

2 Factor Authentication

What does Multi-Factor Authentication mean?

Not to worry. That simply means that your organization will ensure that you are who you say you are when signing into your email, one drive and anything else in office 365. This means you will use your user name and password and a phone. Either your phone or a text message. This step verification is an additional security step that makes it harder for other people to access your account.

So the first thing you are going to need to do is choose your phone.

- **Office phone or mobile phone** - Choose between using your office phone or your mobile phone.
- **Office phone call** -If using a desk/office phone, need to be by the phone when accessing your email, you will receive a call.
- **Mobile phone call, text or mobile app** - If using a mobile phone, choose between receiving a call, a text, or using the mobile app.
- **Mobile app with a notification or verification code** - If using the mobile app, choose between receiving a notification that you respond to or a verification code.
- **App Passwords**- If you are using the native apple email program on your desktop and/or native apple email on your iphone, ipad, and/or native android mail app on your android phone or tablet, you will need to setup **App Passwords** through your RWU o365 portal account.

For more info, please click on following link:

<https://azure.microsoft.com/en-us/documentation/articles/multi-factor-authentication-end-user/>

<https://azure.microsoft.com/en-us/documentation/articles/multi-factor-authentication-end-user-app-passwords/>

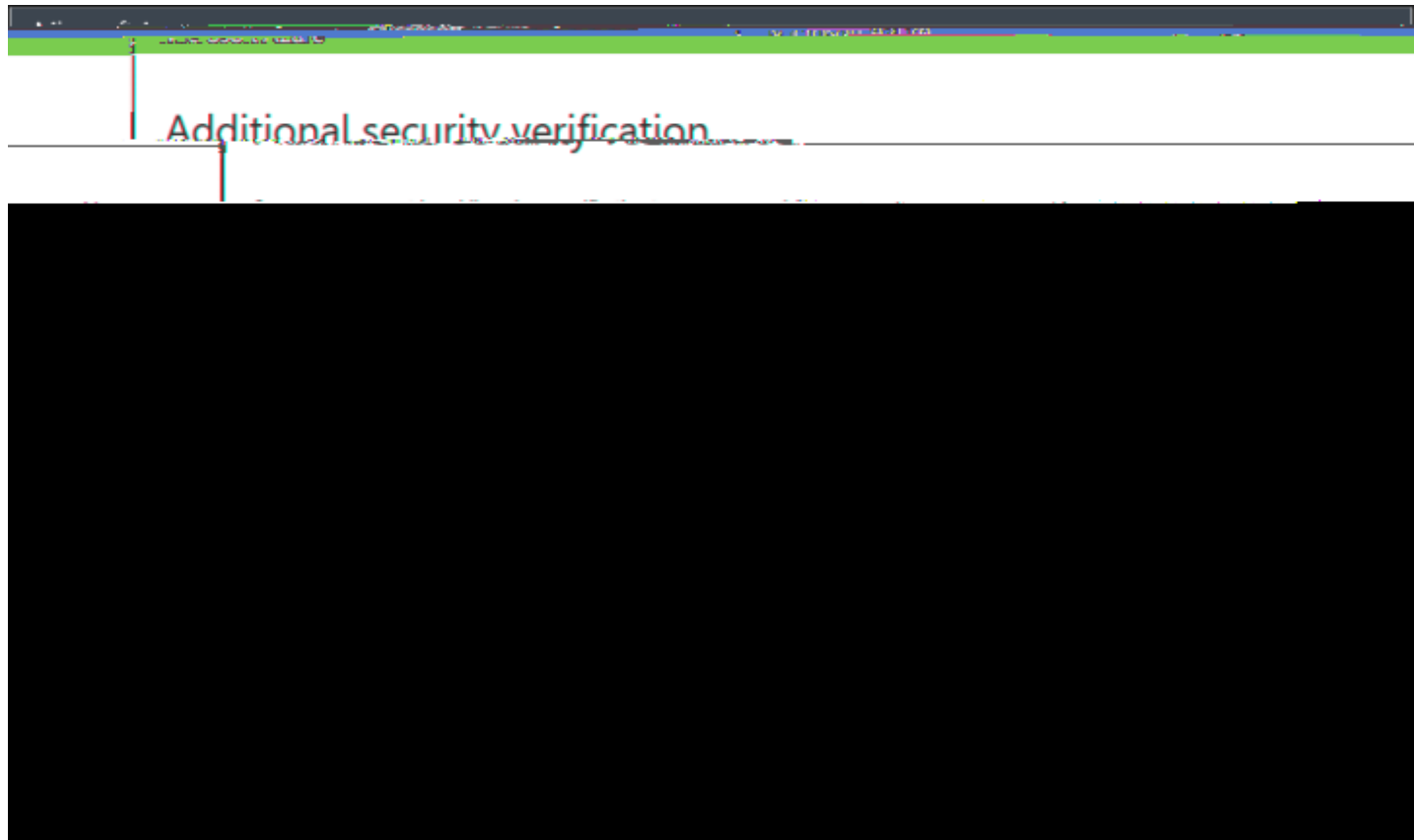
Set up my account for two-step verification

