GO OFFICE 365
Nemours. Children's Health System

Revised: 07/29/2021

O365: Set Up Multi-Factor Authentication (MFA) Method for Microsoft Authenticator App

Change: As Nemours continues to implement and use Microsoft Office 365 applications, associates who need to access their Nemours email, and other applications, from outside of the Nemours network will need to set up **Multi-Factor Authentication (MFA)**. MFA provides an additional layer of security for remote login for Microsoft 365. To configure, follow the setup provided in this job aid.

The Microsoft Authenticator App will automatically be pushed to your Nemours mobile phone. If not, or if you would like to download this to your personal device or your Nemours iPad, please go to the Apple or Android store and search for and install the Microsoft Authenticator App.

Please Note: The steps provided in this job aid may vary depending on your device settings and operating systems. In addition, Microsoft frequently makes software updates that may affect your experience. If you are prompted for any steps that differ from those in this job aid, please read all prompts carefully and make your selections accordingly.

If you have any questions, please call the HelpDesk at 51-HELP (51-4357) or (866) 736-2845, if outside of Nemours.

Applies to: All Nemours associates who access their Nemours email remotely via www.office.com or a mobile device.

IMPORTANT:

- Set up of Multi-Factor Authentication requires the use of a Smart Phone (the phone does not have to be Nemours issued) and a computer with internet access. **You do not have to be on the Nemours network to complete this process.**

- Use Microsoft Edge to complete these steps. Steps may vary if you use the Chrome or Edge browsers to complete the setup.

- **Follow the instructions carefully.** You might find it helpful to print out these instructions or view the instructions from a 2nd monitor if you have one.

- You will toggle between your computer and your Smart Phone to complete the setup. Take note of the icons provided that identify on which platform each step is carried out.

- If you experience any problems during this process, or if you are unable to complete any steps please call the Help Desk for assistance.

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Learning Solutions

Nemours.

When will I need to use MFA to connect to Office 365 applications?

The below table displays Office 365 applications and when MFA will be required based on connection to the Nemours network.

Type of Connection to Nemours Network:	Nemours Computer or Device		Nemours or Personal Computer*	Any Computer or Device
	Within Nemours Facility	VPN on Nemours Device	Within a Connect2 Session	Not connected to Nemours Network
Outlook Desktop	Not required	Not required	Not required	N/A
Outlook Web	Not required	Required	Not required	Required
Teams Desktop	Not required	Not required	N/A	N/A
Teams Web	Not required	Required	N/A	Required
Onedrive sync	Not required	Not required	N/A	Required

*If Using a Nemours Computer, the preferred way to connect to the Nemours network is VPN.

Use the table below to identify icons used throughout the job aid:

Platform	Icons	Application
Computer		
Smart Phone		

Step-by-Step

Exercise 1: Verify the Microsoft Authenticator App is on your Mobile Device.

If necessary, download the Microsoft Authenticator App.	The Microsoft Authenticator App (MFA) has been automatically pushed to Nemours mobile phones. If it doesn't appear on your phone, or if you would like to set up MFA on your personal device, go to the Apple or Android store and download and install the Microsoft Authenticator App.
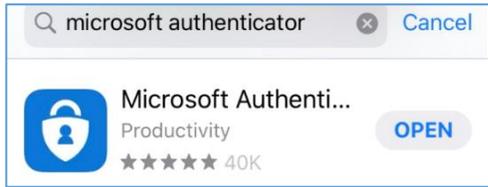
Step-by-Step

Exercise 2: Sign In to a Microsoft Account and Connect to the Microsoft Authenticator App.

Sign in to Microsoft.
 	
http://aka.ms/mfasetup
 	
Microsoft
Sign in
Email, phone, or Skype
No account? Create one!
Can't access your account?
Sign-in options
 	
Next
	1. Open Microsoft Edge and navigate to http://aka.ms/mfasetup to begin the Multi-factor Authentication (MFA) setup.
	
	2. Enter your Nemours email in the following format: network ID@nemours.org
	
	   EXAMPLE: sk0099@nemours.org
	
	   Click **Next**.
	
