

Microsoft Office365 MFA Enrollment Instructions

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Introduction:

Los Angeles County is implementing enhanced security for all Office365 services. Office365 services includes productivity software such as Email, Word, Excel, PowerPoint, SharePoint, Skype, Teams and OneDrive. This change is necessary for the County to ensure that you are authorized when signing in to your Office365 account from outside of the County Network. Enrollment in this new service is required for login access to Office365 services at any time outside of the internal County network.

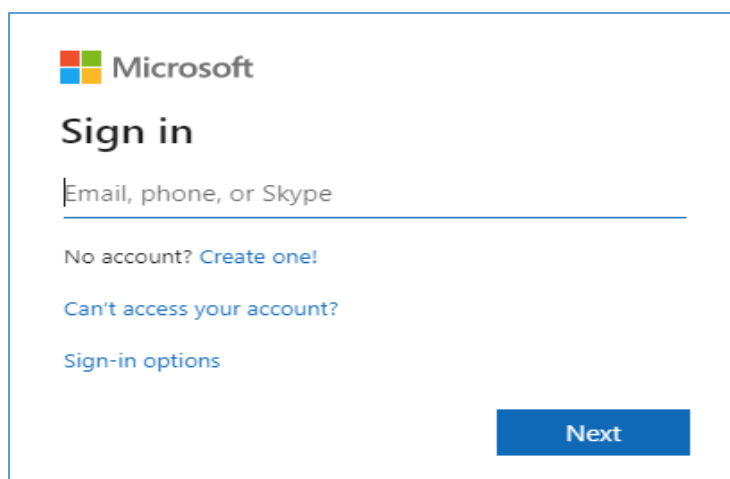
Enrollment Steps:

You must have your County issued cell phone or personal cell phone in order to proceed.

Enrollment Methods include: Authenticator App, Phone and Alternate Phone.

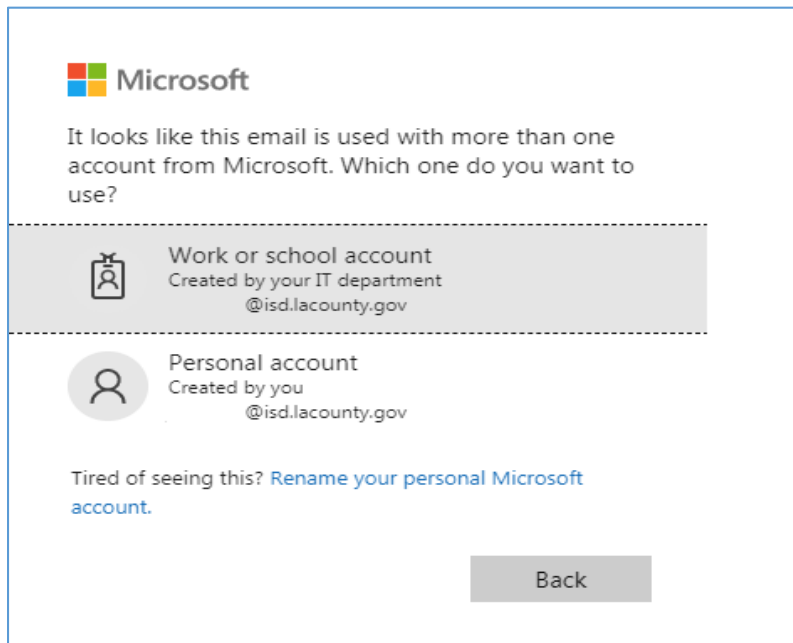
It is recommended to add more than one security method as part of the enrollment process (Authenticator Application, Phone text or Phone call).

