



Sacred Heart University

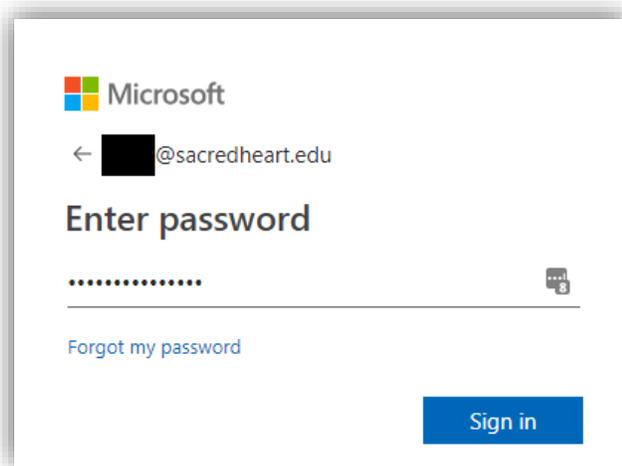
Office 365 Multi-Factor Authentication (MFA)

1. INITIAL INSTALLATION AND SETUP OF MICROSOFT AUTHENTICATOR FOR OFFICE 365 ACCESS

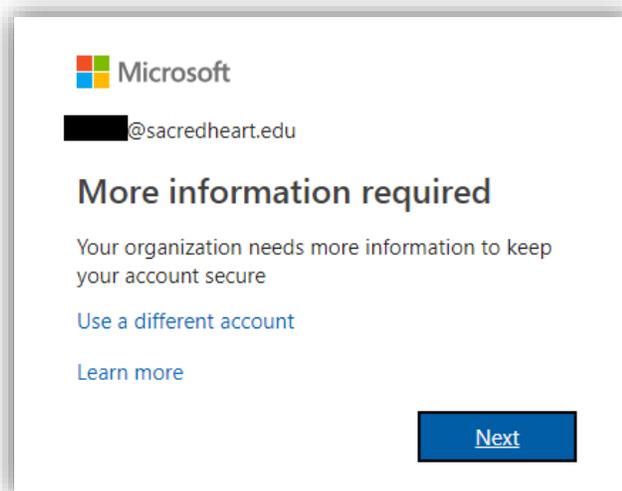
PLEASE NOTE: It is the recommended and supported method of the University to download and use the Microsoft Authenticator app to your smartphone device, iPhone, Android, or tablet.

The following are instructions to help you set up your account, download, and set up the app.

- a. Navigate to **portal.office.com**
- b. Sign in with your username and password:

A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is a back arrow and a partially obscured email address ending in "@sacredheart.edu". The main heading is "Enter password". Below the heading is a password input field with a masked password "....." and a "Show/Hide" icon. At the bottom left is a link "Forgot my password". At the bottom right is a blue "Sign in" button.

Click **Next** to add more information to your account

A screenshot of the Microsoft "More information required" screen. At the top left is the Microsoft logo. Below it is a partially obscured email address ending in "@sacredheart.edu". The main heading is "More information required". Below the heading is the text "Your organization needs more information to keep your account secure". Below that are two links: "Use a different account" and "Learn more". At the bottom right is a blue "Next" button.

Choose **Mobile app** from the “How should we contact you?” drop-down and select **Receive notifications for verification**:

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?

Mobile app ▼

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Click **Set up** if you have not yet installed and set up the Microsoft Authenticator app. Click **Next** and follow the **Configure mobile app** instructions below:

