

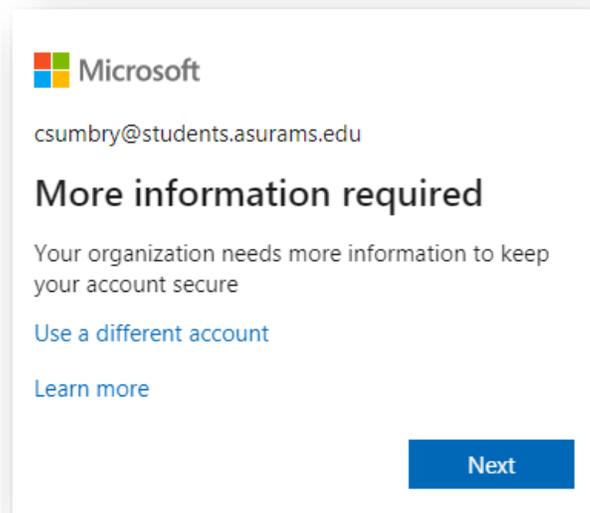
Office365 Multi-factor Authentication Setup

Beginning Spring 2020, all ASU Students will be required to access Office365 using Multi-Factor Authentication (MFA). This document will demonstrate how to setup MFA on your mobile app or cellular device on a computer or laptop. All students must ensure to have a primary and secondary method selected.

Please follow the steps below:

1. Sign in to Office 365 with your ASU credentials by navigating to www.office.com

After successfully signing in, the following message should appear:

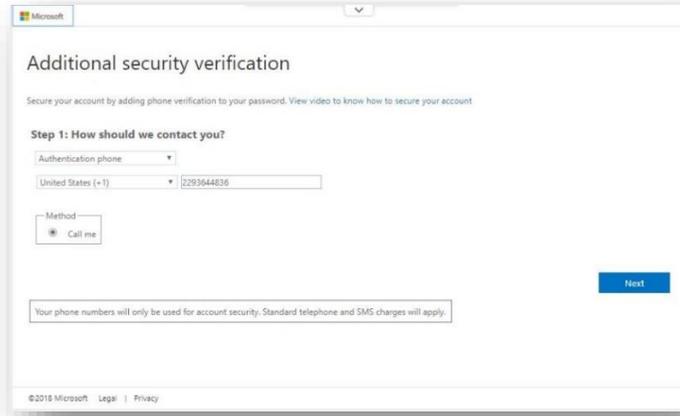


2. Select "*Set it up now*".

For additional concerns or questions, please call the ITS Helpdesk at 229.500.4357

Select one of the following set-up options below:

Option 1: Cellular Device



Option 2: Mobile App

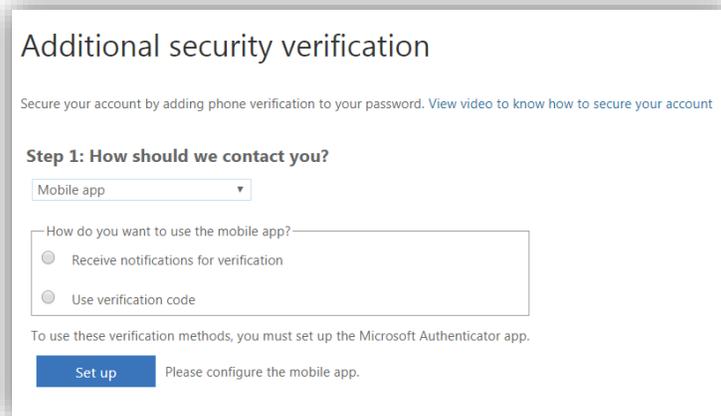
This method requires that you first download the Microsoft Authenticator App on your device App Store.

Note: It is highly recommended for students to use Option 2 as the primary method.

