



Multi-Factor Authentication Enrollment

Enroll into Multi-Factor Authentication

All State of Delaware Office 365 Account Users are required to enroll in MFA. From your computer or mobile device, follow the steps below to enroll in MFA:

- 1) Go to <https://portal.office.com>
- 2) In the **Sign in** box, enter your Email, First.LastName@delaware.gov, select "Next" (Note: When on a Mac or if you are using the browser Edge, you may be prompted to enter your password after selecting **Next**.)

A screenshot of the Microsoft "Sign in" page. The Microsoft logo is at the top left. Below it is the "Sign in" heading. A text input field contains "Email, phone, or Skype". Below the field are two links: "No account? Create one!" and "Can't access your account?". A blue "Next" button is at the bottom right, highlighted with a red border.

- 3) A **More information required** box will display, verify your email address is displayed correctly, Select **Next**

A screenshot of the Microsoft "More information required" page. The Microsoft logo is at the top left. Below it is the user's email address "YourFirst.LastName @delaware.gov". The heading "More information required" is prominent. Below it is the text "Your organization needs more information to keep your account secure". There are two links: "Use a different account" and "Learn more". A blue "Next" button is at the bottom right, highlighted with a red border.

- 4) In the **Additional security verification** box, from the dropdown, select the method you want to use to verify your account when logging in. There are three options available, however you should select either Authentication Phone or Mobile App. (Note: the use of Office Phone would only allow you to authenticate when in the office.)

- A. [Authentication Phone](#) – Allows you to enter your office phone or cell phone (text or call) for verification.
- B. [Mobile App](#) (Note: When choosing this option, follow additional instructions by selecting the hyperlink [Mobile App](#) to review additional installation requirement.)

A screenshot of the "Additional security verification" page. The heading "Additional security verification" is at the top. Below it is a sub-heading "Step 1: How should we contact you?". There are two options: "Authentication phone" and "Mobile app". The "Mobile app" option is selected. Below the options is a "Method" section with two radio buttons: "Send me a code by text message" and "Call me". The "Call me" option is selected. A blue "Next" button is at the bottom right, highlighted with a red border. At the bottom, there is a disclaimer: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply." and a footer: "©2019 Microsoft Legal | Privacy".

- 5) Select **Next**, and follow the screen prompts as provided per your selection.
- 6) Once all steps have been completed, you are enrolled in MFA.

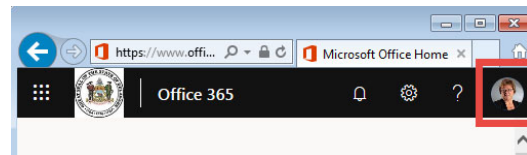


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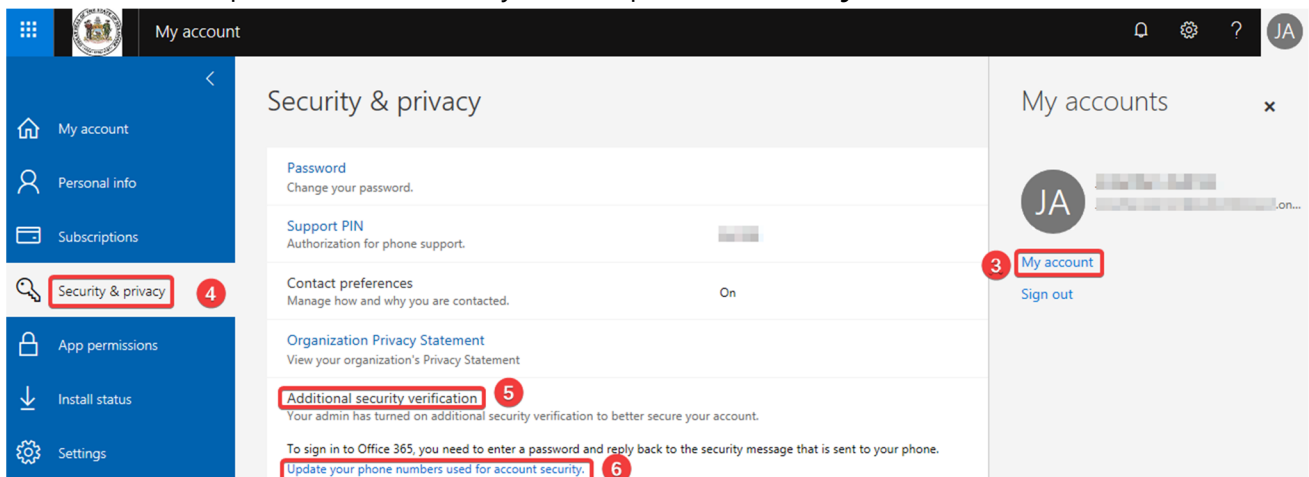
Accessing Additional Authentication or Changing your Security Verification Method

We recommend setting up an additional authentication method other than the default you initially choose in the event you forget or lose your mobile device. Or, in the event you need to change your verification method (e.g. a phone number change), you can do so through your Office 365 security settings. Follow the instructions below:

1. Login to <https://portal.office.com>
2. In the upper right hand corner of the screen, click on your user profile icon (this may be your picture or initials) in the upper right corner



3. From the drop down menu under your user profile, Select **My Account**



4. From the left menu, select the **Security & privacy**
5. Select the option for **Additional security verification**
6. Then select **Update your phone numbers used for account security**



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7. On the Additional security verification screen:

- A. **what's your preferred option?** shows the default MFA you initially chose.
- B. Under **how would you like to respond?** select alternative options for verification:
 - i. Authentication phone: This can be a mobile device or any office/landline phone.
 - ii. Office phone (*DO NOT USE*).
 - iii. Alternate authentication phone (Optional): This can be a mobile device or your office/landline phone.
 - iv. Authenticator app: This is where you can configure the Microsoft Authenticator app.

8. Click on **Save** when you are ready to save your changes.