

Instructions for MFA Self-Service

1. Download/Install the **Microsoft Authenticator App** from the Apple app store or Google Play.



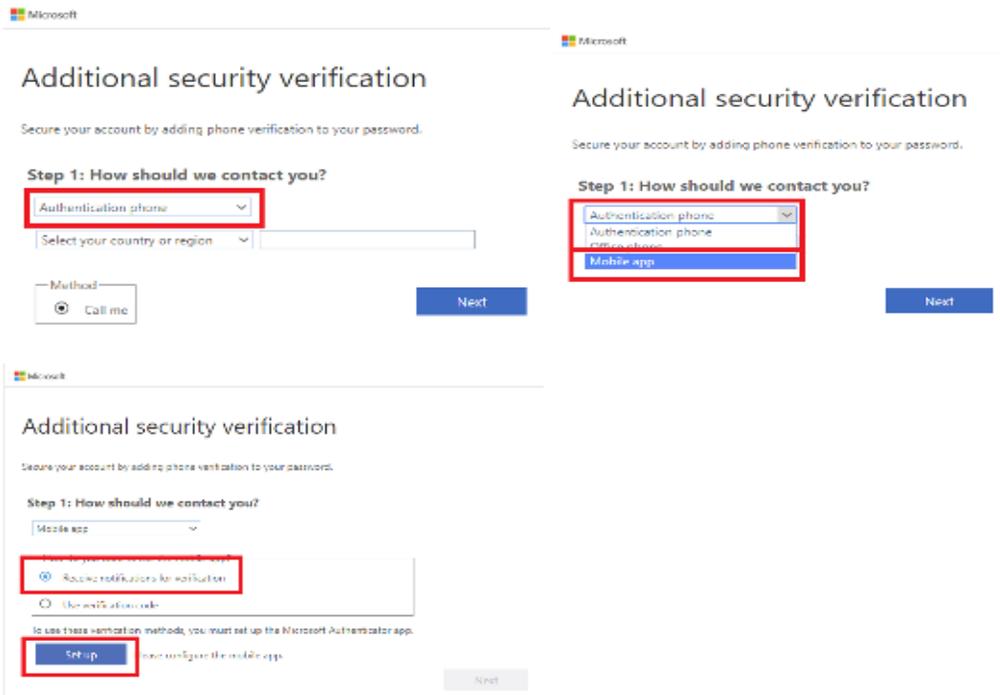
2. Use the self-service link <http://aka.ms/mfasetup> or scan the QR code from your mobile device



3. Enter your appropriate username (email address) and password. You should receive the box below, click next. (**NOTE: For Students your email address here could be either username@g.fmarion.edu or username@gfmarion.onmicrosoft.com depending on how your account is setup**)

The image shows two screenshots of the Microsoft sign-in process. The left screenshot shows the 'Sign in' page with a text input field containing 'someone@fmarion.edu' and a blue 'Next' button. The right screenshot shows the 'Enter password' page with a text input field for the password, a 'Back' button, and a blue 'Sign in' button. A 'Forgot my password?' link is also visible at the bottom.

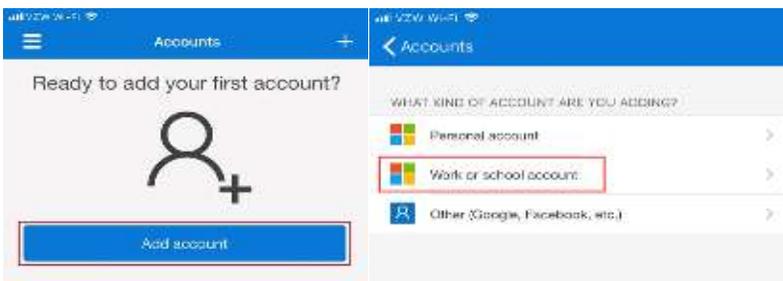
4. Please select the drop downs as shown in the following image(s).



