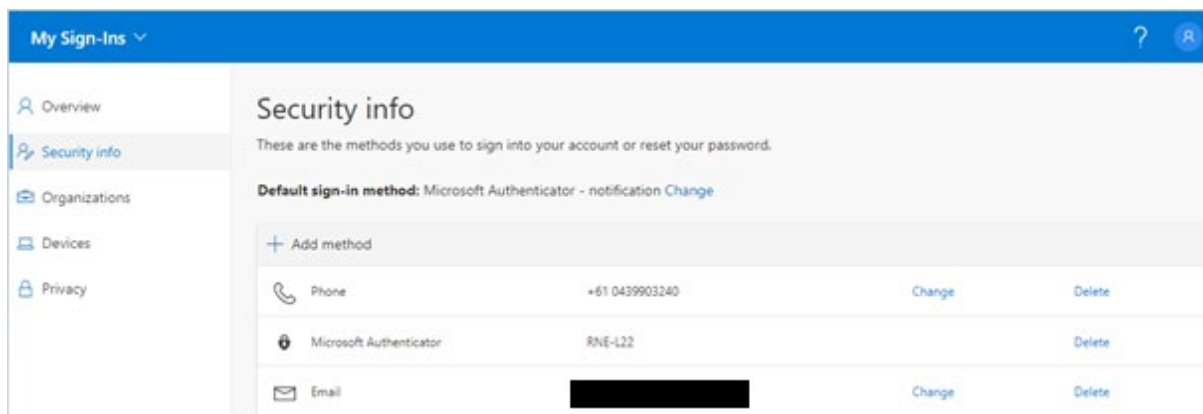


Changing your method of Multi Factor Authentication (MFA) in Microsoft Office 365

In an Internet browser go to <https://mysignins.microsoft.com/security-info>

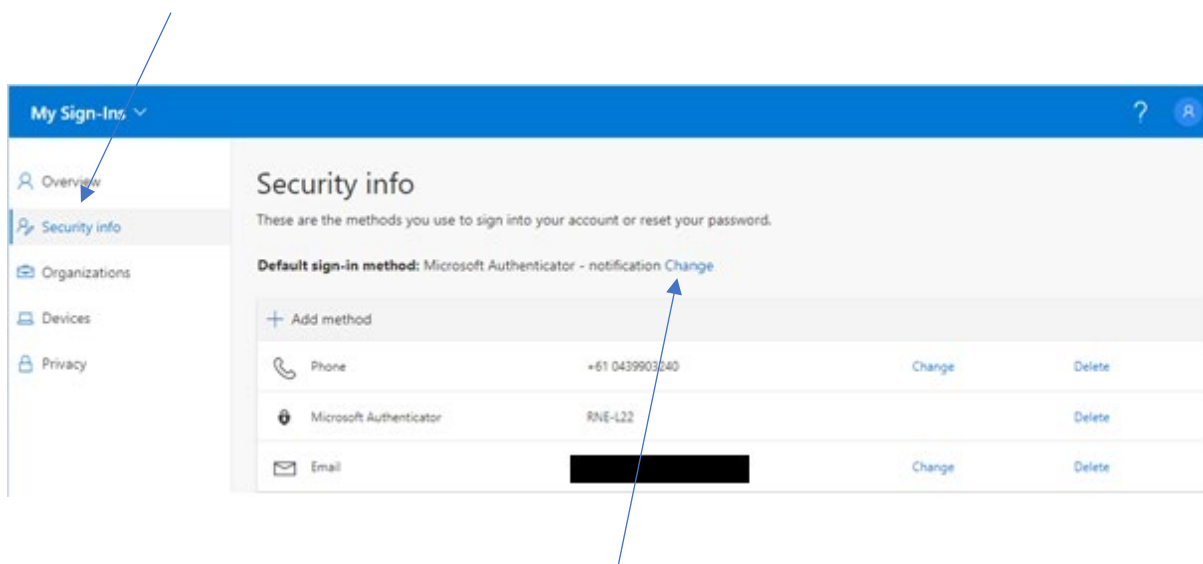
If you are doing this from your home computer or device you will be asked to login if you haven't already done so.

You are presented with the following screen:-



This screen tells you your current default MFA sign in method. In this example it is set to **Microsoft Authenticator**

Make sure **Security info** is highlighted by clicking on it.



