

## How to Set up Multi-Factor Authentication (MFA) for Smartphone

Multi-Factor Authentication means you will be required to prove your identity to Office 365 using two factors. The two factors are something you know (your password) and a way to verify your identity via a notification on your phone.

**Note:** Multi-Factor Authentication will only work with the Outlook app. If you are using a different email app on your phone, please delete the email account and download the Outlook app.

To set up multi-factor authentication with the app, you will need:

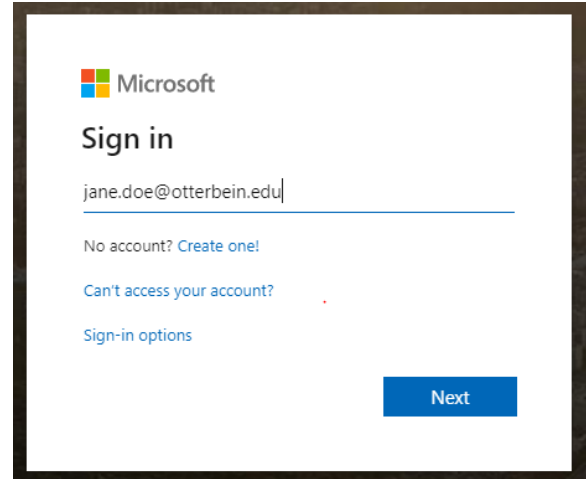
- Computer
- Smartphone
- Microsoft Authenticator app



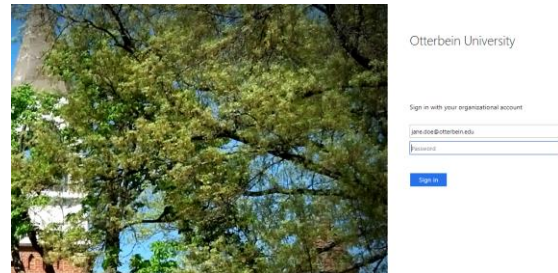
©Microsoft Authenticator

1. Go to *office.otterbein.edu*

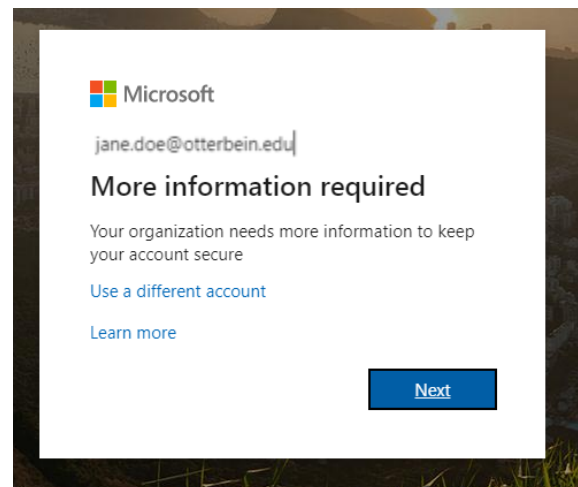
2. Enter in your **Otterbein Email**.  
select **Next**.



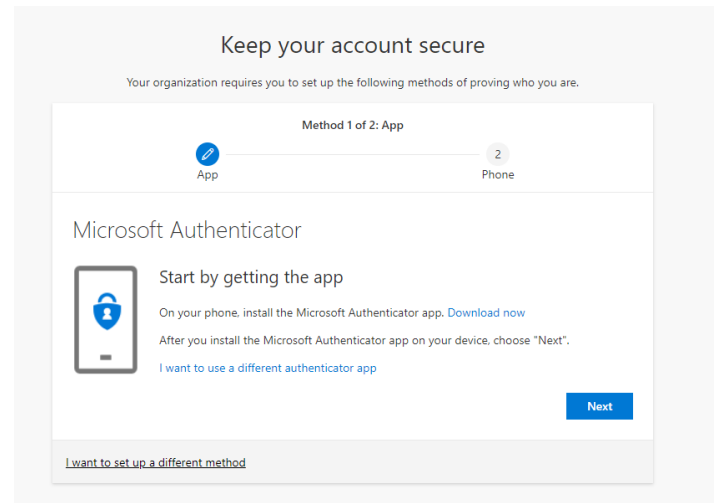
3. You will be redirected to  
Otterbein's sign-in page. Enter  
your email credentials and  
select **Sign In**.