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



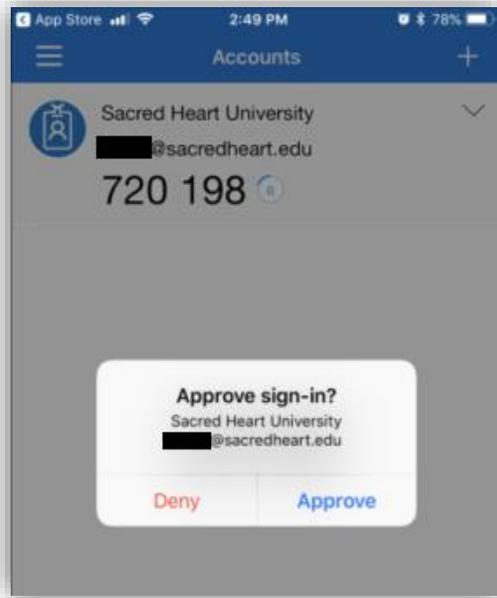
If you are unable to scan the image, enter the following information in your app.

Code: 315 800 173

Url: <https://bn1pfpad08.phonefactor.net/pad/074818874>

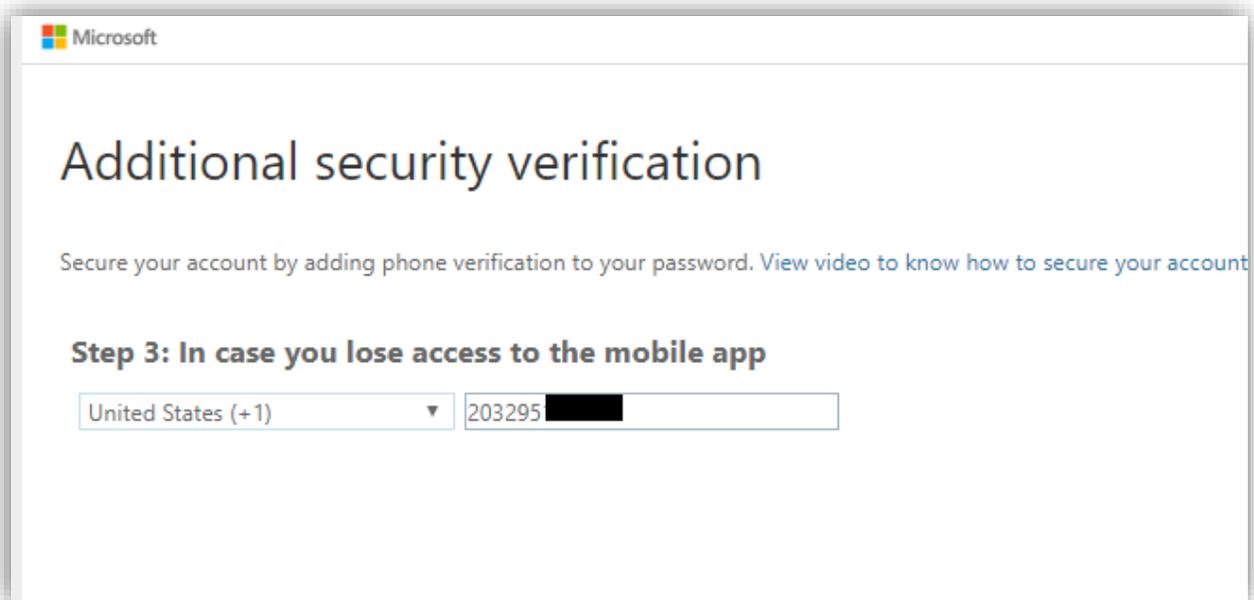
If the app displays a six-digit code, choose "Next".

Click **Next** to test the push notification feature of Microsoft Authenticator. If it is successful, you should receive the following. Press **Approve**



Automatically, you will now be prompted to set up your additional security verification in case you do not have access to your Microsoft Authenticator app.

Add your additional security verification and click **Next**:



Additionally, make sure copy your app password and securely store it for later use.

