

Multifactor Authentication for Office 365

The Diocese of Erie has instituted multifactor authentication to protect our IT systems from hackers. Multi-factor authentication (MFA) is a quick and simple way **to add an extra layer of protection to confidential data**. This additional step acts like an extra lock designed to protect accounts from hackers or a cybersecurity weakness.

MFA will challenge you with a 2-digit code which you would then enter into the Microsoft Authenticator app whenever you log into online Microsoft resources provided for you by the Diocese. Most people will only see the code when they first set it up or when they get a new smartphone or computer. It is a pretty non-invasive system.

The Microsoft Authenticator app is free. And, it can be your one-stop option for any institution or service that requires an app for authentication.

The installation process detailed below involves some back and forth between your PC and phone. Start at step 1 and continue through every step.

1. FIRST, make changes to your Office account from your PC.

- a. Visit <http://www.office> and click **Sign in**.
- b. Click **your name or initials** (upper right or lower left) and choose **View Account**.
- c. Click the **Update Info** link on the **Security Info** tile.
- d. Click the **Add Sign-in Method** button and click **Choose Method**.
- e. Select **Authenticator App** and click the **Add** button.
- f. Click **Next**. A QR code should appear.

2. THEN install the Authenticator app on your phone.

- a. Visit your phone's app store and search for **Microsoft Authenticator**.
- b. Install Microsoft Authenticator. The app you install should have this logo.
- c. Open Microsoft Authenticator and accept the privacy message.
- d. Click **Continue** and click **Add work or school account**.
- e. Click **Scan a QR code**. If you don't see **Scan a QR code**,
 - i. Click **Cancel** and
 - ii. Click **Add work or school account** again.
 - iii. Choose **Scan a QR code**.
- f. Point your phone at your computer screen. It will scan the QR code and add your account.
- g. Click the **OK** to accept notifications.



3. Return to your PC to click **Next.**

4. Return to your phone to enter the number showing on your computer screen into the authenticator app on your phone.

5. Return to your PC to click **Next which should finish everything up. (Your phone may prompt you to enter a pin or password. This is your PHONE's pin or password.)**

Going forward: When you access a Microsoft resource that requires MFA, you will be presented with a number which you will have to enter into the Authenticator app on your phone.