	   NOTE: If your Nemours email already appears on the screen, go to step 4.

If necessary, log in to Nemours. **Microsoft** Taking you to your organization's sign-in page Cancel **Nemours.** Sign in with your organizational account @nemours.org Sign in Please sign in using the format NEMOURS\username or your nemours.org email address	3. You may be directed to a Nemours sign-in page. If so, enter your Nemours network email address and password, then click **Sign in**.
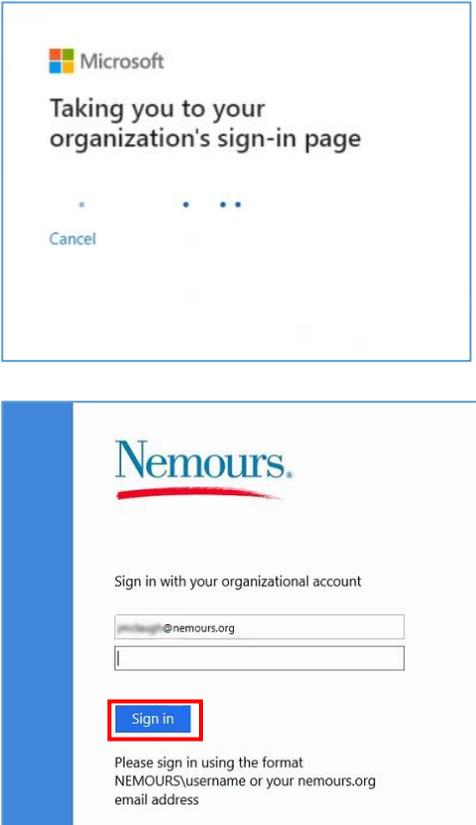
4. This screen explains that additional information is required to keep your account secure. Click **Next**.

Get the Microsoft Authenticator App
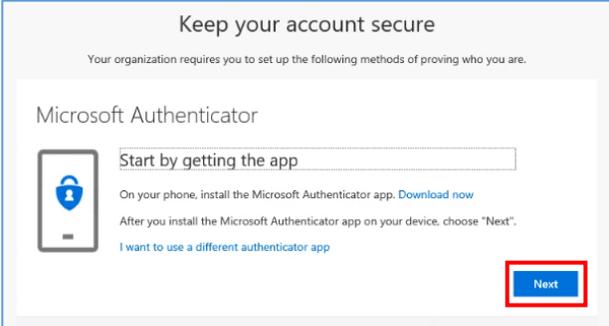
You have already verified in Exercise 1 that the **Microsoft Authenticator App** is installed on your mobile device.

5. Click **Next**.
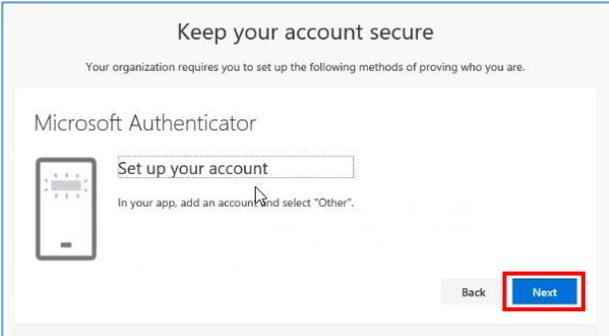
Set up Your Account

6. To begin the process to set up your account, click **Next**.

    IMPORTANT: The next steps connect your Microsoft account with the Microsoft Authentication app on your mobile device.

Configure the Microsoft Authenticator app.

Set up passwordless sign-in for your personal Microsoft account

Add personal account

Scan QR code
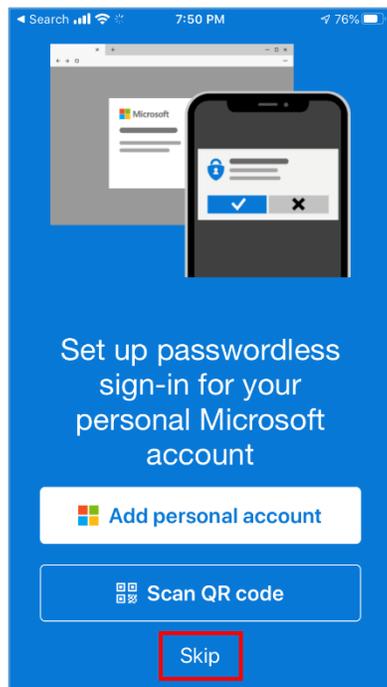
Skip

7. Open the **Microsoft Authenticator App** on your mobile device. If necessary, allow notifications and tap **OK** at the prompt regarding usage data gathering.

