Setting up Multifactor Authentication for Office 365 – Apple iOS – Students

Rev: January 23, 2019

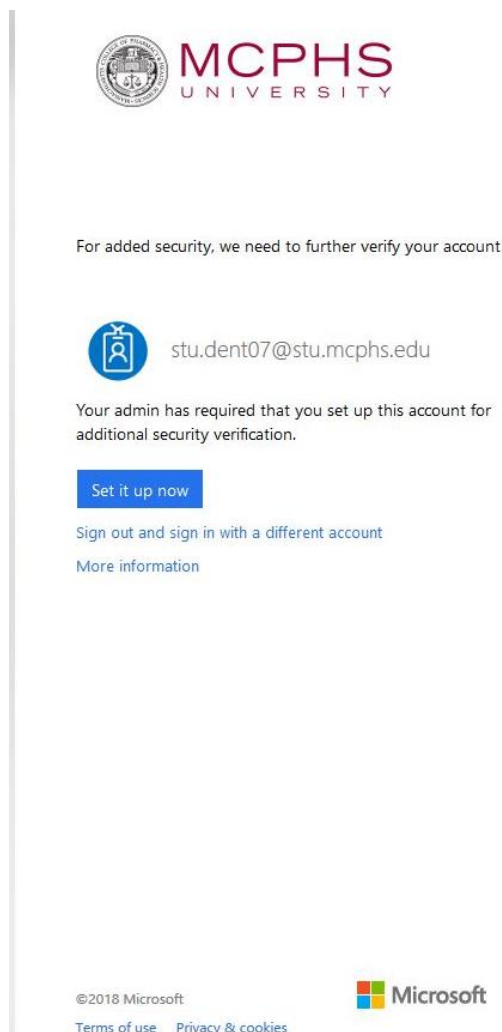Help Desk, Information Services
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helpdesk@mcphs.edu

ABOUT MULTIFACTOR AUTHENTICATION

Two-step verification is an additional security step that helps protect your account by making it harder for other people to break in. Two-step verification works by prompting you for two pieces of identification when you sign in. First, we ask for your username and password as usual. Then, we contact a phone or device that we know belongs to you, and you confirm that the sign-in attempt was legitimate.

To get started with the setup process, sign in to your MCPHS Office365 account by visiting http://my.mcphs.edu/office365. Once your account has been configured for two-step verification, you'll see a message asking you to set up additional security verification. If that's the case, **you cannot sign in until you have completed the auto-enrollment process**.

When you are prompted to begin the auto-enrollment process, click **Set it up now.**

The first question in the enrollment process is how you want us to contact you. The table below describes each option and how it will work.

MCPHS UNIVERSITY

Additional security verification

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

Step 1: How should we contact you?

Authentication phone

- Authentication phone
- Office phone
- Mobile app

Method

○ Send me a code by text message

● Call me

[Next]

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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For students, you will not have an office phone to use, so please select one of the following two options only.

Contact method	Description
Mobile app	- **Receive notifications for verification.** This option pushes a notification to the authenticator app on your smartphone or tablet. View the notification and, if it is legitimate, select **Verify** in the app. - **Use verification code.** In this mode, the authenticator app generates a verification code that updates every 30 seconds. Enter the most current verification code in the sign-in interface. The Microsoft Authenticator app is available for Windows Phone, Android, and IOS.
Authentication phone	- **Phone call** places an automated voice call to the phone number you provide. Answer the call and press **#** in the phone keypad to authenticate. - **Text message** sends a text message containing a verification code. Enter the verification code provided into the sign-in interface.

