

Setup of Two Factor Authentication for Office365

This guide will walk through the initial setup experience for Office365 2FA.

Prerequisites (Desktop):

- Microsoft Authenticator App
- Microsoft Office 2013 or newer with latest updates installed.

Prerequisites (iPhone/iPad):

- Apple iOS 11 or above

Prerequisites (Android):

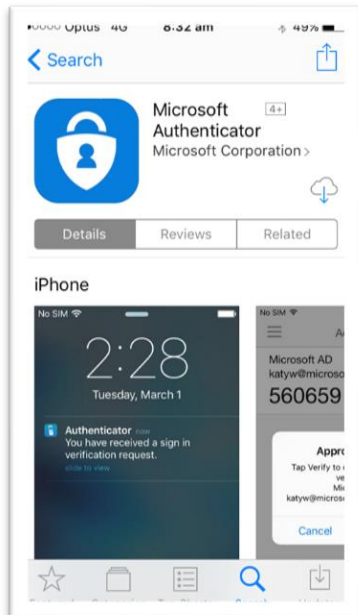
- Outlook for Android

Before you get started,

Please install the “Microsoft Authenticator” app on your mobile phone.

[Apple App Store Link](#)

[Google Play Store Link](#)



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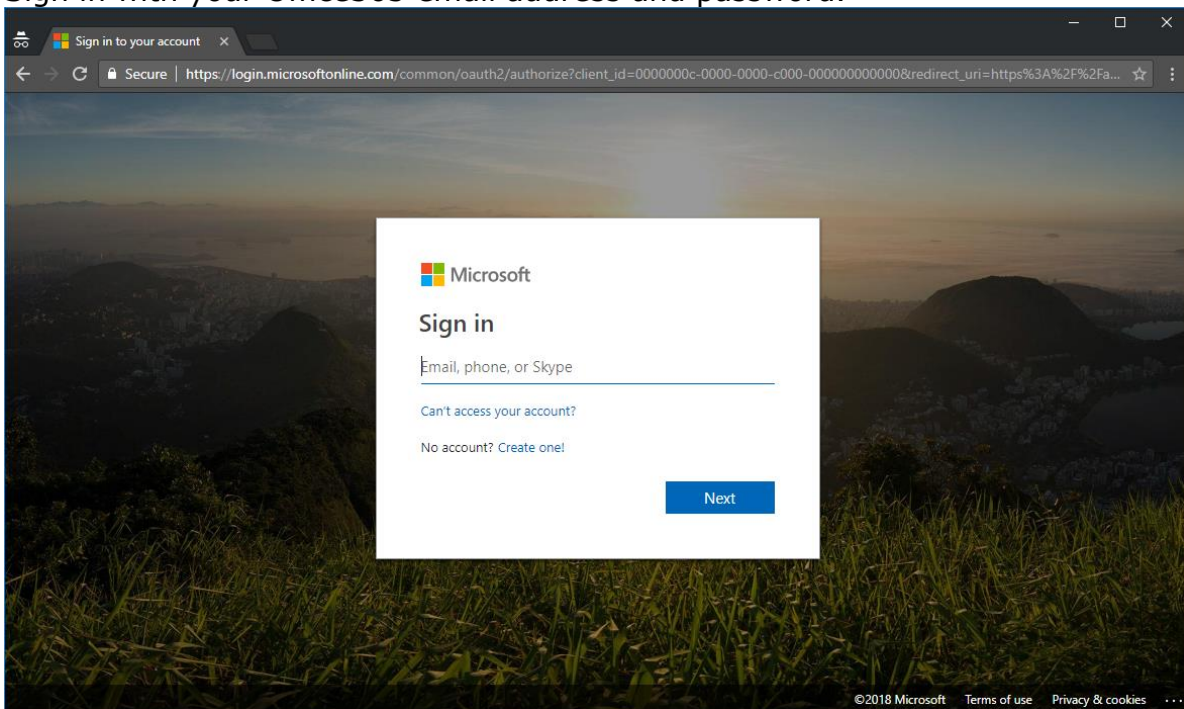
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Enrol your Authenticator Device.