8. Tap **Skip** at the bottom of the screen.

   NOTE: Your device may open to a different screen. If so, skip to step 11.

Protect all your online accounts, like GitHub, LinkedIn, Dropbox, and more

The account provider will

Add non-Microsoft account

Skip

Here for work?

Your IT Administrator will provide a QR code for you to scan.

Add work account
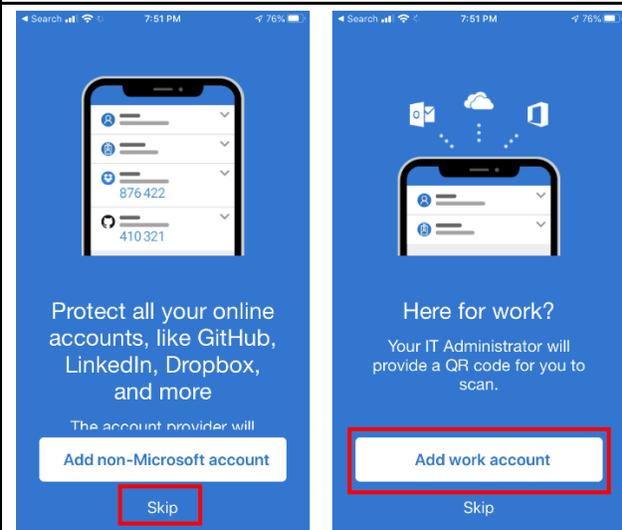
Skip

9. Tap **Skip** again.

10. Tap **Add work account**
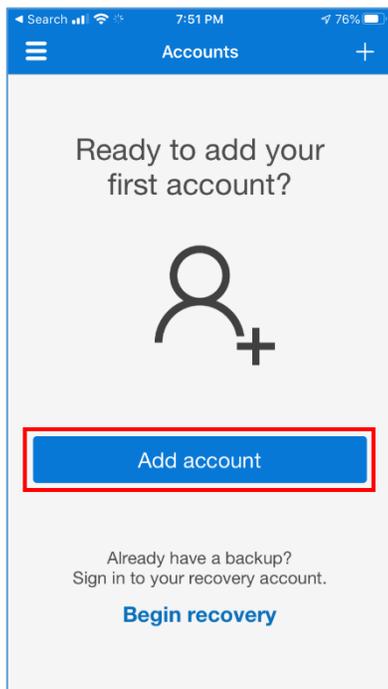
Add your Nemours account.	
	11. If this is the first account you will configure, tap **Add Account**. Otherwise, tap the + (plus button) in the upper right-hand corner and go to step 13. 12. If prompted about having a backup, tap **Continue**.
Add your Nemours account.	
	13. Tap **Work or school account**. 14. If prompted, allow the Authenticator to access the camera. Tap **OK**.
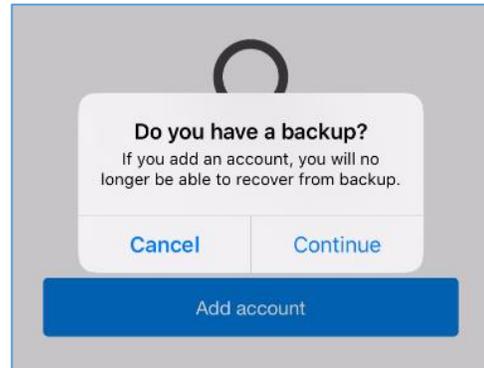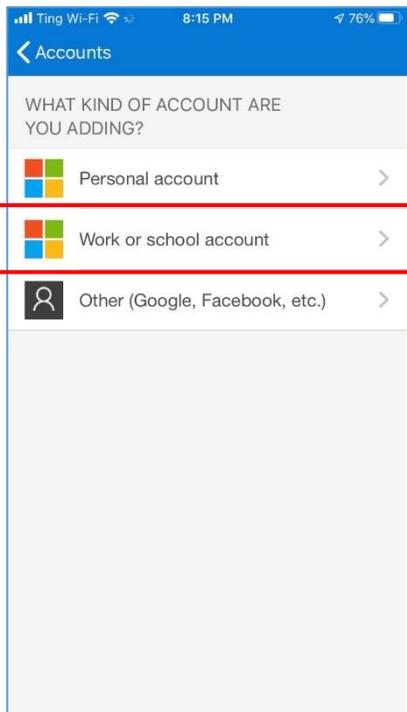
Scan the QR Code with your mobile device.	
Keep your account secure Your organization requires you to set up the following methods of proving who you are. Microsoft Authenticator Scan the QR code Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account. After you scan the QR code, choose "Next". [QR code] *SAMPLE* Can't scan image? Back Next	15. With your phone camera, scan the **QR code** displayed on your computer screen in Microsoft Edge. 16. Click **Next**.