1. MOBILE APP

1. On your phone or tablet go to the app store and download Microsoft Authenticator app.

Microsoft Authenticator
By Microsoft Corporation

2. Next, return to your computer, you will be asked how you would like to authenticate your account.

   a. If you choose **"Receive notifications for verification"**, the application will use a Push notification to ask you to confirm your login was actually you.

   b. If you select **"Use verification code"**, you will be required to open the application and type in the code that is given to you.
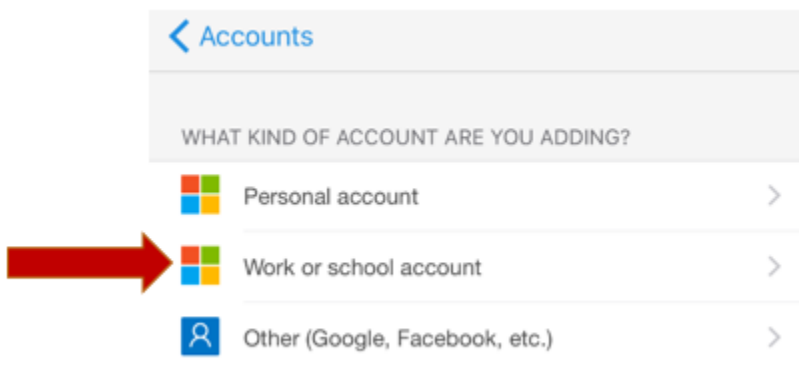
3. A configure mobile app page will load with a QR code for you to scan through the Azure Authenticator app on your mobile device.
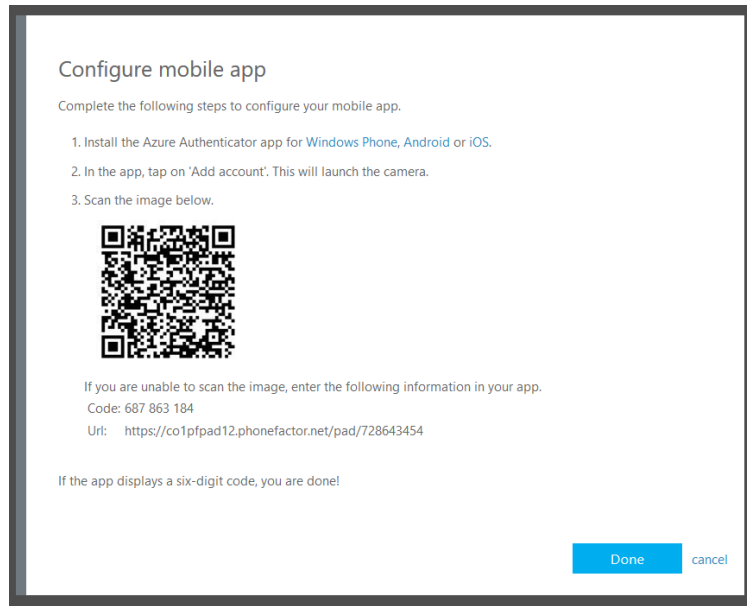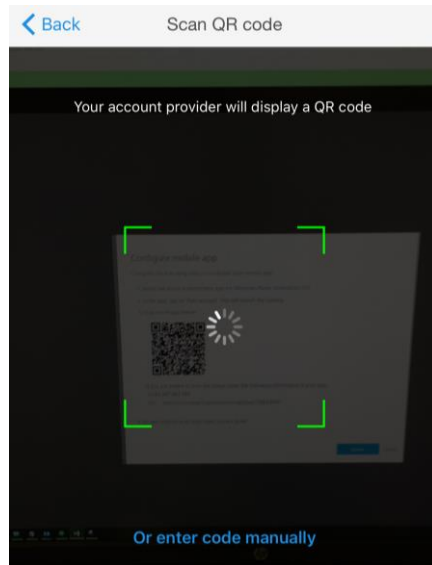

4. Open the **Authenticator** app on your mobile device and click on the **+** in the upper-right corner to add the new account.
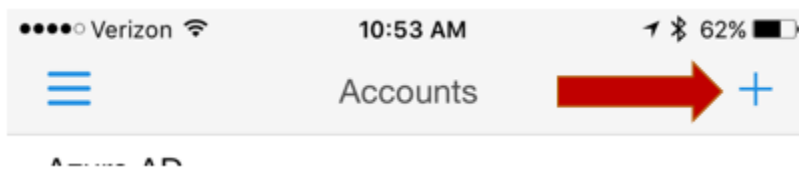
5. Select the option for **Work or school account.**

6. Your mobile device will now bring up a green box to scan the QR code on your screen (seen in Step #4 in this section).

