



SYSTEMAGIC
DOING IT DIFFERENTLY



OFFICE 365: MFA USER SETUP & LOGIN

What is MFA?

MFA, or Multi-Factor Authentication, adds an extra layer of security by requiring users to provide two or more verification factors, such as passwords and biometrics to access an account or system.

When used with Microsoft 365, it will make it considerably more difficult for hackers or scammers to gain access to user accounts.

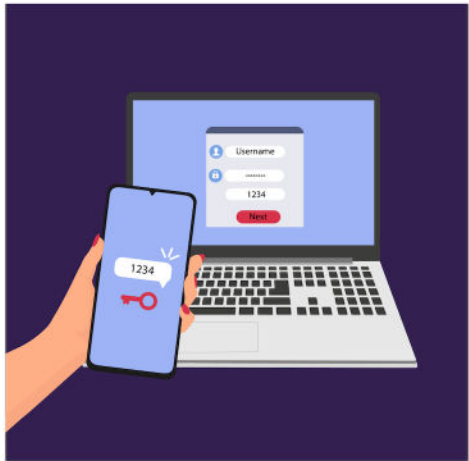
What Do I Need To Do?

Once we (Systemagic) have enabled MFA on your Microsoft 365 account(s), you and your colleagues will need to provide extra information to finish the process.

Watch our [video guide](#), or follow the instructions below for the next steps.

Video: <https://bit.ly/4ajdyyl>





Setting Up MFA

When setting up MFA, we recommend using an incognito/private window - you can open this by right clicking on your browser icon and selecting 'new incognito/private' window.

Next, head to <https://aka.ms/mfasetup> or www.office.com and sign-in using your login credentials.

Once you're signed in, you should be prompted to provide more information.



guide@systemagic.co.uk

More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)



Authentication Methods

There are many ways to authenticate your MFA account. The two most popular methods are via SMS or the Microsoft Authenticator app.

We recommend using Microsoft Authenticator as it doesn't require good phone service, just a 4/5G or WiFi connection - it's also the quickest method.

In this guide, we cover how to set up both options.



Microsoft Authenticator App

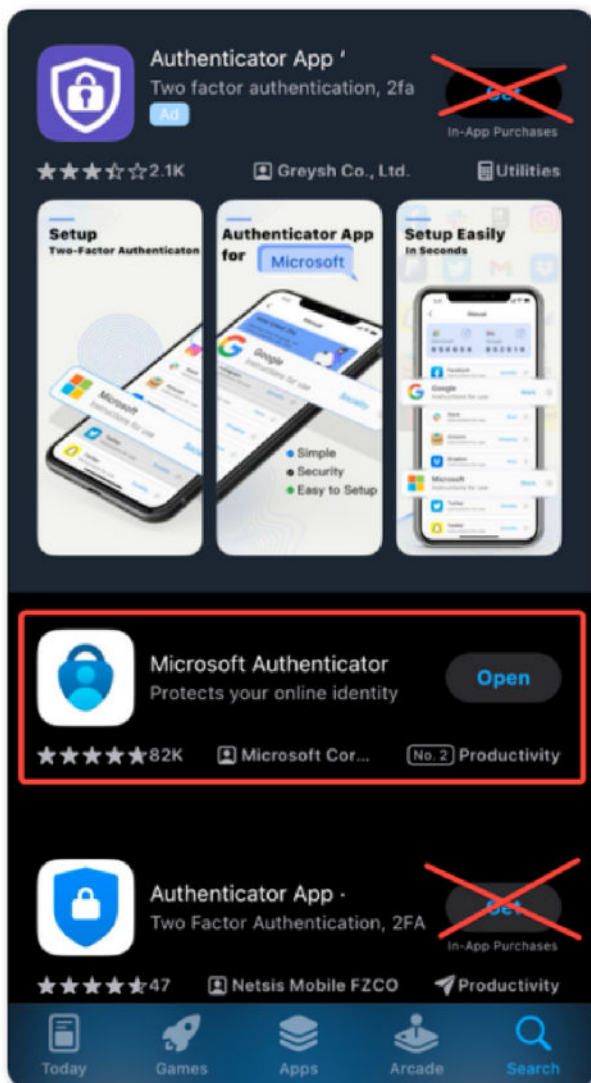
What Is Microsoft Authenticator?

Microsoft Authenticator is a smartphone app that generates MFA codes.

It's completely non-intrusive and doesn't access any of your phone's personal data.

