

Setting up Multi Factor Authentication and Microsoft Authenticator App

Please note that this process requires the use of a Smart Phone either, Windows, Android or iOS.

This process helps you secure your Office 365 Account by adding an extra layer of authentication, to allow you to prove it is you that is logging in and not someone else.

Installing the App – On your phone

Before you begin the process, you need to install the App on your device, you can use the Links Below to find the App directly, or you can search your App store for “Microsoft Authenticator”.

Windows Phone <https://go.microsoft.com/fwlink/?linkid=823234>

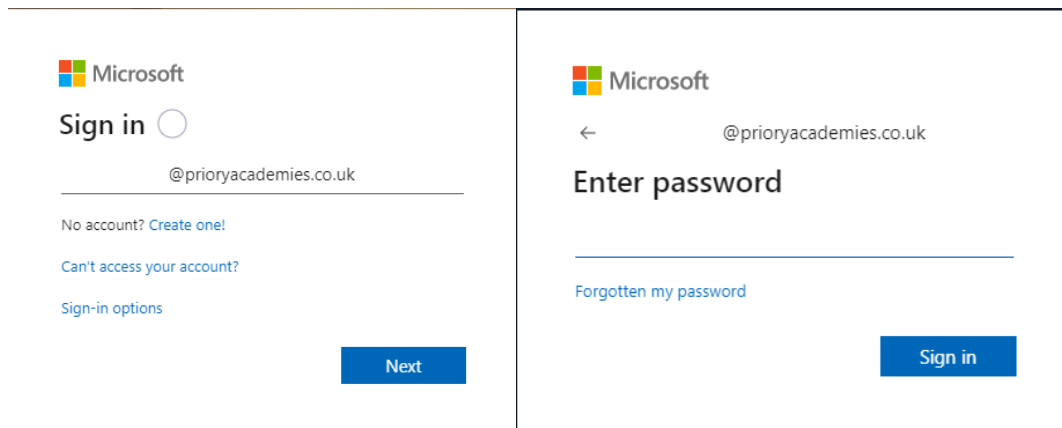
Android Phone <https://go.microsoft.com/fwlink/?linkid=869516>

iOS Phone <https://go.microsoft.com/fwlink/?linkid=869517>

Once you have installed the App you can continue to the steps below.

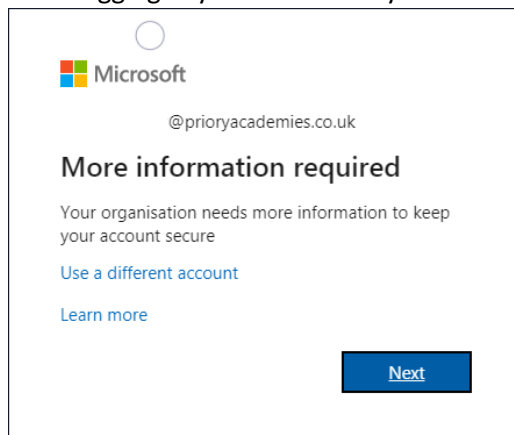
Sign into Office 365 and Setup Multi Factor Authentication – on your laptop/PC

1. Login to Office 365 from outside of the Priory network. Do not complete this process inside Citrix.



The image shows two side-by-side screenshots of the Microsoft Office 365 sign-in process. The left screenshot displays the 'Sign in' page with the Microsoft logo, a sign-in icon, and the email address '@prioryacademies.co.uk' entered in the field. Below the field are links for 'No account? Create one!', 'Can't access your account?', and 'Sign-in options'. A blue 'Next' button is at the bottom right. The right screenshot displays the 'Enter password' page with the Microsoft logo, a back arrow, and the email address '@prioryacademies.co.uk'. Below the password field is a link for 'Forgotten my password' and a blue 'Sign in' button at the bottom right.

2. After logging in you will be told you need to supply some more information, click on Next.



The image shows a screenshot of the 'More information required' page. It features the Microsoft logo, a sign-in icon, and the email address '@prioryacademies.co.uk'. The heading 'More information required' is followed by the text 'Your organisation needs more information to keep your account secure'. Below this are links for 'Use a different account' and 'Learn more'. A blue 'Next' button is located at the bottom right.

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3. The next screen will be displayed

IMPORTANT: Please ensure you select the following options

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 Please configure the mobile app.

Change drop down to MOBILE APP

Select RECEIVE NOTIFICATIONS FOR VERIFICATION

4. ***IMPORTANT***


Change the drop down to **Mobile App** and choose **'Receive notifications for verification'**.

5. Click Set up and the following screen will open.

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

6. Open the Microsoft Authenticator App on your phone, click Add an Account and choose 'Work or school account'. You will then be asked to scan the QR Code on the screen, hold your phone camera over the QR code until it registers.

