


DOWNLOADING AND CONFIGURING MULTIFACTOR AUTHENTICATION


Downloading the Microsoft Authenticator

Before beginning, you'll need to have the app on your phone, you can go to this site to help you get it installed: <https://aka.ms/getMicrosoftAuthenticator>

Get the app on your phone, for free

 GET IT ON
Google Play

OR

 Download on the
App Store

Enter your phone number and we'll send you a download link

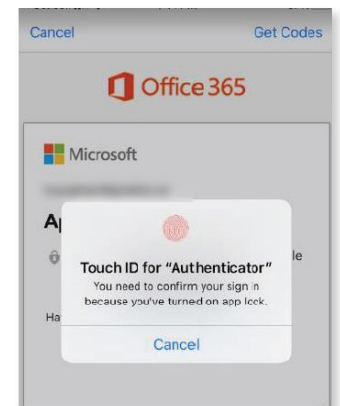
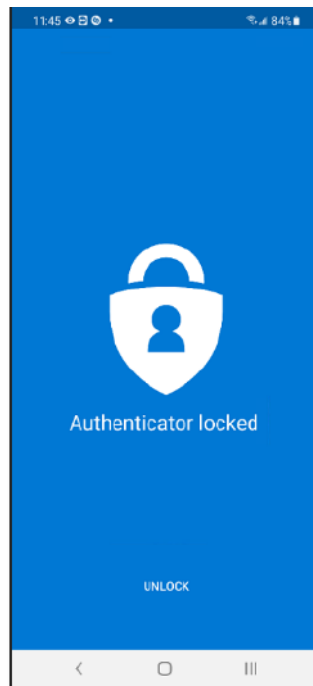
United States (1)

SEND LINK >

Microsoft will use your phone number only for this one-time transactional purpose, the information won't be stored. Standard SMS rates may apply.

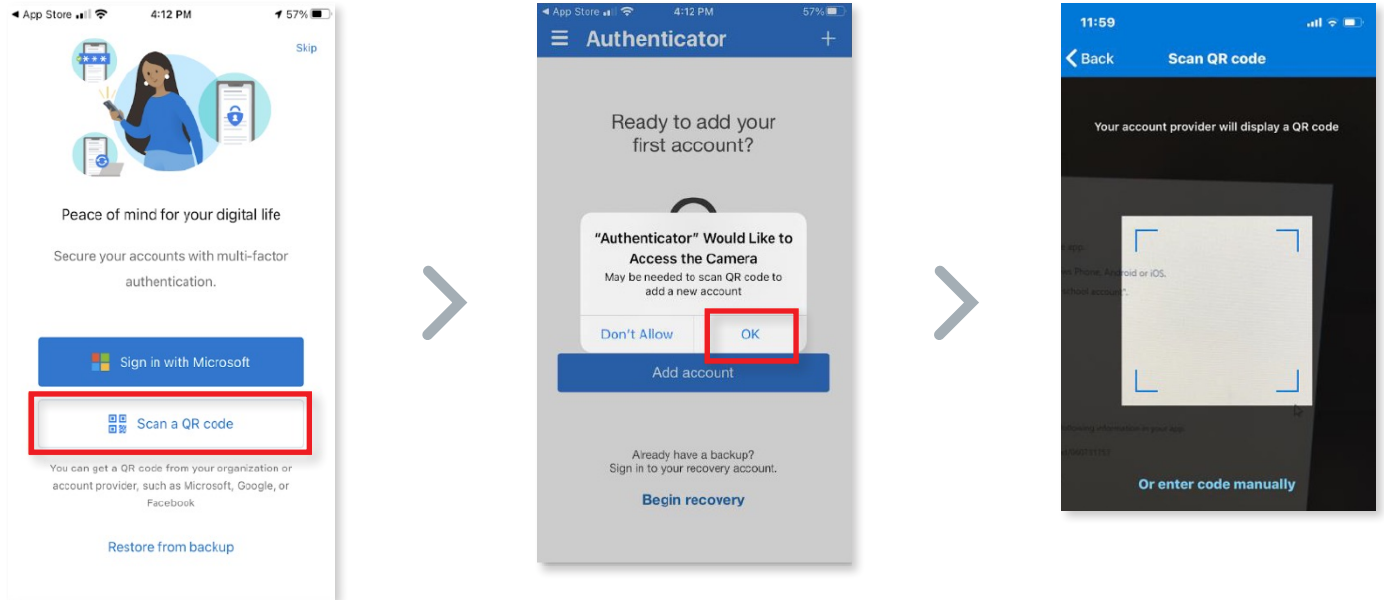
You will need to know your Apple Store or Google Play password to download the Microsoft Authenticator App.