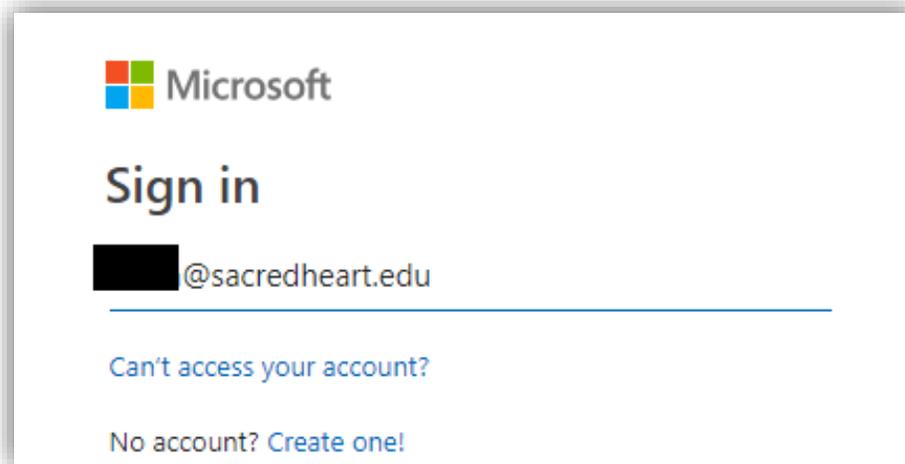
You will need it if you are prompted by a Microsoft Office application or by Office 365:



The screenshot shows a Microsoft account security verification page. At the top left is the Microsoft logo. The main heading is "Additional security verification". Below it is a sub-heading: "Secure your account by adding phone verification to your password. View video to know how to secure your account". The section is titled "Step 4: Keep using your existing applications". The text explains that in some apps, you can't use a phone to secure your account and you need to create a new "app password". Below this, it says "Get started with this app password:" followed by a yellow box containing the app password "hjbqjdjxdzsfibsg" and a clipboard icon. A red arrow points from a blue callout box that says "Copy your 'app password' to clipboard" to the clipboard icon.

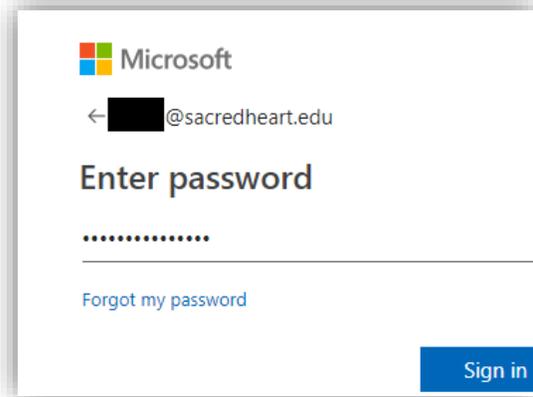
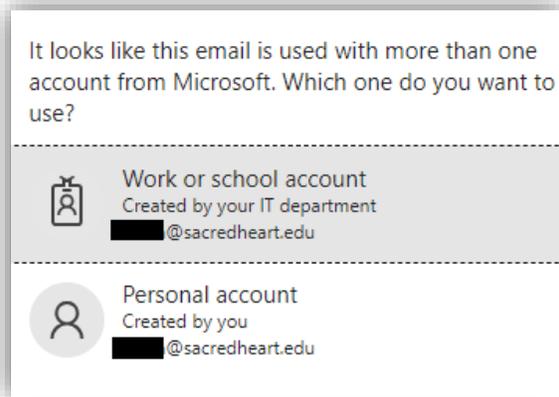
Click **Done**.

Then enter your username and click **Next**:

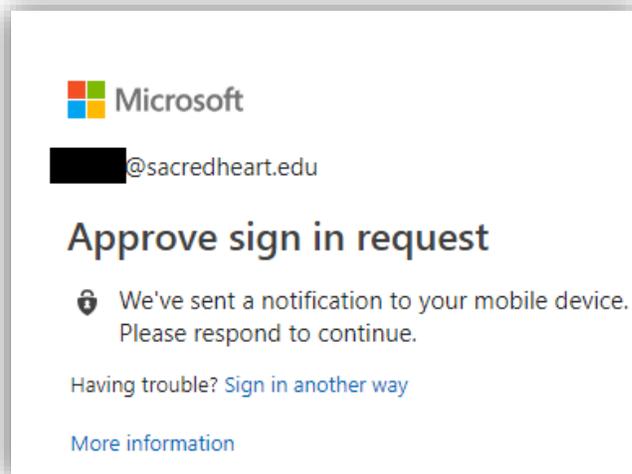


The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. The main heading is "Sign in". Below it is a text input field containing a blacked-out username followed by "@sacredheart.edu". Below the input field is a blue link that says "Can't access your account?". At the bottom is another blue link that says "No account? Create one!".

