

# Multi-Factor Authentication (MFA)

## *First-Time Setup Wizard, Changes to MFA*

### *Instructions and Recommendations*

*March 2021*

MFA is an added layer of security when logging into Microsoft Office 365, which includes Outlook (email), Word (papers, letters, etc.), Excel (spreadsheets), and PowerPoint (presentations), and OneDrive, where documents, spreadsheets, presentations, or any other files should be saved.

## First-Time Setup

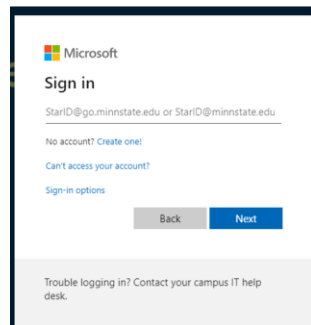
After MFA is enabled for your account, the MFA Setup Wizard will prompt for more information upon attempting to login to Office 365.

### **Notice**

You need to complete the MFA Wizard before you can access your emails and other information in Office 365. **If you do not complete the Wizard successfully or cancel the Wizard, you will not be able to access your emails, files, or applications in Office 365 until MFA is successfully configured and verified.**

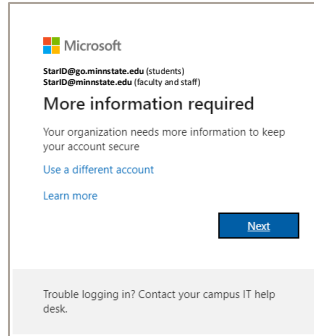
### **Setup Instructions**

- 1) Start the MFA Setup Wizard by opening an internet browser window and go to office.com. Click on “Sign in”

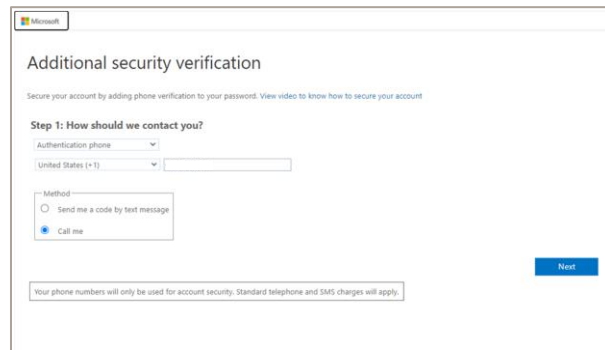


If you are a student, use [STARID@go.minnstate.edu](mailto:STARID@go.minnstate.edu) and your StarID password.  
Faculty and staff, use [STARID@minnstate.edu](mailto:STARID@minnstate.edu) and your StarID password.

- 2) The MFA Setup Wizard will appear, stating, “More information required.” Click Next.

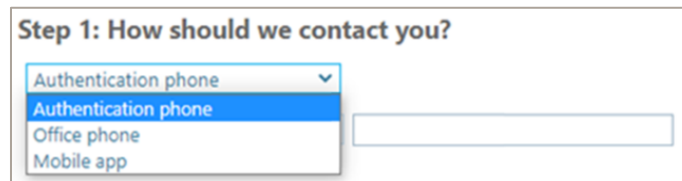


3) Step 1 of the MFA Setup Wizard will ask, “How should we contact you?”



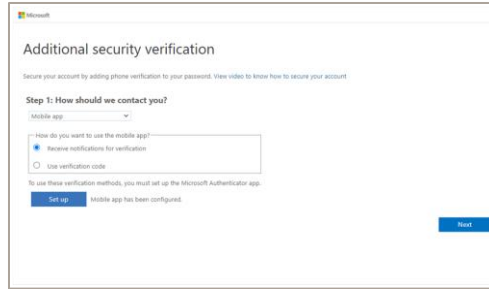
4) Click on the drop-down list that says “Authentication phone.” You have three (3) main ways of setting up MFA, “Authentication phone,” “Office phone,” or “Mobile app.” Select which method you prefer for MFA. \*\*We recommend the Mobile app option\*\*

**NOTE:** If you wish to use a Mobile app on your device that supports mobile apps, such as an iPhone or Android phone, download and install the Microsoft Authenticator app prior to continuing.

