

Configuring MFA for Microsoft Account

1. Contact the TSC to request your MFA account be reset.
 - a. If you have access to your old device with Authenticator already installed, you can log into <https://account.activedirectory.windowsazure.com/Proofup.aspx>, click Set up Authenticator app, and skip steps 3-6 below.
2. Download the **Authenticator app** for your mobile device.



3. On your computer, open **Firefox** and go to portal.office.com. *Note: Firefox works best, but other browsers should work as well.*
4. Enter your USF email address and password.

Two side-by-side screenshots of the Microsoft sign-in process. The left screenshot shows the 'Sign in' page with the email 'afinein@stfrancis.edu' entered and a 'Next' button. The right screenshot shows the 'Enter password' page with a password field and a 'Sign in' button.

5. On the next screen, click **Next**.

A screenshot of the 'More information required' screen. It shows the Microsoft logo, the email 'afinein@stfrancis.edu', and a message: 'Your organization needs more information to keep your account secure'. There are links for 'Use a different account' and 'Learn more'. A 'Next' button is at the bottom.

6. On the next screen, select **Mobile app** from the dropdown menu and then select **Receive notification for verification code**. Click **Set up**. A QR code will appear.

Step 1: How should we contact

Mobile app ▼

How do you want to use the mobile app?

- ☒ Receive notifications for verification
- ☐ Use verification code

To use these verification methods, you must

Set up

Mobile app has been

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



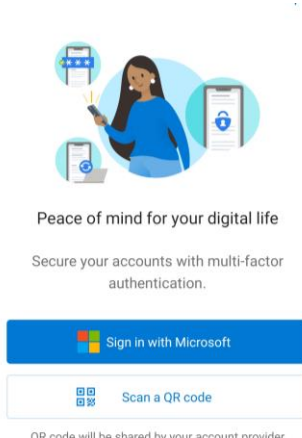
If you are unable to scan the image, enter the following information in your app

Code: [REDACTED]

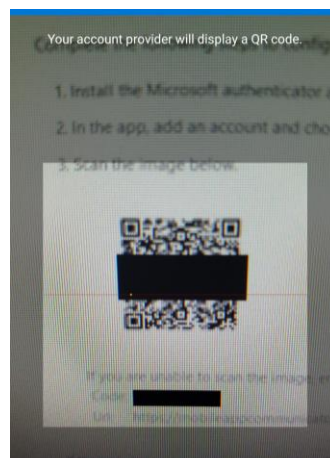
Url: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCo>

If the app displays a six-digit code, choose "Next".

7. Open the authenticator app on your device. If prompted to agree to the privacy statement, click **I Agree**.
8. Click the button for "**Scan a QR code**." If your device asks for permission to take pictures and record videos, click **Allow**.



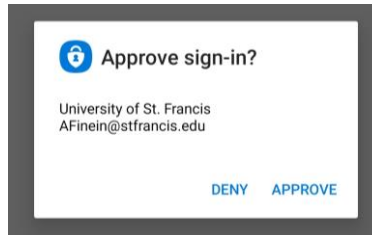
9. Point your phone towards the QR code on the screen. It will automatically read the code and add the account.



10. On your computer, click **Next**.

Next

11. You will then be prompted to approve the sign in on your device.



12. After approving the sign in on your phone, you will be asked to **confirm your phone number** so that Microsoft can call/text you in the event your app is not working. Enter your phone number and click **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) 703 [REDACTED]

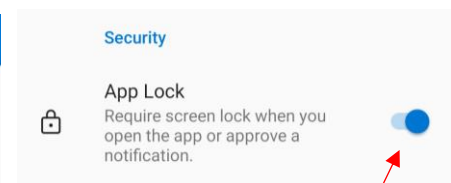
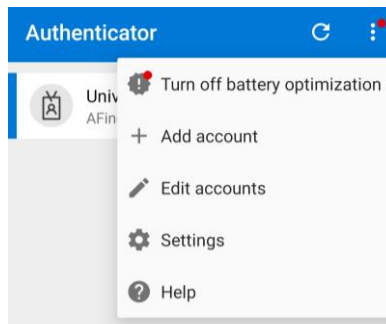
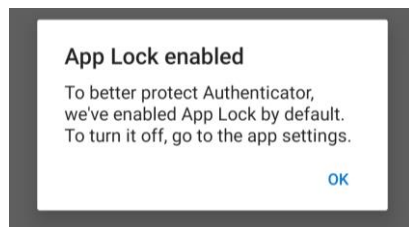
Next

13. You can skip copying the app password and click **Done** on the next page.

Done

14. You will now be brought to your Microsoft account.

15. Microsoft protects the app by requiring you to enter your phone/device passcode on supported devices before being able to access the app or approve notification. To turn this off, to the **app main screen**, click the **three dots in the top right corner**, and select **Settings**. Turn off the toggle for App Lock.



Turn off if enabled to simplify the approval process.

For assistance, please contact the Technology Support Center by submitting a ticket at techsupport.stfrancis.edu/help or calling 815-768-TECH (8324).