7. If you're unable to scan the image on your screen, click **Or enter code manually** and enter the 9-digit **Code** and **Url** listed below the QR code.

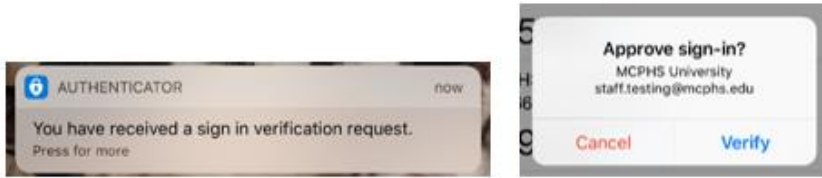**8.** Once the app setup has completed successfully, the system will ask you to confirm that it's working using the method you selected.

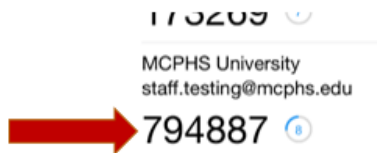9. **Receive notifications for verification:** Tap on the notification that pops-up on your mobile device and then click **Verify.**

10. **Use verification code:** Open the Authenticator app and type in the 6-digit code listed in the app.

11. Next, you'll setup a phone method as a backup in case you lose access to the mobile app.

Note: You'll need to use this method when you want to setup the Authenticator app on another device, i.e. if you get a new phone or device.

a. Select a country code
b. Enter in a phone number you wish you use
c. Click **Next.**

12. Next you'll receive an app password to be used for your mobile device. You can always setup additional app passwords at any time. *See section 4 on Using Other Email Services.* **This step is not required if you choose to use the Microsoft Outlook app for your phone.**

2. AUTHENTICATION PHONE: MOBILE PHONE CALL OR TEXT

1. Fill out your phone information:
   a. Click the drop-down box to **Select your country or region** and select **United States (+1).** *If you have an international phone, select the appropriate country.*
   b. Enter your phone number in the next field.
   c. After that, select the contact method; text message or phone call.
   d. Then click **Contact me.**

   *Note: If you select **Send me a code by text message,** you must enter a cell phone number. If you select **Call me,** you can use a cell phone or home phone number. We recommend a cell phone number so you're able to login off-campus even if you're away from home.*

2. If you selected **Call me:** You'll receive a phone call. You'll need to answer the call and press **#** to verify the login. *Skip to step #4.*

   If you selected **Send me a code by text message:** You'll receive a text message containing a verification code.
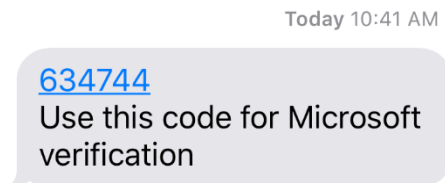
3. Enter the verification code that you received by text message and click **Verify.**

Step 2: We've sent a text message to your phone at +1 █████████

When you receive the verification code, enter it here

634744

Cancel   Verify

4. Next you'll receive an **app password** to be used for your mobile device. You can always setup additional app passwords at any time. *See section 4 on Using Other Email Services.*

This step is not required if you choose to use the Microsoft Outlook app for your phone.

Step 3: 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:

ttfkxzhpqvpbggfd

Done

3. USING OUTLOOK MOBILE FOR EMAIL (SUGGESTED)

To avoid other complications with systems such as mobile unique email applications (such as iOS Mail App), Information Services suggests users download the official Microsoft Outlook email application. It is available free to download from the Apple App Store. Outlook Mobile is easy to use and easy to set up.

