Setting up MFA

When you access a website/app (that uses your work account) for the first time, on a new device or if you are accessing UP Education IT services remotely, it will ask for 2FA verification.

These instructions will show you how to set up Microsoft Authenticator on your phone. Before you begin, you will need to download the Microsoft Authenticator app for your phone from your respective app store; App Store for iPhone and Play Store for Android.

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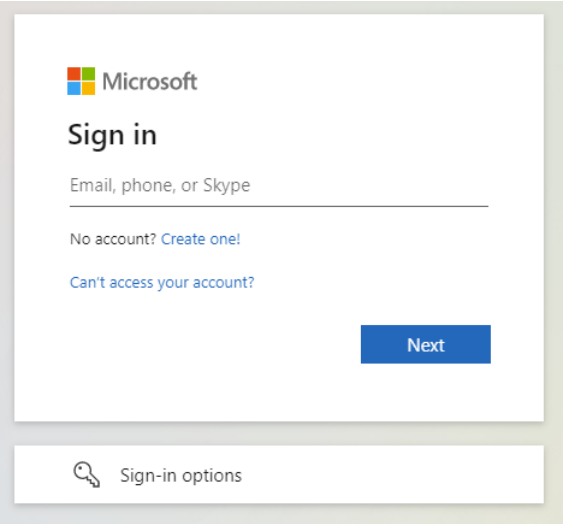
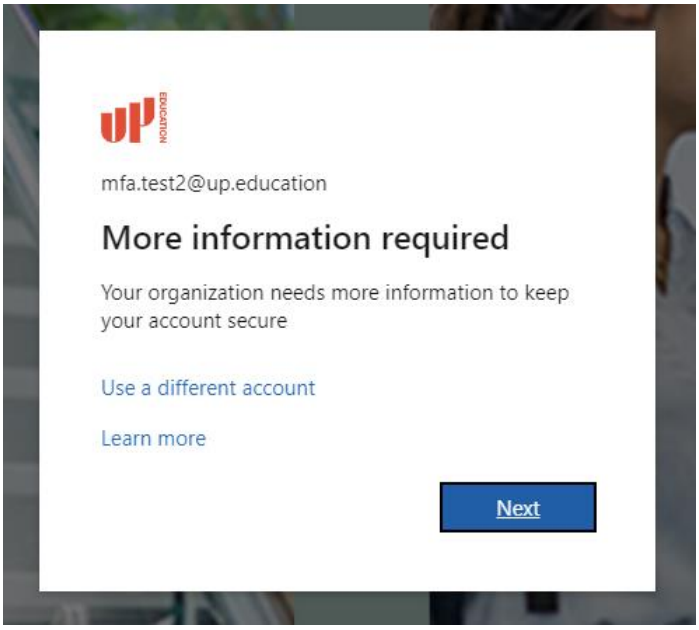
No multi-factor authentication currently set up:

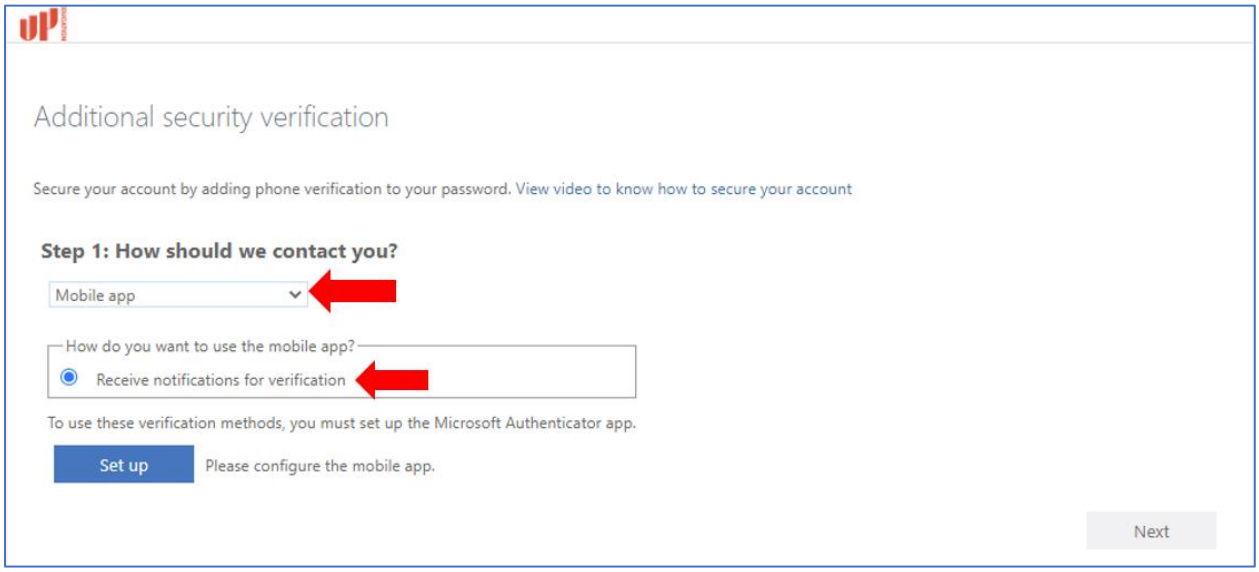
Step 1: Go to https://aka.ms/mfasetup - You may be prompted to sign in.