[Office 365 Approve sign in request screen showing Microsoft, vw0004@nemours.org, Approve sign-in? The Nemours Foundation vw0004@nemours.org, Deny / Approve]	17. After you scan the QR code with your phone, your Nemours account will be added to the app and you will see a pop-up asking to approve. If you do not see the pop-up, but instead see a six-digit code, that is fine, you will enter that in the next step.
Enter the Code from the App. **Keep your account secure** Your organization requires you to set up the following methods of proving who you are. Microsoft Authenticator Enter code xxx xxx Enter the 6-digit code shown in the Microsoft Authenticator app. Back Next	18. If you received a code, enter that into Microsoft Edge. **NOTE**: You do not need to enter the space in between the two sets of 3 digit numbers. 19. Click **Next**.
Authenticator app was successfully registered ✕ **Keep your account secure** Your organization requires you to set up the following methods of proving who you are. Success! Great job! You have successfully set up your security info. Choose "Done" to continue signing in. **Default sign-in method:** Authenticator app or hardware token - code Authenticator app Done	20. You have successfully setup the Microsoft Authenticator App and connected it to your Nemours account. Click **Done**.
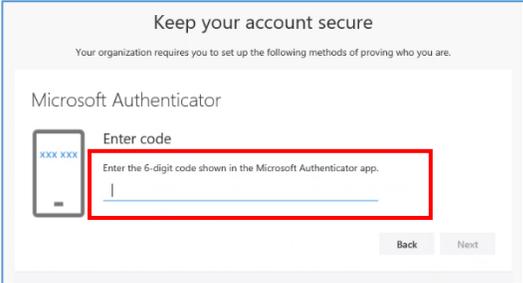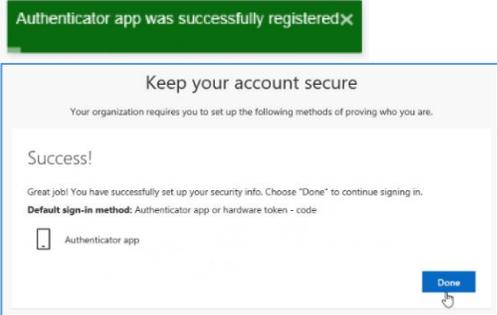
Step-by-Step

Exercise 3: Add an Alternative Authentication Method.

