

Get ready for Microsoft 365 MFA

MFA (Multi-Factor Authentication) keeps your account safe. When you log in, you'll use your password **and** approve the login on your phone. So even if someone finds out your password, they can't get into your account.

Do Steps 1 and 2 before the end of the working day on Wednesday.

It takes about 5 minutes. If you don't, you may not be able to log in on Thursday morning.

What you'll need

- Your work email address and password
- An iPhone or Android smartphone
- A computer where you can sign in to Microsoft 365
- 2 to 5 minutes

DO THIS NOW

Steps 1 and 2

1

Install the Microsoft Authenticator app on your phone

Open the **App Store** (iPhone) or **Google Play Store** (Android).

Search for **Microsoft Authenticator**. Install the official app. Check that it is made by **Microsoft**.

The app only checks that it's really you. It can't see your photos, messages or anything else on your phone.

2

Sign in to Microsoft 365 on your computer

Go to **portal.office.com**

Sign in with your usual work email address and password.

If Microsoft asks you to set up more security now, carry on with Steps 3 to 8.

From Thursday, Microsoft will ask you to finish setting up when you log in. Keep your phone with you.

3 Start the setup

On your computer, you'll see a message asking for more information. Select **Next**.

4 Choose Microsoft Authenticator

Choose the **Microsoft Authenticator** app, then select **Next**.

If you can't use the app, you can choose to get a text message or phone call instead. The app is the recommended way.

5 Add your account in the app

Open **Microsoft Authenticator** on your phone.

If the app asks to send you notifications, select **Allow**.

Tap the **+** (plus) symbol to add a new account.

6 Scan the QR code

Your computer will show a QR code (a square black and white pattern).

Use the Authenticator app on your phone to scan it.

When it has scanned, select **Next** on your computer.

Do not take a photo of the QR code or share it with anyone. It is only for you.

7 Approve the test notification

Your phone will get a notification. Open it and follow the instructions to approve it.

If your computer shows a number, type that number into your phone.

8 Finish

Your computer will say the setup worked. Select **Done**.

That's it. MFA is now set up on your account.

Good to know

After setup

You won't need your phone every time you log in. Microsoft may ask you to approve a login when you:

- use a new device
- log in from a different place
- change your password

Can I use my own phone?

Yes. The app only checks that it's really you.

It does **not** give Milewood or One2Call access to your photos, messages or anything else on your phone.

Stay safe

Only approve a request when **you** are trying to log in.

If you get a notification when you are **not** trying to log in:

- **Do not approve it.** Select **Deny**.
- Call the One2Call IT Service Desk straight away. Someone may be trying to get into your account.

Need help?

Contact the One2Call IT Service Desk:

Phone: 0114 230 0080 (Monday to Friday, 7am to 7pm)

Email: helpdesk@one2call.net

When you contact them, please give:

- your name
- a phone number they can call you on
- what the error message says (a photo or screenshot helps)