1. Go to your app store and search for Microsoft Outlook
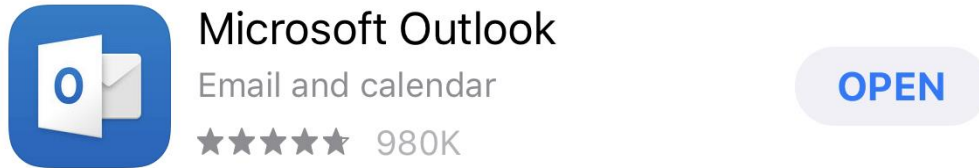
2. Once Installed, tap the Add Account option and enter your m#@stu.mcphs.edu and tap **CONTINUE.**
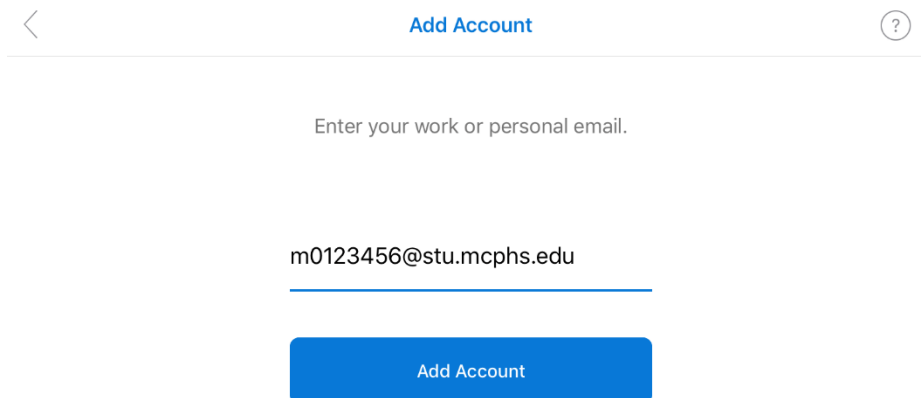
3. Enter your password and tap the Sign In button.
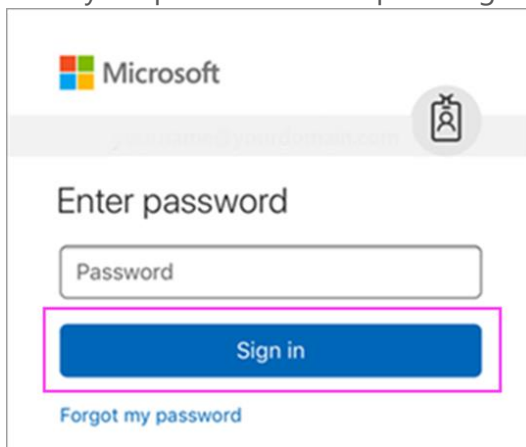
4. If you are off campus, you will now be required to authenticate your account using the Authenticator app, entering a code, or answering the phone call and pressing the # key.
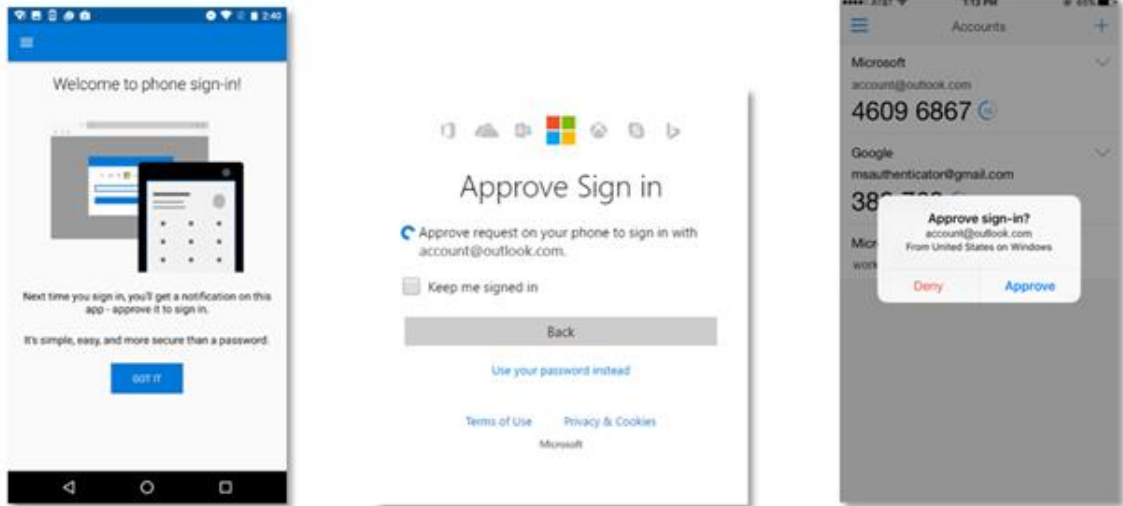
5. Once authenticated, your email should immediately begin to load. If you have anything on your schedule, you can see it by tapping the Calendar button at the bottom of your screen.