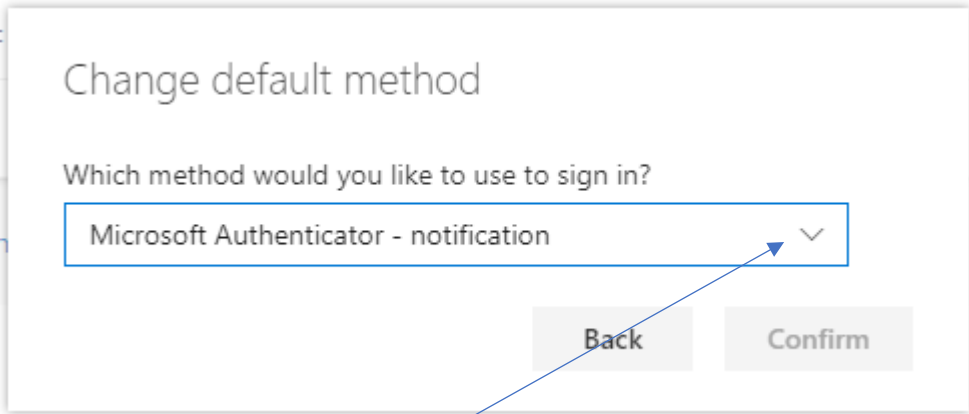
If you wish to change this method click on the **Change** link which brings up the following screen

Change default method

Which method would you like to use to sign in?

Microsoft Authenticator - notification

Back Confirm



Click on the drop-down arrow to display the available options for MFA

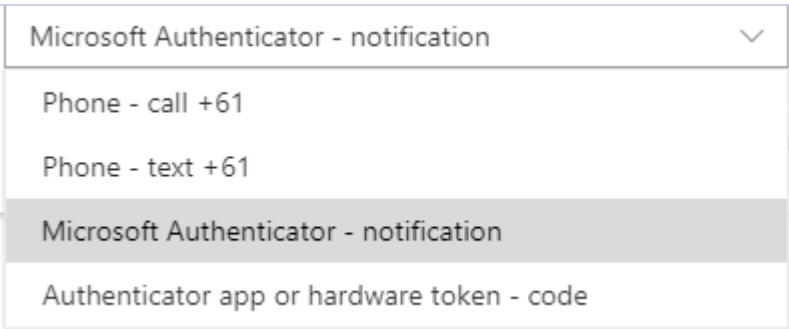
Microsoft Authenticator - notification

Phone - call +61

Phone - text +61

Microsoft Authenticator - notification

Authenticator app or hardware token - code



Choose the method which you prefer.

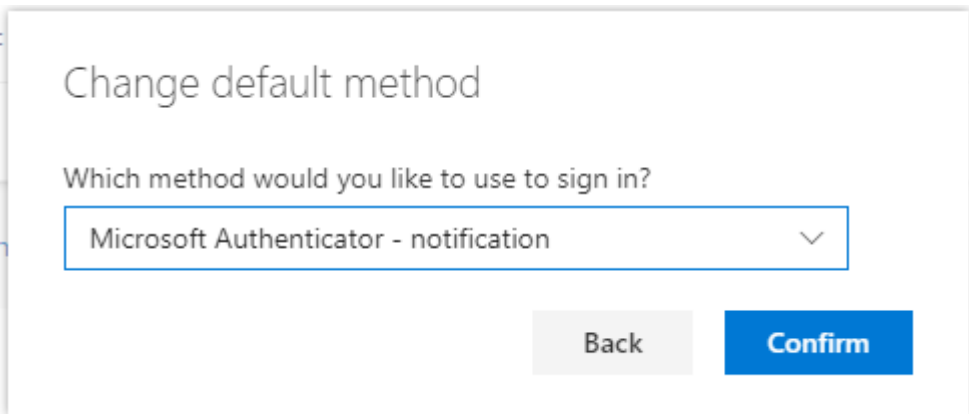
If you want to use the **Microsoft Authenticator – notification** method and have not used it before, go to the section below [Setting up the Microsoft Authenticator app](#)

Change default method

Which method would you like to use to sign in?