Add other methods to access your account.	1. To add an alternative method for authentication to your account, click **Security info** to display your current methods. 2. Click **Add method**.
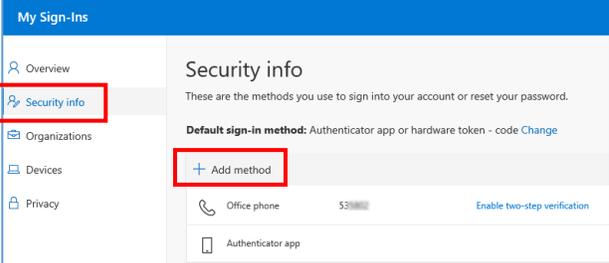
Select the type of method to add.	3. Select the type of method you would like to add.
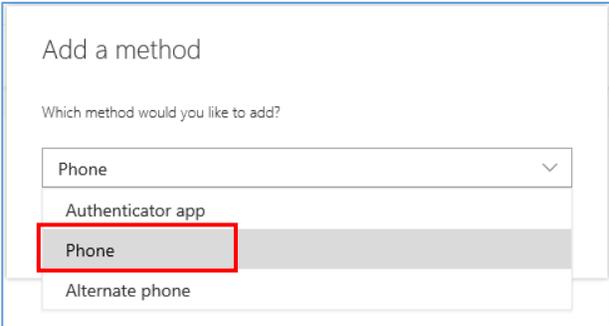	
	   a) Phone – use for Nemours mobile devices
	
	   OR
	
	   b) Alternate phone – use for Personal phones
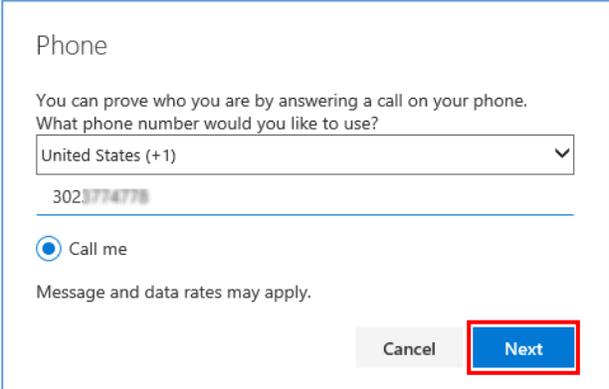
Call me	4. Follow the on-screen instructions to select your preferences for the alternative method selected. 5. Click **Next** and continue to follow the instructions.
Call me – Successful	6. Once you have completed the verification process, a Successful message will display for the type of method chosen. Click **Done**. Your additional method has been saved. **NOTE**: To add additional methods, return to step 2.
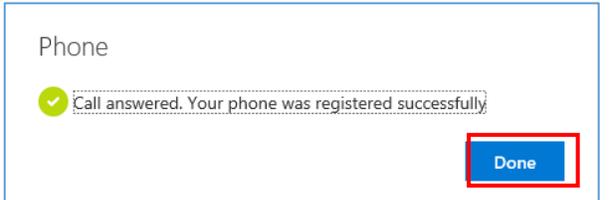
View methods for signing in to your account	🖥️ 🌐
	7. All methods for signing in to your account are listed on the Security info screen. You can now exit Microsoft Edge.
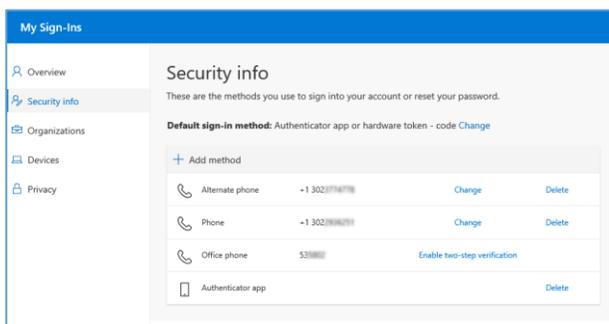
Step-by-Step

Exercise 4: Login to Office.com and change your MFA method.