4. USING OTHER EMAIL SERVICES

An App Password is required to use any of the following programs. Please make note of this if you wish to use any of them listed below.

- **Non-Outlook Email on mobile devices (such as iOS Mail app)**

1. Sign in to your MCPHS Office365 account by visiting http://my.mcphs.edu/office365.
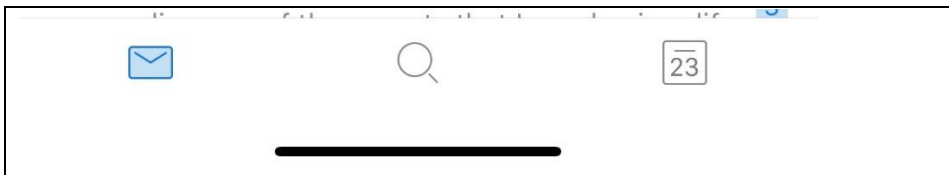
2. Click on the **gear** in the top-right and then select **Office 365** under settings.
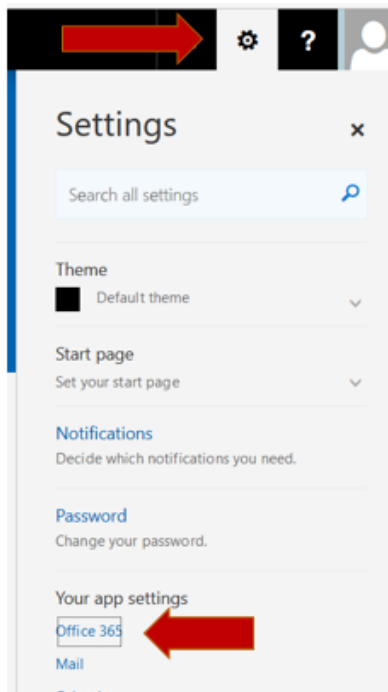
3. Next click on **Security & privacy** in the left navigation menu and then click on **Additional security verification.**

4. Once you click on **Additional security verification,** you'll see additional options appear. Click on **Update your phone numbers used for account security.**

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.

5. You'll be prompted to verify your login using the multifactor authentication method you previously selected.

For added security, we need to further verify your account

How do you want us to verify your account?

staff.testing@mcphs.edu
Use mobile app to verify my account

We've sent a notification to your mobile device. Please respond to continue.

Use a different verification option

Sign out and sign in with a different account

More information

6. Once you verify your login, you'll see the page below with all of your options for multifactor authentication.

Additional security verification   app passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
View video

what's your preferred option?

We'll use this verification option by default.

Notify me through app

how would you like to respond?

Set up one or more of these options. Learn more

☑ Authentication phone	United States (+1)	∨	6177322170
☐ Office phone	Select your country or region		
			Extension
☐ Alternate authentication phone	Select your country or region	∨	
☑ Azure Authenticator app	Configure	Mobile app has been configured.	