Microsoft Authenticator - notification

Back Confirm

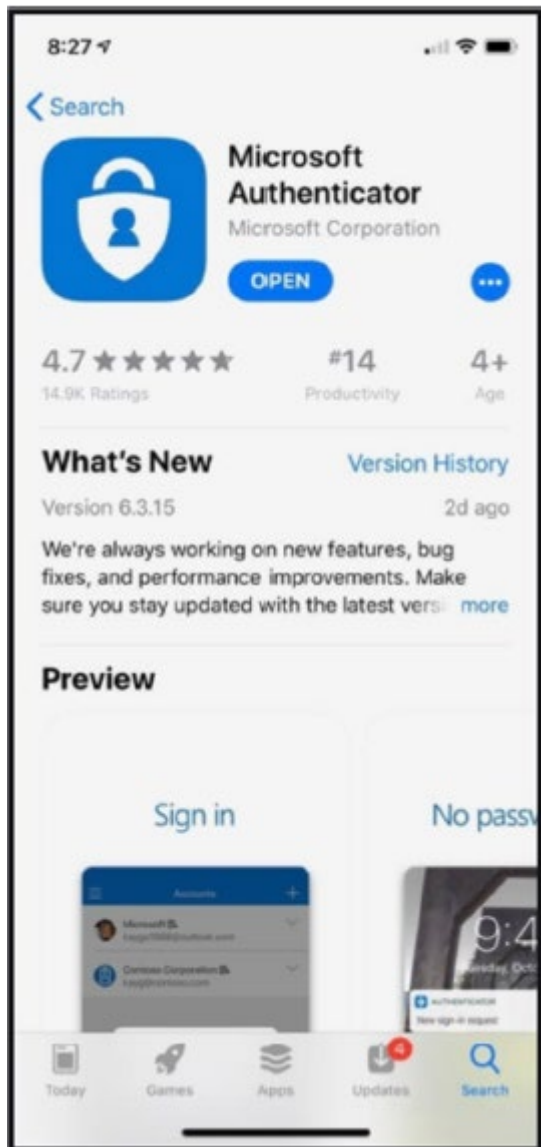


Click on Confirm and your MFA setting has been updated.

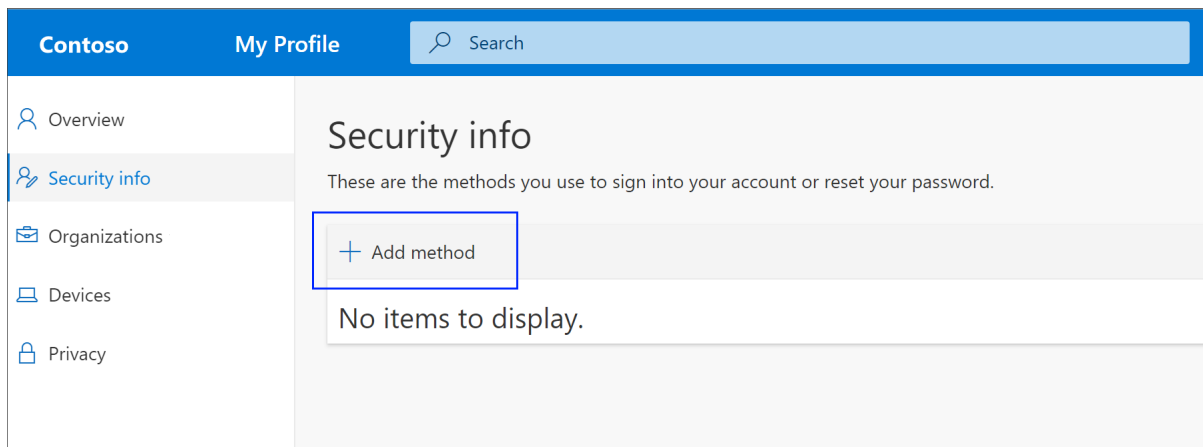
Setting up the Microsoft Authenticator app

You will need to download the **Microsoft Authenticator** app onto your smart device either from the **App Store** or **Google Play Store**.

