# First-Year Students: Initial Instructions for Setting up Multi-Factor Authentication (MFA) using the Microsoft Authenticator App and Resetting Your Password

Before you begin, you should have two devices available: one that will allow you to be on a browser and a smart device that you will download the app to.

1) Visit portal.office.com
2) Enter your Lycoming email address. Click *Next*. Enter your password. Click *Sign in*. Both of these were provided to you in the email correspondence from Academic Services.
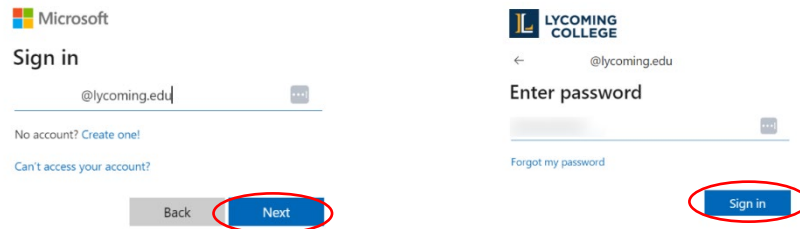
3) ***More information required* dialogue:**
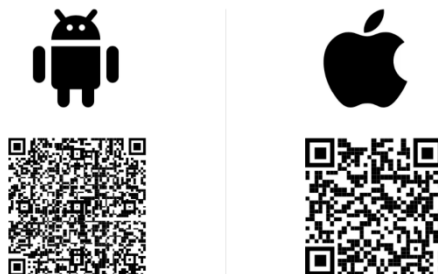   Click **Next**
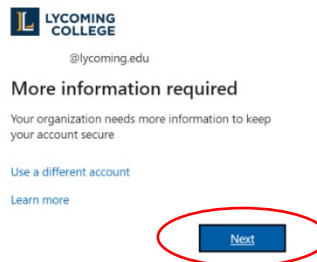
4) ***My Sign-ins page:***
   In the new dialogue that opens *Click Download App*. A new tab will open with QR codes which can be scanned with your smartphone camera – taking you to the app store for your device to install the Microsoft Authenticator App (Step 5 below). **Use the appropriate QR to get the correct authenticator app. Note: In the Apple Store, if you search "Microsoft Authenticator," the first app is a sponsored app, not the official app.** After the app is installed on your smartphone return to the *My Sign-Ins* tab and click Next (move to step 6).
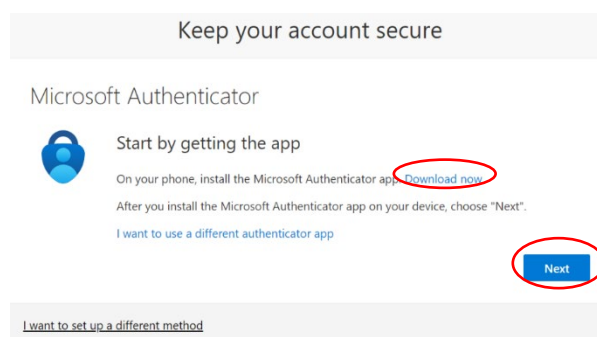
5) New Tab

Scan the QR code with your smartphone for your device type, and follow the directions on your smartphone to install the app. This tab can be closed once the app is installed (return to step 4).

6) *My Sign-ins page:*

A page will display to begin setting up your account. Click *Next*.

7) *My Sign-ins page:*

A page will display with a QR code, you will scan this with the Microsoft Authenticator app – keep this page open.
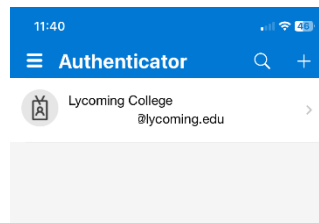
8) *Microsoft Authenticator app:*