Downloading Microsoft Authenticator

Before selecting 'Microsoft Authenticator' on your computer, make sure to download the Microsoft Authenticator app from your phone's App Store or Google Play Store.



There are lots of authenticator apps on the App Store.

To ensure you download the right one, look out for the one titled 'Microsoft Authenticator'.

We've highlighted the app below, so you know what to look out for!

Tip: Make sure that the author of the app is 'Microsoft Corporation'.

Setting Up Microsoft Authenticator

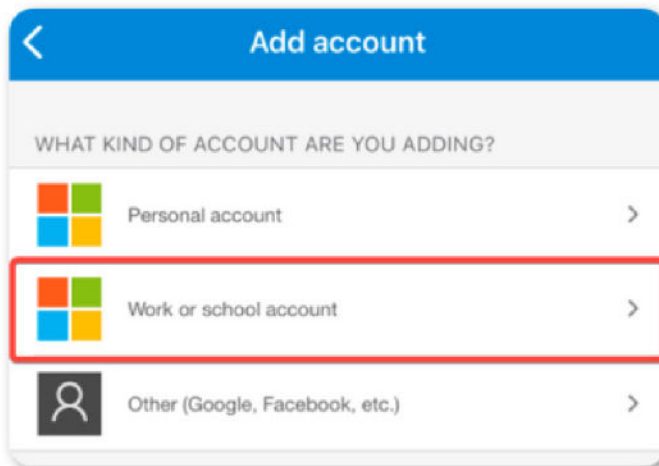
Once you have the Microsoft Authenticator app downloaded on your phone, go ahead and open it up.

If it's your first time using it, you may be asked to set up an account right away – don't worry this is normal.

If you already have some accounts in your Microsoft Authenticator App, click the '+' icon in the top right corner to add an account.




Under 'Account Type', choose 'Work or School Account' and then 'Scan QR Code'.



Back to The Computer

Now you've downloaded the Microsoft Authenticator App, you can head back to your computer and click 'Next' on your screen (twice).

Microsoft Authenticator



Start by getting the app


On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

[Back](#) **Next**

Next, you'll be prompted to scan the QR code on the screen with your phone (remember, we just clicked 'Scan QR Code' on your phone).


If for some reason your camera is not currently active, click 'Scan QR Code' on your phone again.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

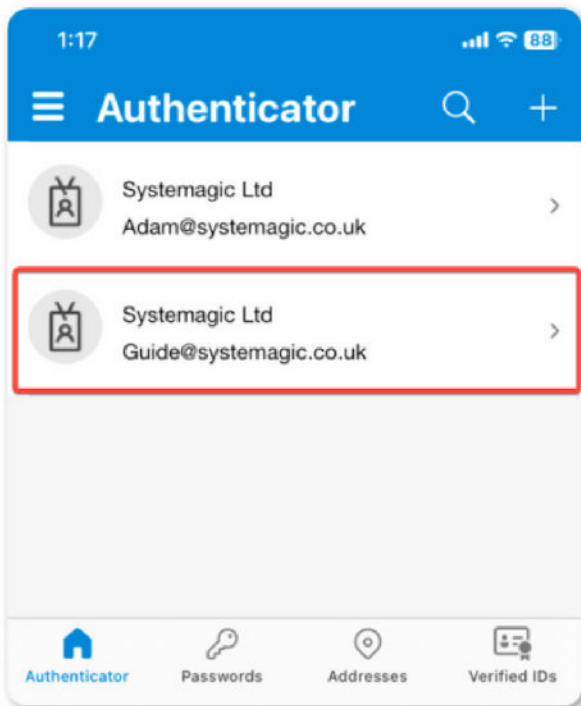


[Can't scan image?](#)