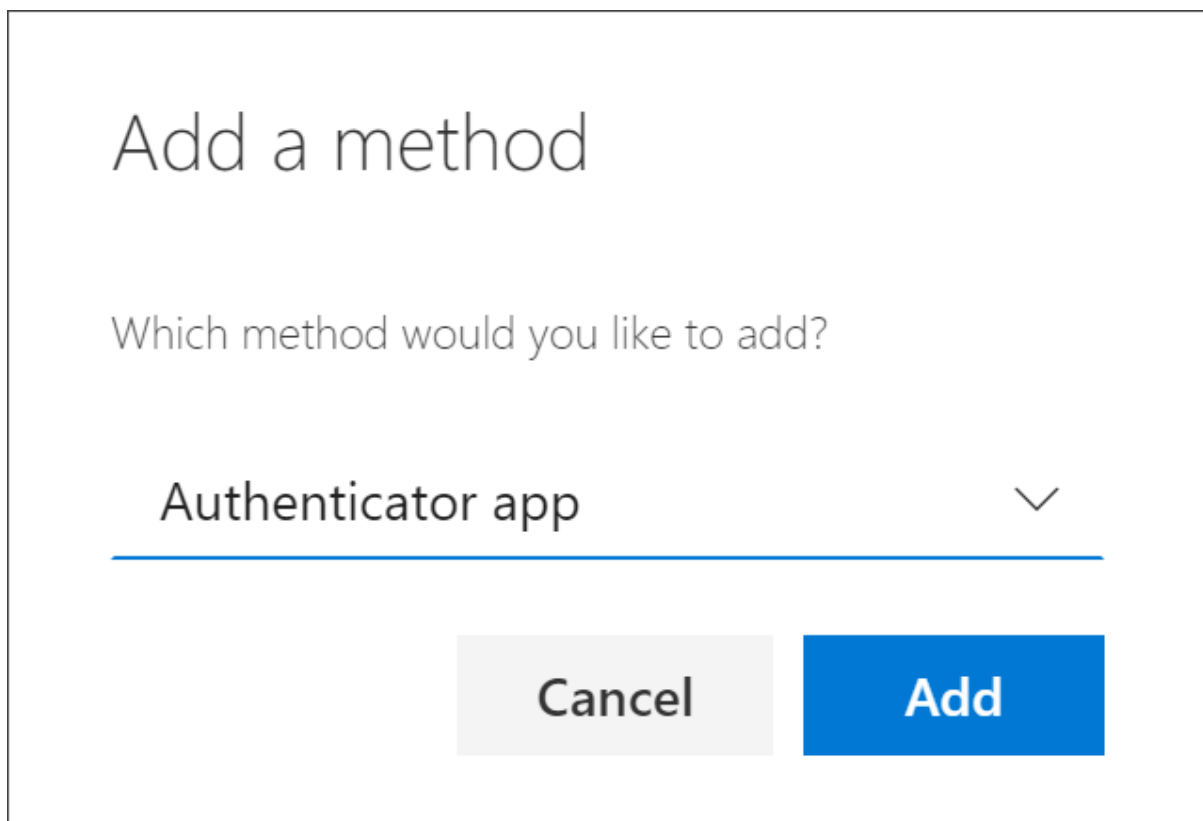
Install the app



Go to your Security info page and select **Add Method**




On the **Add Method** page select **Authenticator app** from the drop-down list, and then select **Add**



On the **Start by getting the app** page, select **Download now** to download and install the Microsoft Authenticator app on your mobile device, and then select **Next**.

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)


After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

[Cancel](#) [Next](#)

Remain on the **Set up your account** page while you set up the Microsoft Authenticator app on your mobile device.

Microsoft Authenticator



Set up your account


When prompted, allow notifications. Then add an account, and select "Work or school".

[Back](#) [Next](#)

Open the Microsoft Authenticator app, select to allow notifications (if prompted), select **Add account** from the **Customize and control** icon on the upper-right, and then select **Work or school account**. Return to the **Set up your account** page on your computer, and then select **Next**.

The **Scan the QR code** page appears. **Note:** Don't Scan the image below:

Microsoft Authenticator



Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

[Can't scan image?](#)

[Back](#) [Next](#)

Scan the provided code with the Microsoft Authenticator app QR code reader, which appeared on your mobile device after you created your work account.

The authenticator app should successfully add your work account without requiring any additional information from you. However, if the QR code reader can't read the code, you can select the **Can't scan the QR code link** and manually enter the code and URL into the Microsoft Authenticator app. Select **Next** on the **Scan the QR code** page on your computer.

A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account.

Microsoft Authenticator



Let's try it out

Approve the notification we're sending to your app.

[Resend notification](#)

Back

Next

Approve the notification in the Microsoft Authenticator app, and then select **Next**.

Microsoft Authenticator



 Notification approved

Back

Next

Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.