Launch a web browser and navigate to <https://aka.ms/MFASetup>

Sign in with your Office365 email address and password.



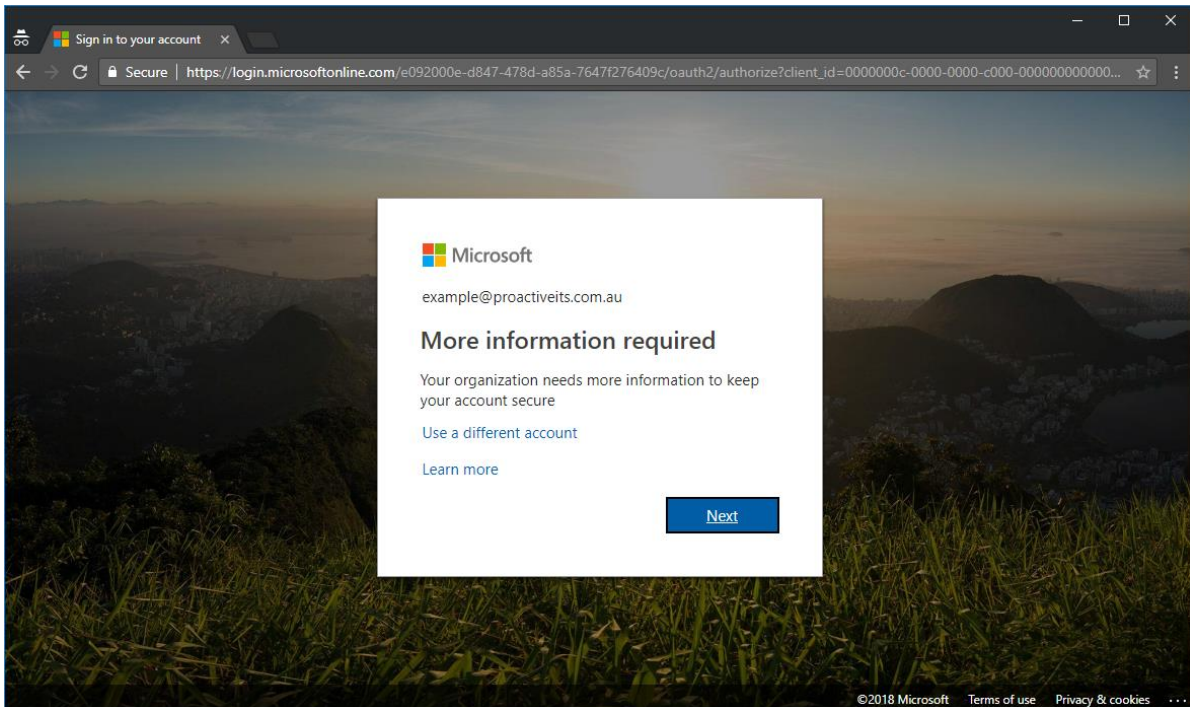
Click next on “More information required”