- 1) From your County computer, open the Google Chrome browser and go to <https://aka.ms/mysecurityinfo>
- 2) Sign in with your County email address and click “Next”

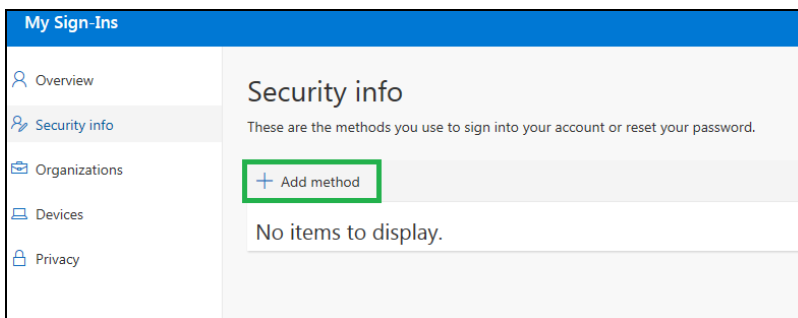


The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. Underneath is a text input field with the placeholder text "Email, phone, or Skype". Below the input field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom right of the form is a blue button labeled "Next".

3) Select “Work or school account”

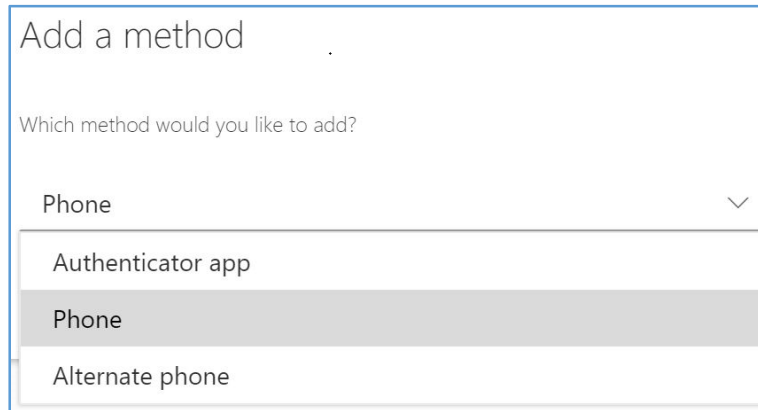


4) Go to Security Info and + *Add Method*



Phone Method Enrollment:

- 1) Go to “+Add Method” and from the dropdown menu and select “Phone”



Add a method

Which method would you like to add?

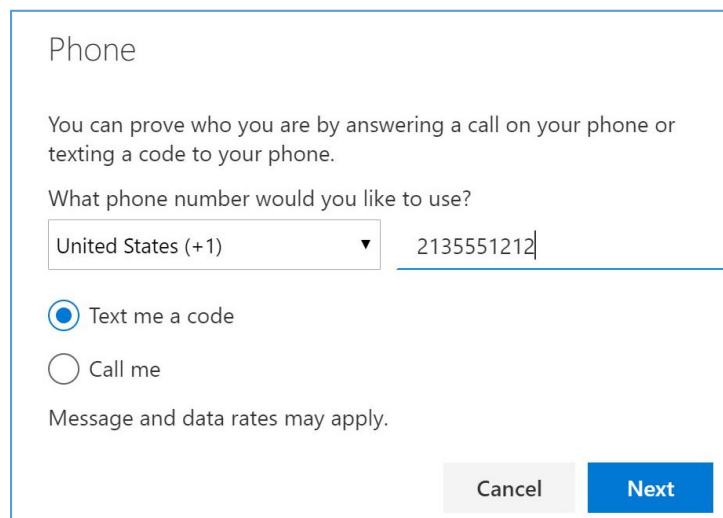
Phone

Authenticator app

Phone

Alternate phone

- 1) Add a phone number to receive texts or phone calls for verification (Personal or County issued cell phone).
- 2) Select either “Text me a code” or “Call me”
- 3) Click “Next”



Phone

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

What phone number would you like to use?

United States (+1) 2135551212

Text me a code

Call me

Message and data rates may apply.

Cancel Next

If “Text me a Code” was selected, enter the 6-digit code that was provided to the phone number you entered and click “Next”

Phone

We just sent a 6 digit code to +1 213: Enter the code below.