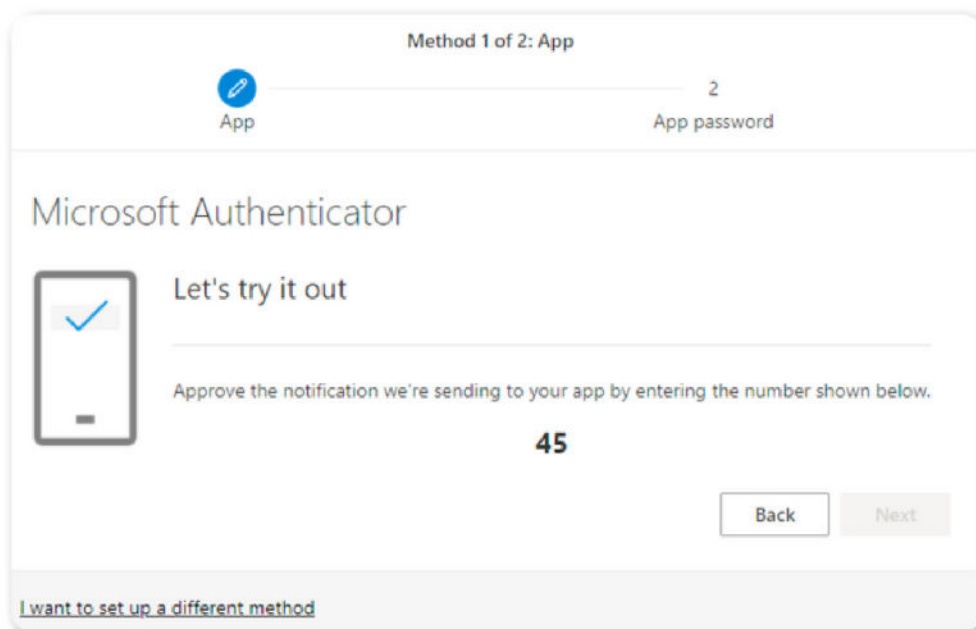
[Back](#) **Next**

Checking Your Account

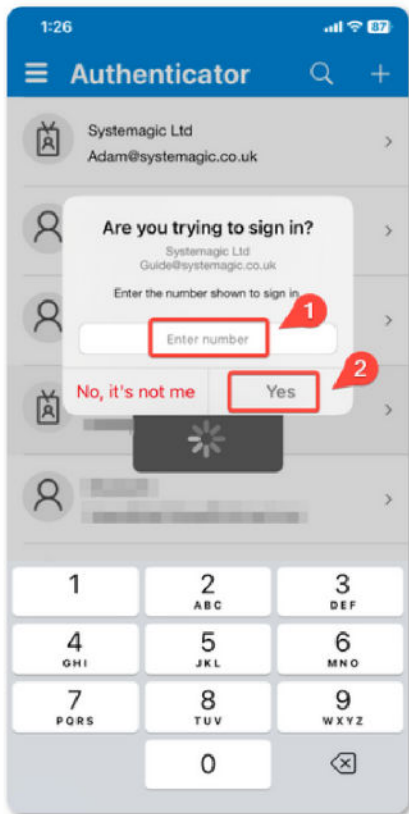
Once you've scanned the QR code, your Microsoft account should appear in your list of accounts, just like the image below.



Back on the computer, tap 'Next', as we're done with the QR code and want to test that it's working:



Confirming Sign In

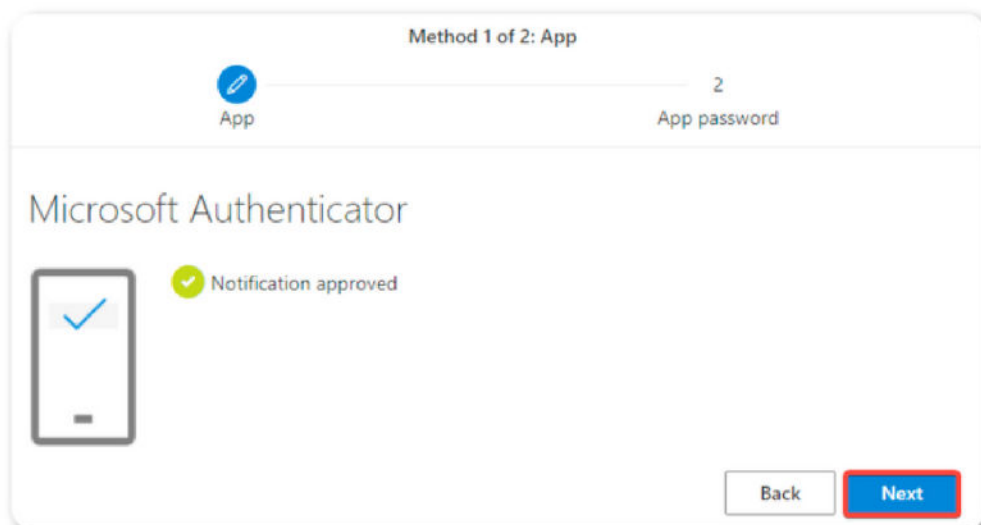


Back on your mobile, enter the number you see on your computer screen and tap 'Yes'.