Two-step verification is an additional security step that helps protect your account by making it harder for other people to break in. If you're reading this article, you probably got an email from your work or school admin about Multi-Factor Authentication. Or maybe you tried to sign in and got a message asking you to set up additional security verification. If that's the case, **you cannot sign in until you have completed the auto-enrollment process.**

Use a mobile app as the contact method

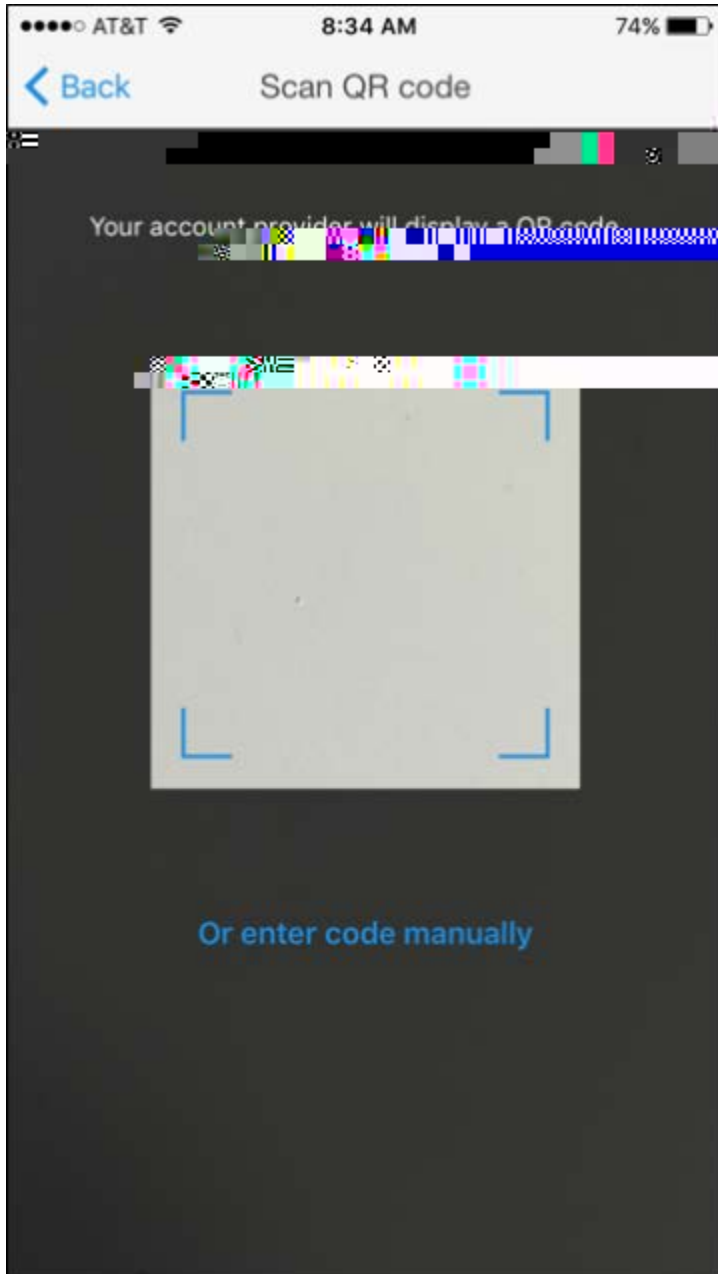
Using this method requires that you install an authenticator app on your phone or tablet. The steps in this article are based on the Microsoft Authenticator app, which is available for [Windows Phone](#), [Android](#), and [IOS](#).

