

Multi-Factor Authentication Setup Guide

Brief Overview:

The County has enabled Multi-Factor Authentication (MFA) for your Office 365 account. MFA is an authentication method that requires more than one verification method for users when signing into the Office Portal.

When you log into your County Office Portal (i.e., Office 365 account) from outside the County network you will be required to enter your County username and password, as well as a verification code. To receive the verification code, a one-time setup of the MFA verification method is required. This guide explains how to setup the MFA verification method.

Note: For new users accessing Outlook for the first time, go to page 13 before setting up MFA.

Instructions to setup the MFA verification method:

To setup the MFA verification method for your Office 365 account, log into your

- Webmail (mail.sccgov.org)
OR
- Office 365 Portal page -- click on the Office Portal icon on your laptop or go to login.microsoftonline.com

You will be prompted to setup the MFA verification method.

You can select one or all three available methods shown in the table below. How you receive the verification code or notification will depend upon the verification method you select.

The table below provides an overview of the available methods:

#	Verification Method	Verification code / Notification	Description
1	Authentication via phone	Send me a code by text message	Sends a text message containing a verification code. The user is prompted to enter that code into the sign-in interface.
2	Authentication via phone	Call me	Places an automated voice call. The user answers the call and presses # on the phone keypad to authenticate.
3	Office phone		Do not use this method. This method is not supported by the County at this time.
4	Mobile app	Code	The Microsoft Authenticator app generates a new verification code every thirty seconds. The user enters this verification code into the sign-in interface. Use this verification method in case you do not receive cellular service

Note: You can change the verification method after the initial setup.

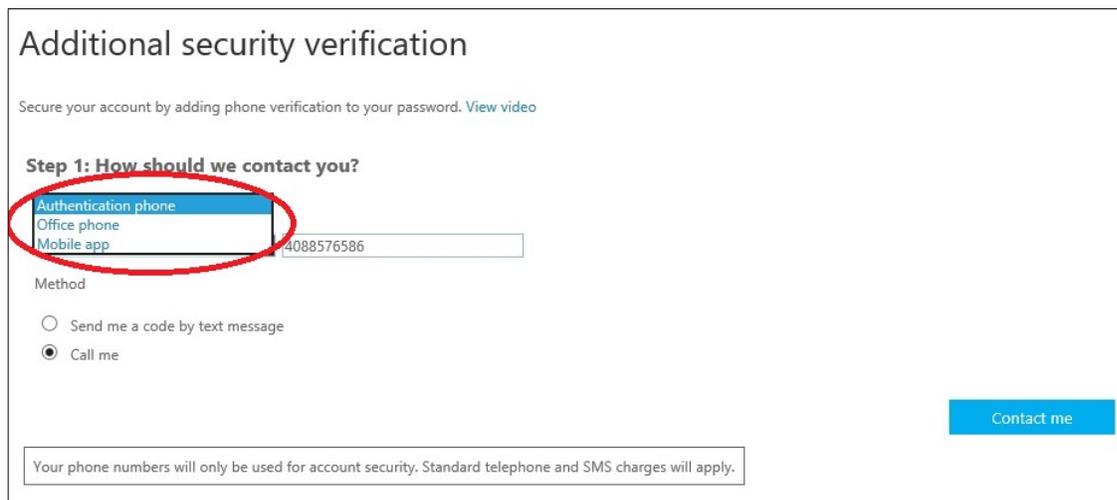
Step 1: Login to your Office 365 account

- a. Login to your Office 365 account. After you enter your user ID and password, a screen will prompt you to setup the additional security verification.
- b. Click on the “Set it up now” option.



Step 2: Select verification method

On the Additional Security Verification screen, you will be asked to select the verification method and how you want to receive the code (i.e., contact method). The drop down will provide you three choices for the verification methods.

A screenshot of the "Additional security verification" screen. The title is "Additional security verification" and the subtitle is "Secure your account by adding phone verification to your password. View video". Below this is the heading "Step 1: How should we contact you?". A dropdown menu is open, showing three options: "Authentication phone" (highlighted in blue and circled in red), "Office phone", and "Mobile app". To the right of the dropdown is a text input field containing the number "+088576586". Below the dropdown is a "Method" section with two radio buttons: "Send me a code by text message" (unselected) and "Call me" (selected). A blue "Contact me" button is located at the bottom right. At the bottom of the screen, a small box contains the text: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply."

Below are the setup instructions for all the verification methods:

a. “Authentication Phone” method:

- i. Select the **Authentication Phone** option from the drop-down list.

Additional security verification

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

Step 1: How should we contact you?