In this case, we'd enter the number 45.

If the number is correct, your login will be approved.

If it's incorrect, your login will be denied.



Back on your computer, click 'Next'.

You'll now be asked to create an Application Password.

This will be used when linking your Outlook email software to your email account.

However, application passwords are no longer needed for this. So here, give it a name, like AppPassword, and click next.

Final Steps

Method 2 of 2: App password

✓
App

🔗
App password

App password

Start by creating a name for your app password. This will help differentiate it from others.

What name would you like to use? Minimum length is 8 characters.

AppPassword

Next

As we don't need this password, you can click done.

Method 2 of 2: App password

✓
App

🔗
App password

App password

App password was successfully created. Copy the password to clipboard and paste into your app. Then return here and choose 'Done'

Name:
AppPassword

Password:
khzbslvjzdzbgwrf


Note: Keep this password in a safe place. It will not be shown again.


BackDone

Signing In With Authenticator App



Now MFA is enabled, you'll need to re sign-in to your Microsoft 365 applications (such as Teams, Outlook and Microsoft 365 Online).

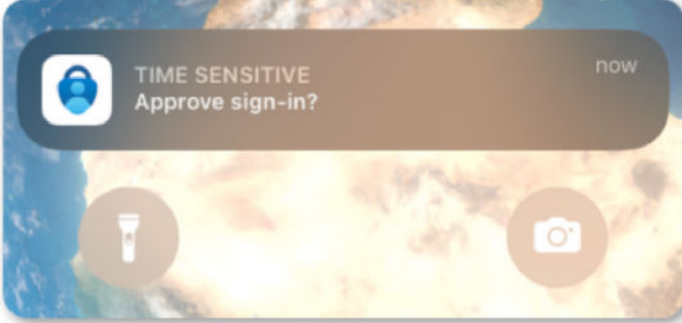
As per usual, you'll need to enter your email address and password.

 **Microsoft**
Sign in
Guide@systemagic.co.uk
[No account? Create one!](#)
[Can't access your account?](#)
[Back](#) [Next](#)



 **SYSTEMAGIC**
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← guide@systemagic.co.uk
Enter password
.....
[Sign in](#)

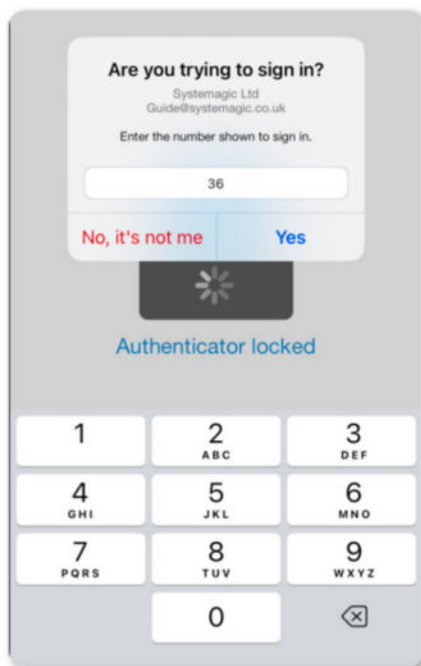
You'll then see a number appear on your screen, and a push notification on your phone from Microsoft Authenticator.

 **SYSTEMAGIC**
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guide@systemagic.co.uk
Approve sign-in request
 Open your Authenticator app, and enter the number shown to sign in.
36
No numbers in your app? Make sure to upgrade to the latest version.
☐ Don't ask again for 60 days
[I can't use my Microsoft Authenticator app right now](#)
[More information](#)



TIME SENSITIVE
Approve sign-in? now



Are you trying to sign in?
Systemagic Ltd
Guide@systemagic.co.uk
Enter the number shown to sign in.

36

No, it's not me Yes

Authenticator locked

1 2 3
4 5 6
7 8 9
0


This is a screenshot of a mobile application's authentication screen. At the top, it asks 'Are you trying to sign in?' and provides the email 'Guide@systemagic.co.uk'. A text input field contains the number '36'. Below this are two buttons: 'No, it's not me' (red) and 'Yes' (blue). A loading spinner and the text 'Authenticator locked' are shown below the buttons. At the bottom is a numeric keypad with digits 1-9, 0, and a backspace icon.