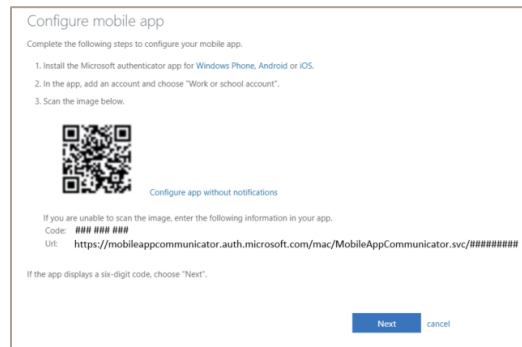


## **Mobile app**

- 1) Have Microsoft Authenticator or a third-party app downloaded and installed on the mobile device you will be setting up Authenticator on.
- 2) To verify MFA with a notification approval, select “Receive notifications for verification,” the click “set up.”



a. You will now see the Authenticator app screen displayed with a QR code

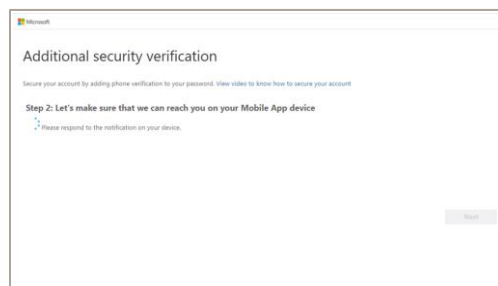


b. Open the Authenticator app and follow the instructions to take a picture of the QR code.

c. If the QR code does not work, you can manually enter the information below the QR code.

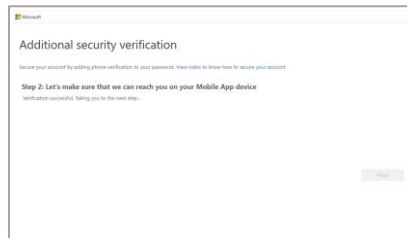
If you are unable to scan the image, enter the following information in your app.  
Code: ### ##  
Url: https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/#####

d. Click "Next" on the MFA Wizard page, which will display "Step 2: Let's make sure that we can reach you on your Mobile App device – Please respond to the notification on your device" and will send a verification request.

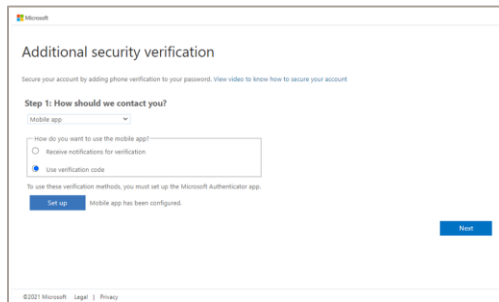


e. MFA will now send a verification message with a "Deny or Approve" to your device. Click on "Approve" to verify.

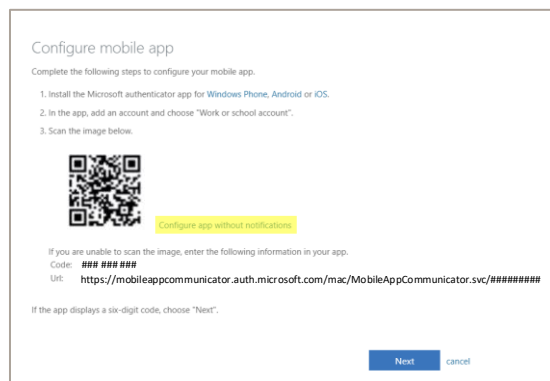
- f. In a few seconds after you have clicked on “Approve,” MFA will respond with “Verification successful. Taking you to the next step...”



- 3) You can also verify MFA with a security code, select “Use Verification code,” the click “set up.”



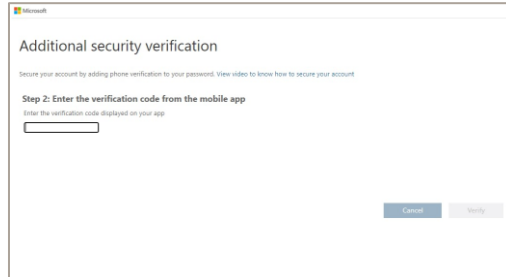
- a. You will now see the Authenticator app screen displayed with a QR code. Click on “Configure app without notifications,” then click “Next.” The QR code will change.