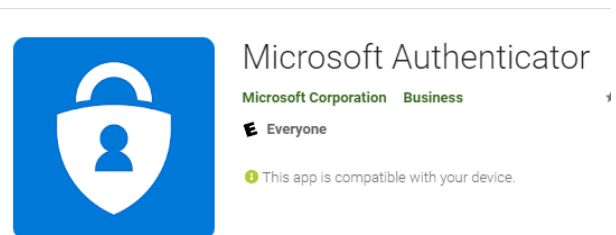
4. Once you sign in, you will be  
asked for more information.  
select **Next**.



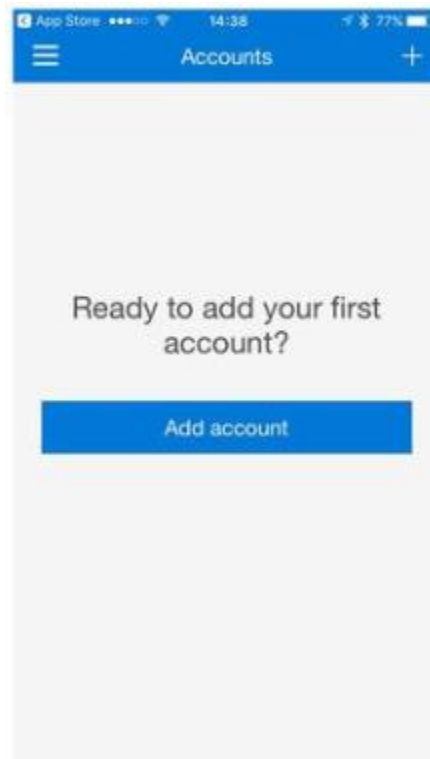
- Next, you will be asked to **"Start by getting the app."** Pause on this screen and get your smartphone.



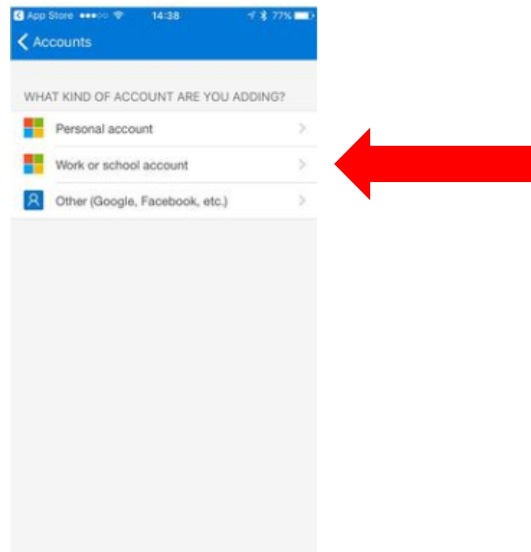
- On your smartphone open the app store and search for **Microsoft Authenticator**. The app logo is pictured to the right. Install the application on your smartphone.



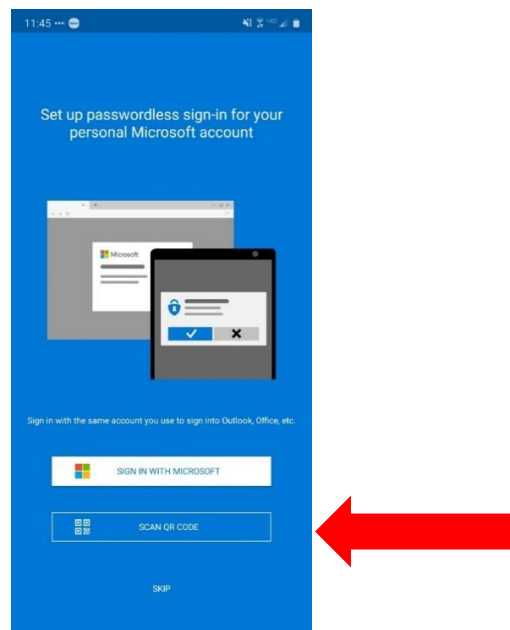
- Open the **Authenticator App** and **Allow all notifications**. Then, select **Add account**.