1. Select **Mobile app** from the drop-down list.
2. Select either **Receive notifications for verification** or **Use verification code**, then select **Set up**.



3. On your phone or tablet, open the app and select + to add an account. (On Android devices, select the three dots, then **Add account**.)

- Specify that you want to add a work or school account. The QR code scanner on your phone opens. If your camera is not working properly, you can select to enter your company information manually. For more information, see [Add an account manually](#).
- Scan the QR code picture that appeared with the screen for configuring the mobile app. Select **Done** to close the QR code screen.



- When activation finishes on the phone, select **Contact me**. This step sends either a notification or a verification code to your phone. Select **Verify**.
- If your company requires a PIN for approving sign-in verification, enter it.

8. After PIN entry is complete, select **Close**. At this point, your verification should be successful.

9. We recommend that you enter your mobile phone number in case you lose access to your mobile app. Specify your country from the drop-down list, and enter your mobile phone number in the box next to the country name. Select **Next**.

10. At this point, you are prompted to set up

12. Click **Done**.

Add an account manually

If you want to add an account to the mobile app manually, instead of using the QR reader, follow these steps.

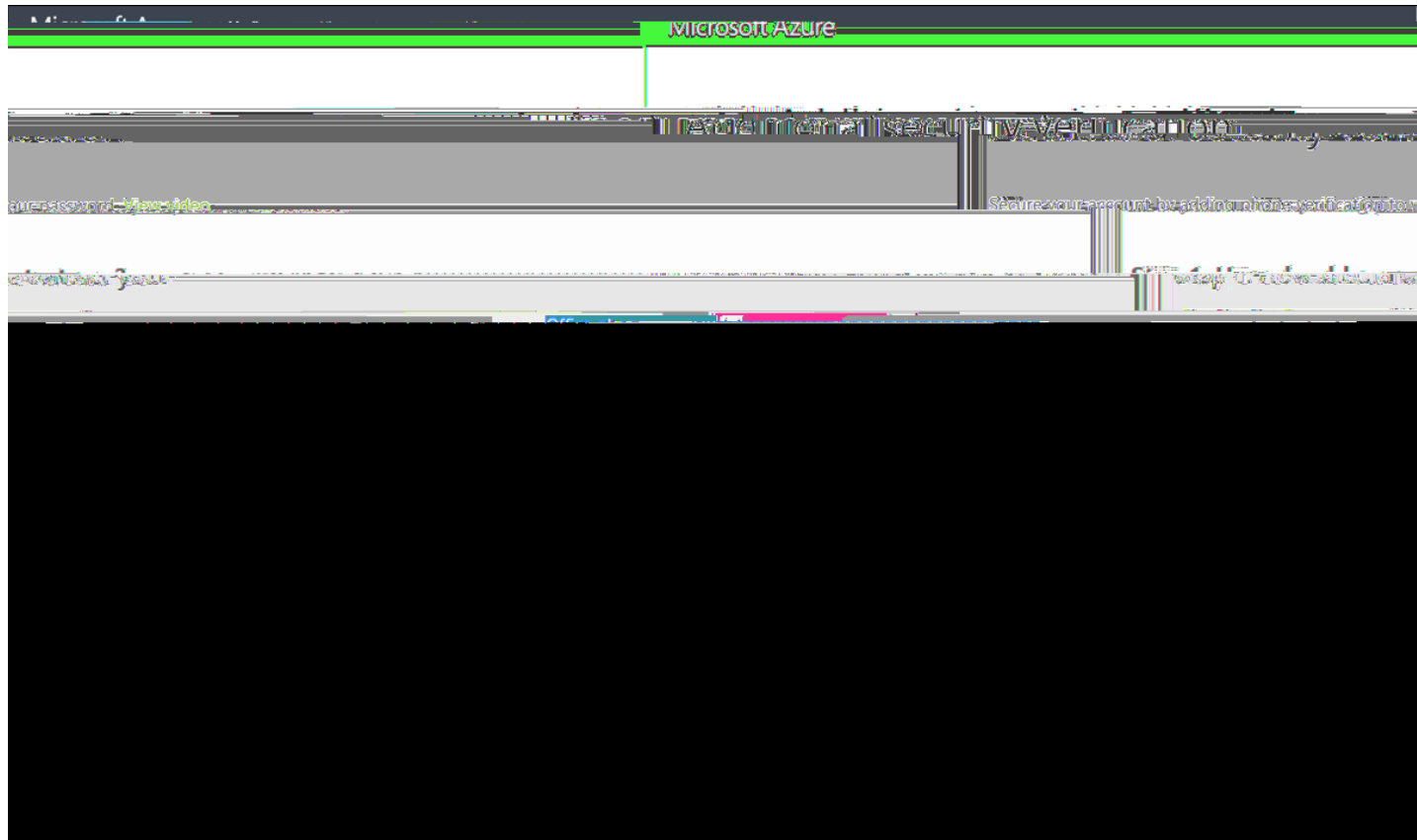
1. Select the **Enter account manually** button.
2. Enter the code and the URL that are provided on the same page that shows you the barcode. This info goes in the **Code** and **URL** boxes on the mobile app.