Authentication phone

United States (+1)

Method

Send me a code by text message

Call me

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

- ii. Select **Unites States** as the country name if not already selected.
- iii. Enter the 10-digit cell phone number by which to be contacted. **Do not include spaces, parentheses or any other punctuation marks.**
- iv. Select how you want to receive the verification code.
 - If you want to receive the code via text message, then select “Send me a code by text message”.
 - If you want to be called instead of receiving the code, then select “Call me”.
- v. Select **Contact Me**
- vi. If you selected “Send me a code by text message”:
 - You will receive a code via text message.
 - The screen will now ask you to enter the code sent to your phone. After you enter the code, click on **Verify**.

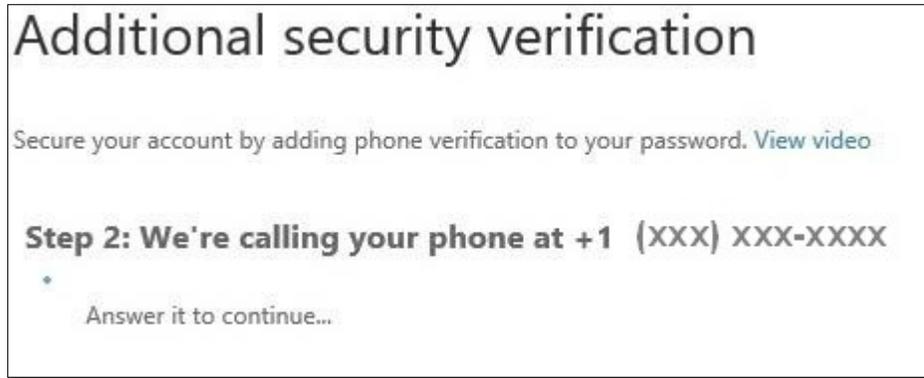
Additional security verification

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

Step 2: We've sent a text message to your phone at +1 (xxx) xxx-xxxx

When you receive the verification code, enter it here

- vii. If you selected “Call me”:
 - You will receive an automated call. Answer the call and when instructed, press # on the phone keypad.



- After your call is completed, you should see the following screen. Click **Done** to continue.



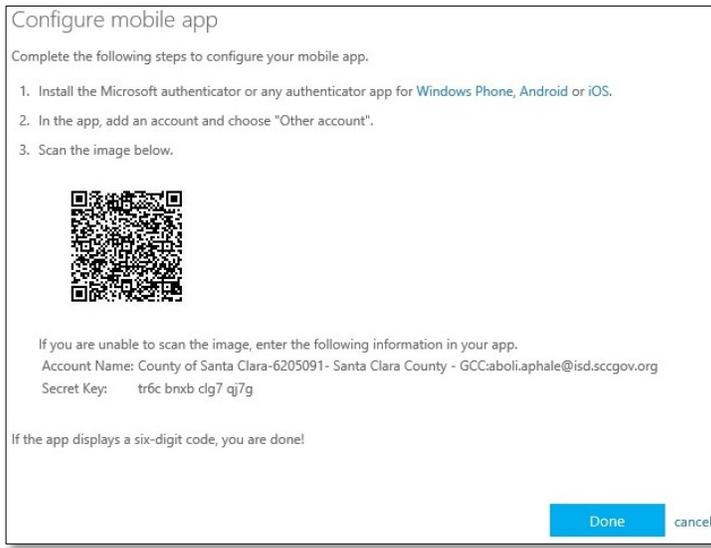
viii. You will be directed to your Office 365 account.

b. “Mobile App” method:

- i. Select **Mobile App** option from the drop-down list and click on **Setup**.

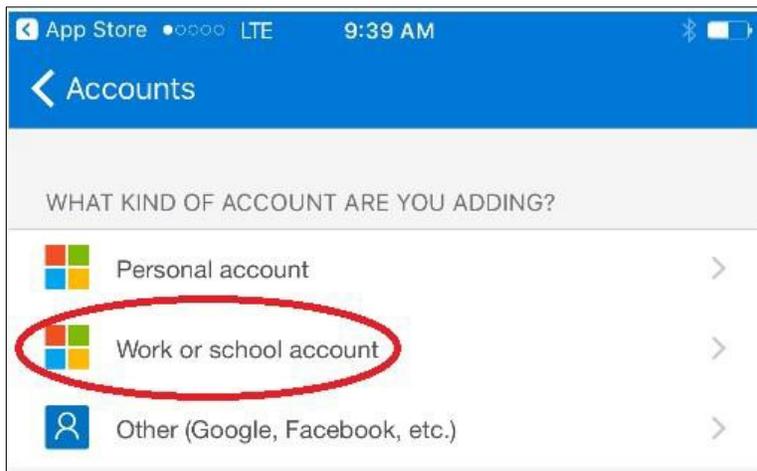


ii. You will see the following screen.