If you experience issues *like "Oops something went wrong"* when attempting to authenticate using a token – code through the MFA app, update your authentication method to *Phone*. Below is how you can do this.	🖥️ 🌐
Update the MFA method to access your account. 	1. To update the method for authentication to your account, visit www.office.com and Sign In to your Nemours account. 2. Click the profile image in the upper right hand of the screen and then click **My Account.** 3. Click **Update Info** to display your current methods.
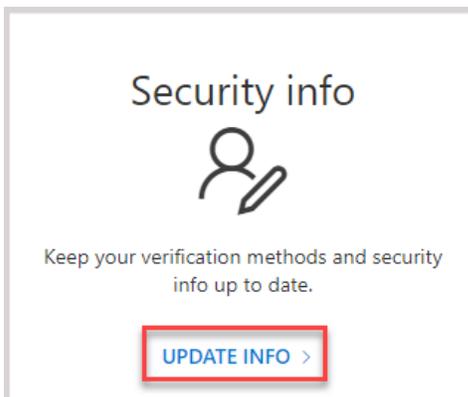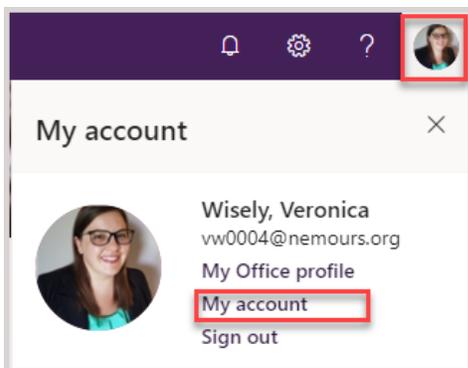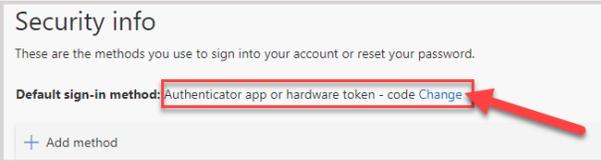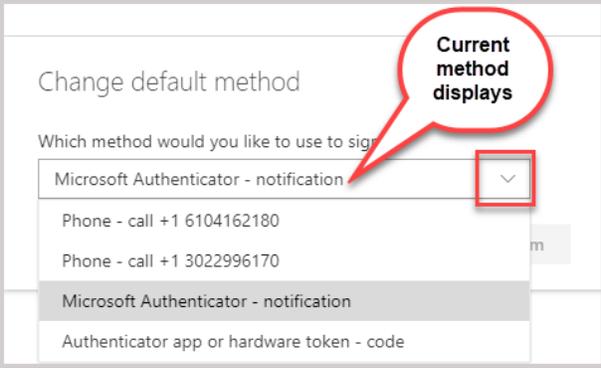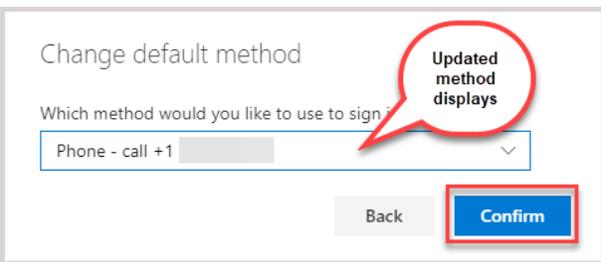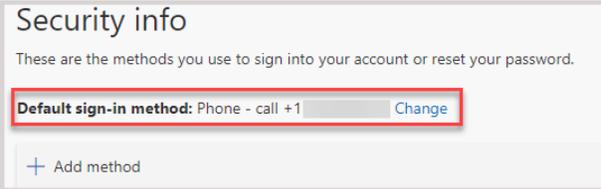
Change the current method. **Security info** These are the methods you use to sign into your account or reset your password. Default sign-in method: Authenticator app or hardware token - code Change + Add method	🖥️ 🌐 4. Click **Change** to the right of "Default sign-in method". The **Change default method** pop up displays.
Change default method Which method would you like to use to sig Microsoft Authenticator - notification ⌄ Phone - call +1 6104162180 Phone - call +1 3022996170 Microsoft Authenticator - notification Authenticator app or hardware token - code *Current method displays*	5. Select the new method you would like to use from the list of options. **NOTE**: If you do not see the method you would like to use, see Exercise 3 to add a method.
Change default method Which method would you like to use to sign i Phone - call +1 ⌄ Back Confirm *Updated method displays*	6. Click **Confirm.** You will see a confirmation message that the method has been changed. ? 👤 Your default sign-in method was updated ✕
Security info These are the methods you use to sign into your account or reset your password. Default sign-in method: Phone - call +1 _____ Change + Add method	7. Now your updated default sign-in method displays.