3. When the activation has finished, select **Contact me**. This step sends either a notification or a verification code to your phone. Select **Verify**.

Use your office phone as the contact method

1. Select **Office Phone** from the drop-down

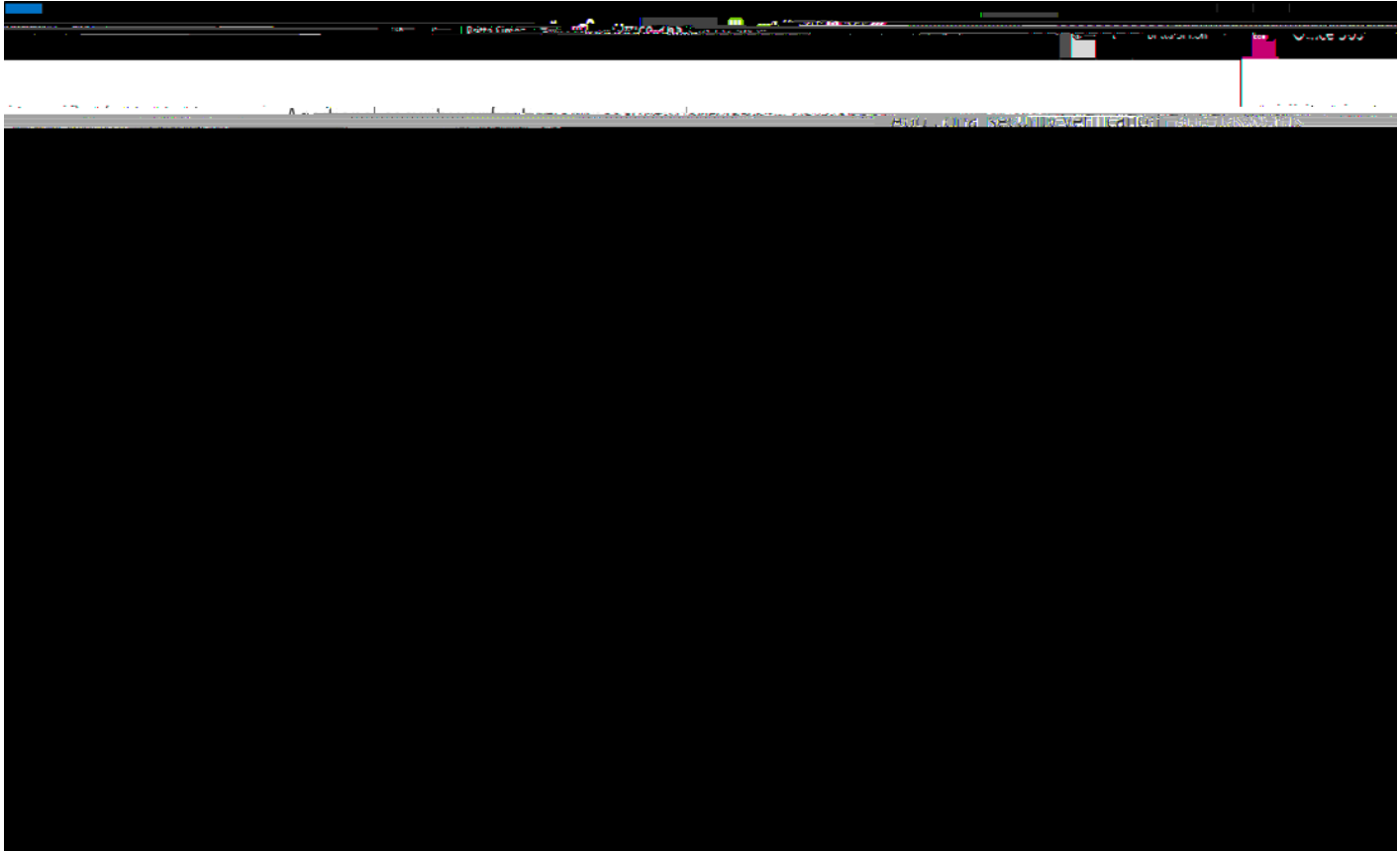


2. The phone number box is automatically filled with your company contact information. If the number is wrong or missing, ask your admin to make changes.
3. Select **Contact me** to verify your phone number, and we will call your number. Follow the instructions provided on the screen, then select **Verify**.
4. At this point, you are prompted to set up app passwords for non-browser apps such as Outlook 2010 or older, or the native email app on Apple devices. This is because some apps don't support two-step verification. If you do not use these apps, click **Done** and skip the rest of the steps.
5. If you are using these apps, copy the app password provided and paste it into your application instead of your regular password. You can use the same app password for multiple apps. For more info, see [What are App Passwords](#).
6. Click **Done**.

