

Multifactor Authentication for Office 365

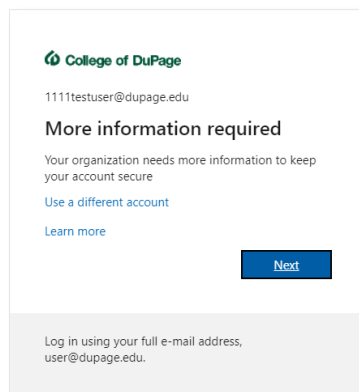
Information for COD students

Introduction

The College has seen a significant increase in cyber-attacks recently. Many of these attacks are utilizing compromised student accounts to send “phishing” emails to other students. To combat this threat, the College has implemented Multifactor Authentication for all College-issued Office 365 accounts.

Setting up Multifactor Authentication

You will be automatically prompted to set up Multifactor Authentication when you sign into your student email account. After entering your student email address and password, you will see a dialog box saying “Your organization needs more information to keep your account secure.” Click on the *Next* button to continue.



You will then be prompted to select the form of Multifactor Authentication you wish to use:

- Select *Authentication phone* to authenticate using a code sent by text message or an automated phone call. This option allows you to authenticate using a mobile phone without the need to install an app.
- Select *Office phone* to authenticate using an automated phone call. This allows you to authenticate using a non-mobile (i.e. landline) phone.
- Select *Mobile app* to authenticate using an app on your mobile device. For students, this will be the Microsoft Authenticator app. For staff, it will be the DUO Secure mobile app.

Setting up an Authentication phone number

- Select *Authentication phone* from the drop list.
- Select *United States (+1)* from the *Select your country or region* drop list. You may need to change this setting if your cellular service has a foreign provider.
- Enter your mobile number (including the area code) into the text field.
- Select whether you wish to receive an authentication code via text message or an automated call.
- Click *Next* to continue.
 - If you choose the text message option, you will be prompted to enter a one-time use code. This code will be sent to your mobile device via an SMS/text message. Please enter the code and click the *Verify* button to continue.
 - If you choose the call option, you will receive an automated phone call from the system. Please answer the call and follow the instructions provided to continue.
- Once you have authenticated your login using either the text message or phone call options, follow the on-screen prompts to continue into your account.

Setting up an Office phone number

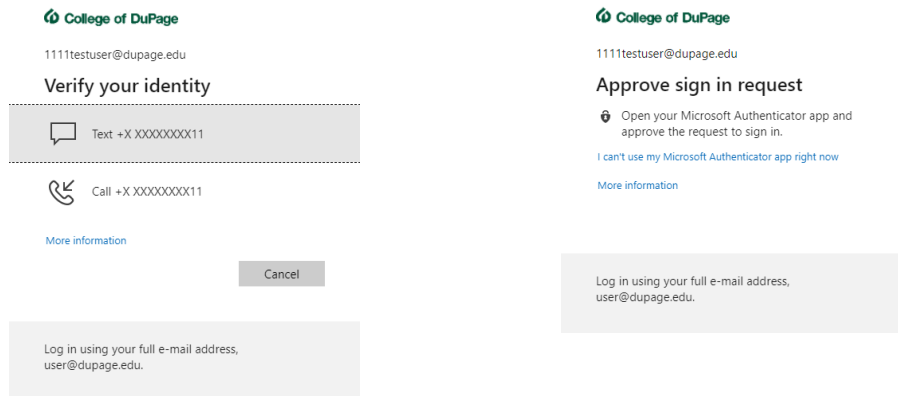
- Select *Office phone* from the drop list.
- Select *United States (+1)* from the *Select your country or region* drop list. You may need to change this setting if your cellular service has a foreign provider.
- Enter your phone number (including the area code) into the text field.
- Enter your phone extension (if needed) into the *Extension* field.
- Click *Next* to continue. You will receive an automated phone call from the system. Please answer the call and follow the instructions provided to authenticate your login.
- Once you have authenticated your login, follow the on-screen prompts to continue into your account.