Android Users

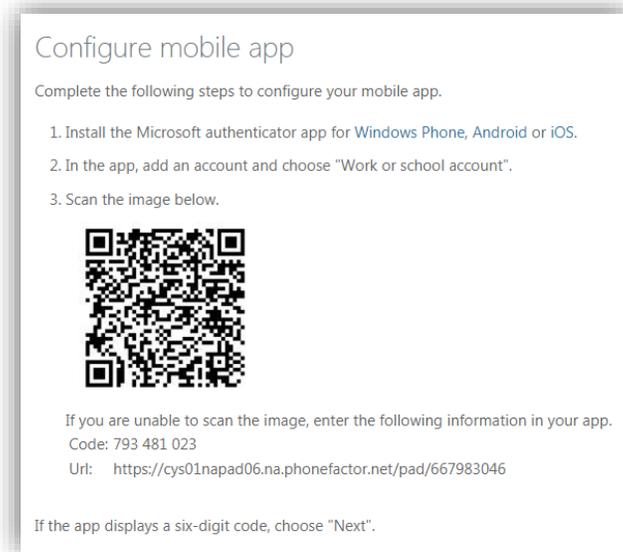


iPhone Users



For additional concerns or questions, please call the ITS Helpdesk at 229.500.4357

Once the authenticator app is installed, return to the Office 365 setup page. You will then complete the steps below to configure your mobile app. *(Please view the instructions to Download the QR Reader needed for your device)*



1. Select “Receive notifications for verification” or “Use verification code”.

Note: Students will “Receive Notification”, which requires just a single click to authenticate within the app. The alternative verification method requires manually typing a code displayed in the app.

2. Select “Set up”.

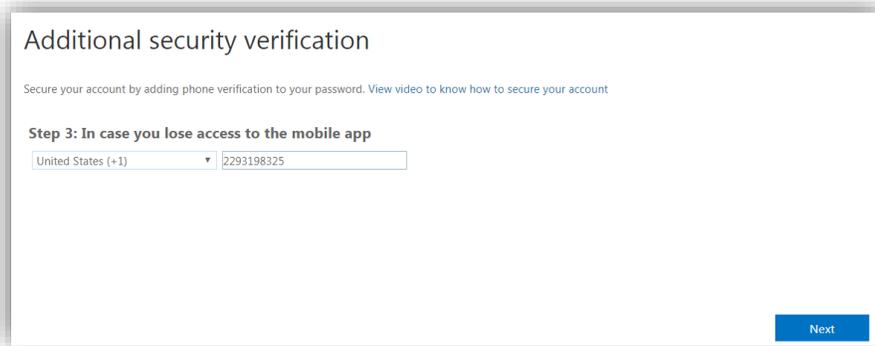
3. On the screen that follows, a QR code will be displayed. Open the Microsoft Authenticator app on your mobile device, select “Work or School Account”, then scan the provided QR code with your mobile device.

4. Click next on the Office 365 Page, then select “Authenticate me now”.

5. Using your mobile device, select “Approve” when your device is notified.

For additional concerns or questions, please call the ITS Helpdesk at 229.500.4357

The authenticator app is now set up for use. However, one last step remains. In the event that your mobile device is unavailable, the system will allow you to authenticate via a phone call to an alternate telephone number. Please associate an alternate phone number on the final screen of this setup process.



6. Select “*Next*” to complete the setup process.

Note: Students do not need to utilize the Outlook App password if you are not using an installed version of Office on their computer and using Outlook as a mail client.

Disclaimer: For students who do not have a cellular device, please contact the ITS Helpdesk ahead of the MFA set-up for further assistance.

ASU Students that continue to experience log-in issues or need additional assistance, please come to the ITS Helpdesk, call or email with the information below.

ITS Helpdesk Number: 229.500.4357

West Campus Location: Technology Building, rm. 139

East Campus Location: James Pendergrast Library, 1st Floor 105

ITS Helpdesk Email: helpdesk@asurams.edu

For additional concerns or questions, please call the ITS Helpdesk at 229.500.4357