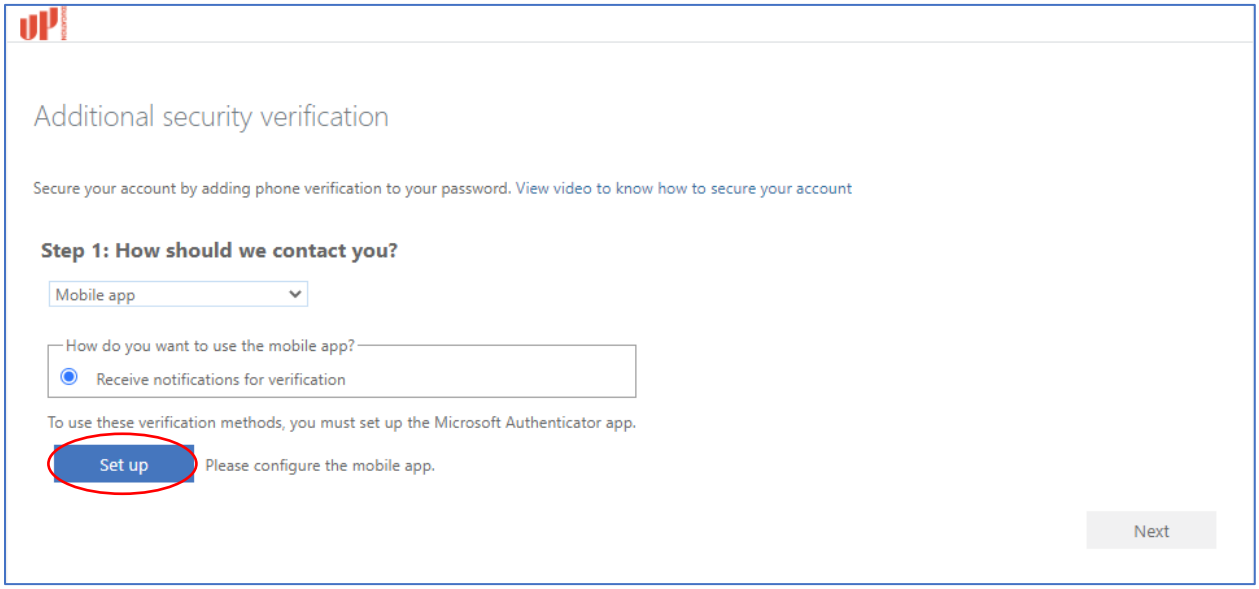
Step 2: If you have not previously set up multi-factor authentication on your account, you will be shown the following prompt – Click 'Next'



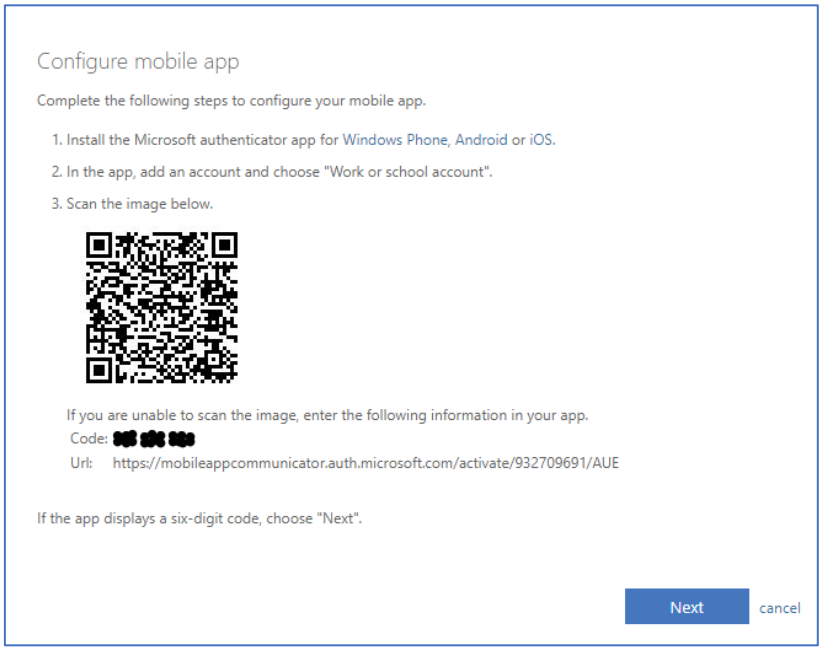
Step 3: Select **Mobile app** from the dropdown menu below 'Step 1: How should we contact you', and then select **Receive notifications for verification** from the 'How do you want to use the mobile app' area.

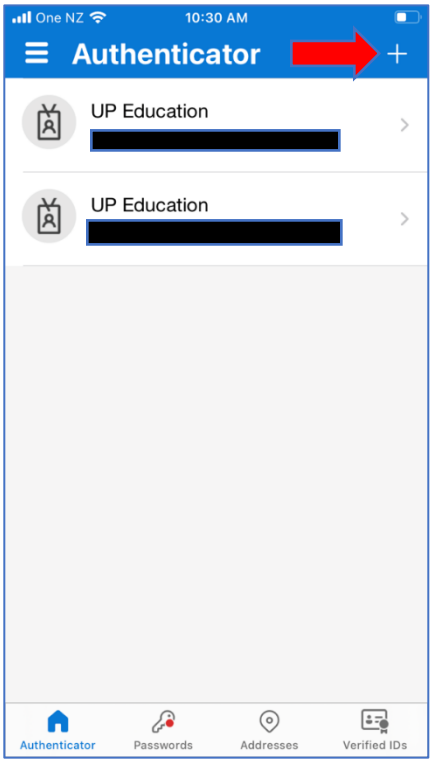


Step 4: Click 'Set up'.