1. Open the app on your phone. You will need to unlock your phone to access the app. Depending on how your phone is set up, this may be using Face ID, Touch ID, or an unlock code or pattern:



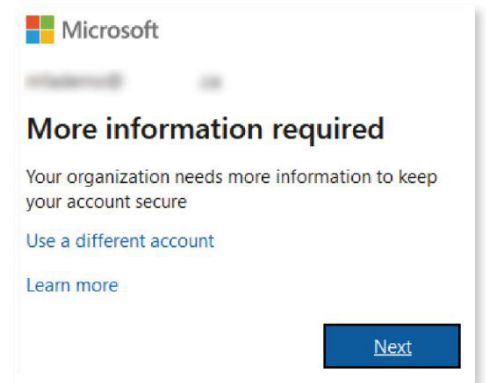
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2. Choose the option to Scan a QR Code, which will ask for permission to use the camera, and leave your phone at this stage while getting signed into the registration site on your computer:

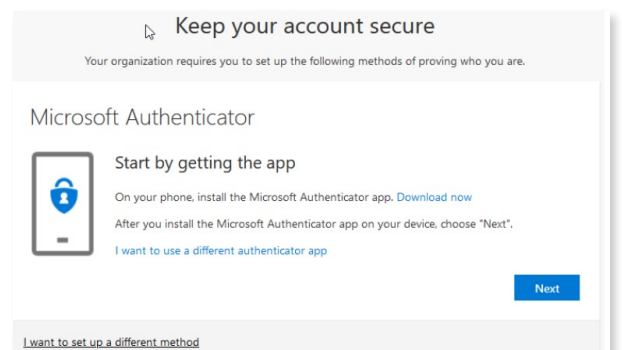


Setting up MFA

1. On a computer or second device, browse to <https://aka.ms/mfasetup> and sign in with your email address and password, and you'll see this screen:

