How to Change Your Authentication Method in Microsoft Azure Multi-factor Authentication

1) Change to **Notify me through app** for Microsoft Authenticator push notifications
   a. Download and install the Microsoft Authenticator app from your smartphone’s or tablet’s app store. The icon will look like the following:

   ![Microsoft Authenticator Icon]

   **By Microsoft Corporation**

   b. Once installed, open a Web browser on a device other than your smartphone or tablet and go to [https://portal.office.com](https://portal.office.com)
      i. Students should log in with their MTMail user name and password (e.g. jdoe@mtmail.mtsu.edu)
      ii. Employees should log in with their MTSU Pipeline user name with @mtsu.edu at the end (e.g. jdoe@mtsu.edu); **NOTE**: This is **NOT** the same as your employee email address.

   c. Click the person icon in the top right corner
      i. Click the **My account** link

   ![My accounts Screen]

   **My accounts**

   ![My profile]

   **My profile**

   ![My account]

   **My account**

   ![Sign out]

   **Sign out**
d. Click **Manage security & privacy**

![Image of Security & privacy](image)

**Security & privacy**

Protect your account and adjust important privacy settings to your preference.

![Manage security & privacy button](image)

e. Click **Additional security verification** and then **Update your phone numbers used for account security**

Security & privacy

Password

Change your password.

Contact preferences

Manage how and why you are contacted.

Additional security verification

Your admin has turned on additional security verification to better secure your account.

To sign in to Office 365, you need to enter a password and reply back to the security message that is sent to your phone.

Update your phone numbers used for account security.

f. Choose **Notify me through app** from the drop down menu as depicted below

g. Check the **Authenticator app** check box as depicted below

h. Click the blue **Configure** button as depicted below
i. A QR code will now appear on your screen as shown below. **DO NOT** click **Next** yet.
j. Open the Microsoft Authenticator app on your smartphone or tablet
k. Tap the **Add Account** blue button or the plus + symbol in the top right corner to add an account
1. If prompted for a backup, tap **Continue**
m. Tap the **Work or school account** option, and the QR code scanner will appear

![QR code scanner](image)

n. Scan the QR code that appeared in step # 4 by aiming your smartphone or tablet camera at the QR code and centering it into the square as depicted below. **NOTE:** If prompted, allow Microsoft Authenticator to use your phone’s camera

![QR code](image)
You will now see a new entry in the Microsoft Authenticator app called **Middle Tennessee State University** with your user name and a 6 digit code below it.

Once you see the 6 digit code on your mobile device screen (as seen above), simply click **Next** on the page.

If the app displays a six-digit code, choose "Next".

On the following screen, it will check the activation status of your mobile app.

**Step 1: How should we contact you?**

- **Mobile app**

**How do you want to use the mobile app?**

- Receive notifications for verification
- Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

**Set up**  Checking activation status.
r. After it checks your activation status, it will prompt you to send a notification. Tap Next.

**Additional security verification**

Secure your account by adding phone verification to your password. View video to know how to secure your account.

**Step 2: Let’s make sure that we can reach you on your Mobile App device**

Please respond to the notification on your device.

s. Tap Approve on your smartphone or tablet to proceed as shown below, and the system will finish configuring your account.

![Approve sign-in]

**t.** Once you approve the request, you will be asked to enter a backup phone number, in case you lose access to your mobile app. This will allow you receive authentication phone calls, and text messages. Enter your mobile device phone number, and then click **Next**.

**Additional security verification**

Secure your account by adding phone verification to your password. View video to know how to secure your account.

**Step 3: In case you lose access to the mobile app**

![United States (+1) 610 *321*]

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.
u. The last page will give you an app password, which you can use on other applications, such as Apple Mail. Click Done to finish.

Additional security verification

Step 4: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. Learn more

Get started with this app password:

Done

2.) Change to Call my authentication phone.

a. Repeat steps 1b through 1e, if you are not already signed into the Security and Privacy settings page in Office 365.

b. Change drop down setting to Call my authentication phone.