7. Once complete the following message will be displayed, you can now click next.

Use verification code

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

Set up Mobile app has been configured for notifications and verification codes.


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8. A test will now be carried out to check that it is working correctly

Additional security verification

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

Step 2: Let's make sure that we can reach you on your Mobile App device

 Please respond to the notification on your device.

9. A message will pop up on the App on your phone asking to you Deny or Approve the verification. Please press Approve to complete the setup.



Additional security verification

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

Step 2: Let's make sure that we can reach you on your Mobile App device

Verification successful. Taking you to the next step...

10. In the next step you will be asked to enter a backup phone number which can be used if you get locked out. **Please note those users no wanting to enter a phone number here can choose United Kingdom +44 and enter the number 0 instead.** The IT Team can access and reset your account in the event of a lock out.

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

11. On the next screen you can click 'Finished'.

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, such as 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.

To create an app password, go to:

<https://aka.ms/CreateAppPassword>

Finished

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12. If you have the Outlook App on your phone when you access it, you may be asked to sign-in again once MFA has been setup, and you will receive a notification in the Microsoft Authenticator App which you will need to Approve for e-mails to continue to come through to your phone.

This completes the setup of Multi Factor Authentication using the Microsoft Authenticator App.

Frequently Asked Questions

1. My registration has gone wrong, I am stuck, what should I do?
 - a. Login to Citrix and submit a ticket to your local support team, they will then reset the registration process and ask you to try again.
2. It's still not working – what should I do?
 - a. Login to Citrix and submit a ticket. Someone for the support team will contact you and arrange a meeting on Teams so we can see your screen, talk to you and guide you through the process.
3. I share my devices – what should I do?
 - a. Where you are your device is being used by other family members it is your responsibility to ensure you have logged out of Office 365 completely to ensure no one else can access it. You can do this by clicking on your picture or initials in the top right of the screen and choosing Sign Out.
 - b. Where you have signed into Office 365 before, you will be able to do so again for 90 days without being prompted from the Microsoft Authenticator App.
4. Every time I sign in I am prompted on the Microsoft Authenticator App?
 - a. This will happen on every new device e.g. your phone, tablet, home PC etc.
5. I want to sell/give away my device – what should I do?
 - a. Ensure the device has been factory reset and wiped before selling or giving away a device to someone else. All devices are different so please follow the manufacturers instructions which can often be found online.
6. I have bought a new phone – what do I need to do?
 - a. You will need to re-download the Microsoft Authenticator from the links at the beginning of this article.
 - b. Then contact the local support team and get them to reset your MFA to re-start the registration process.
7. I have a new laptop – will I need to do anything?
 - a. You should just get an 'Approve' login prompt on the Microsoft Authenticator App on your phone every 90 days as this will be seen as a new device.
8. My name has changed – what do I need to do?
 - a. Please ensure this name change has been communicated to HR and the Academy PA – once approved you will need to ask them to log a ticket with your local IT Support Team. Where possible your account will be re-named rather than re-created so should continue to link to the MFA you have already setup. In rare cases we may need to reset this, but you will be contacted if this is necessary.
9. I am new to the academy – how am I affected?
 - a. Your user account details will be passed to you via the Head of Department. MFA will be enabled as standard, so you will need to set this up the first time you login outside the academies.

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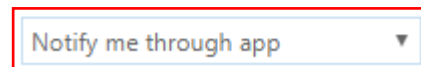
10. I am not getting pop-ups on my phone, but I am getting a 6 digit code text to my phone?

- a. The settings on your MFA are not quite right. Login to your Office 365 Portal:
 - i. Click on the photo/initials in the top right.
 - ii. Click on **My Account**.
 - iii. Click on **Security and Privacy**.
 - iv. Click on **Additional Security Verification**.
 - v. Click on **Update your phone numbers used for account security**.
 1. You may receive notification asking you for a code at this point, please enter the 6-digit code sent to your phone and continue.
 - vi. On the next screen under: **What's your preferred option? We'll use this verification option by default.**

From the drop down: **Choose Notify me through app**

what's your preferred option?

We'll use this verification option by default.

A screenshot of a dropdown menu with a red border. The text inside the dropdown is "Notify me through app" followed by a downward-pointing triangle icon.

- vii. Click **Save** at the bottom of the screen.
- viii. You should now begin receiving the pop-up notifications on the App instead of a 6 digit text code.

11. My e-mail App on my phone is no longer working for my work e-mails?

- a. Please download and configure the Outlook App from the App Store (iOS/Apple) or Google Play (Android). This is the approved method of configuring work e-mails on a personal device.