

Getting Started with Two-Factor Authentication and Password Reset

Beginning Note!

This guide is easiest to complete by visiting the wizard from a laptop and having your Cell phone available to setup the Authentication App

Available Methods for Two-factor Authentication and Password Reset

Authenticator app (follow steps 1-7)

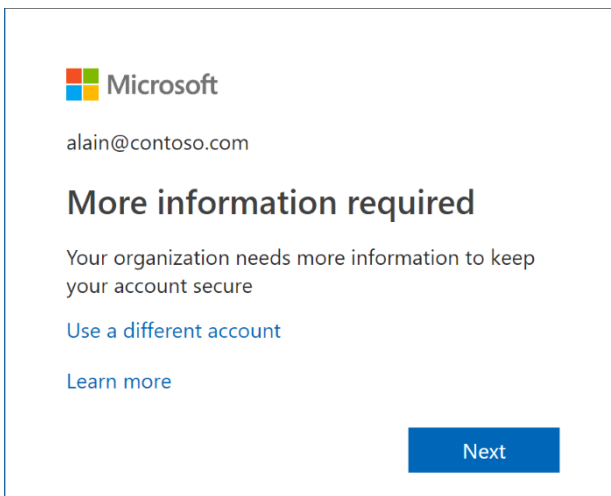
Text messages (follow steps 1, 8-11)

Phone calls (follow steps 1, 8-11)

Sign in to your Mount Union account

After you sign in to University account by visiting <https://mail.office365.com/mountunion.edu> , you'll see a prompt that asks you to provide more information before it lets you access your account.

(If you don't get this prompt visit <https://myprofile.microsoft.com> and click the 'Security Info' link)

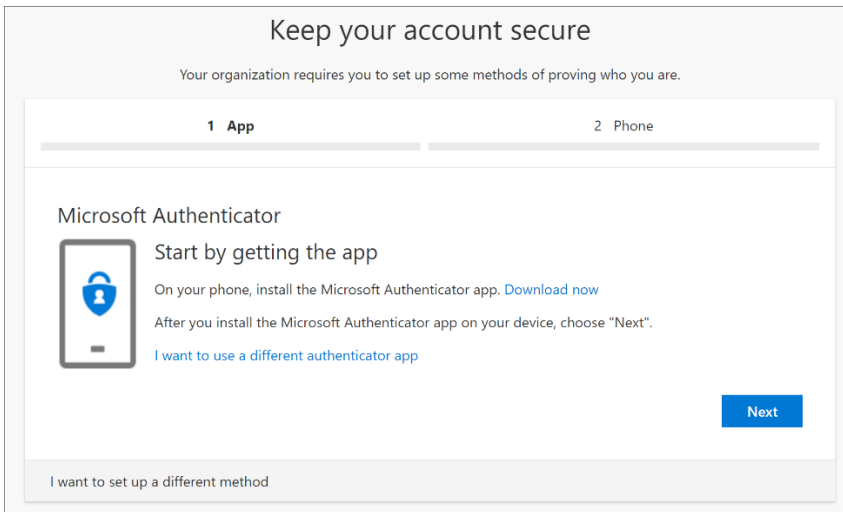


Getting Started with Two-Factor Authentication and Password Reset

Set up your security info using the wizard

Follow these steps to set up your security info for your university account from the prompt.