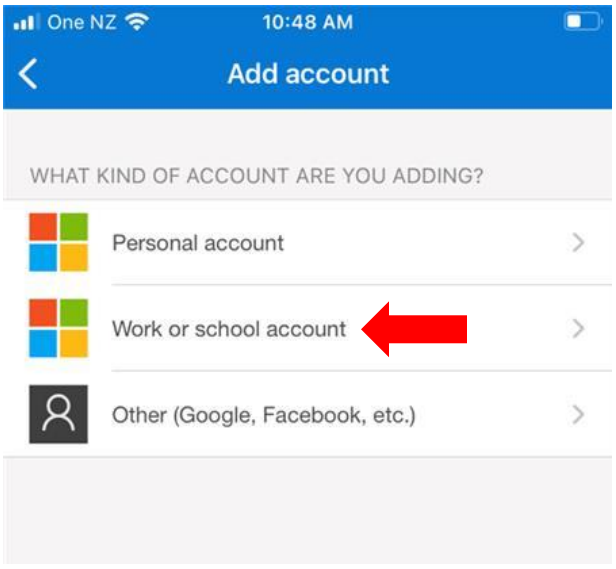


Step 5: You will then be shown the following window. Open the Microsoft authenticator app on your phone and press '**+**' (Add Account).

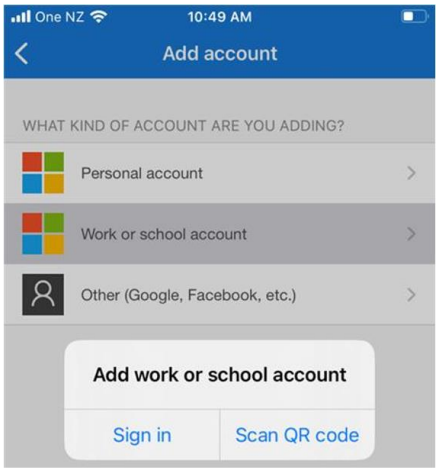




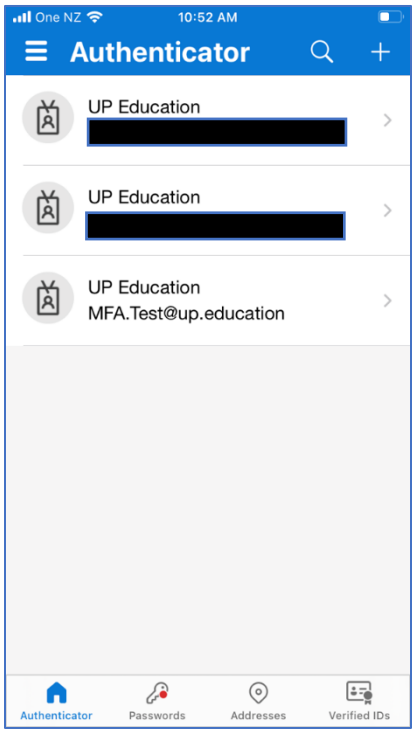
Step 6: Press 'Work or school account'.

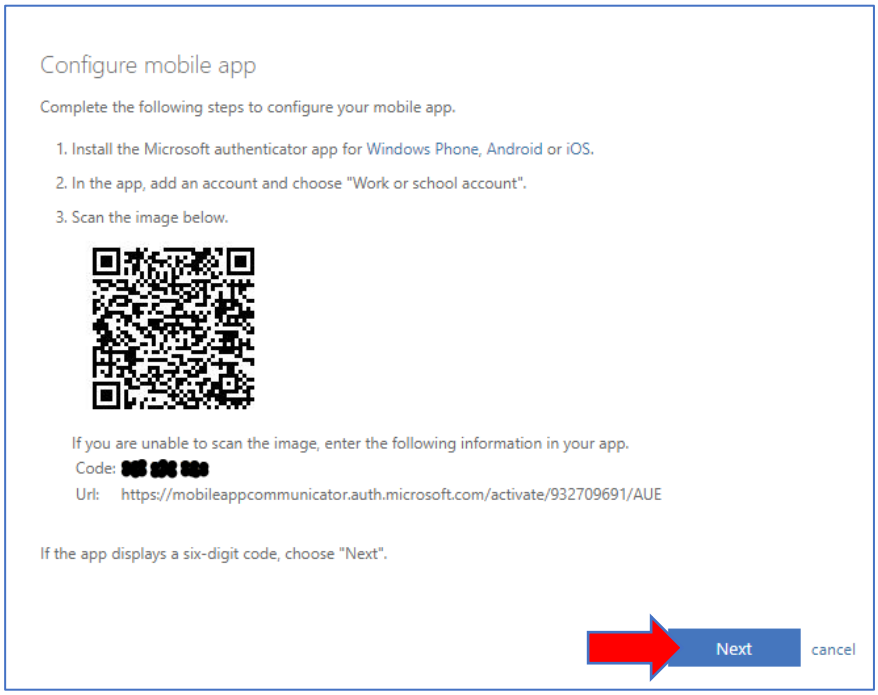


Step 7: Press ‘Scan QR code’, then aim your phone’s camera at the QR code in the window titled ‘Configure mobile app’ (will look like screenhot in Step 5).