Simply enter the number on the screen within the authenticator app and click 'Yes'.

You're now authenticated and logged in!

To reduce the number of times you'll need to do this, click 'Yes' on the 'Stay Signed In?' popup.



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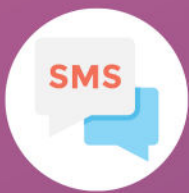
Stay signed in?

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

☐ Don't show this again

No Yes

This is a screenshot of a 'Stay signed in?' popup dialog. It features the Systemagic logo and tagline 'DOING IT DIFFERENTLY' at the top, followed by the email 'guide@systemagic.co.uk'. The main heading is 'Stay signed in?'. Below this is a descriptive sentence: 'Do this to reduce the number of times you are asked to sign in.' There is a checkbox labeled 'Don't show this again'. At the bottom are two buttons: 'No' (grey) and 'Yes' (blue).



SMS (Text Message)

What Is SMS Authentication?

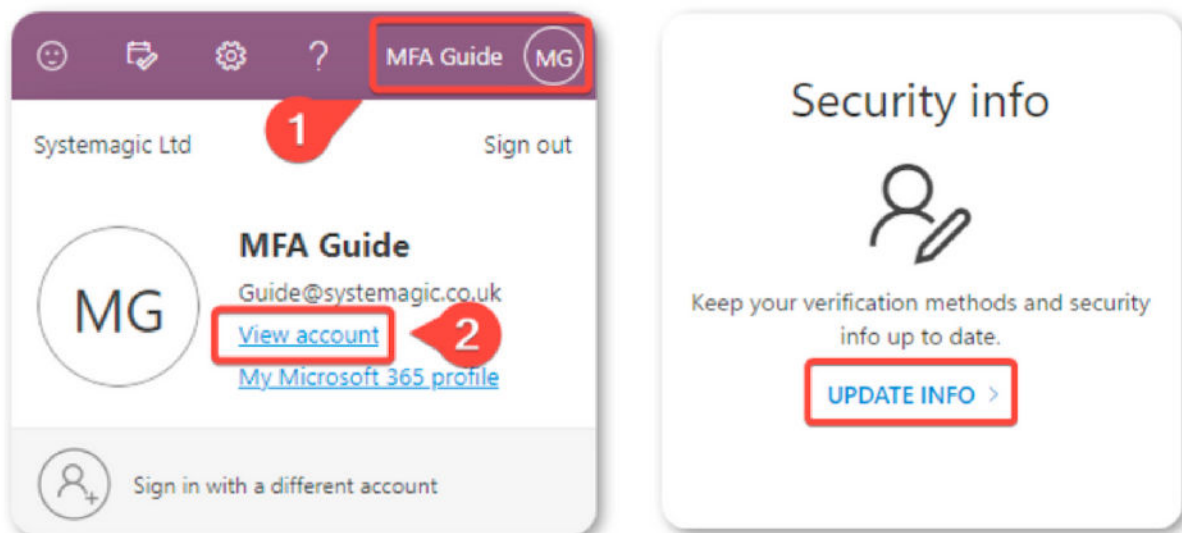
Some users may not like having to use the Microsoft Authenticator app, which is fine.

Once you have MFA set up, you can add alternative methods, such as getting a code via SMS (text message).

