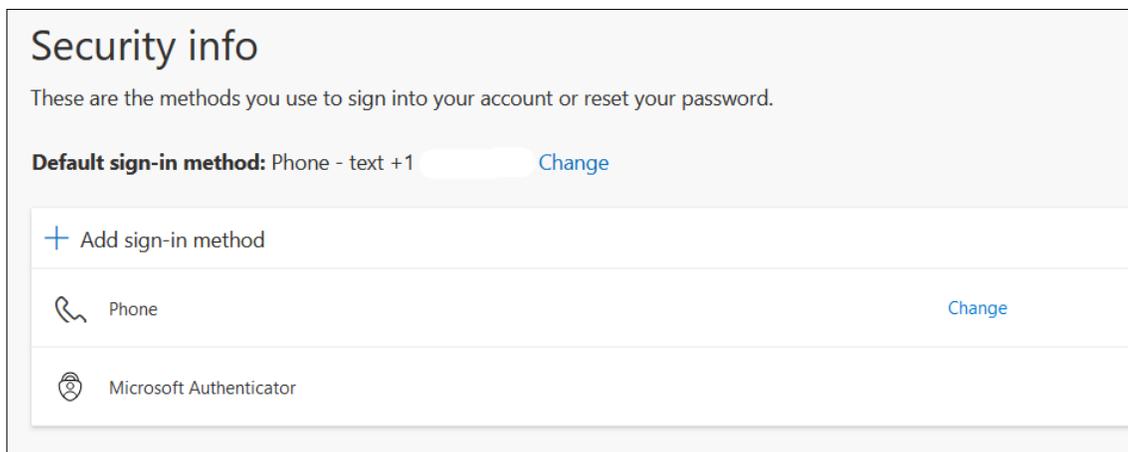
Note: After selecting "Approve", your mobile device will very likely ask you for a passcode to complete this step. If you're using an iOS (Apple) device, you will enter the same passcode that unlocks your device. If you're using an Android device, this could be the PIN number, pattern, fingerprint, password, etc. that unlocks your device (whichever lock screen method is applicable).



13) The following message should automatically appear on the desktop computer. Click the **Next** button to continue.



14) You should be taken back to the “Security Info” page, where you can confirm that the Microsoft Authenticator app method has been successfully added.



Your Office 365 account should now be successfully configured for MFA using the Microsoft Authenticator app method. If you need further assistance, please contact the Service Desk at 718-482-6134, send an e-mail to ithelp@lagcc.cuny.edu, or open a ticket via the Faculty/Staff Portal.