Open the Microsoft Authenticator app on your smart phone.
Click the *+* to add an account, on the next screen select *Work or school account*, Click *Scan QR code* **(DO NOT use Sign-in option)**, this will activate the camera on your smart phone, point your smart phone at your computer screen to scan the QR code (step 7). Please be sure to click allow notifications or the process will not function properly.
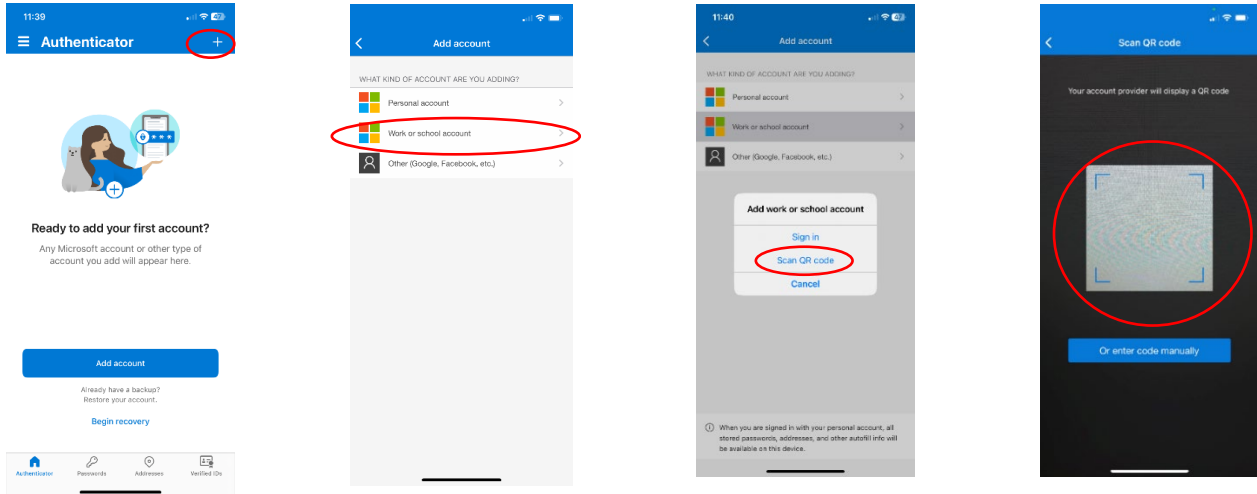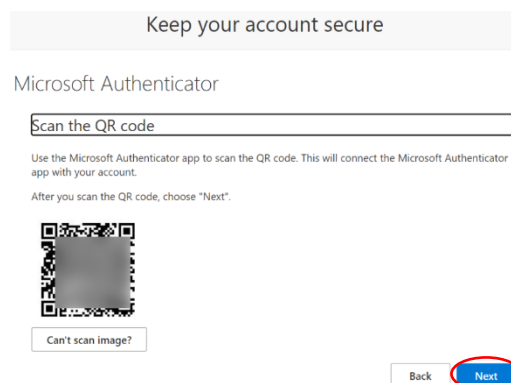

9) *Microsoft Authenticator app:*

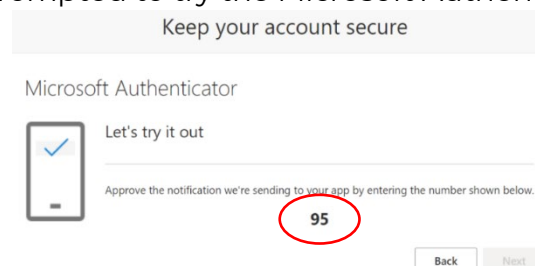Your Microsoft account is now added to your Microsoft Authenticator app.

10) *My Sign-ins page:*

Go back to your web browser, and click *Next*.
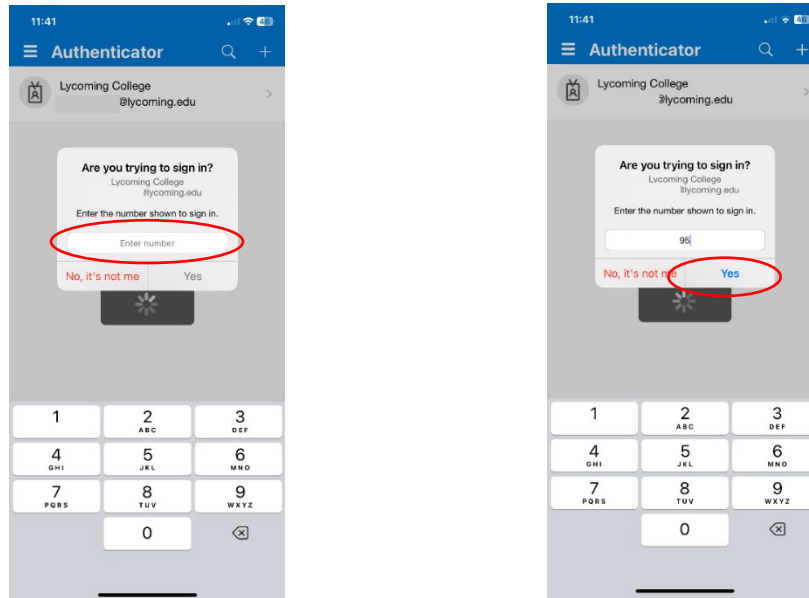