Save   cancel

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.
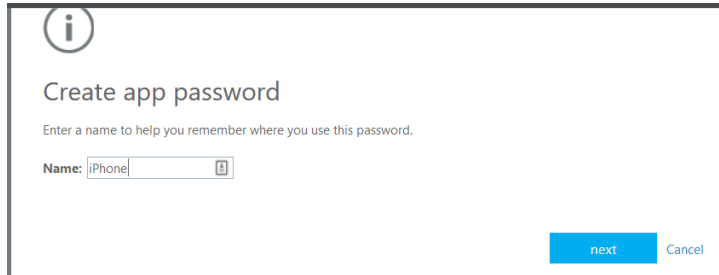
7. Click on **app passwords** at the top of the page to generate an app password.
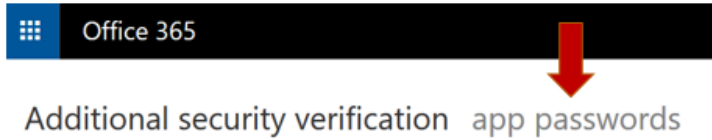
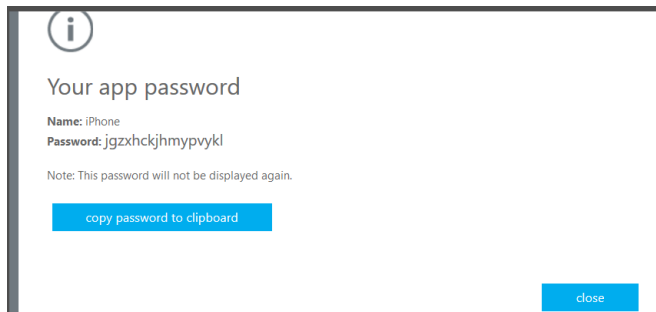8. Click on **create** to generate an app password.

9. Type in a name for what you're creating an app password for, i.e. **iPhone,** and click **next.**

10. Your **app password** will show on the next screen.

   Be sure to make note of this password, as you will need it to sign in to external (non-Outlook) mail applications!

   Once you are finished, click **close.**

11. You'll then see a list of the app passwords you have created for your various devices.

NAME	DATE CREATED	
Initial app password20161107154234	11/7/2016	Delete
iPad	11/7/2016	Delete
iPhone	11/7/2016	Delete

12. Now that you have an app password, you'll need to update the password stored in your mobile device.

    NOTE: Your version of iOS may differ from that shown in the instructions below. The images are for reference only.
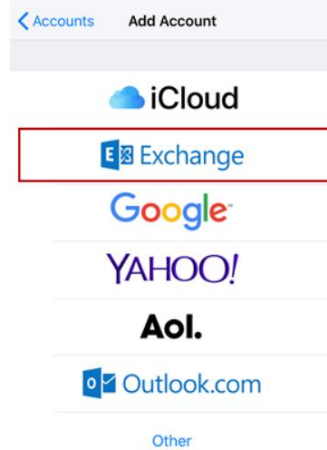
    a. iPhone/iPad

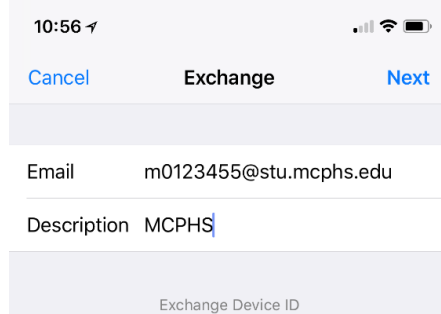   i. Go to **Settings** > **Accounts & Passwords**

        ii. Tap the **Add Account** option. If you already have an MCPHS Account added to your phone, select that option.
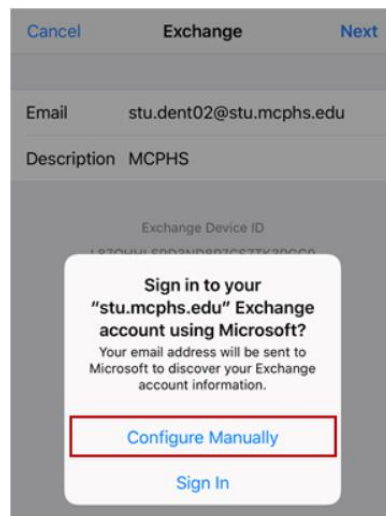
iii. Tap the **Exchange** option to add your Office 365 account.