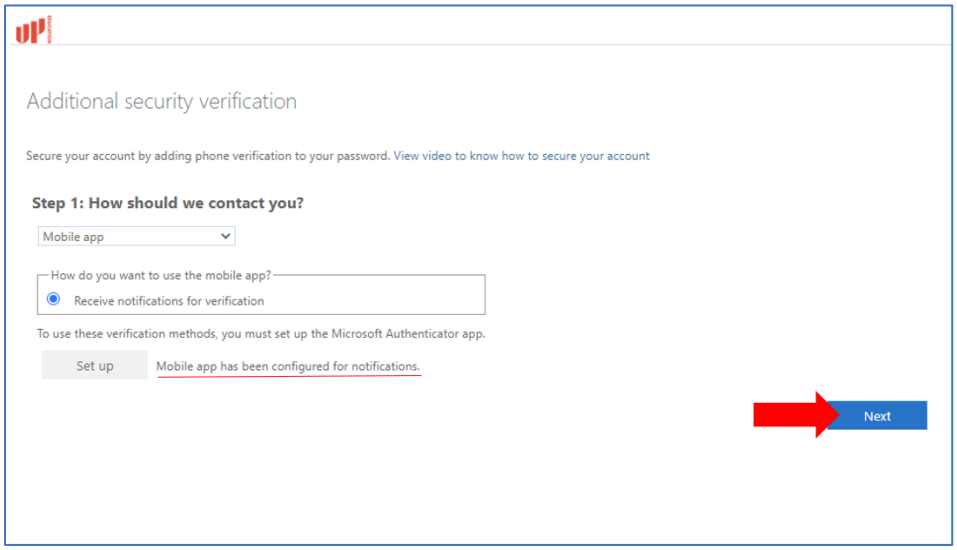


Step 8: Once the QR code has been scanned, you should see your work email appear under ‘Authenticator’. On the ‘Configure mobile app’ window, click ‘Next’.

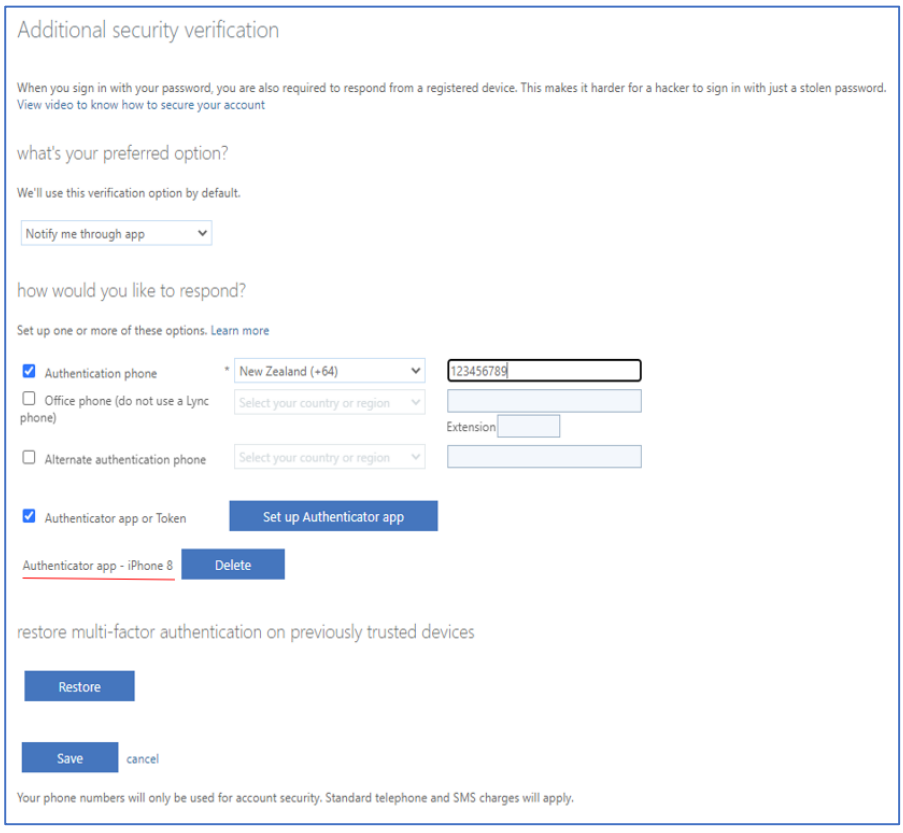




Step 9: ‘Set up’ will now be greyed out and next to it, it should say ‘Mobile app has been configured for notifications.’ Click ‘Next’.

