



# ST. JAMES-ASSINIBOIA SCHOOL DIVISION IT DEPARTMENT

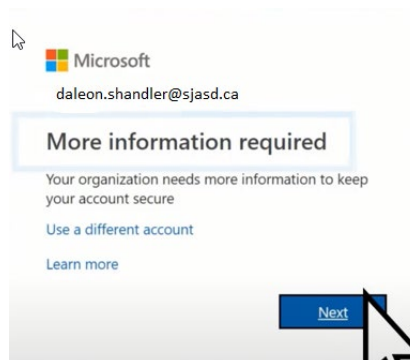
## SETTING UP MFA USING THE MICROSOFT AUTHENTICATOR APP

Let's get started!

[A video walkthrough is available on YouTube here.](#)

These instructions will indicate if you are performing steps on your computer or on your phone.

1. **Most important!** Configure your phone for MFA outside our network. An easy option is to do this at home or a wifi hotspot.
2. On your computer or other device, go to **office.com** and enter your username and password.
3. On your computer, you will get a message saying **More information required** like shown. Click **Next**.



4. On your computer, the **Additional security verification** screen will appear.

5. On your computer, under **Step 1: How should we contact you?** Select **Mobile app** option.
6. On your computer, select **Receive notifications for verification and click Setup.**

*Using this option, you only need to click Accept or Deny on your phone later meaning less steps for you.*

7. On your computer, a **configure mobile app** page will appear. Leave it open when you perform the next steps on your phone.
8. On your phone, download, install and open the **Microsoft Authenticator App** by going to the Apple Store or Google Play Store.
9. On your phone, complete the wizard and select the + sign to add your account.
10. On your phone, choose **Work or school account** and accept required app permissions for Audio and Video. Your phone app should open to allow you to scan a QR (note –do not manually open a camera or QR reader. It should happen automatically as part of these steps).
11. Hold your phone to the QR code on your computer. The account should be added to the Microsoft Authenticator on your phone.

12. Once the account has been added, select **Got It** - if that appears. Don't worry otherwise.
13. Return to your computer and select **Next** from the Configure mobile app page.
14. From your computer, select **Next** from your Additional security verification screen.
15. On your phone, make a note of the code.
16. On the computer, enter the code in the **Step 2: Enter the verification code** from the mobile app section, then select **Verify**.
17. We recommend you enter a backup phone number like your office number but that can be done at another time.  
  
*Note: to use this option you will get a call to the phone number to which you will need to enter 1 and 1 again to confirm you've received the call.*
18. Click **Done**.

The next time you try to connect to office.com from outside the network, you'll get a pop up on your computer screen. From your phone, you will get a message to which you will click to verify that you are good to go. The message on the computer will show you are successful, and you are done with the process until the next time you try to login to M365 services outside the network!

*Note: you can set a delay during this process so you have more time without having to verify if this happens too quickly.*

If you have any issues, contact:

<https://helpdesk.sjasd.ca>