How to Create New App Passwords with Microsoft Azure Multi-factor Authentication

1) Some applications like Outlook, Apple Mail, and Microsoft Office, do not support using a phone to secure your account with multi-factor authentication. You can instead use an App Password when connecting an email client on a mobile device to your MTSU account.
   a. **NOTE:** Students who have their MTMail account configured in an Apple Mail, Outlook, or other email client on their smartphones, tablets, or personal computer will need an app password to use in place of your MTMail password. When prompted by your email client for a password, you will need to use this App Password. You will need an App Password per email client per device.
   b. **NOTE:** Employees do not need to use the App Password to access their email on their smartphone or tablets, tablets, or personal or work computers at this time

2) If you need to access an existing or create a new **App Password** after enrolling in Microsoft Azure multi-factor authentication:
   a. Log in 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.
   b. Click the person icon in the top right corner
   c. Click the **My account** link
d. Click **Manage security & privacy**

![Manage security & privacy](image)

**Security & privacy**

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

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. Click the **App Passwords** link at the top of the page
  i. You will see all existing App Passwords listed here and can delete if needed
  ii. Click the **create** link to create new App Passwords

![Office 365](image)

**additional security verification**  **app passwords**

To sign into Outlook, Lync or other apps installed on your computer or smart phone, you’ll need to create an app password. When prompted by the app, enter the app password instead of your work or school account password.

You can use the same app password with multiple apps or create a new app password for each app. How do I get my apps working with app passwords?

Note: If you are an admin of a Microsoft service, we recommend not using app passwords.

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