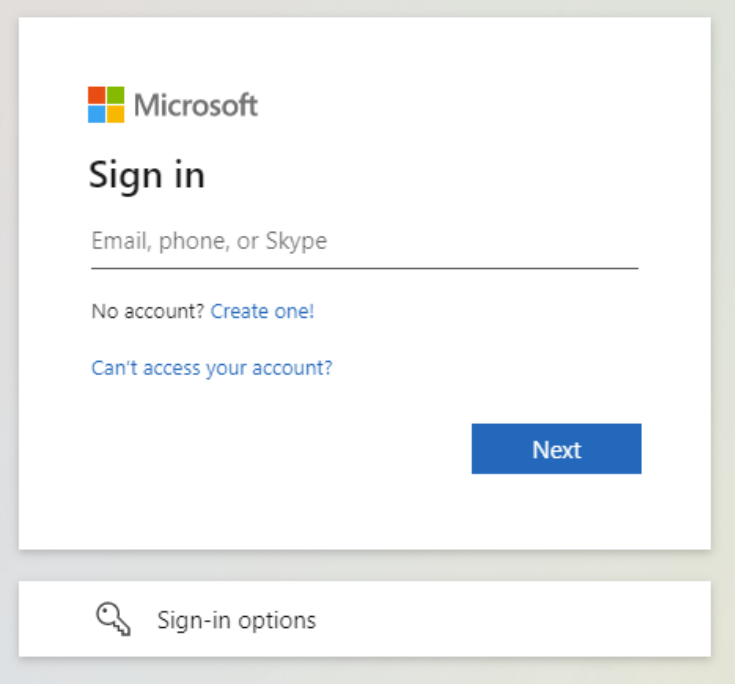


Step 10: You should now be taken to a page titled ‘Additional security verification’. If you see your phone under **Authenticator app or Token**, then Microsoft authenticator is all set up on your account!

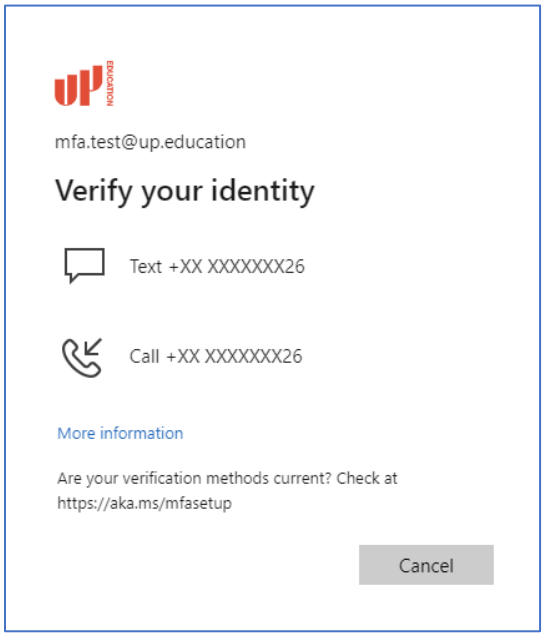


Multi-factor authentication (SMS) already set up:

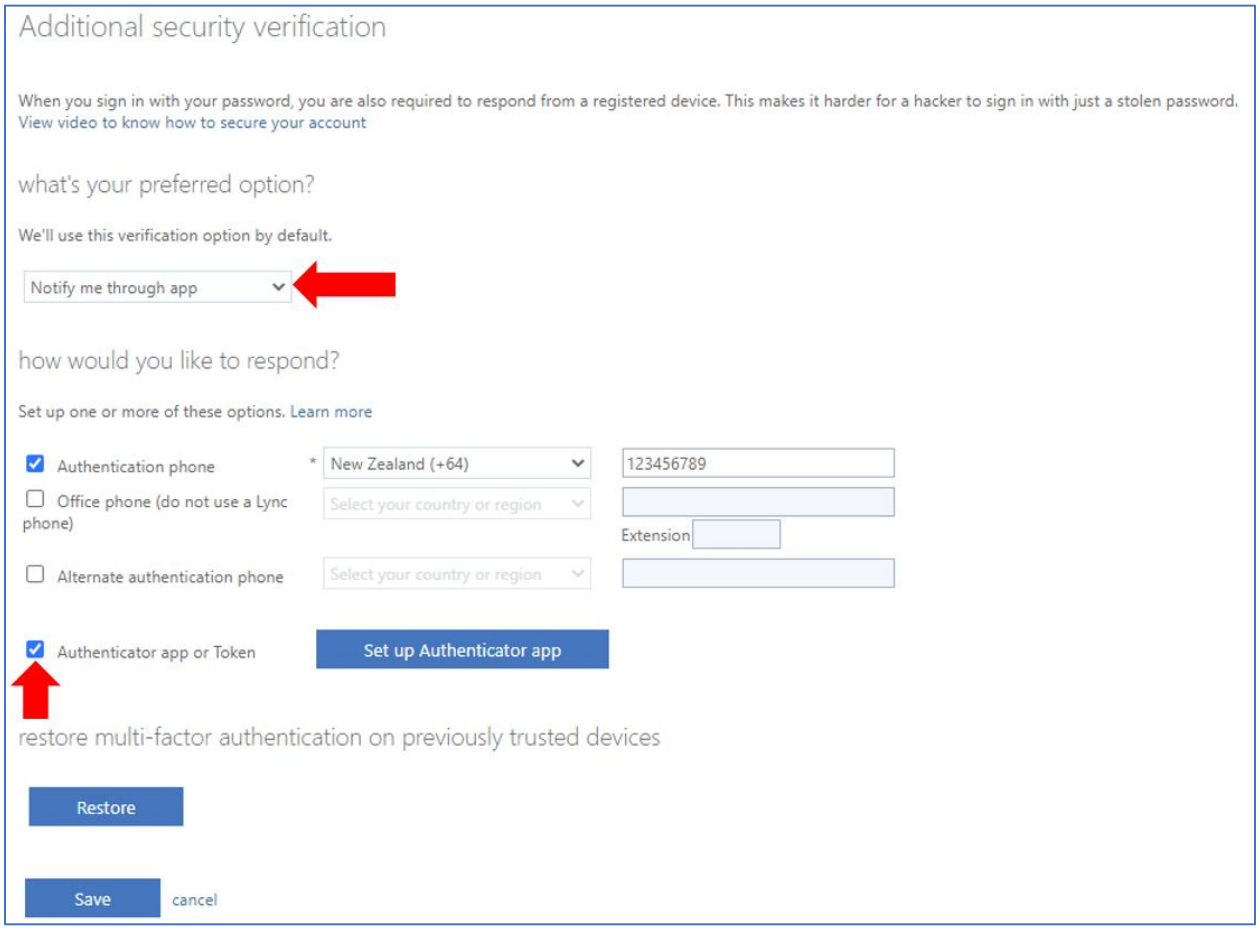
Step 1: Go to https://aka.ms/mfasetup - You may be prompted to sign in.



