Office 365 Multi-Factor Authentication

Self-Enrollment Instructions – Office Phone Verification Option

Overview

Office 365 Multi-Factor Authentication (MFA) requires you to verify your log in to Office 365 by using an additional trusted device that is in your possession. For Office 365, trusted devices are either a cellular phone or desk phone.

How to Set Up the Office Phone Verification Option

If you do not want to authenticate yourself through text messages or the Microsoft Authenticator app, you can configure your MFA settings to call you on a phone as a way to verify your identitiy.

To set your account up for office phone verification, you will need to sign in to Office 365, set up MFA and then answer a test verification call that will be made to your phone. The steps are:

1. Sign in to Office 365 at: https://www.office.com
2. Go to https://aka.ms/MFASetup
3. Ensure that "Office Phone" is selected under "How should we contact you?"
4. Your phone number will be populated automatically. If the phone number is incorrect, you can contact CNTS to have it updated. You can also select "Authentication Phone" and enter the correct number manually if necessary.
5. Select "Next."
6. You will receive a phone call on your office phone. Once you answer it, follow the voice prompts given. You will most likely need to press the "#" key to verify the sign in.
7. Click "Done" and you will be signed in to your account.

Deferring Verification for 60 Days

On your trusted devices, such as your work computer or personal laptop you can elect to only verify your sign ins every 60 days. This option is available when signing in at the MFA verification prompt. Check the "Don't ask again for 60 days" checkbox to enable this option prior to answering the verification phone call. **This is only for devices that are secure and regularly used by you!** If you are logging in on a shared computer, such as a computer lab or another person's computer, do not check this box.