Setting up the Microsoft Authenticator app

- Select *Mobile app* from the drop list.
- Choose whether you wish to receive notifications for use a verification code.
- Then click on the *Set up* button to view the instructions on how to install the Microsoft Authenticator app on your mobile device.
- Once you have set up the Microsoft Authenticator app on your mobile device, click on the *Next Button* to continue.

Signing in with Multifactor Authentication

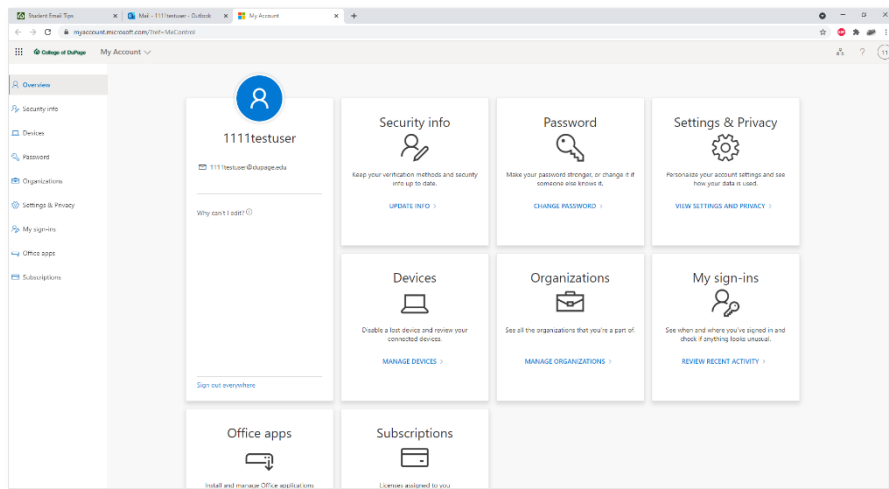
Once you have set up multifactor authentication for your account, there will be an additional step in the log in process. After entering your email address and password, you will be prompted to authenticate using the method that you selected previously.



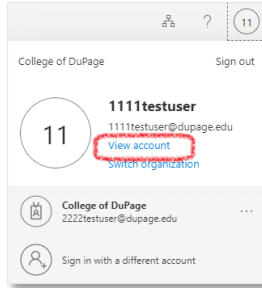
Once you have provided your authentication, you will continue into your account as usual.

Accessing/Changing your Multifactor Authentication Settings

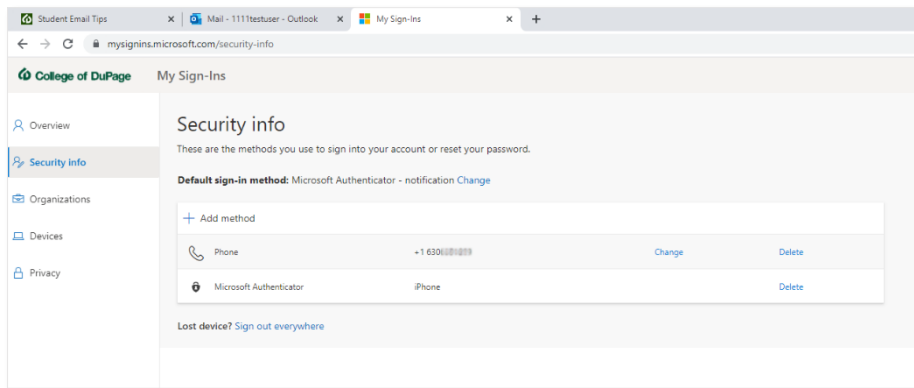
You can access your multifactor authentication settings by logging into your account at <https://myaccount.microsoft.com>. After logging in, click on the *Security info* link to view your multifactor authentication settings.



You can also access your multifactor authentication settings from other parts of your account by clicking on your profile picture and selecting *View account* from the menu.



Once you are on the *Security info* page you can view your authentication methods, add additional authentication methods, or delete an existing authentication method. Please note that if you delete all of your authentication methods, you will be prompted to create a new one the next time you log in. However, Office 365 will limit the number of times you can do this.



Additional Help

Please contact the Student Support Helpdesk at (630) 942-2999, or at studenthelp@dupage.edu, if you need additional assistance regarding your account.