11) *My Sign-ins page:*

You will now be prompted to try the Microsoft Authenticator and given a code.
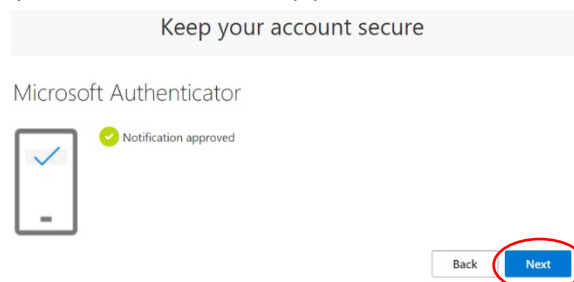
12) You will receive a notification on your smart phone. Enter the code that was given to you in the previous step and select **YES.**
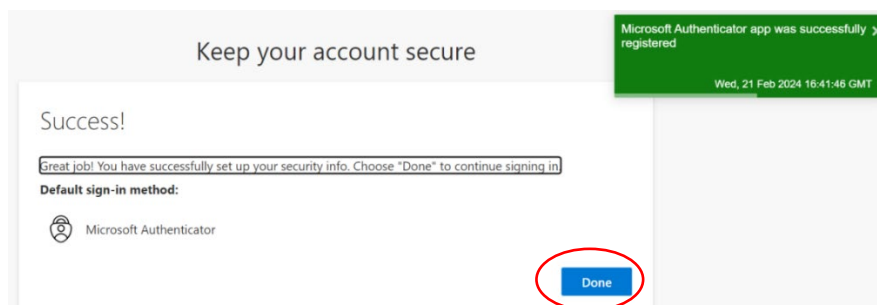

13) *My Sign-ins page:*
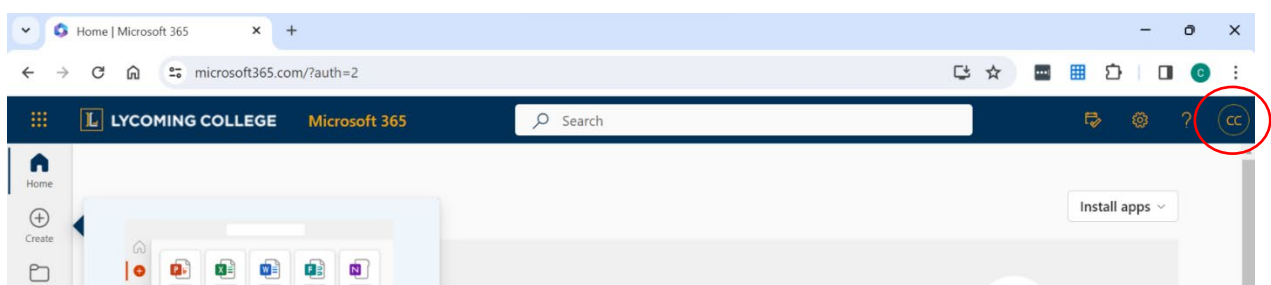You will be prompted *Notification approved*, click *Next.*

14) *My Sign-ins page:*
You have completed adding the Microsoft Authenticator app as a sign-in method. Click *Done.*

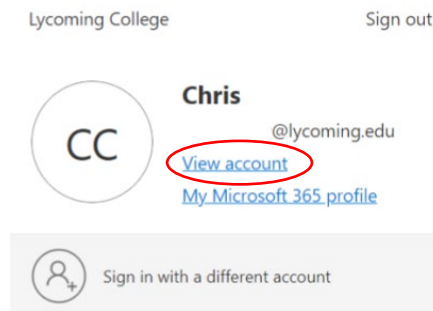**15) *Office 365 Account Dashboard:***
Click through the three introductory slides and then toward the top right-hand corner, click your initials or profile picture.
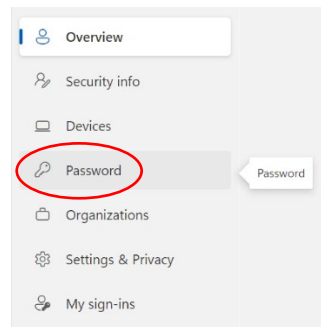
16) *Office 365 Account Dashboard:*
In the dialogue box that opens click *View Account*.