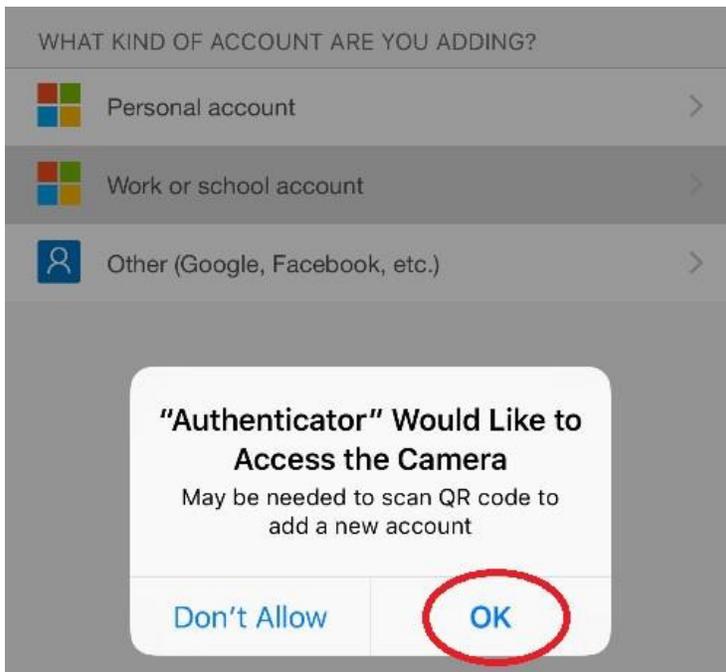


iii. On your phone, download and install the "Microsoft Authenticator" app.

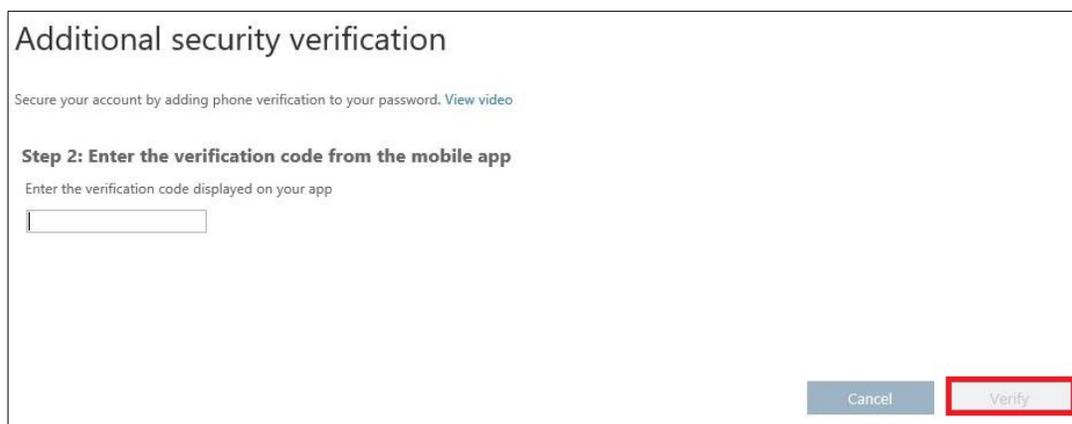
iv. In the app, add an account and choose "Work or school account". Below is a screen shot as seen on an iPhone.



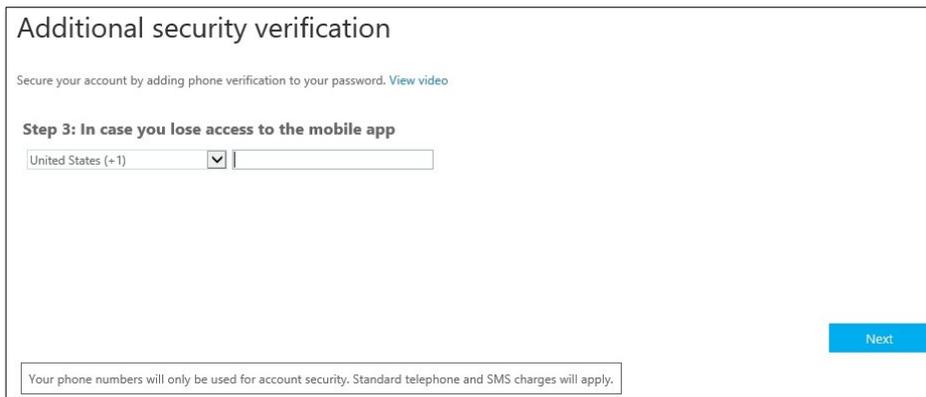
- v. If you are prompted to allow the Microsoft Authenticator to use your camera, click on **OK**.