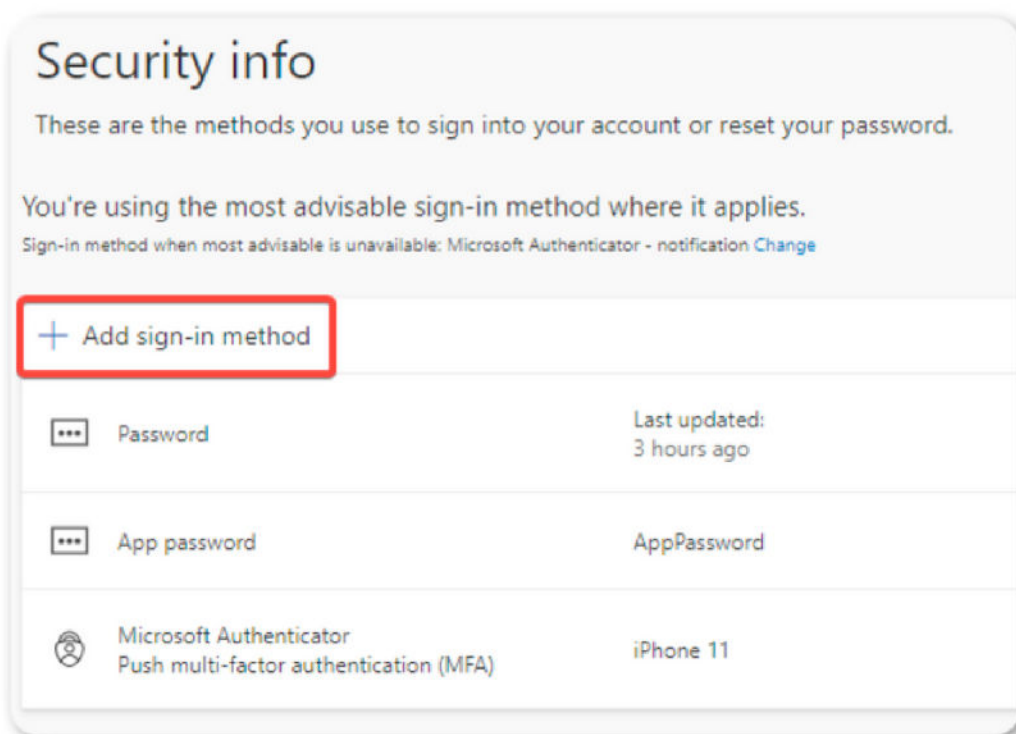
Setting Up MFA With SMS

To set up MFA with SMS, you'll need to head to office.com and sign in.

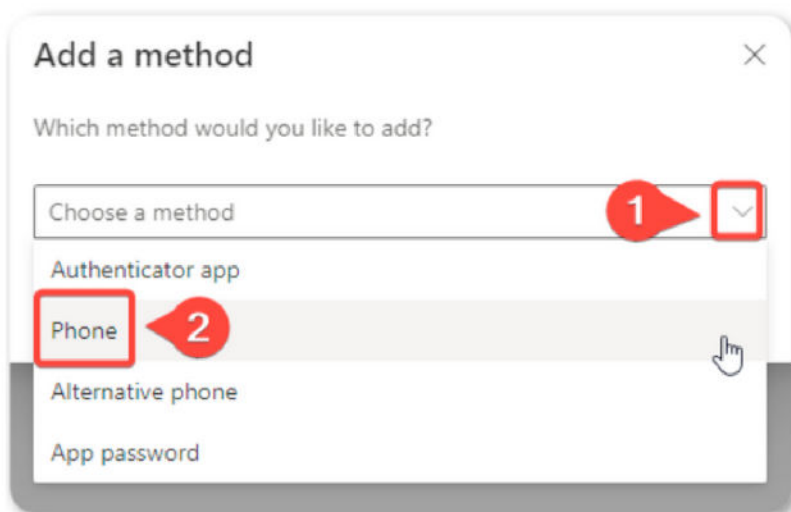
Once you're in, head to the top right, click your user icon and then 'View Account' and then 'Update Info' under the Security Info tab.



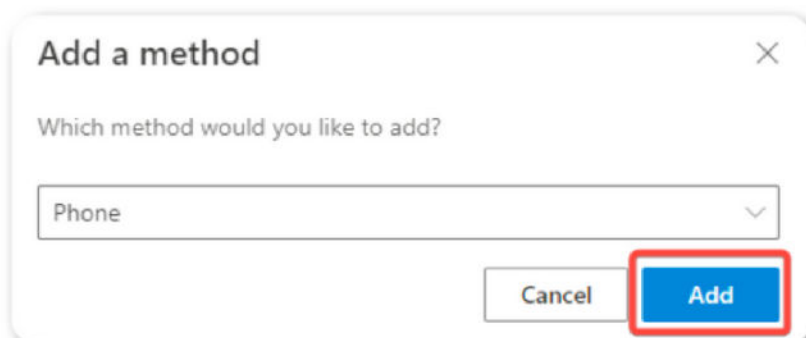
Now, choose 'Add Sign-In Method'.



And select 'Phone'.