Enter code

[Resend code](#)

Back Next

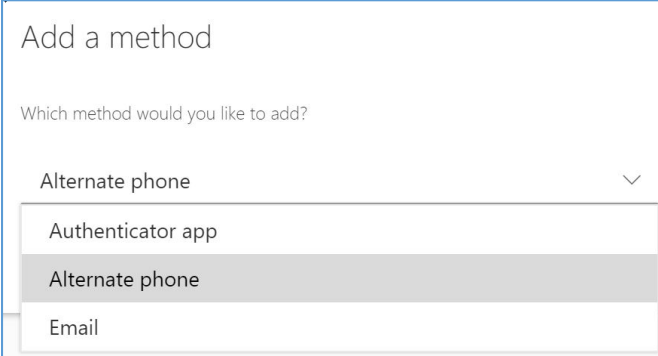
- 4) If “Call me” was selected, you will be asked to verify by pressing the “#” button on the phone.

You have completed the Phone Verification.

Alternate Phone Method Enrollment (Optional) -

This method can be used for users with a secondary mobile phone.

- 1) Go to Add a Method and select “Alternate Phone”



Add a method

Which method would you like to add?

Alternate phone

Authenticator app

Alternate phone

Email

- 2) Add a phone number that can be verified at the time of enrollment. (i.e. secondary cell phone).
- 3) Select “Call me” and click “Next”.


Phone call will be placed to your phone. You will be asked to verify by pressing the “#” button on the phone.



You have completed the Alternate Phone Verification.

Authenticator App Method Enrollment: (Recommended Method)

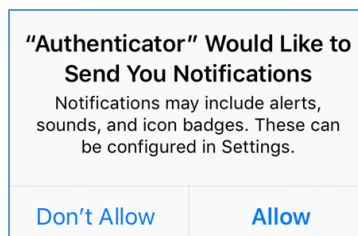
This method requires both your mobile device and a computer/laptop to complete.

Mobile Device Steps: (STEP 1 of 2)

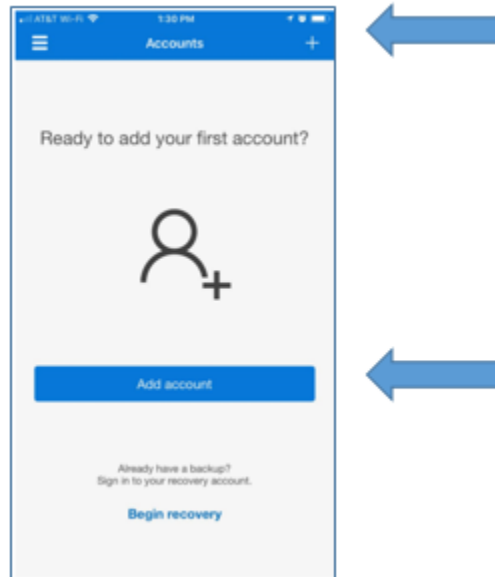
- 1) From **your personal cell phone** download the Microsoft Authenticator App from the Apple/Google App Store. 

From **County-managed phones** (Intune enrolled), the Microsoft Authenticator application  should already be installed on the device. If it is not installed, you can select the app from the Company Portal application. 

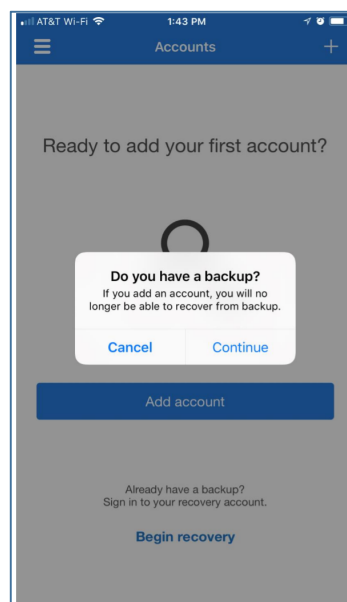
- 2) When prompted on your cellphone, select “Allow Notifications”.