17) *My Account Tab:*
On the new tab that loads, in the menu on the left, click *Password*

18) *My Account Tab:*
Enter your old password (the password provided in your credential email), then create and confirm your new password. Click *Submit* when finished.

Your password must meet these requirements:
- At least 12 characters in length. Password phrases are strongly encouraged.

- Must **not** be a reuse of one of your last 3 passwords.

- Must **never** be stored in clear text (e.g. Notepad, Excel, or Word files); hard coded; or written down on paper. ITS suggests the use of the LastPass password manager to generate, store, and organize a user's credentials (www.lastpass.com).

19) *My Account Tab:*
Enter your newly created password, then click *Sign in*.

20) *My Account Tab:*

You will be prompted to approve the sign in by entering the code displayed on the screen into the Microsoft Authenticator App on your smart device.

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Approve sign in request

🔒 Open your Authenticator app, and enter the number shown to sign in.

87

No numbers in your app? Make sure to upgrade to the latest version.

☐ Don't ask again for 14 days

I can't use my Microsoft Authenticator app right now

More information

21) *Stay signed in* **dialogue:**

Click **NO**

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Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No   Yes

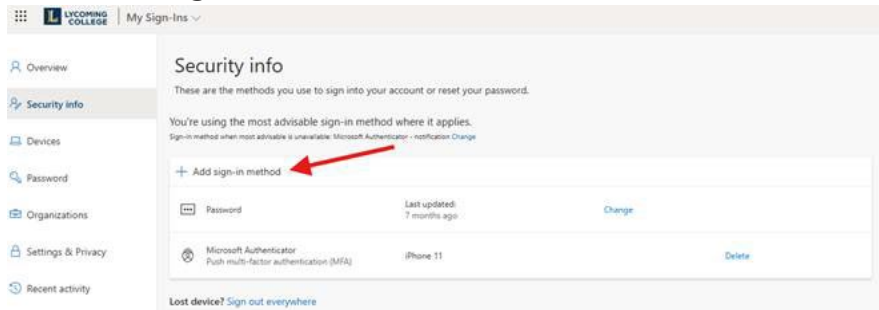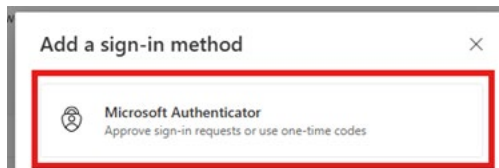# Changing Sign-In Method to Authenticator App

1) *Go to My Sign-Ins:* https://mysignins.microsoft.com/security-info
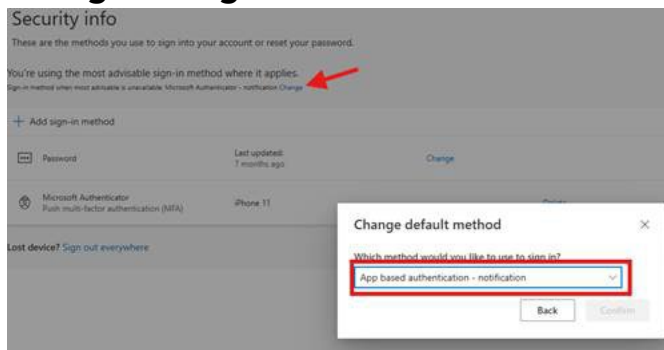
2) *Click Add Sign-in method and choose Microsoft Authenticator*

3) *Choose Microsoft Authenticator*

4) *Complete steps 4-14 above to add the Microsoft Authenticator App*

5) *Go back to my sign-ins:* https://mysignins.microsoft.com/security-info

6) *Change the sign-in method to authenticator app*

7) *Delete Phone method*