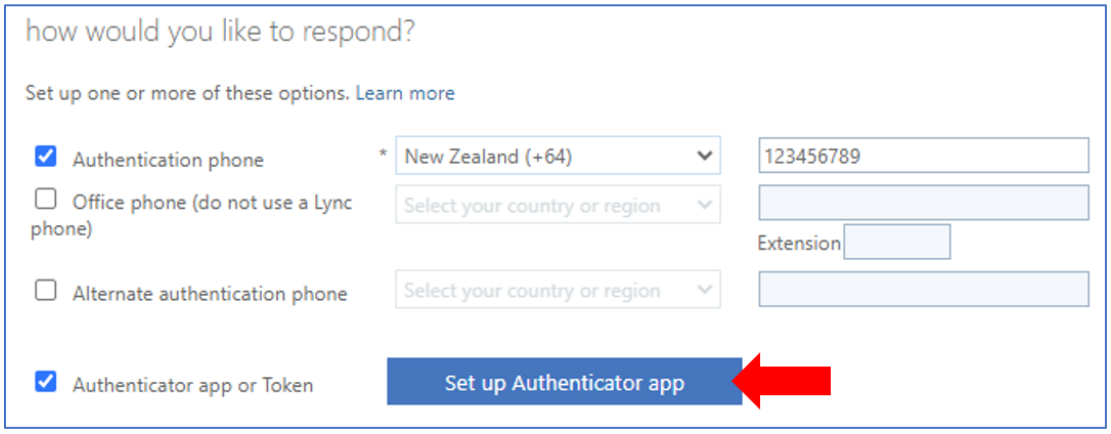
Step 2: If SMS (Text/Call) multi-factor authentication is already set up on your account, you will be shown the following prompt – Select whichever option you prefer.



Step 3: Once signed-in you will see the below webpage. Select **Notify me through app** from the dropdown menu below 'We'll use this verification option by default', and then select **Authenticator app or Token** from the 'how would you like to respond?' area.



Step 4: Click ‘Set up Authenticator app’.



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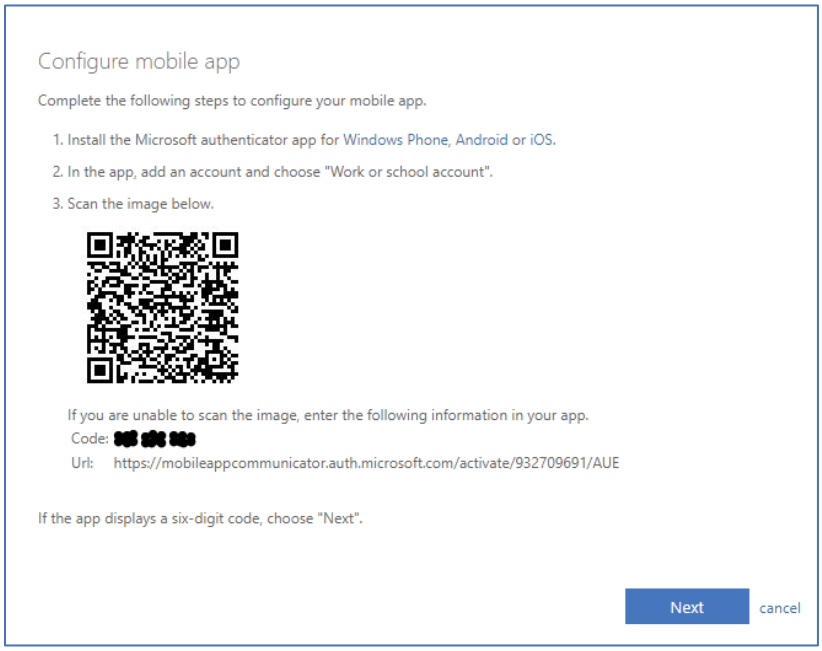