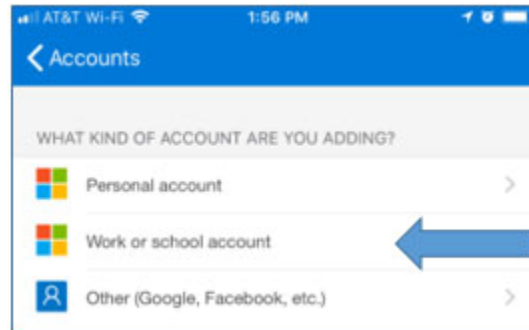
- 3) Tap the Add Account blue button or the plus + symbol in the top right corner to add an account



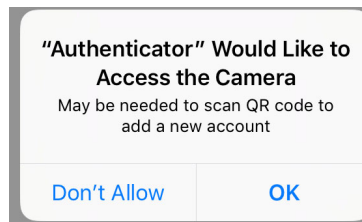
- 4) If prompted for a backup, tap Continue



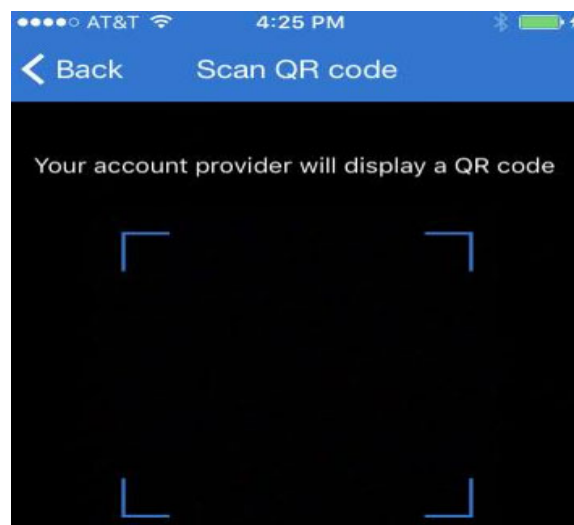
5) Tap the Work or school account option, and the QR code scanner will appear



6) Allow the Authenticator app to use the camera to scan the QR code that will appear on the computer screen.

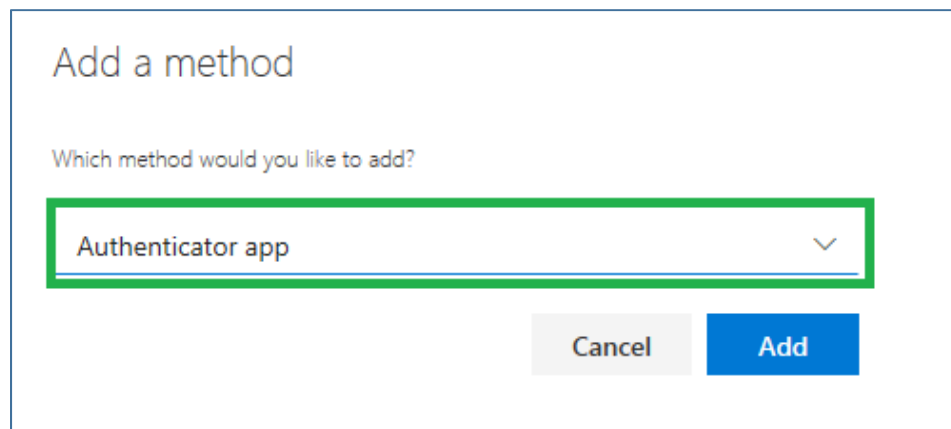


7) The application is now ready to scan a QR Code. Move on to the Computer steps.