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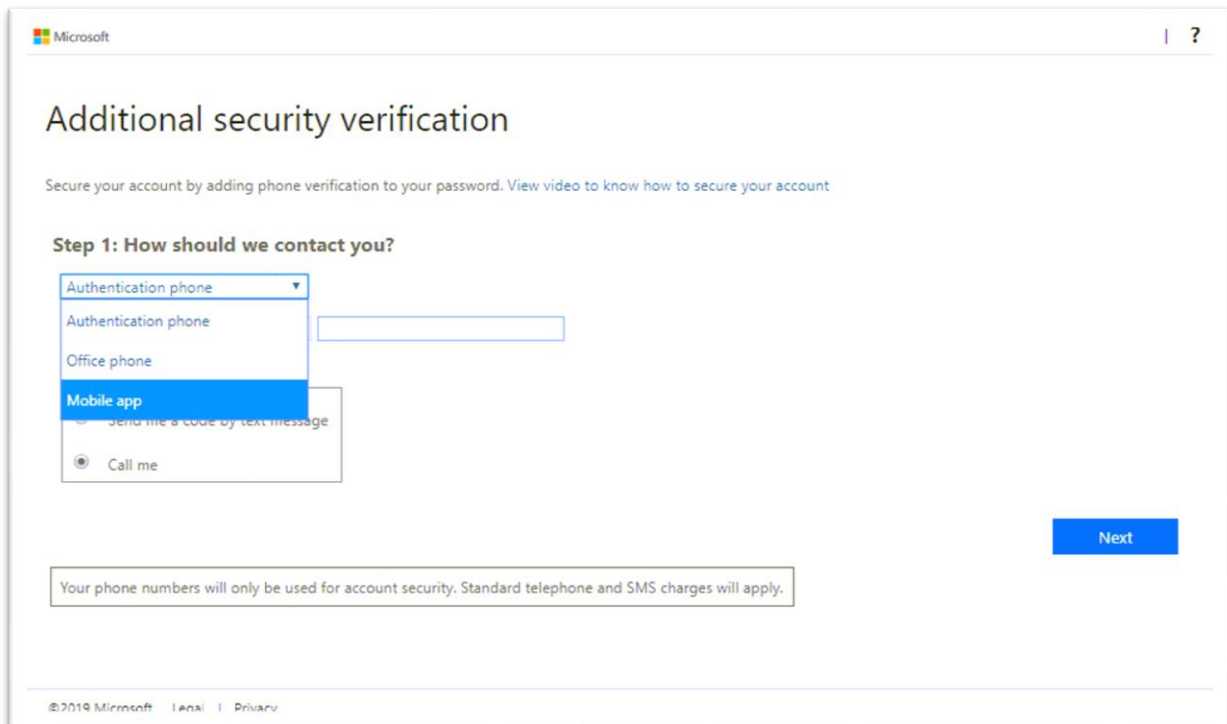
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In the **'How should we contact you?'** box select **'Mobile App'**, then click **Next**.



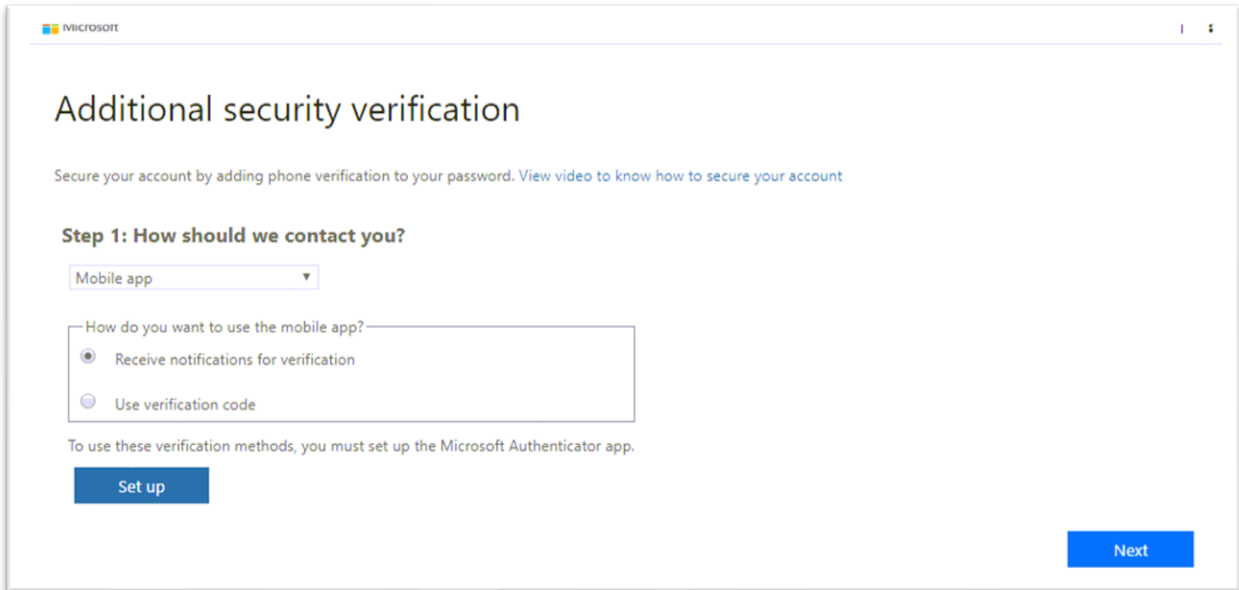
You will then have the two below options, select **'Receive notifications for verification'** and then click the **Set up** button below