8. Select **Work or school account.**

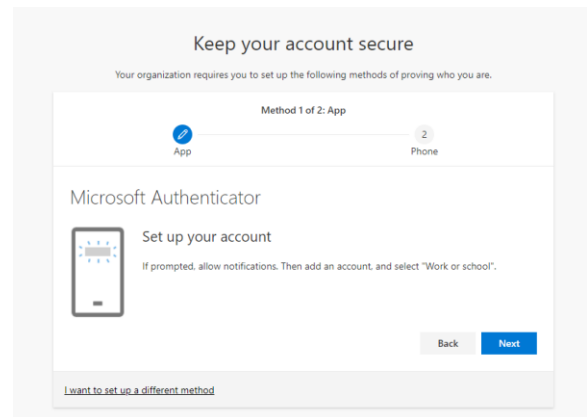


9. At the bottom of the screen select **“SCAN QR CODE.”** The app will use your camera. Give the app permission to use the camera.

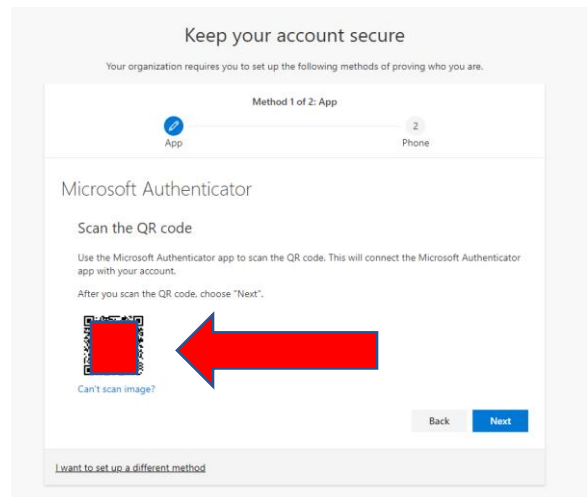


10. Return to your computer screen.

11. Click **Next** on the webpage you have open on your computer.

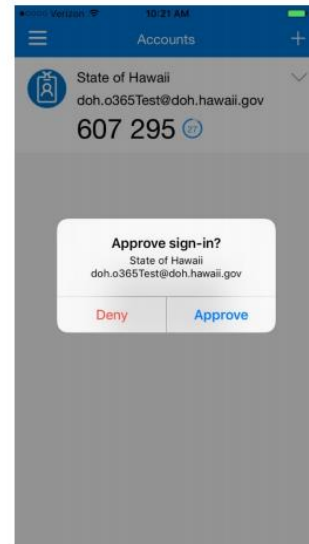


12. Scan the **QR code** on your computer screen with your smartphone. (The red box to the right was added for demonstration to show you what you will be scanning on your computer screen.)

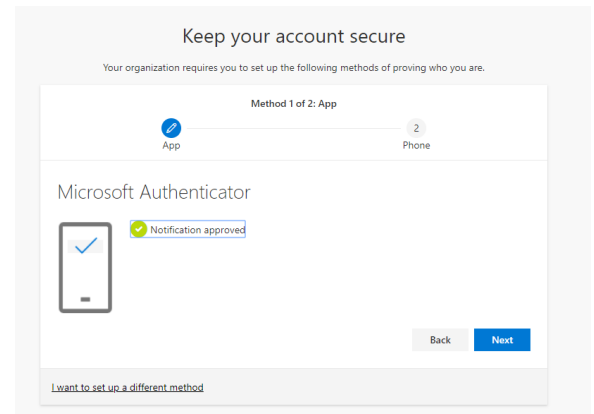


13. You will get a prompt indicating the device was setup successfully once the QR code was scanned. Select **Next** on the website on your computer.

