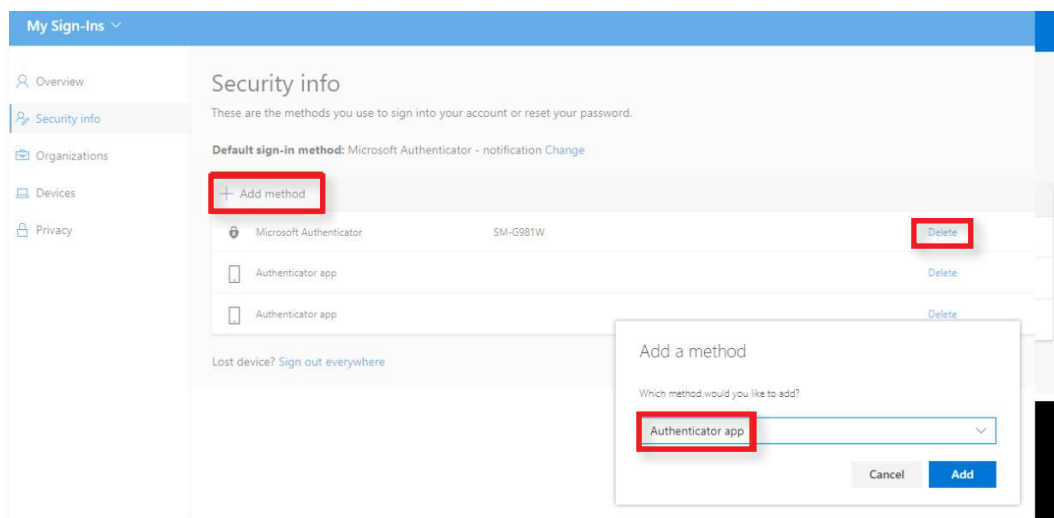


# HOW TO SETUP MFA ON A NEW DEVICE

Please note - If you get a new phone, you will need to follow the process to re-download and set up MFA on your new device.

1. Go to <https://aka.ms/mfasetup>
2. Sign in with your 365 account- you should see your current MFA settings.



**Add Method** is to add a new device, using the **Microsoft Authenticator** app. You must first download the app to the new phone, and then select "add Work or School Account", followed by scanning the QR code. More details on these steps can be found at <https://gradea.ca/download-mfa-outlook>. Note that while text message or phone calls are options, and are still better than having no MFA at all, they are not as secure as using the Microsoft Authenticator App.

**Delete** is to delete an existing device, for example if you've replaced your phone you would delete the old one.



You may see an older style screen when you sign in, the steps here are as follows:

**Additional security verification App Passwords**

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.  
[View video to know how to secure your account](#)

what's your preferred option?  
We'll use this verification option by default.  
Notify me through app

how would you like to respond?  
Set up one or more of these options. [Learn more](#)

Authentication phone United States (+1) 613  
 Office phone Select your country or region 1-866-  
Extension

Alternate authentication phone Select your country or region 1

Authenticator app or Token Set up Authenticator app 2

Authenticator app - SM-G950V Delete 3

restore multi-factor authentication on previously trusted devices  
Restore

Save cancel

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

**Option 1** is to add an additional phone number for text or call options. This is useful if you lose your primary device that has the Microsoft Authenticator app installed.

**Option 2** is to add a new device, using the Microsoft Authenticator app. You must first download the app to the new phone, and then select “add Work or School Account”, followed by scanning the QR code. More details on these steps can be found at <https://gradea.ca/download-mfa-outlook>.

**Option 3** is to remove an old device.

## Having Trouble?

You can also email [servicedesk@gradea.ca](mailto:servicedesk@gradea.ca) or call us at 613-721-3331 or 1-866-5-GRADEA.