- vi. After the camera is turned on, scan the image on your computer screen, and then click **Done**.
- vii. A six-digit code will show on your phone. Enter that **code** and click on **Verify**.



viii. Enter your cell phone number and click on **Next**.



Additional security verification

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

Step 3: In case you lose access to the mobile app

United States (+1)

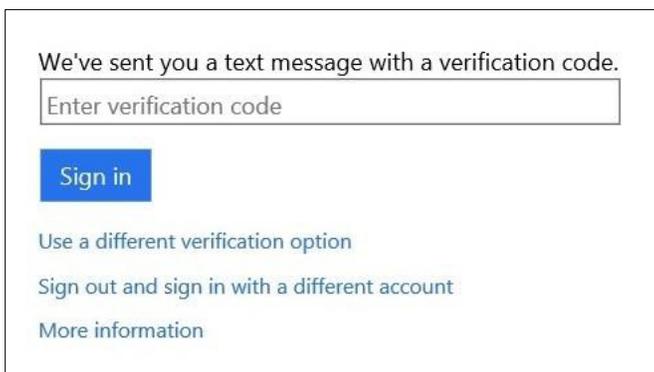
[Next](#)

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

ix. You will be directed to your Office 365 account.

After setting up the verification method

The next time you log into your O365 account externally, and after you enter your user ID and password, you will be challenged to authenticate yourself. Depending on the verification method chosen, you will either need to enter the verification code or answer the automated phone call. Below is an example of the screen prompting you to enter the verification code.



We've sent you a text message with a verification code.

[Sign in](#)

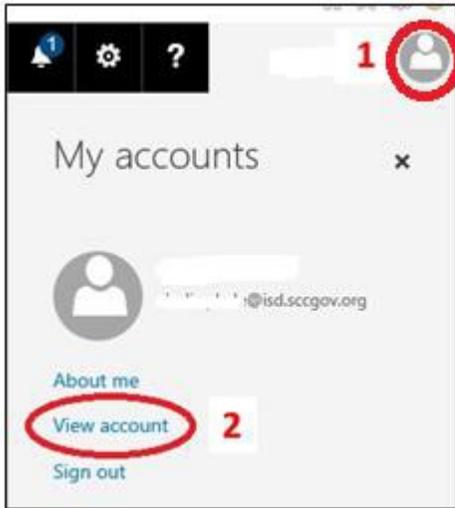
[Use a different verification option](#)

[Sign out and sign in with a different account](#)

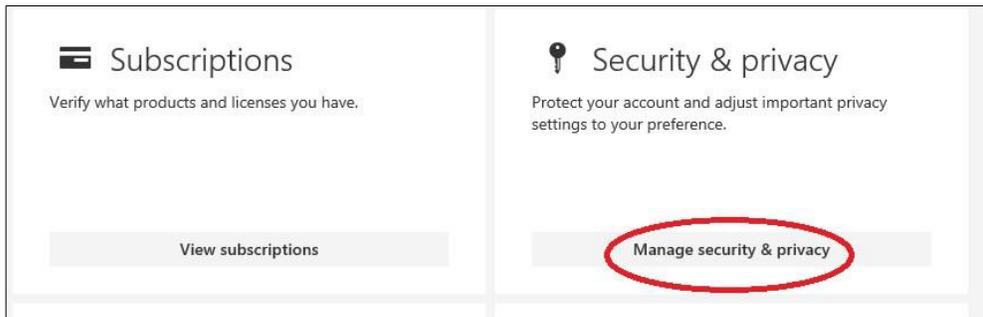
[More information](#)

Instructions to change the MFA verification method after initial setup:

- a. Log into your Office 365 account
- b. Click on the person icon in the top right corner, and then click on **View Account**.



- c. Click on **Manage security & privacy**.



- d. Click on **Additional security verification**.