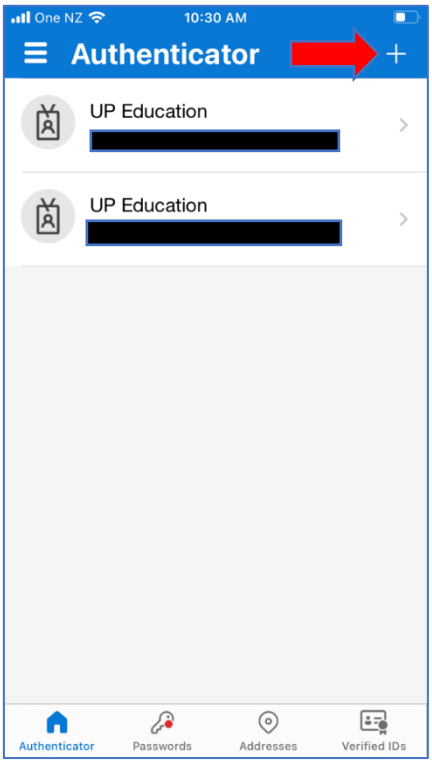

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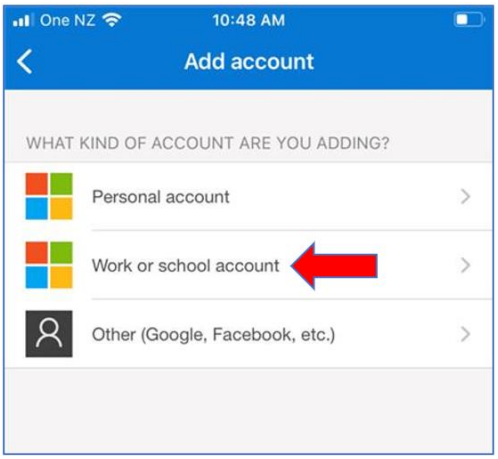
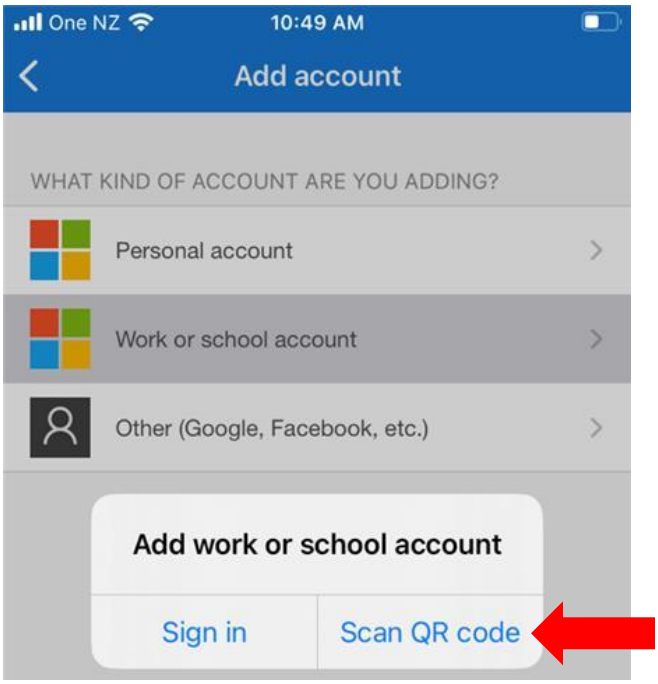
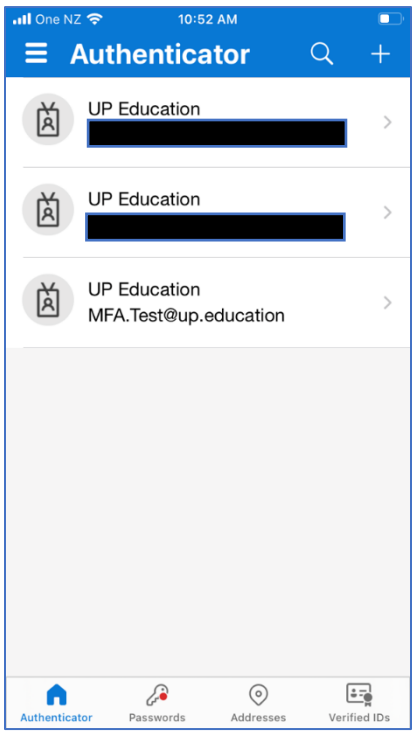
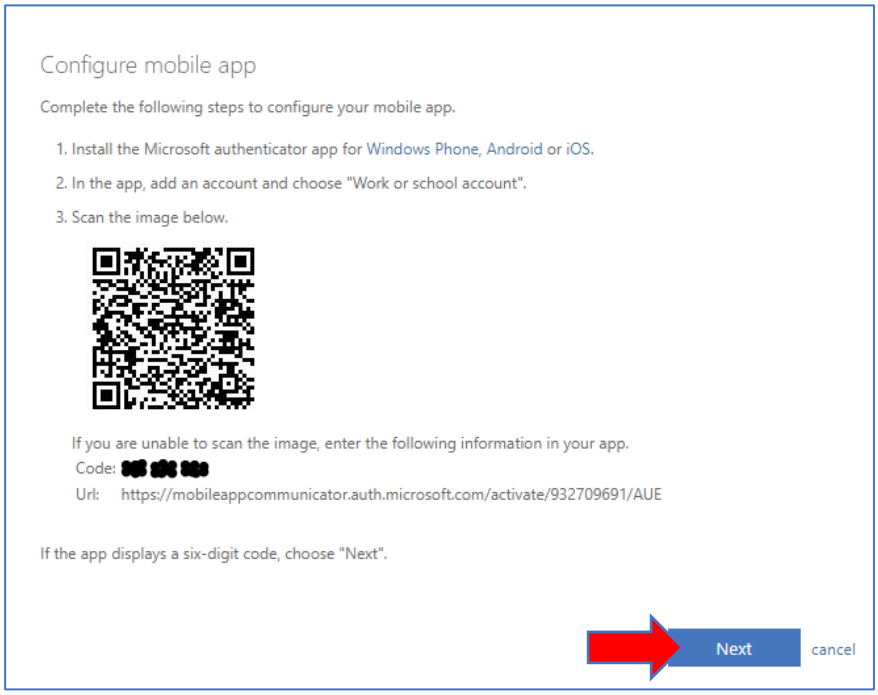


Step 7: Press ‘Scan QR code’, then aim your phone’s camera at the QR code in the window titled ‘Configure mobile app’ (will look like screenhot in Step 5).