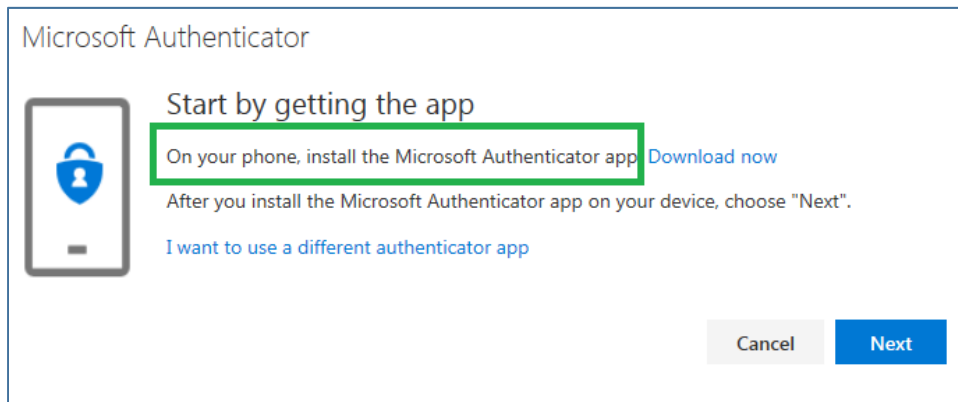


Computer/Laptop Steps: (STEP 2 of 2)

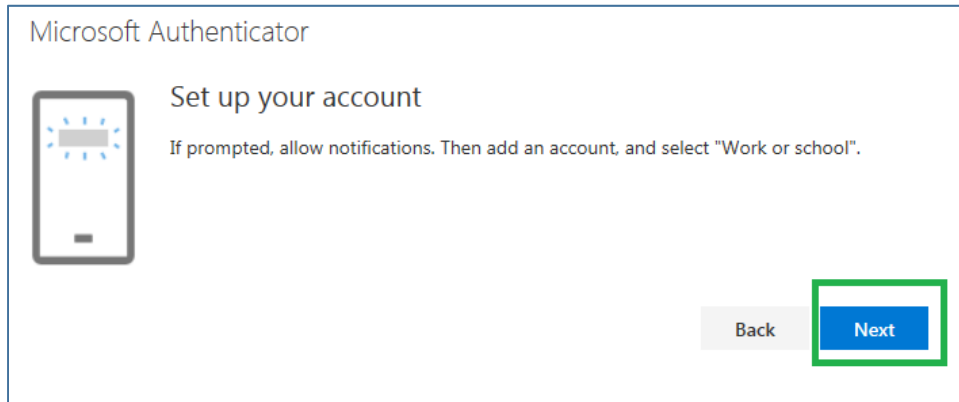
- 1) Go to Add a Method and Select Authenticator App and click "Add"



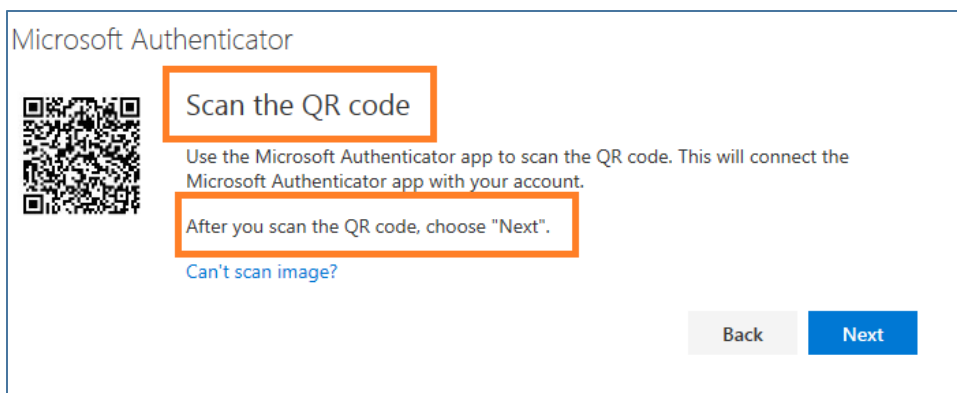
- 2) After cell phone application installation is complete click "Next".



