# Logging into Office 365 using MFA

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## **Trouble Shooting**

Click on the text below: <u>Need help installing the Microsoft Authenticator app</u> <u>Setting up MFA for the first time</u> <u>Have low signal / Not seeing notifications popping up on from your Microsoft Authenticator app</u> <u>I don't have smartphone to install the Microsoft Authenticator app</u>

External learner logging in for the first time offsite? (browse to office.com)

for any other queries please log a call with IT Support.

## Installing the Microsoft Authenticator App

On your mobile device, go to you the app store - **Google Play store** for **Android** or **App Store** for **Apple**, search for and download the Microsoft Authenticator App.

Å	Search	Microsoft Authenticator Protects your online identity Get	đ
	Ô	Microsoft Authenticator Microsoft Corporation	Install

Open the app and choose the option for "Scan a QR code" and scan the code using your phone.

Peace of mind for your digital life
Secure your accounts with multi-factor authentication.
Sign in with Microsoft
Add work or school account
Scan a QR code

### Logging in for the first time

Access Office365 with your account. If it has been configured for MFA you will be greeted with the following message. Click on "**Next**" to continue. Note: If you are an external learner just visit **Office.com** and **sign in** with your **college email address and password** 



Click on "Next" to continue the process,

#### Note:

<u>If you do not have a smartphone</u> - you do have an option here to use another method here **SMS** or **Hardware token** – however we strongly suggest the **Microsoft Authenticator app** for security and ease of use



Click on **Next** to get to the next step, which will generate QR code as shown in the image below

Your organisation req Microsoft Auther	uires you to set up the following methods of proving who you are.
Scan the QR code Use the Microsoft Authentic app with your account.	ator app to scan the QR code. This will connect the Microsoft Authenticator
After you scan the QR code,	choose "Next".
Can't scan image?	Note: THIS IS AN EXAMPLE QR CODE PLEASE DO NOT SCAN THIS QR CODE, SCAN THE QR CODE ON YOUR SCREEN NOT THIS DOCUMENT Back Next
I want to set up a different metho	<u>od</u>
<u>I want to set up a different metho</u>	od

You will be shown a number which you will need to enter on the app on your phone to confirm as shown below, then simply follow the steps on screen clicking **Next** 

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	Ya SUCCES Great job! Ya Default sign Micr	Keep your account secure         our organisation requires you to set up the following methods of proving who you are.         S!         ou have successfully set up your security info. Choose "Done" to continue signing in.         in method:         rosoft Authenticator

After this your account will be set up with MFA - keeping your account much more secure.

## Logging into Office 365 on new devices.

### Using Microsoft Authenticator

Access Office 365 on a new device and you will be greeted with the following:



On your Microsoft Authenticator app, enter the number as shown on screen above, you will then be authenticated and can proceed to log in as shown below.

hmc232401@student	t hmet ac uk
Stay signed i	n?
Do this to reduce the to sign in.	e number of times you are asked
Don't show this	again
	No <u>Yes</u>

#### Using a verification code for authentication

If you are having an issue receiving the notifications or with mobile signal you can choose to Authenticate via a onetime verification code

Click on "I can't use my Microsoft Authenticator app right now"



#### Click on "Use Verification code"



Open the Microsoft Authenticator app on your mobile device and tap on your BMET Office365 account:

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Birmingham Metropolitan College		>
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From here you will be able to see your "One-time password code":



Go back to your PC / laptop and enter your **one-time password code** and click **Verify.** You will then be able to log in succesfully.

Microsoft	
Enter code	
Please type in the code dis authenticator app from yo	splayed on your ur device
Code	
More information	
	Verify