Step 8: Once the QR code has been scanned, you should see your work email appear under 'Authenticator'. On the 'Configure mobile app' window, click 'Next'.





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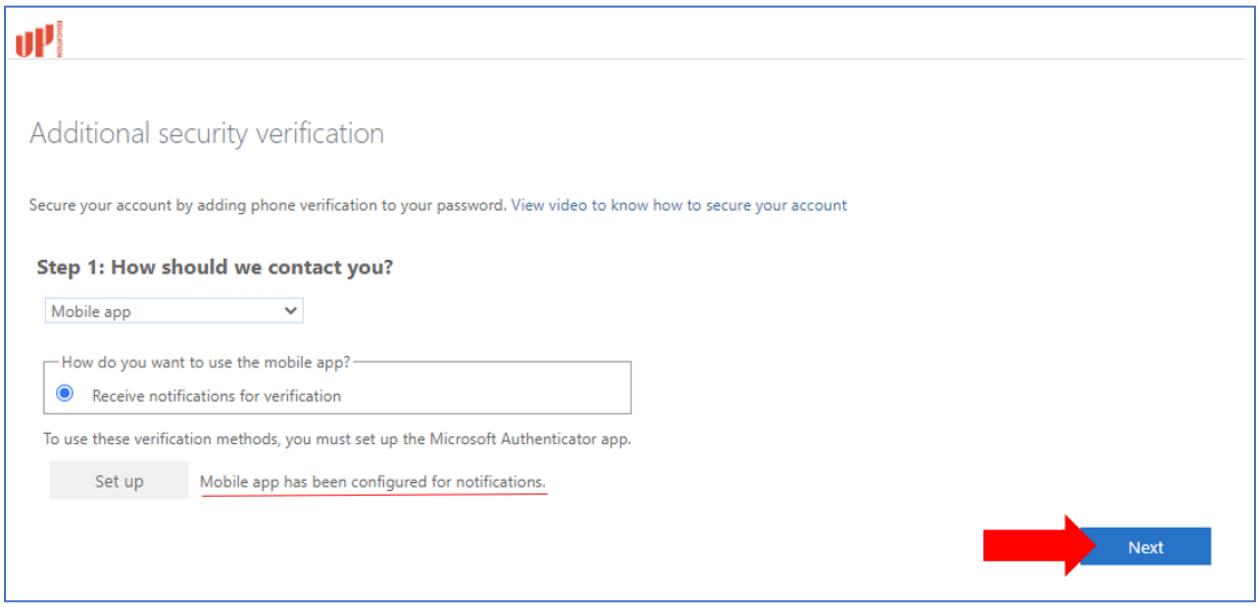
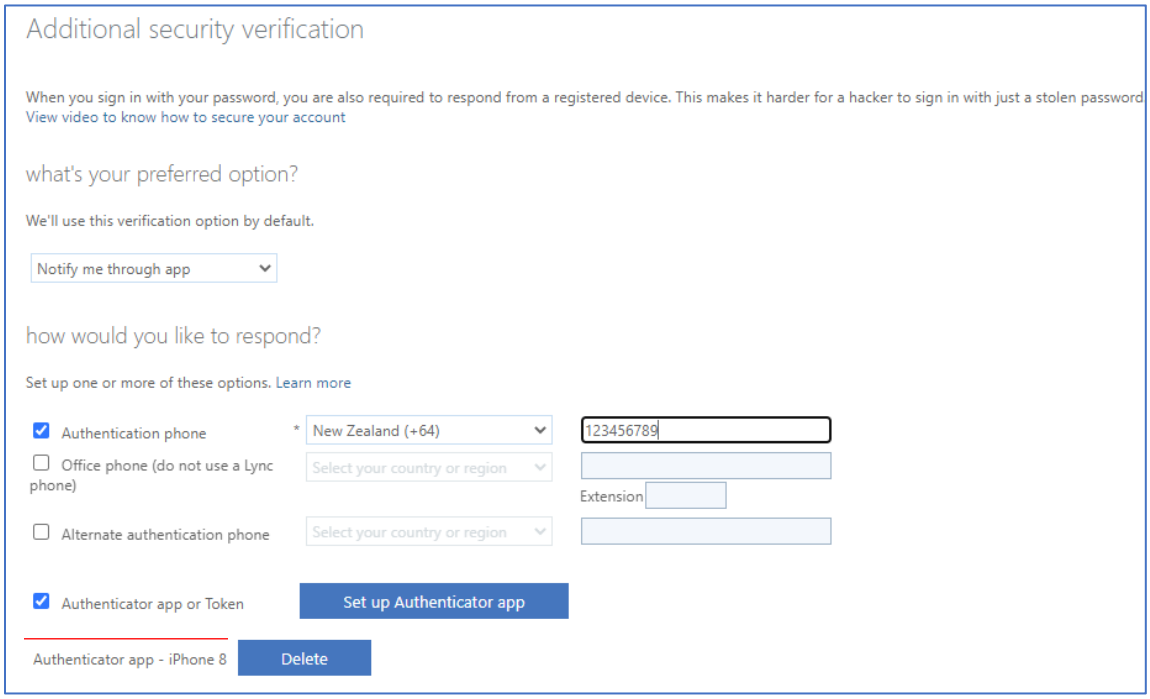
Step 10: If you can now see your phone under **Authenticator app or Token**, then Microsoft authenticator is all set up on your account!