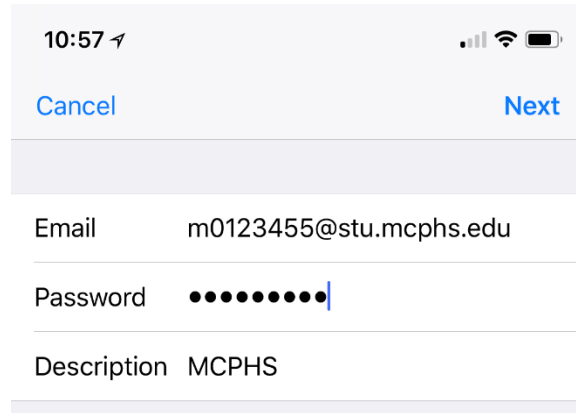iv. Enter your login credentials and a description for the account and tap **Next**. *IE: m#@stu.mcphs.edu*

v. Your device will ask if you want to send your email address to Microsoft to find your account. Tap **Configure Manually** and allow the system to find your account.

vi. If a password already exists in the Password field, delete out your saved password.

vii. Enter in your App Password you created above into the **Password** field and tap **Next**.

10:57 ◄	.ıll 🔶 ▄
Cancel	Next

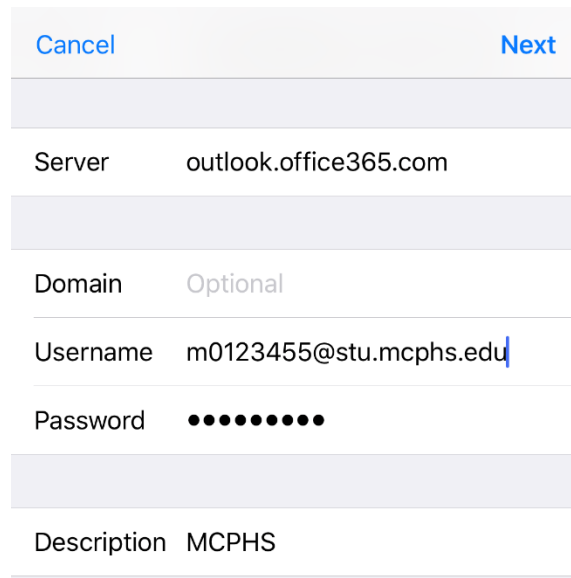| Email	m0123455@stu.mcphs.edu
Password	●●●●●●●●●
Description	MCPHS

viii. The system may prompt for Server and domain information. Enter the appropriate information below and tap **Next**.

Server: outlook.office365.com
Domain: Leave blank

Cancel	Next

| Server	outlook.office365.com
Domain	Optional
Username	m0123455@stu.mcphs.edu
Password	●●●●●●●●●
Description	MCPHS

ix. When complete, and your application is properly configured, you will be prompted to select what items to sync with your account. Always ensure the Mail and Calendars options are on, then tap **Save**.

Cancel	MCPHS	Save
✉ Mail		⬤
👥 Contacts		⬤
📅 Calendars		⬤
▤ Reminders		⬤
🗒 Notes		⬤
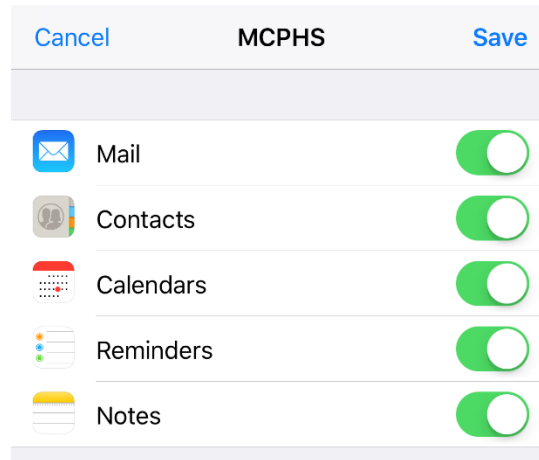
x. Once you are finished, give the application a few seconds to begin downloading your email. Once complete, you should see all available email and calendar entries for your account.

ADDITIONAL RESOURCES

- [What does Multi-Factor mean for me](#)
- [Help with app passwords](#)
- [Sign In Experience](#)
- [Trouble with MFA](#)