What's your preferred option?

We'll use this verification option by default.

Call my authentication phone

Text code to my authentication phone
Call my office phone
Notify me through app
Use verification code from app

And?

Contrast?

Set up one or more of these options. Learn more

<table>
<thead>
<tr>
<th>Authentication phone</th>
<th>Office phone</th>
<th>Alternate authentication phone</th>
<th>Authenticator app</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td></td>
<td>☑</td>
<td></td>
</tr>
<tr>
<td>United States (+1)</td>
<td>Select your country or region</td>
<td>United States (+1)</td>
<td>Configure</td>
</tr>
<tr>
<td></td>
<td>Extension</td>
<td></td>
<td>Mobile app has been configured.</td>
</tr>
</tbody>
</table>
d. Click Save at the bottom of the page.

```
what's your preferred option?
We'll use this verification option by default.
```

- **Call my authentication phone**
- **Text code to my authentication phone**
- **Call my office phone**
- **Notify me through app**
- **Use verification code from app**

Set up one or more of these options. Learn more

- [ ] Authentication phone
- [ ] Office phone
- [ ] Alternate authentication phone

[ ] Authenticator app

**Mobile app has been configured.**

**Restore multi-factor authentication on previously trusted devices**

- [ ] Restore
- [ ] Save
- [ ] Cancel

**e. After you click Save, you will be prompted to verify your phone via a phone call. Simply answer the call, and press the # button to verify. The call will automatically disconnect once you verify.**

:::

**Verifying phone.**

*Answer it to continue...*

:::

**f. Your mobile phone, and office phone, are now verified as an authentication device. Click Close on the next window to complete.**

**Updates successful**

*Your settings were configured successfully.*
3.) Change to **Text code to my authentication phone**

   a. Repeat steps 1b through 1e, if you are not already signed into the Security and Privacy settings page in Office 365.

   b. Change drop down setting to **Text code to my authentication phone**

   ![Image of verification options]

   c. Ensure that your authentication phone number is entered correctly.

   ![Image of phone number input fields]

   d. Click Save at the bottom of the page.

   ![Image of save button]

   Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.
e. Verify your authentication phone number to receive text messages. Click **Verify preferred option**.

   ![Verification required]

   We detected that you made a change to your preferred option. We need to verify it before saving your settings.

   ![Verify preferred option]

   ![cancel]

f. You will be sent a verification code to your authentication phone number via text message.

   ![Answer it to continue...]

   ![Verifying phone.

   ![Verifying phone]

   When you receive the verification code, enter it here

   ![Verify]

   ![cancel]

   h. On the Update Successful screen, click **Close**.

   ![Updates successful]

   ![Your settings were configured successfully.

   ![Close]

   i. You will be taken back to the main Security and Privacy settings page.
4.) Change to Use verification code from app

a. Repeat steps 1b through 1e, if you are not already signed into the Security and Privacy settings page in Office 365.

b. Change drop down setting to Use verification code from app

c. If you have already configured your mobile app, proceed on to step D below. If you have not, please revisit step 1 at the beginning of this document.

d. Click Save to begin verification of your app code, and click on Verify preferred option.

![Use verification code from app dropdown]

Verification required

We detected that you made a change to your preferred option. We need to verify it before saving your settings.

Verify preferred option    cancel

e. Open the authenticator app on your device, and prepare to enter the 6 digit code displayed.

![Verifying app]

Verifying app

On your device, open the authenticator app.

f. Find the 6 digit code displayed on your Authenticator app.
g. Enter it into the Verifying app screen, and tap Verify.

Verifying app

Enter the verification code displayed on your app

[Input field]

[Verify] [cancel]

h. You have now successfully set up your account to authenticate using your 6 digit app code from your authenticator app. Click Close to return to the Security and Privacy settings page.

Updates successful

Your settings were configured successfully.