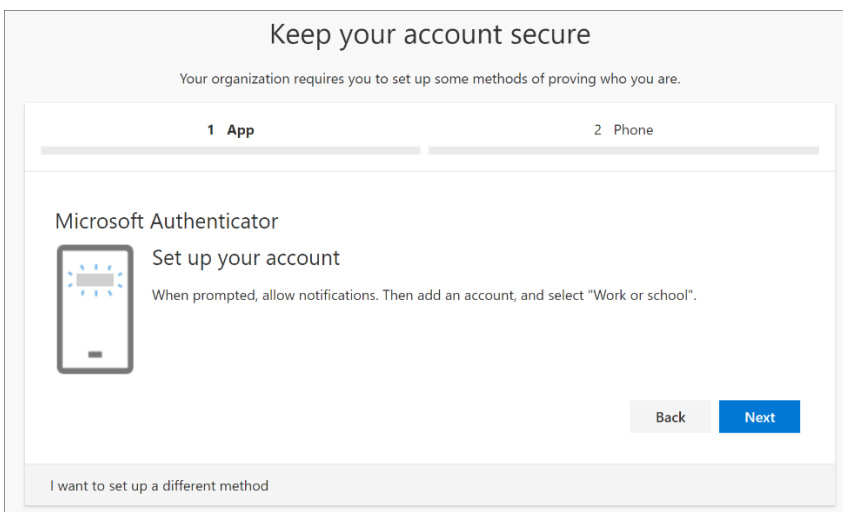
1. After you select **Next** from the prompt, a **Keep your account secure wizard** appears, showing the Microsoft Authenticator app. (or if you'd prefer to setup text message based codes instead, click 'I want to user another method' at the bottom and skip to step 8)



2. On your phone, search for and install the 'Microsoft Authenticator' app in the Apple App Store or Android Play Store

For more information about how to download and install the app, see [Download and install the Microsoft Authenticator app](#).

NOTE: if prompted, please allow camera access, this will significantly make the next few steps easier, the camera is only used for the initial setup process.

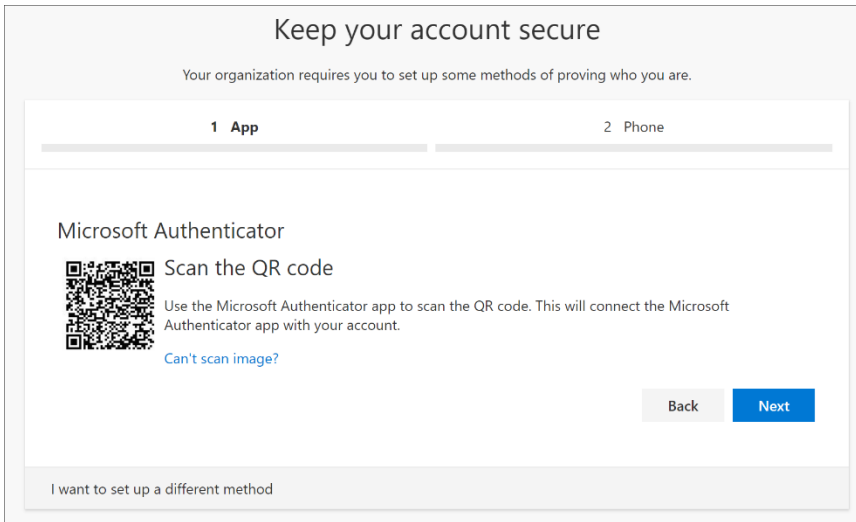


3. Open the Microsoft Authenticator app, select to allow notifications (if prompted), select **Add account** from the **Customize and control** icon on the upper-right, and then select **Work or school account**.

Getting Started with Two-Factor Authentication and Password Reset

- Return to the **Set up your account** page on your computer, and then select **Next**.

The **Scan the QR code** page appears.

