

Office365: How to Change the MFA Verification Method

It is recommended that all ASU Student have two verification methods set-up on their Office365 accounts. Please follow the steps below to ensure you set-up your verification methods correctly.

1. Sign in to Office 365 (www.office.com) using your Student email, password and verification method
2. Select your **Profile Picture** or your **Initials** in the upper right corner, then **My Account**
3. Select **Security & Privacy**, then **Additional security verification**
4. Select **Update my phone numbers used for account security**

Note: The preferred method for most users is “*Receive Notification*” which requires just a single click to authenticate within the app. The alternative verification method requires manually typing a code displayed when you open the Microsoft Authenticator app.

Please view the display on the following page:

additional security verification

When you sign in with your password, you are required to also respond from a registered device.

what's your preferred option?

- Call my authentication phone
- Text code to my authentication phone
- Call my office phone
- Notify me through app
- Show one-time code in app

how would you like to respond?

Select and configure one or more of the options below.

PHONE CALL OR TEXT MESSAGE

- Authentication Phone United States (+1)
- Office Phone Select your country or region Extension
- Alternate Authentication Phone Select your country or region

MOBILE APP

- Multi-Factor Authentication app configure

save cancel

Note: All students must ensure to have a secondary method selected.

5. Select how you want to get your verification code.
6. Follow the prompts on the page and “**Save**” all changes made.

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