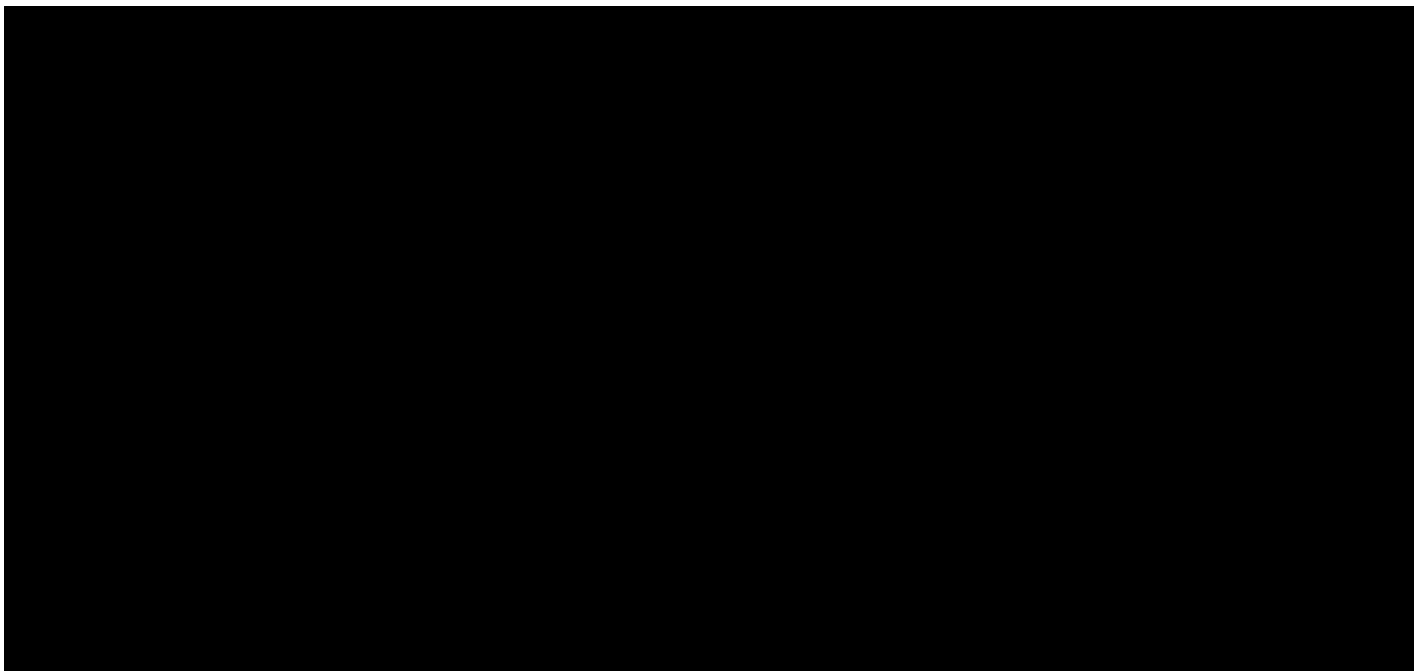
Creating app passwords

1. Log on to the [Office 365 portal](#).
2. In the top right corner select the widget and choose Office 365 Settings.
3. Click on Additional security verification.
4. On the right, click the link that says **Update my phone numbers used for**

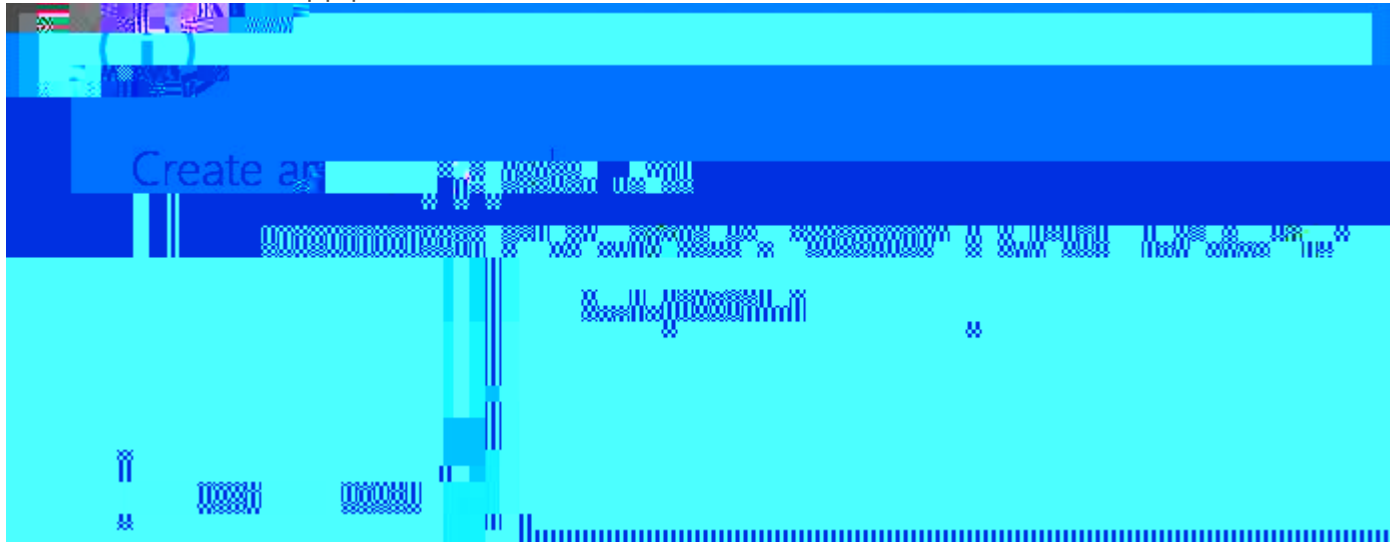
5. This will take you to the page that will allow you to change your settings.



6. At the top, next to additional security verification, click on **app passwords**.
7. Click **Create**.



8. Enter a name for the app password and click **Next**.



9. Copy the app password to the clipboard and paste it into your email desktop app.