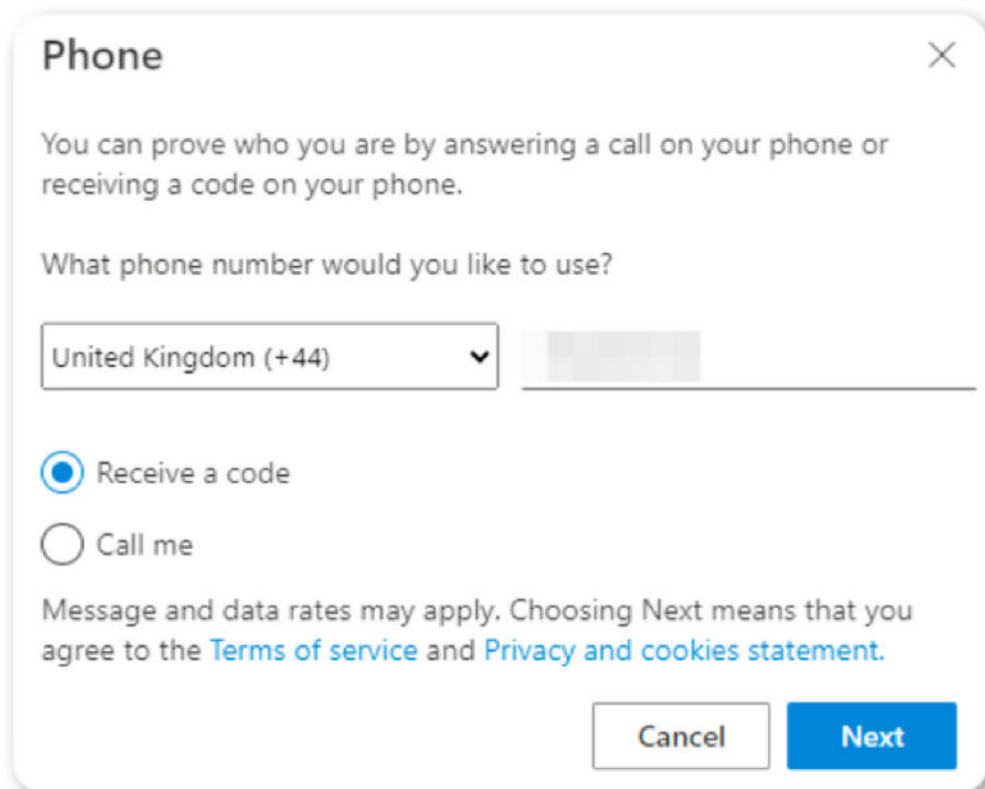
Now click the blue 'Add' button.



Here, make sure to select United Kingdom, then enter your mobile number, excluding the 0 at the start.

Then either opt for a call or code.

In this example we'll pick code:



A dialog box titled "Phone" with a close button (X) in the top right corner. The text inside says: "You can prove who you are by answering a call on your phone or receiving a code on your phone." Below this is the question "What phone number would you like to use?". There is a dropdown menu showing "United Kingdom (+44)" and a text input field. Below the input field are two radio buttons: "Receive a code" (which is selected) and "Call me". At the bottom, there is a line of text: "Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#)." At the bottom right are two buttons: "Cancel" and "Next".

Phone ×

You can prove who you are by answering a call on your phone or receiving a code on your phone.

What phone number would you like to use?

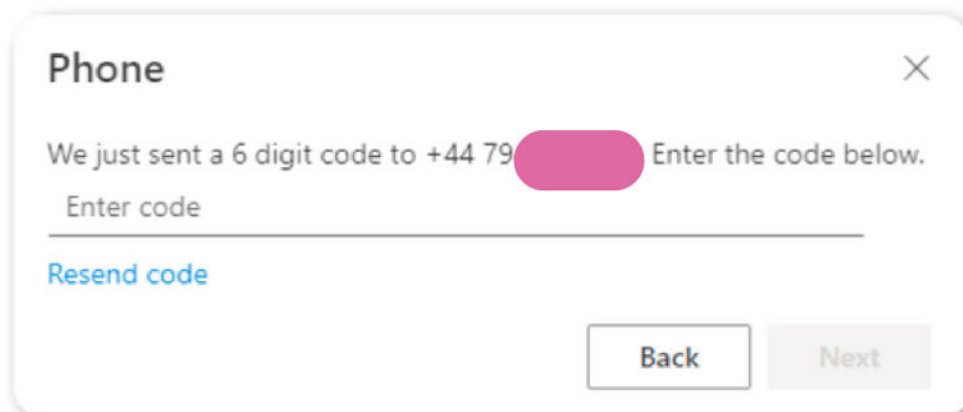
United Kingdom (+44) ▼

☒ Receive a code

☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

The system will now send your phone a code.