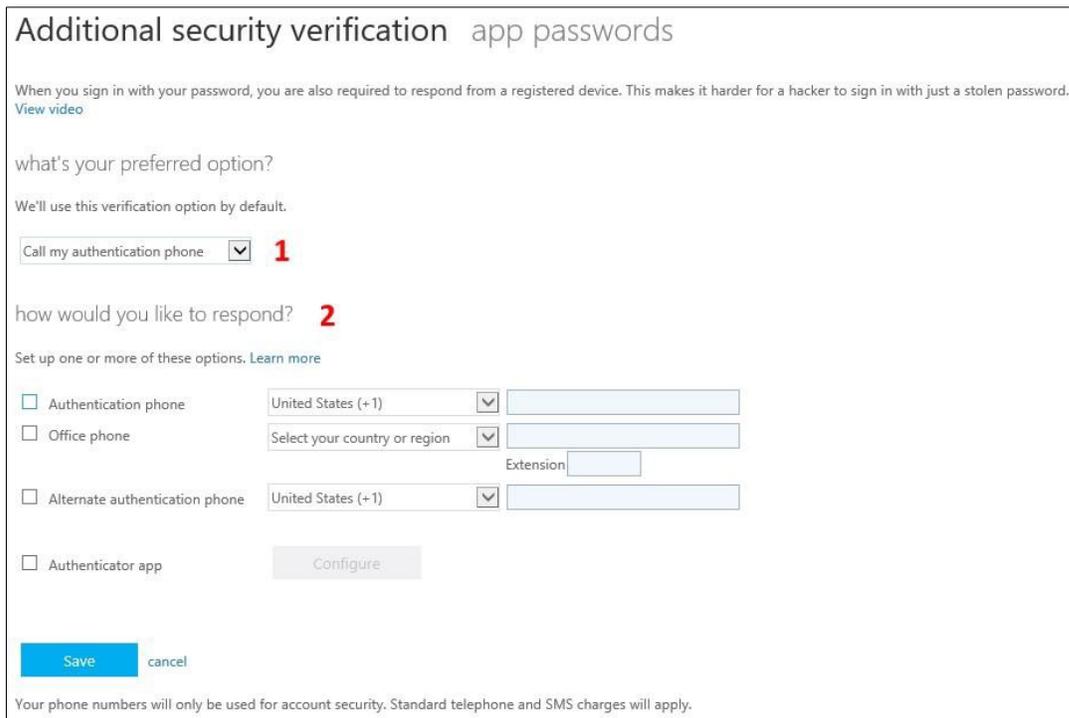


Note: If you see this option proceed to step "e" on page 9. If this choice is unavailable, proceed to page 11 for alternate instructions.

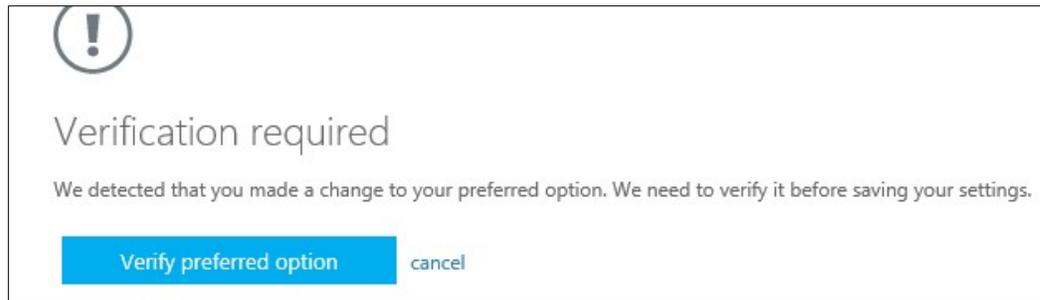
- e. Click on **Update your phone numbers used for account security.**



- f. You will be prompted to sign in/authenticate via the existing verification method that you had setup.
- g. After you complete the verification, you will be directed to the **Additional security verification** page where you can change your verification preferences. **Remember: the “Call my office phone” option is not currently support by the County.**
- h. Enter the **verification option** and corresponding **respond method** and details. Click on **Save** when done.



- h. In the verification dialog box, click on the **Verify preferred option**.



- i. You will be contacted on the phone depending on the verification method you specified. Complete the screen prompts accordingly.
- j. After successful verification, click on the **Close** button to exit the setup process.



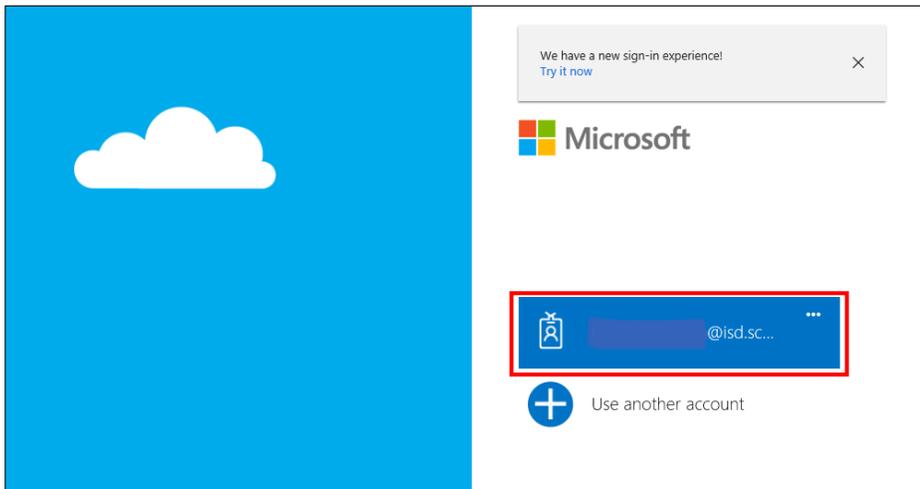
Alternate Instructions to change the MFA verification method after initial setup:

