SETTING UP MFA USING A TEXT OR PHONE CALL

Note: while this method will work, the method where you use the authenticator app is preferred and makes logging in even easier for you.

Let's get started!

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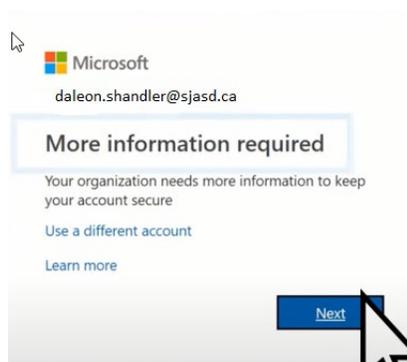
4. On your computer, the **Additional security verification** screen will appear.

5. On your computer, under **Step 1: How should we contact you?** Select the **Authentication phone** option.

6. You can now enter the phone number you wish to be verified at. Note that you do not need to configure your office phone as you will not need to use MFA in the office. Instead, use your cell phone or your landline.

7. Decide if you prefer to receive a text "Send me a code by text message" or "Call Me"

8. After entering the number, you should receive a verification text or call at that number.

9. The system will now connect to that number once you verify and you will be able to work.

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 the phone you just configured, you will get a text number or phone call 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!

If you have any issues or would like to modify the number you entered, contact:

https://helpdesk.sjasd.ca