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Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

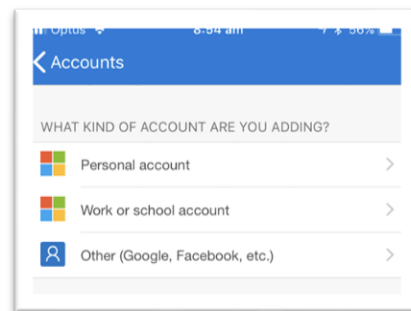
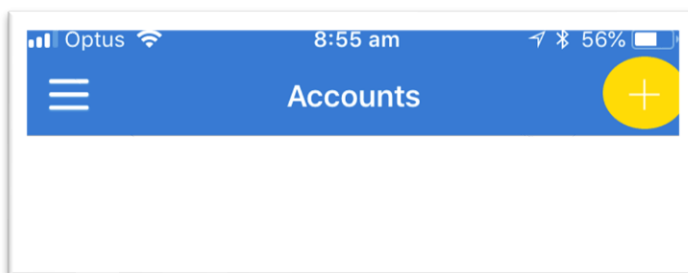
Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Next

On your mobile phone,
Launch the Microsoft Authenticator App and Tap the **+** Symbol, then select **'Work or school account'**



On your computer, click **Next** again to display the setup QR Code.

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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:

Url:

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

[Next](#) [cancel](#)

egal

Scan this code using your phone camera

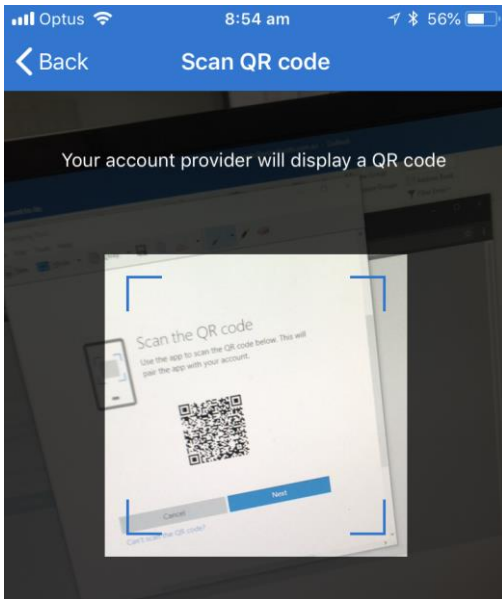
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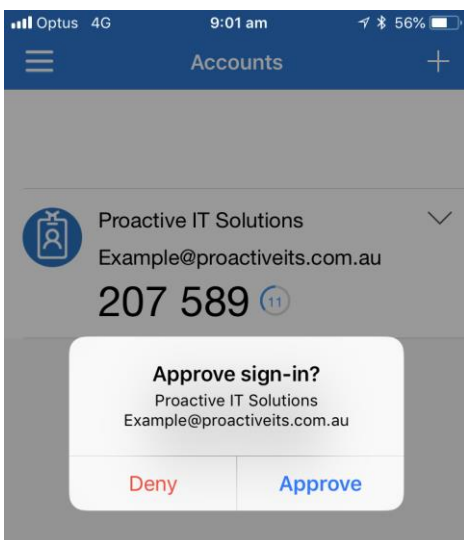
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You should now be returned to the accounts list in the Authenticator App and see and account listed with your email address

Click **Next** on the computer screen and wait for it to activate your app.



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Once this is done you will then be prompted to enter a mobile number in case there are any issues logging in with the app so you can receive a text to sign in with instead of an app notification

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 3: In case you lose access to the mobile app

Australia (+61)

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

You may also be prompted on the next screen for an app password, this is to connect older applications to Office365 and can be ignored, so just click **Done**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 4: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#)


Get started with this app password:



Done

This will sign you out of Office365,
At this point, you can sign back in to outlook.office.com test the 2FA.