Note: Follow these steps if you are re-directed from page 8.

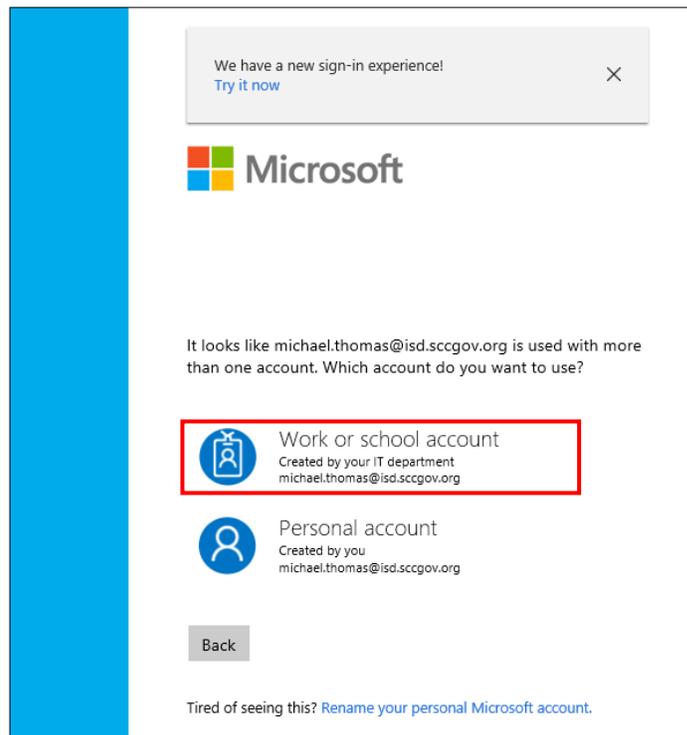
- a. Click the following link to begin this process:
<https://account.activedirectory.windowsazure.com/profile/>, which may either direct you to the Microsoft Online login page or your Microsoft profile page.

If you are directed to the Microsoft Online login page, **proceed to step “b.”** If you are directed to your Microsoft profile page, **proceed to step “d.”**

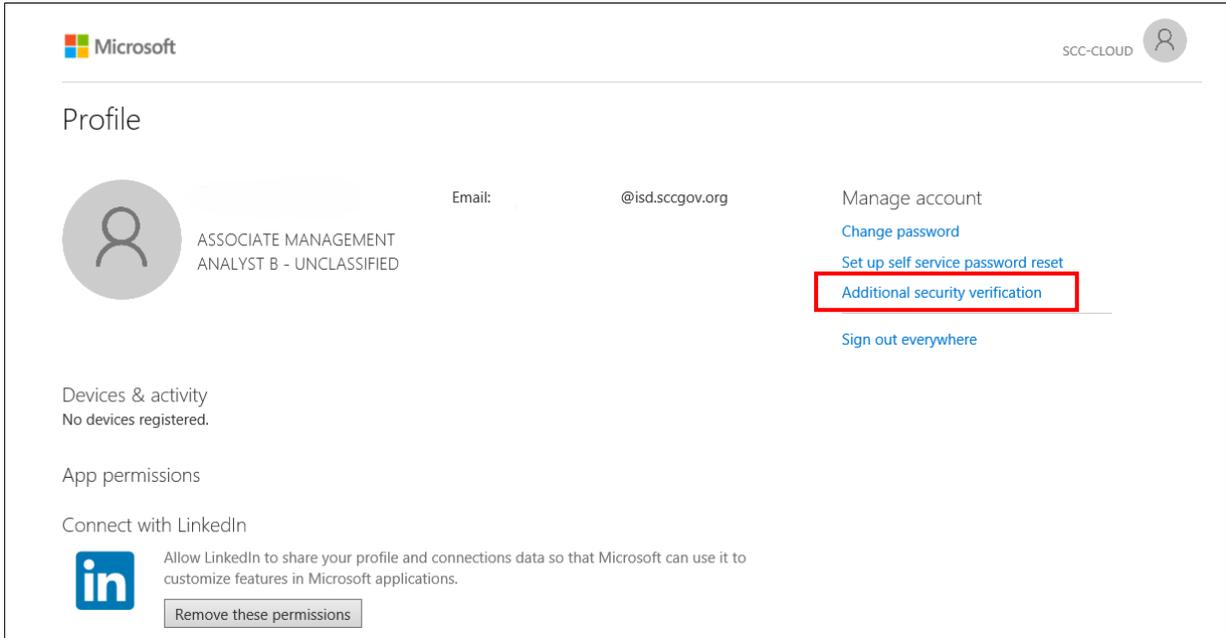
- b. Click on your email address in the blue box.