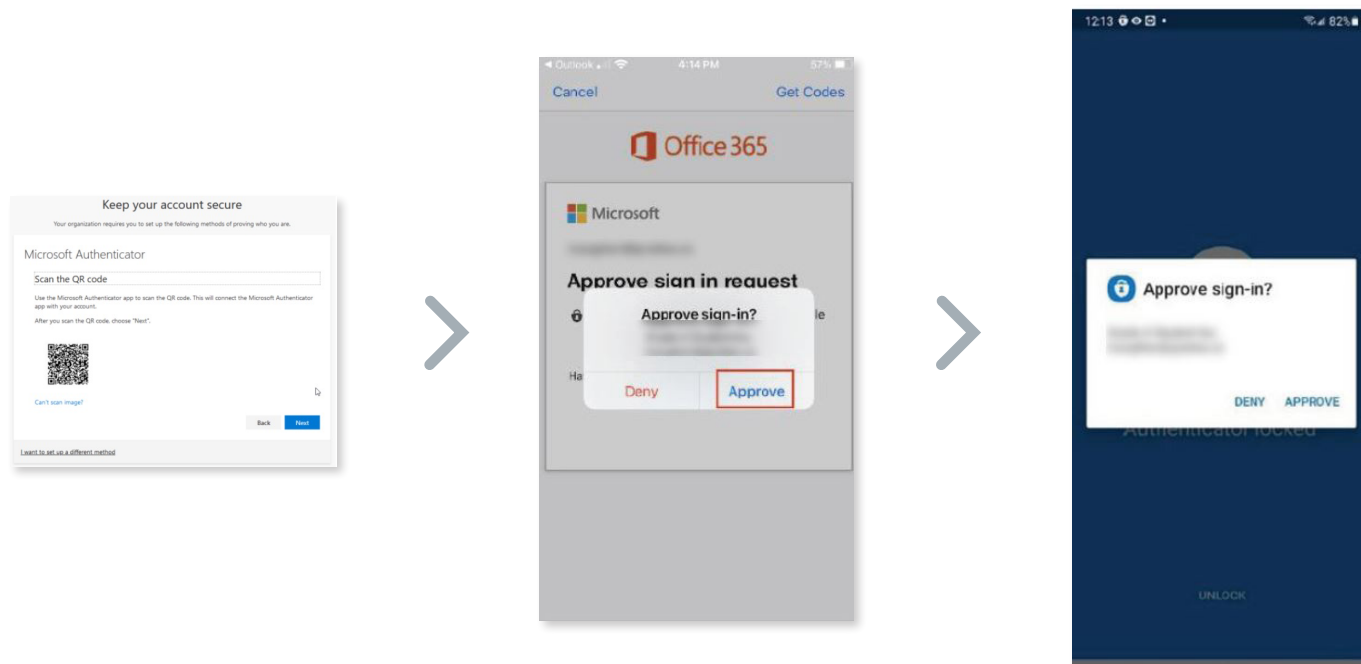


2. Click Next, which will bring you this screen about downloading the Microsoft Authenticator App to your phone if you haven't already. If you already have the app, click Next:



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3. At the next screen you'll be prompted with a QR code, and you'll want to use your camera on your phone to scan the image. Once scanned, click next and it will send a notification to your phone to approve the sign in attempt.



Mobile Devices

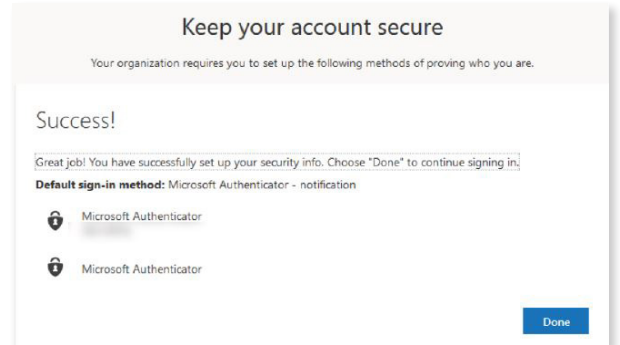
1. Most mobile devices used will need to have the account removed and re-added in order to connect again. This process can vary depending on the brand and model of device, but we recommend using the Microsoft Outlook app on mobile as it usually works the most seamlessly for connecting to Microsoft 365.
2. To disconnect your existing work email account from your mobile device, and configure the Outlook mobile app, follow the prompts at this page:
<https://www.convergencenetworks.com/download-mfa-outlook/>
3. Instructions for adding email to various devices using the built in email apps can be found at the following link:
<https://support.microsoft.com/en-us/office/set-up-office-apps-and-email-on-a-mobile-device-7dabb6cb-0046-40b6-81fe-767e0bf014f>



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Daily Use Going Forward

Once MFA has been enabled on your account, you will be notified to approve the sign in when you access your account. Only approve the sign in if you are actively trying to access your account. This prompt will come through whenever you connect to your account from a new network, whenever your password changes, or periodically depending on the settings for your company.



This prompt will happen for each Microsoft product on each device you use, i.e. Outlook, Teams, OneDrive on your laptop would mean 3 approval requests coming through.

Having Trouble?

You can also email support@convergencenetworks.com