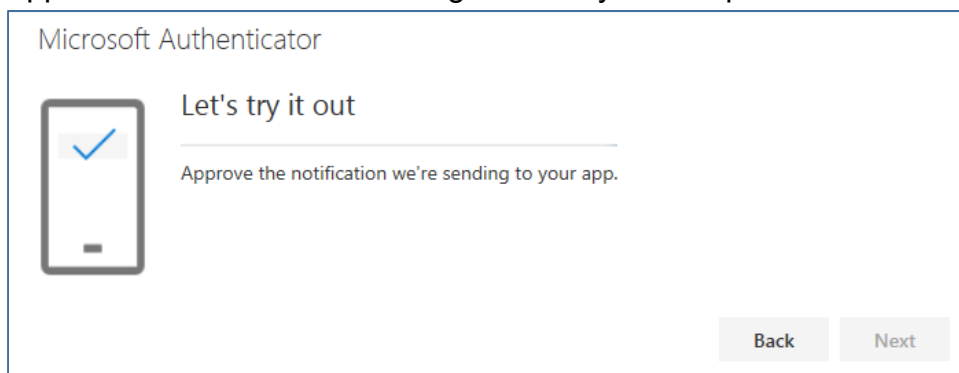
3) At the Set up your account screen click "Next".



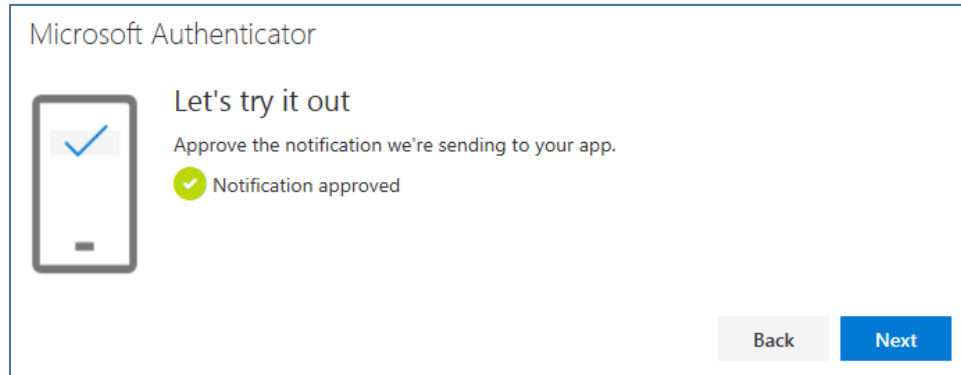
4) Take your cell phone and scan the QR code, click "Next".



5) Approve the Notification message sent to your cell phone.



6) After notification is approved click “Next”.



You have completed the Authenticator App Verification.

Final Step – Select your default sign in method

Verification Options (choose one)	Description
Phone - Call	A call is placed to your mobile phone asking you to validate your login.
Phone – Text	A text message is sent to your mobile phone with a 6-digit code you must enter to validate your login.
Microsoft Authenticator App - Notification	A verification request is sent to your mobile phone; the verification is completed by selecting “ Approve Sign-In ” in the Microsoft Authenticator App.
Microsoft Authenticator App Code	The Authenticator App on your device generates a verification code you must enter to validate your login.



- 1) Select your default sign in method
- 2) Go to Security Info and Select “Change”

Security info

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

Default sign-in method: Phone - text +1 213 Change

+ Add method

	Phone	+1 213
	Microsoft Authenticator	ISD-iPhone-

3) From the drop down menu, select your default method to be verified:

Change default method

Which method would you like to use to sign in?

Phone - text +1 213 ∨

- Phone - call +1 213!
- Phone - text +1 213
- Microsoft Authenticator - notification
- Authenticator app code

4) Select “Confirm”

The method selected will now be the verification method for two-step authentication when accessing Office365 services outside of the County Network. The default method can be changed at any time by repeating the process.

Congratulations, you have the completed the Office365 enrollment.