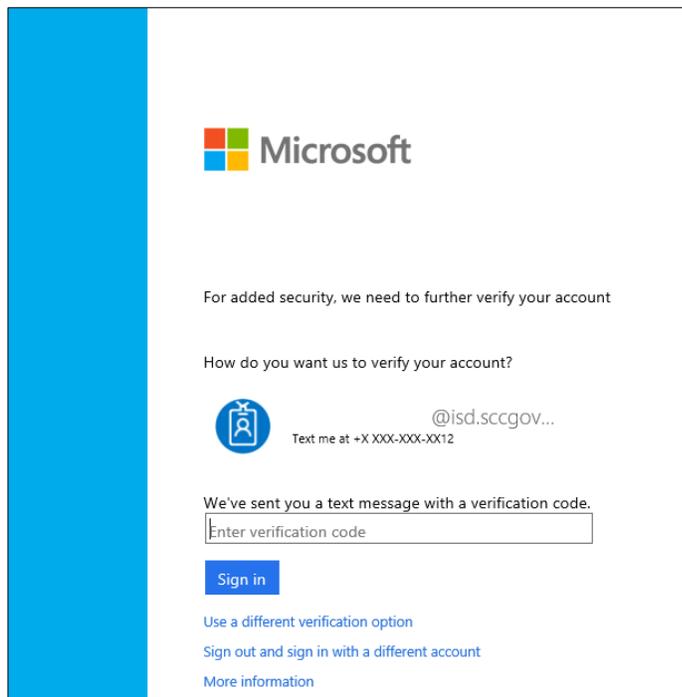
- c. In case your email address is associated with multiple accounts, select **Work or school account**.



d. Click the **Additional security verification** link.



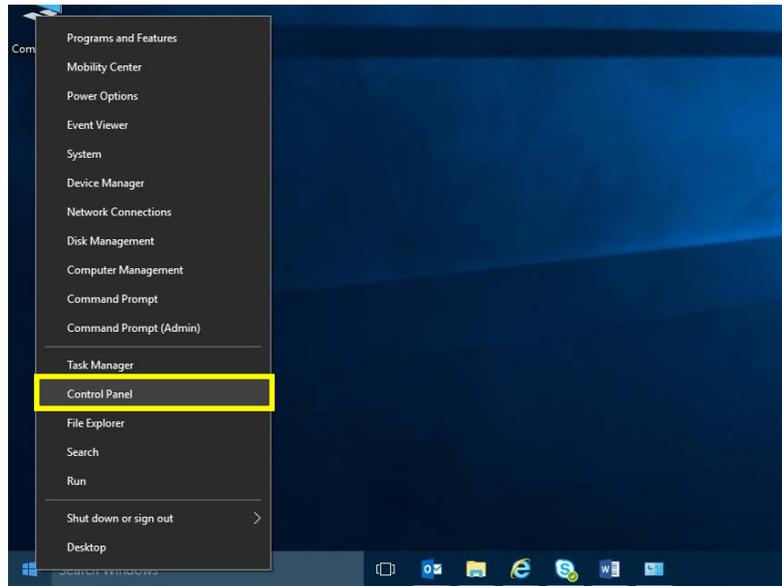
e. You will be redirected to the Microsoft login page where you will need to enter the verification code based on the existing notification method you previously established (i.e. text message, phone call or Microsoft Authenticator app if you do not have cellular service).



f. Enter the verification code and click **Sign in**.

