#### How to set up Multi Factor Authentication (MFA) for Office 365

To make sure our information is secure when you access Outlook, Teams and other Office 365 apps from personal devices, you need to set up multi factor authentication (MFA). This will help you to make sure that only you can access your information.

To set up multi factor authentication you'll need to:

- have both an up to date work or personal computer, and a smart phone (option one) or landline (option 2)
- follow the steps please read this guide carefully take time to follow each step.

We know there are a number of things that will affect how this process works for you including what type of computer or phone you have, the browser you're using and how many people may be trying to use the app at the same time. It's not possible to take account of every situation.

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## Option one – setting up multi factor authentication using your smart phone

#### Step 1 - sign into Office 365 on your computer or laptop

- 1. On your personal or work computer (not your phone) open Chrome or Edge internet browser.
- 2. Go to https://aka.ms/mfasetup
- In the Sign in box, add your email address using the employee number instead of your name such as <u>1234567@edinburgh.gov.uk</u> instead of joe.bloggs@edinburgh.gov.uk.
- 4. Click **Next** and enter the usual password you use to sign on to your work computer.
- 5. Click Sign In.

• EDINBVRGH •	
Sign in with your organizational account	
Password	
Sign in	

- 6. You may be asked to stay signed in.
- 7. Select Yes.

Microsoft			
mike@coec.onmicro	osoft.com		
Stay signed	in?		
Do this to reduce th to sign in.	e number of time	es you are asked	
Don't show this	again		
	No	Yes	

- 8. You will now see a **More information** required screen.
- 9. Click Next.



 The page (right) will open asking you to install the Microsoft Authenticator app on your mobile phone.

Micros	oft Authenticator
	Start by getting the app
Ô	On your phone, install the Microsoft Authenticator app. Download now
	Once you've installed the Microsoft Authenticator app on your device, choose "Next".
<u> </u>	I want to use a different authenticator app
	Next

Keen your account secure

#### Step 2 - installing the authenticator app on your mobile phone

If you don't have a smart phone or have issues using the authenticator app, please see <u>Option 2</u> below.

- 11. On your mobile phone, go to the App Store (for iPhones/iPads) or Play Store (for Android), search for and install the Microsoft Authenticator app.
- 12. Open this app.
- 13. If there are questions about data privacy, please press OK.
- 14. If you're asked to **ADD PERSONAL ACCOUNT** press SKIP.
- 15. If you're asked to ADD NON-MICROSOFT ACCOUNT press SKIP
- 16. When you see the screen 'Here for work?', press ADD WORK ACCOUNT



- 17. You'll then be asked to Allow Authenticator to access your contacts.
- 18. The authenticator app will not use your contacts, however to allow the app to work you have to press **ALLOW**.

The app needs this permission so it can search for existing work or school Microsoft accounts on your phone and add them to the app. This helps to make sure your account works properly. This permission also helps save you time while adding your personal Microsoft accounts, by automatically filling in some of the information for you, like your first and last name.

- 19. Press ALLOW for Allow Authenticator to take pictures and record video you need this to scan a QR code in the next step.
- 20. Your QR code scanner will now appear on your mobile phone.



Authenticator to take pictures and

Allow



### Step 3 - return to your personal or work computer

- 21. Go back to the browser on your computer and the **Keep your** account secure page.
- 22. Click on Next.
- 23. The page on the right will appear.
- 24. Click on Next.

Keep your account secure Your organisation requires you to set up the following methods of p	e roving who you are.	
Microsoft Authenticator           Set up your account           If prompted, allow notifications. Then add an account, and selected	ect "Work or school".	
I want to set up a different method	Back Next	

If a message appears saying **We're sorry, we ran into a problem**, please start the process again.

## Step 4 - using your mobile phone to scan the QR code

25. Using your mobile phone again, use the QR code scanner to scan the QR code that appears on your computer screen.

Your organisation requires you to set u	up the following methods of proving who you are.
Met	hod 1 of 2: App
0	2
Арр	Phone
licrosoft Authenticator	
Scan the QR code	
Scan the QR code	
Scan the QR code	the QR code. This will connect the Microsoft Authenticat
Scan the QR code Use the Microsoft Authenticator app to scan app to your account.	the QR code. This will connect the Microsoft Authenticat
Scan the QR code Use the Microsoft Authenticator app to scan app to your account. Once you've scanned the QR code, choose "N	the QR code. This will connect the Microsoft Authenticat
Scan the QR code Use the Microsoft Authenticator app to scan app to your account. Once you've scanned the QR code, choose "N	the QR code. This will connect the Microsoft Authenticat Vext".
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Scan the QR code Use the Microsoft Authenticator app to scan tapp to your account. Once you've scanned the QR code, choose "N	the QR code. This will connect the Microsoft Authenticat Vext".

26. If you're asked to accept notifications on your mobile phone, press GOT IT.

27. Your Council Office 365 account should now be added to the Authenticator app and look similar to the screen on the right, below

Accounts	Accounts C	:
Check for notifications	€ coec Mike@coec.onmicrosoft.com 152 558 13	~
We've made it easier for you to quickly check if there are any pending notifications.		
GOT IT	< (e) I	

#### Step 5 - testing the authentication is working on your computer

- 28. Go back to your computer and the QR code screen and click **NEXT**.
- 29. The next step tests the authentication is working. Click **Next**.