A notification should be displayed on your phone, you will need to "Allow" this so that your account will login.

 Microsoft

← example@proactiveits.com.au


Enter password

Sorry, your sign-in timed out. Please sign in again.

password


[Forgot my password](#)

[Sign in](#)

 Microsoft

example@proactiveits.com.au

Approve sign in request

 We've sent a notification to your mobile device.
Please respond to continue.

Don't ask again for 14 days

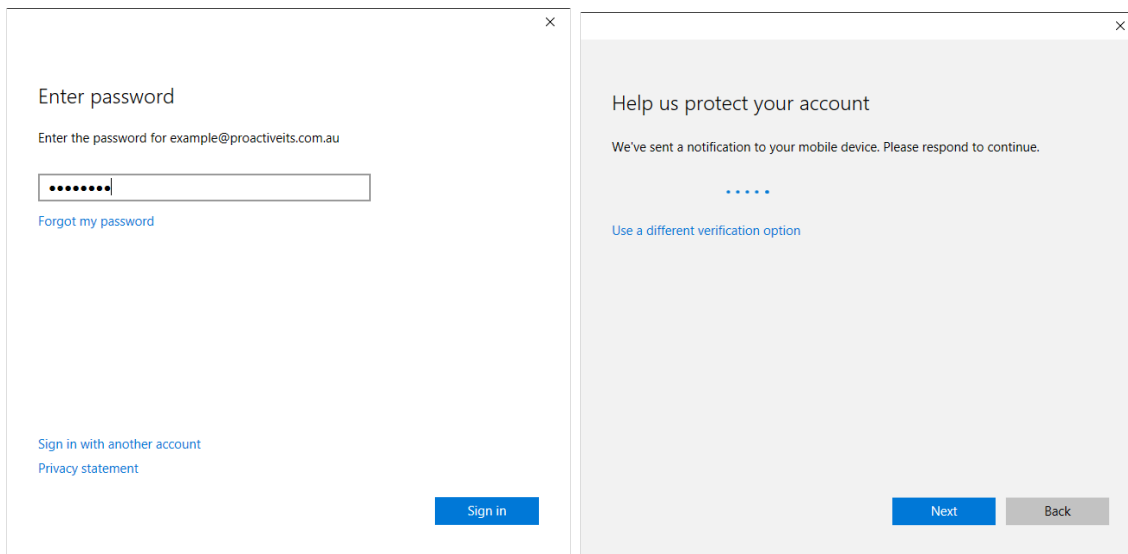
[Having trouble? Sign in another way](#)

[More information](#)

Outlook Setup

Now that 2FA is enabled on your account, Outlook will prompt you for authentication. (If you don't see this immediately, close Outlook for 5 minutes, or restart your PC.)

Follow the prompts to approve the sign in from your Authenticator App. If Outlook fails to connect to Exchange, restart your PC and try again. If the issue persists, contact IT.



The image displays two side-by-side screenshots of Outlook authentication windows. The left window is titled 'Enter password' and prompts the user to enter their password for 'example@proactiveits.com.au'. It features a password input field with masked characters, a 'Forgot my password' link, and a 'Sign in' button. The right window is titled 'Help us protect your account' and informs the user that a notification was sent to their mobile device. It includes a progress indicator (four dots) and a 'Use a different verification option' link. At the bottom of this window are 'Next' and 'Back' buttons.

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Mobile Device Setup

On your Apple or Android Device, delete your existing exchange / Office365 account and follow the standard setup procedure to add it back on.

You will need to accept the Authenticator notification on your phone when prompted to complete the setup.

If you are using an iPhone or iPad running iOS11 or Higher, you have the option of using either the inbuilt mail app or the Outlook for iOS App.

If you are using an Android (Samsung, HTC, etc) device, you must download and use the Outlook App from the Google Play store and use this instead of the inbuilt mail App.

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