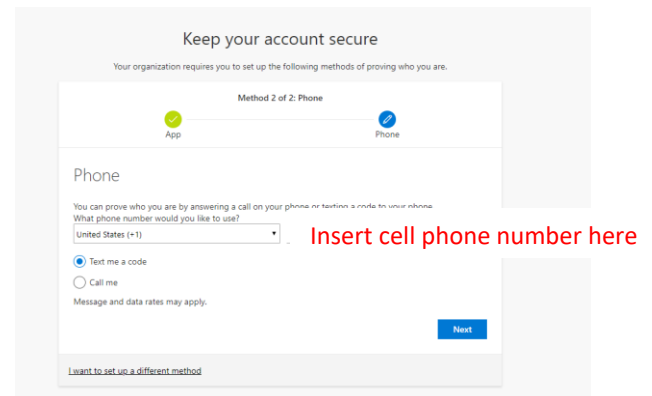
14. After you selected next, a prompt will pop up on your smartphone asking you to **"Approve sign-in."** Select **Approve**.



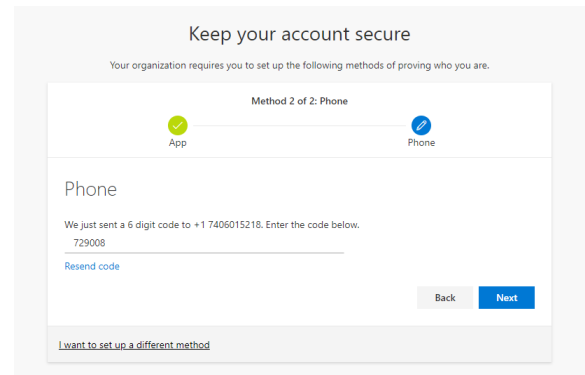
15. Once approved the website will indicate the process was successful. Select **Next**.



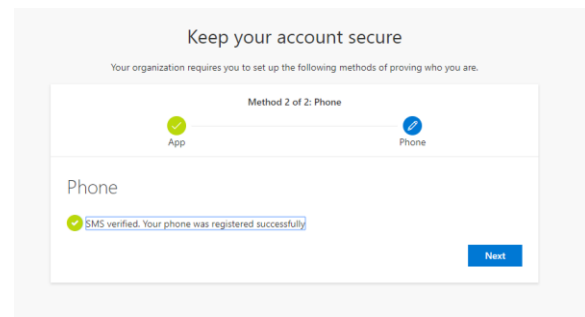
16. You will now be asked to provide a phone number. Enter your phone number in the box. Select either **"Text me a code"** or **"Call me."** Then, select **Next**.



17. You will receive a code via text message or phone call. Enter the code on the website on your computer. Select **Next**.

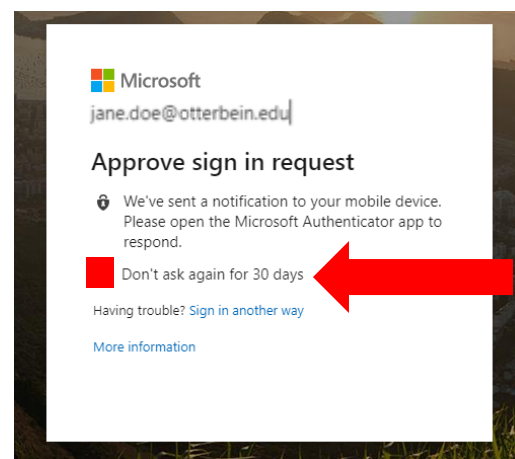


18. After receiving verification SMS was verified and your phone was registered successfully, select **Next**.



19. Select **Done** on the next screen indicating success. If prompted to approve the sign-in, select **"Approve"** on your smartphone.

Note: You are welcome to select **"Don't ask again for 30 days"** to hold that setting for *that* device. *This will not work on a private (incognito) browsing session.*



**Congratulations! You have set up multi-factor authentication!**

**From now on only approve sign-in notifications that you initiate!**

**Do NOT approve or enter a verification code unless you are actively logging into Office 365.**

**If you need assistance with setting up multi-factor authentication, please contact the ITS Help Desk at [helpdesk@otterbein.edu](mailto:helpdesk@otterbein.edu)**