Keep your account secure Your organisation requires you to set up the following methods of prov	ring who you	are.
Microsoft Authenticator Let's try it out Approve the notification we're sending to your app		
I want to set up a different method	Back	Next
l want to set up a different method		

- 30. An 'approve sign-in request' screen with a number will appear on your computer then an
  - '**Approve sign-in?**' notification will appear on your mobile phone. Enter the number into the mobile screen and press 'YES'. You may then be prompted for your mobile PIN or fingerprint – please do this.



- 31. The page on your computer should update to state that the notification has been approved.
- 32. Press NEXT.

кеер уош ассонн secure	
Your organisation requires you to set up the following methods of pr	oving who you are.
Microsoft Authenticator	Back Next
I want to set up a different method	



- 33. A **Success!** message should now appear.
- 34. Click Done.
- You should now be directed to a page where you can manage your sign-ins.

#### Logging into Outlook for the web or Teams web app

Now that you've set up multi factor authentication, you can access Outlook for the Web on any device by going to <a href="http://outlook.office.com">http://outlook.office.com</a> or for Teams go to <a href="http://teams.microsoft.com">http://outlook.office.com</a> or for Teams go to <a href="http://teams.microsoft.com">http://teams.microsoft.com</a>. Please save this web address in your bookmarks so you can access it easily.

- When logging in for the first time, you must read the Terms of Use. Click on COEC Terms & Conditions to view the policy.
- 37. Click Accept.
- 38. It may ask you if you want to download the Outlook app, please decline this by clicking on the X.
- You may also be asked to use the authenticator app every time you need to log in.
- 40. You'll need to select the language and timezone.
- 41. Click Save
- 42. Your emails will now show.

coec Teri	ms of Use
In order to access c	oec resource(s), you must read the Terms of Use.
COEC Ter	ms & Conditions
Please click Accept	to confirm that you have read and understood the terms of use
Decline	Accept

# Option two – setting up multi factor authentication if you don't have a smart phone or you're having issues with the authenticator app

If you can't install the Microsoft Authenticator or don't have a smart phone, you can use the phone or 'call me' method of multi factor authentication.

- 43. To set this up, go to <a href="http://aka.ms/mfasetup">http://aka.ms/mfasetup</a> in your browser on a personal or work computer.
- 44. You'll be asked for your email address (use your employee ID number and not your name such as 1234567@edinburgh.gov.uk).



45. Use your normal work login password and click <b>Sign in</b>	Keep your account secure         Your organisation requires you to set up the following methods of proving who you are.         Microsoft Authenticator         Image: Comparison of the secure of the se
46. If you're asked to stay signed in, select <b>Yes</b>	• CONBURGH • NE CITY OF EDINBURGH.COUNCIL 9910594@edinburgh.gov.uk Stay signed in? Do this to reduce the number of times you are asked to sign in. Don't show this again No Yes
47. Click <b>Next</b> when you're asked for m information	ore • CONBURGH • 9910594@edinburgh.gov.uk More information required Your organisation needs more information to keep your account secure Use a different account Learn more

48. On the bottom right, click I want to set up a different method

49.	Select	Phone
	00.000	

h	Which meth	nod would you	like to use?
14	Phone		~
	Authenti	cator app	
	Phone		
-	Alternati	ve phone	

50. Then click **Confirm**.

51. Provide your preferred phone number (mobile or landline that you'll have regular access to) and click **Next**.

N	eep your acc	count secure
Your organisation req	uires you to set up the	following methods of proving who you are.
D		
Phone		
You can prove who you are by a	nswering a call on your	phone.
What phone number would you	like to use?	-
United States (+1)	~	Enter phone number
Call me		
Marcage and data rates may an	oly	
viessage and data rates may ap	piy.	
		Next

52. You will now be called on the number you provided. Answer the call. You will be asked to press the hash key on your phone – do this.

Your organ	isation requires you to set up the following methods of prov	ving who you are.
Phone		
We're calling +44 079	72019048 now.	
		Back

53. You should now get the following message:

You	organisation require	es you to set up the	e following methods o	of proving who you a	ire.
Phone					
0			#.W.)		
Call answe	red. tour phone was	s registered success	auny		

- 54. Click Next.
- 55. The **Success!** page will now appear. You have set up the phone or 'call me' method of MFA

	Keep your account secure	
	Your organisation requires you to set up the following methods of proving who you are.	
Succ	ess!	
Well dor Default	Ne. You have successfully set up your security info. Choose "Done" to continue signing in. sign-in method: Phone - call 07972019048	
S	Phone +44 07972019048	
	Dos	ie

- 56. Click **Done** and in your browser, go to <u>http://outlook.office.com</u> for Outlook on the web and <u>http://teams.microsoft.com</u> for Teams web app.
- 57. You'll get the following message:



- 58. Your phone should ring.
- 59. Answer it and press the hash key on your phone.
- 60. You should now see your Outlook email account.
- 61. You should be able to log in to Outlook on any compatible device but you'll need access to your phone to login.

#### Managing your account

When you've set up your work email account on your personal device(s), please check each time to make sure you're sending your email from the correct account. This is to protect you, and the Council.

#### **Further support**

#### You can also:

- view short training videos on how to use Outlook on the web
- read guides on how to get started on the Outlook on the web.
- view and read Teams training

#### **Reporting issues**

If you have any issues with setting up multi factor authorisation or Outlook web access, please call the CGI helpdesk on 0800 085 7232.