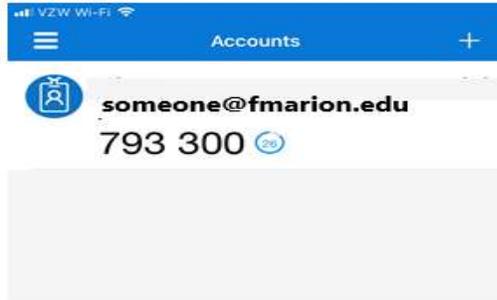
5. This window will appear with the QR code



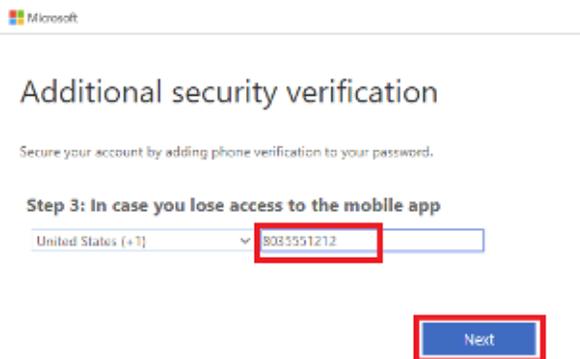
- From the mobile device, open the **Microsoft Authenticator app** (select ok or allow if prompted for notifications and use of your camera)
- Select **“Add Account”** then select **“Work or school account”**.



- You will point your mobile device at your computer screen (avoid pointing at this document with your mobile camera). When your camera has captured the QR code, you should see a 6-digit code with a count down. (You can now click Next from your computer to move to the next step) (You may also close out of the authenticator app)



- On your computer, select the country of your cell phone number, then type in your number if it is not there, click **Next**



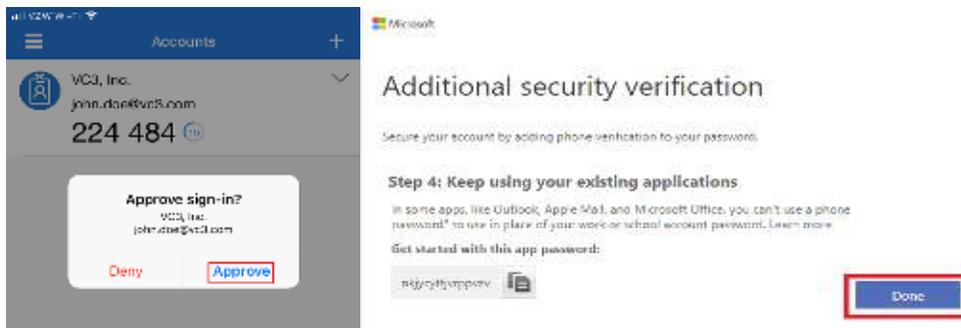
john.doe@vc3.com

Approve sign in request

 We've sent a notification to your mobile device. Please respond to continue.

Having trouble? [Sign in another way](#)

- On your phone, you should get a pop-up notification, if not, unlock your phone and drag from the top of the screen down to see recent notifications, select "**Approve**" on your phone and done on your computer.



- From your computer, you will be prompted to "Stay signed in" Choose carefully. Select NO if this is a public, shared, or someone else's computer. Select Yes if this is your computer and you are the only user.

 Microsoft

john.doe@vc3.com

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

 Don't show this again

No

Yes

Shared/Public System

 Microsoft

john.doe@vc3.com

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

 Don't show this again

No

Yes

Single User System



12. You should now be signed into the office365 web portal, if prompted, select your time zone as this may prevent confusion in using online services regarding timestamps for emails, files, etc.
- End of Device Enrollment

After your Office 365 account has been enabled/enforced for MFA, your organization mail account (if configured on your phone/tablet) may prompt for a password. You may be able to just enter your credentials and then accept the sign in approval request, but if not continue reading.

Mobile Device Email setup/configuration can vary from phone make/model and your organization may have restrictions/policies on which mail application(s) can connect to your mail server. If you use the Microsoft Outlook app on your apple/android/windows phone you may not need to do anything. **If you use the native mail client (came on your phone when new), it is always best practice to use a separate mail application for personal/organization email account.**

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