Multi-Factor Authentication for Office 365

What is Multi-Factor Authentication?

Multi-Factor authentication (MFA) is a security mechanism in which authentication requires the use of more than one verification method. MFA adds a second layer to the normal user id and password sign-in, it relies on two forms of authentication:

1. Something you know, like your user id/password, and
2. Something you have, like your phone or mobile device

Why use Multi-Factor Authentication

Our jobs now require a mobile and diverse environment. We are increasingly connecting by complex scenarios; e.g. moving from enterprise to personal devices, on and off the state network, using smart phones, tablets, PCs, and laptops, often on multiple platforms. Using only passwords as an authentication factor can be susceptible to brute-force and phishing attacks. Adding an additional authentication factor layer lessens our risks associated with these types of attacks. In order to protect your Office 365 account from malicious hackers, the State of Delaware is requiring all Office 365 accounts to be MFA enabled.

How to 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) Enter your First.LastName@delaware.gov, select "Next".

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

4) From the dropdown, select the method you want to use to verify your account. There are three options:

   A. Authentication Phone

   B. Office Phone

   C. Mobile App *(Note: open link to review additional installation requirement)*
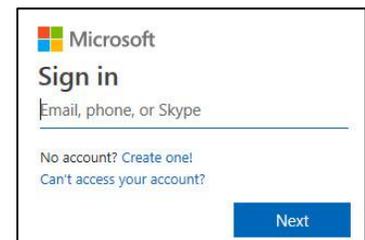
(Note: We recommend setting up an additional authentication method other than the default, follow the instructions "Accessing or Changing your Security Verification Methods" found on page 2.)

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Accessing and Changing your Security Verification Methods

In the event you need to update your phone number or change the verification method, you can do so through your Office 365 security settings.

1. Login to https://portal.office.com
2. Click on your user profile icon in the upper right corner
3. Click on "My Account"
4. Click on "Security and privacy"
5. Click on "Additional security verification"
6. Click on "Update your phone numbers used for account security"
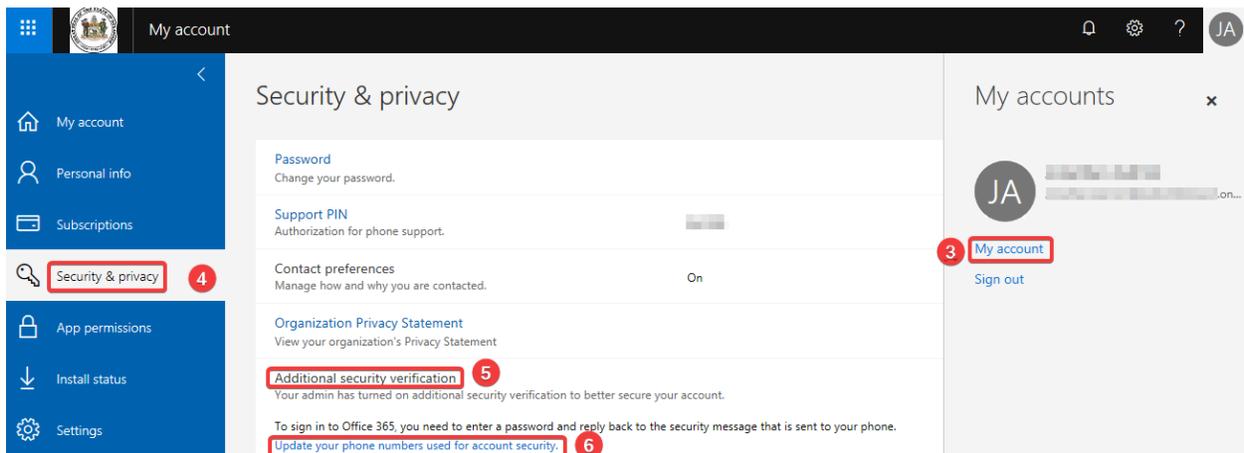
    a. On "what's your preferred option" Choose an option in the drop-down
    b. On "how would you like to respond?":
        i. Authentication phone: This can be a mobile device or any landline phone
        ii. Office phone (Optional)
        iii. Alternate authentication phone (Optional): This can be a mobile device or landline phone
        iv. Authenticator app: This is where you can configure the Microsoft Authenticator app
7. Click on "Save" when you are ready to save your changes

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MFA User Experience

You may be wondering how often you can expect to be prompted to enter the second factor authentication when accessing Office 365 resources.

For desktop applications such as Outlook and Skype for Business, you can expect MFA prompts under the following conditions:

- First-time setup
- Logging into a new device and performing first-time setup
- After 90 days of inactivity

Simply opening or closing the application on your desktop will not require you to re-authenticate with MFA

For web-based clients, such as Office Web apps (Outlook Web App), you can expect MFA prompts under the following conditions:

- Logging into Office 365 web-based apps such as Outlook Web App
- Closing your web browser and logging back into Office 365 web-based apps
- After 6 hours of inactivity in Outlook Web App

For the Outlook mobile app, you can expect MFA prompts under the following conditions:

- First-time setup on a mobile device
- Deleting and re-installing the Outlook mobile app

Note: Simply opening and closing the Outlook mobile app will not require you to re-authenticate with MFA.

Additional Resources

How to register for multi-factor authentication

How to use the Microsoft Authenticator App