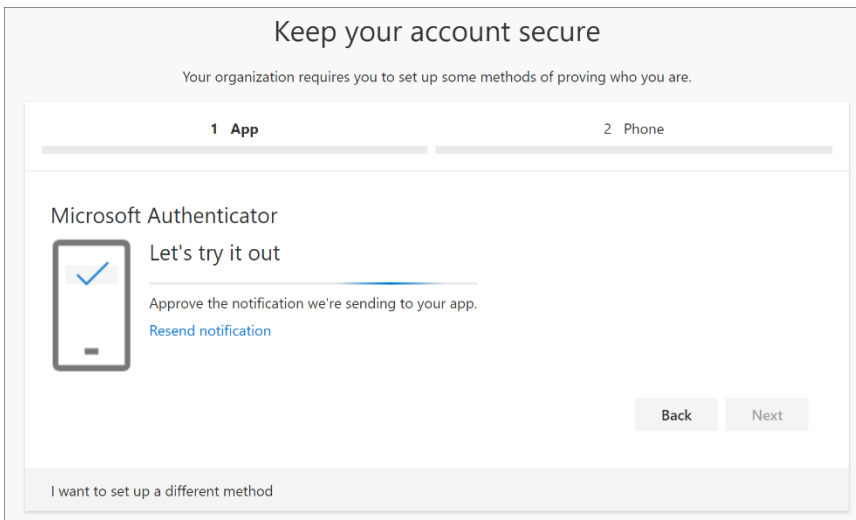


- Scan the provided code with the Microsoft Authenticator app QR code reader, which appeared on your mobile device after you created your work or school account.

The authenticator app should successfully add your school account without requiring any additional information from you. However, if the QR code reader can't read the code, you can select the **Can't scan the QR image** and manually enter the code and URL into the Microsoft Authenticator app. For more information about manually adding a code, see [Manually add an account to the app](#).

- Select **Next** on the **Scan the QR code** page on your computer.

A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account.



- Approve the notification in the Microsoft Authenticator app, and then select **Next**.

Getting Started with Two-Factor Authentication and Password Reset

The screenshot shows a progress bar with '1 App' selected and '2 Phone' next to it. The main content area is titled 'Microsoft Authenticator' and features a green checkmark icon with the text 'Notification approved'. Below this is a small icon of a smartphone. At the bottom right, there are 'Back' and 'Next' buttons. A link at the bottom left reads 'I want to set up a different method'.

Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset. Do not delete this app, it will be used whenever you log into your email or reset your password when not connected to the campus network.

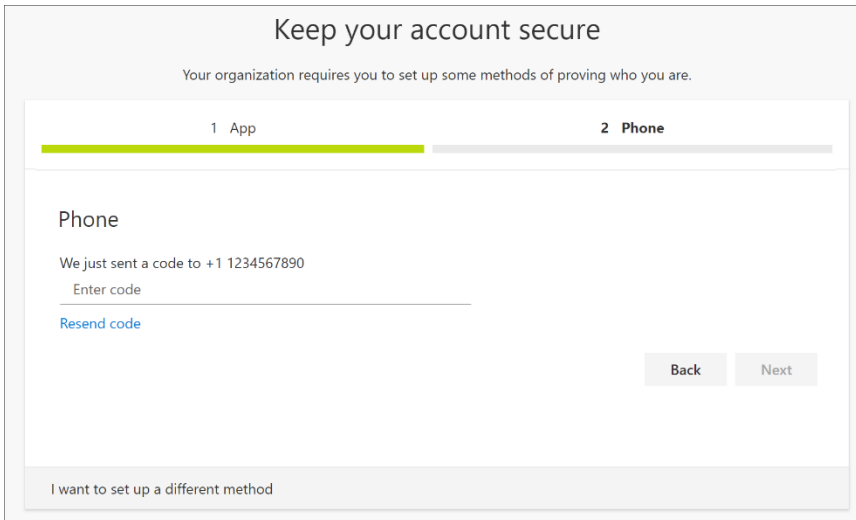
8. On the **Phone** set up page, choose whether you want to receive a text message or a phone call, and then select **Next**. For the purposes of this example, we're using text messages, so you must use a phone number for a device that can accept text messages.

The screenshot shows a progress bar with '1 App' and '2 Phone' selected. The main content area is titled 'Phone' and asks 'Which phone number would you like to use?'. It features a dropdown menu with '+1' and a text input field containing '1234567890'. Below this are two radio button options: 'Call me' and 'Text me a code', with 'Text me a code' selected. A 'Next' button is located at the bottom right. A link at the bottom left reads 'I want to set up a different method'.