New users accessing Outlook for the first time:

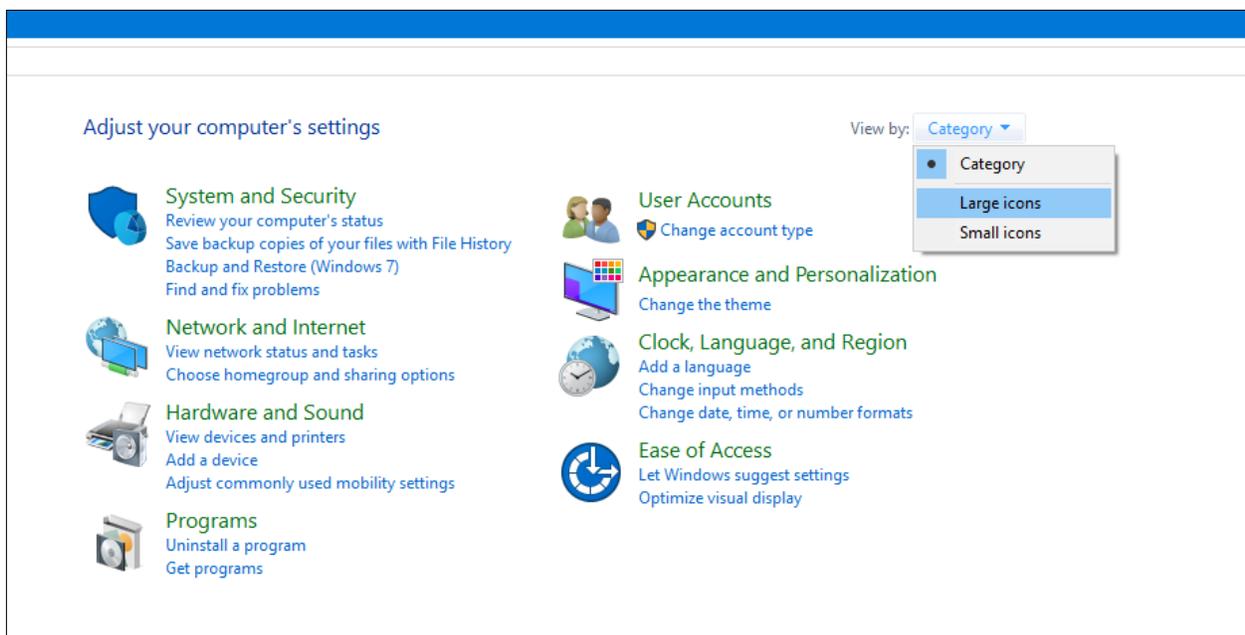
- a. Close Outlook.
- b. Right click on the **Start menu** and select **Control Panel**.



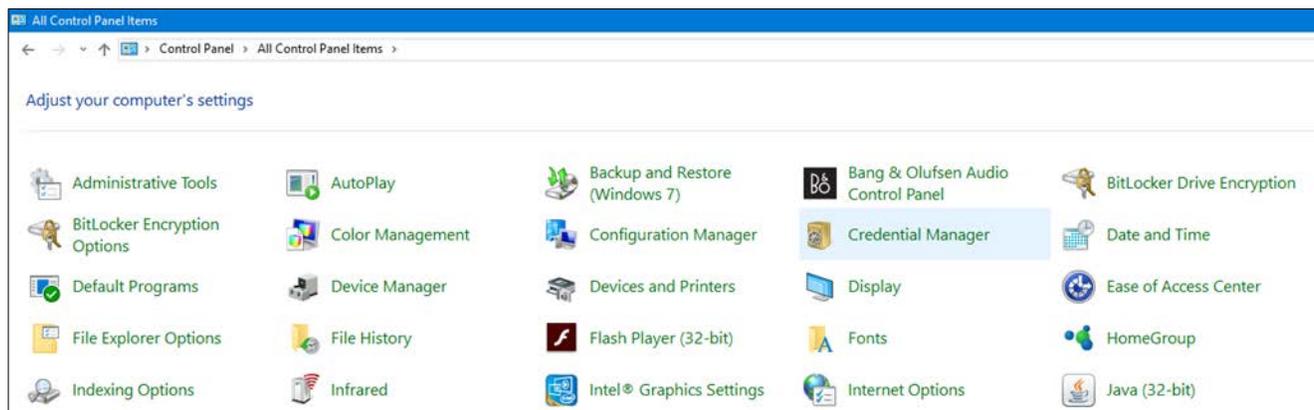
- c. Select **Credential Manager**.

Note: If you do not see Credential Manager, perform the following steps:

1. Left click the **View by: Category** drop-down menu.
2. Select Large Icons or Small Icons.



3. Select **Credential Manager** (Settings are listed in alphabetical order).



d. Select **Windows Credentials**.

e. Select and remove each credential that starts with: **MicrosoftOffice15_Data:ADAL:**



f. Close the Control Panel

g. Open Outlook and begin the MFA set up process

Note: Instructions for the MFA set up process begin on page one of this document