- b. Open the Authenticator app and follow the instructions to take a picture of the QR code.
- c. If the QR code does not work, you can manually enter the information below the QR code.

If you are unable to scan the image, enter the following information in your app.  
Account Name: **StarID@go.minnstate.edu** (students) or **StarID@minnstate.edu** (faculty and staff)  
Secret Key: **XXXX #X## ##XX X#X#**

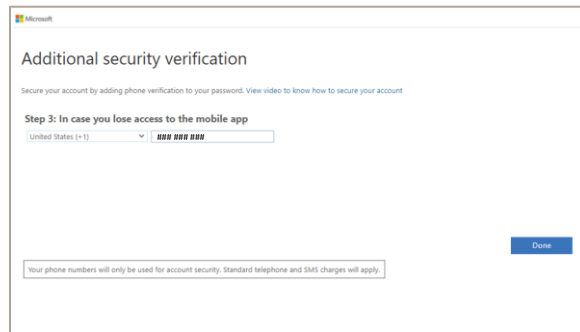
- d. Click “Next” on the MFA Wizard page, which will display “Step 2: Enter the verification code from the mobile app.”



The screenshot shows a Microsoft account security page titled "Additional security verification". Below the title, it says "Secure your account by adding phone verification to your password. View video to know how to secure your account". The main heading is "Step 2: Enter the verification code from the mobile app". Below this, it says "Enter the verification code displayed on your app" and there is a text input field. At the bottom right, there are two buttons: "Cancel" and "Verify".

- e. Enter the code, and then click “Verify.”

- 4) MFA will prompt for an additional security measure in case the Authenticator app or mobile device is inaccessible by “adding phone verification to your password.” Below “Step 3: In case you lose access to the mobile app,” enter a phone number where MFA can call for verification, then click “Done.”



The screenshot shows the same Microsoft account security page, but at "Step 3: In case you lose access to the mobile app". It features a dropdown menu for the country (set to "United States (+1)") and a text input field for the phone number. At the bottom right, there is a "Done" button. A small note at the bottom states: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply."

**NOTES:**

- i. MFA will NOT call this number for validation during the Setup Wizard. Ensure you have entered the correct phone number before clicking “Done.”
- ii. The phone number should be a different number other than your mobile device, in case your device is damaged, lost, or stolen. Consider using a spouse or trusted family member’s phone as an alternative.

## **Authentication Phone**

- 1) If you wish to use “Authentication phone,” enter your phone number and select the option to have a text message or voice call to the number entered, then click “Next.”

Step 1: How should we contact you?

Authentication phone: [dropdown menu]

United States (+1) [dropdown menu] [input field: ### ### ###]

Method:

Send me a code by text message

Call me

[Next button]

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

- a. If you selected “Send me a code by text message,” MFA will prompt you to enter the code sent to your device. Enter the code and click “Verify.”

Verifying phone

When you receive the verification code, enter it here

[input field]

[Verify button] [cancel button]

- b. If you selected “Call me,” MFA will display “Verifying phone: Answer it to continue.” The incoming call will display “RESTRICTED.” Answer the call, and follow the instructions of which key or keys to enter.

Verifying phone

Answer it to continue...

***The Wizard is complete and MFA is now enabled for your account.***

## Changes to MFA

### ***Need to add additional verification methods or make changes?***

You can add additional ways to use MFA, and you can use more than one way at the same time to ensure you are able to use MFA in case any issues occur on the primary method you picked.

In addition, there may be times when you need to change information in MFA. Good examples are if you changed or mobile or office phone number or need to set up the Authenticator app on a new mobile device you have.

To add or make changes to MFA, open an internet browser and go to <https://aka.ms/mfasetup>. If you are not already signed in with your account, the page will prompt you to login. Once you are logged in, click on the “Additional security verification” tab to make additions or changes.