Getting Started with Two-Factor Authentication and Password Reset

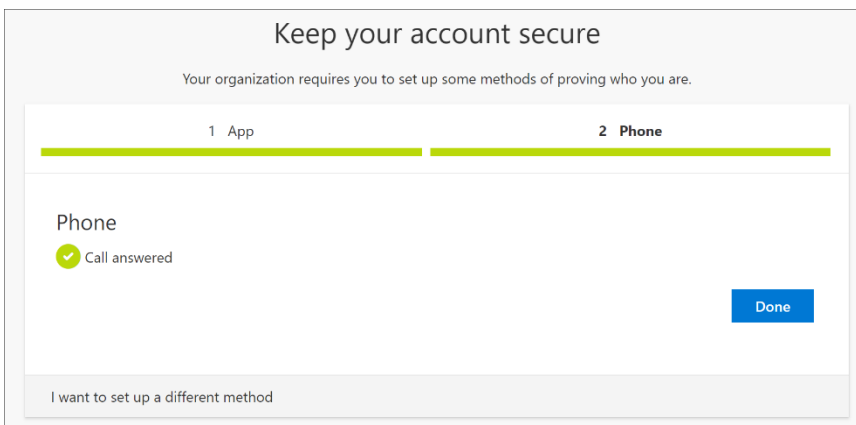
A text message is sent to your phone number. If you would prefer to get a phone call, the process is the same. However, you'll receive a phone call with instructions, instead of a text message.

9. Enter the code provided by the text message sent to your mobile device, and then select **Next**.



The screenshot shows a progress bar with two steps: '1 App' and '2 Phone'. The '2 Phone' step is active. Below the progress bar, the text reads 'Phone' and 'We just sent a code to +1 1234567890'. There is an input field labeled 'Enter code' and a 'Resend code' link. At the bottom right, there are 'Back' and 'Next' buttons. At the bottom left, there is a link that says 'I want to set up a different method'.

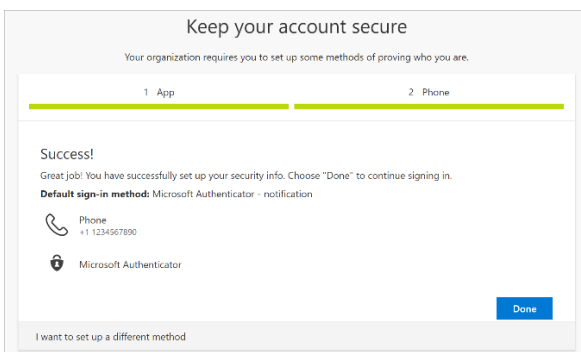
10. Review the success notification, and then select **Done**.



The screenshot shows the same progress bar as the previous step, but now both '1 App' and '2 Phone' steps are completed, indicated by green bars. Below the progress bar, the text reads 'Phone' and 'Call answered' with a green checkmark icon. A blue 'Done' button is visible on the right side. At the bottom left, there is a link that says 'I want to set up a different method'.

Your security info is updated to use text messaging as a backup method to verify your identity when using two-step verification or password reset.

11. Review the **Success** page to verify that you've successfully set up both the Microsoft Authenticator app and a phone (either text message or phone call) method for your security info, and then select **Done**.



The screenshot shows the same progress bar as the previous steps, with both '1 App' and '2 Phone' steps completed. Below the progress bar, the text reads 'Success!' and 'Great job! You have successfully set up your security info. Choose "Done" to continue signing in.' Below this, it says 'Default sign-in method: Microsoft Authenticator - notification'. There are two icons: a phone icon with the text 'Phone +1 1234567890' and a shield icon with the text 'Microsoft Authenticator'. A blue 'Done' button is visible on the right side. At the bottom left, there is a link that says 'I want to set up a different method'.