A dialog box titled "Phone" with a close button (X) in the top right corner. The text inside says: "We just sent a 6 digit code to +44 79 [redacted] Enter the code below." Below this is a text input field with the placeholder "Enter code". Below the input field is a link "Resend code". At the bottom right are two buttons: "Back" and "Next".

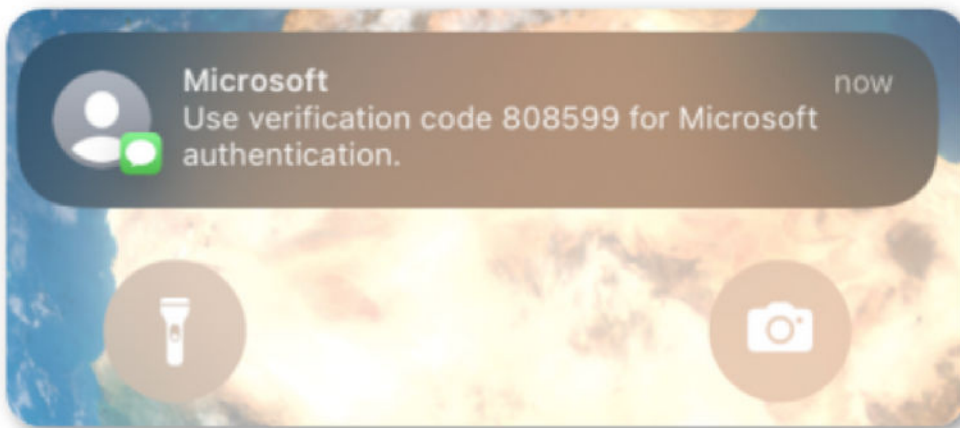
Phone ×

We just sent a 6 digit code to +44 79 [redacted] Enter the code below.

Enter code

[Resend code](#)

You should receive a message like this.



Type the code into the textbox on your computer and click 'Next'.

Phone

×

We just sent a 6 digit code to +44 79 [redacted] Enter the code below.
808599

[Resend code](#)

Back

Next

It should now be registered.

Phone

×


✓


 Verification complete. Your phone has been registered.

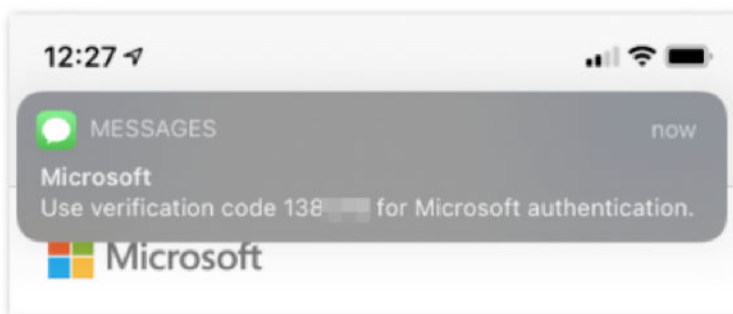
Done

Signing In With SMS Code

When you next log into Office.com or your other Microsoft 365 applications (such as Teams or Outlook), you'll be sent a text message with a code.


**Microsoft**
Sign in
Guide@systemagic.co.uk
[No account? Create one!](#)
[Can't access your account?](#)
[Back](#) [Next](#)

**SYSTEMAGIC**
BONS IT DIFFERENTLY
← guide@systemagic.co.uk
Enter password
.....
[Sign in](#)



Enter the code you received to complete the log-in process.

Enter code

 We've texted your phone +XX
XXXXXXXXXX15. Please enter the code to
sign in.

138

Having trouble? [Sign in another way](#)

[Verify](#)



Changing Default Method

If you want to change which method is your default method, back on the 'Security Info' screen, click on the smaller 'Change' button, instead of 'Add Method' button.

Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Microsoft Authenticator - notification [Change](#)

Change default method



Which method would you like to use to sign in?

App based authentication - notification



Phone - call +44

Phone - text +44

App based authentication - notification

App based authentication or hardware token - code

From here, you can change which your default verification method will be.

Personally, we would recommend using the Microsoft Authenticator app as you're generally in a place that has WiFi, than a place with good enough phone service to receive an SMS.



Need Help Setting Up MFA?

If you're struggling to set up MFA, our Systemagicians are here to support you!

Contact our team below for help and guidance:

 01225 426800

 support@systemagic.co.uk

 www.systemagic.co.uk