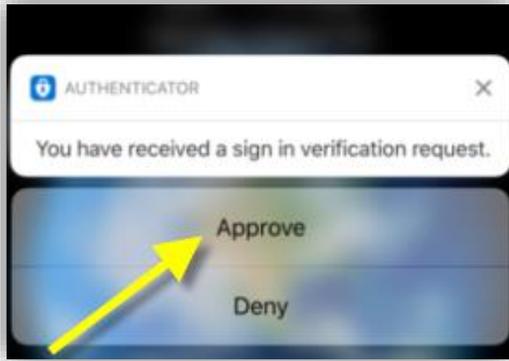
Select **Work or school account**, enter your password, and **Sign in**:



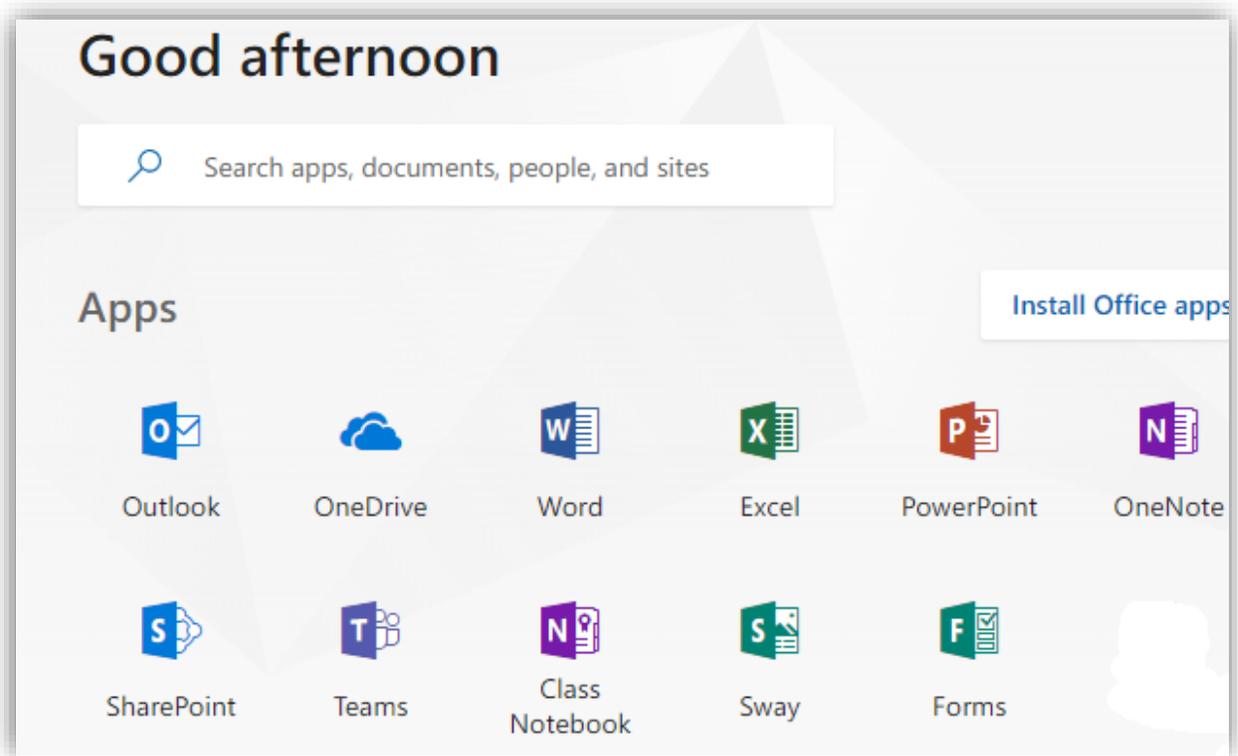
You will now receive **Approve sign in request** and be sent an **AUTHENTICATOR** message on your smartphone:



Press **Approve** when prompted with the verification request to sign into Office365:



You are now logged into your Office365 account:

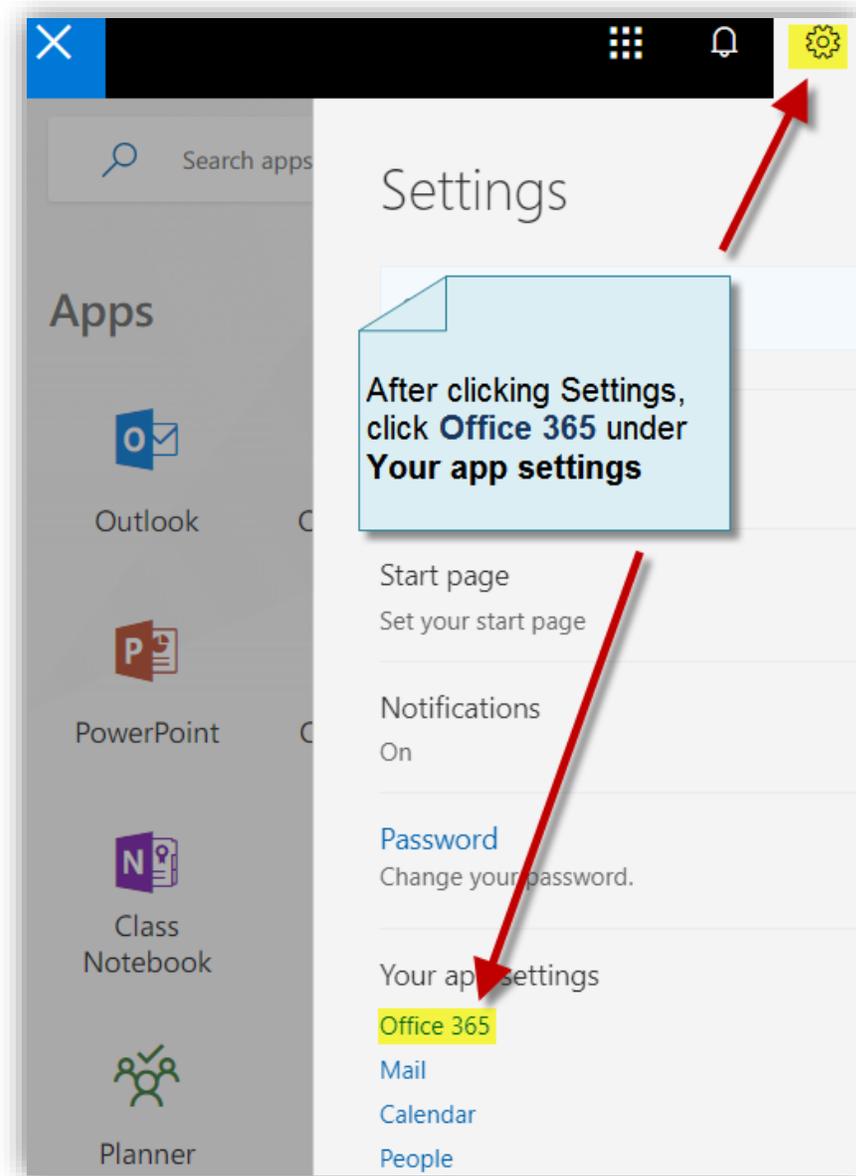


2. SET UP ADDITIONAL SECURITY VERIFICATION

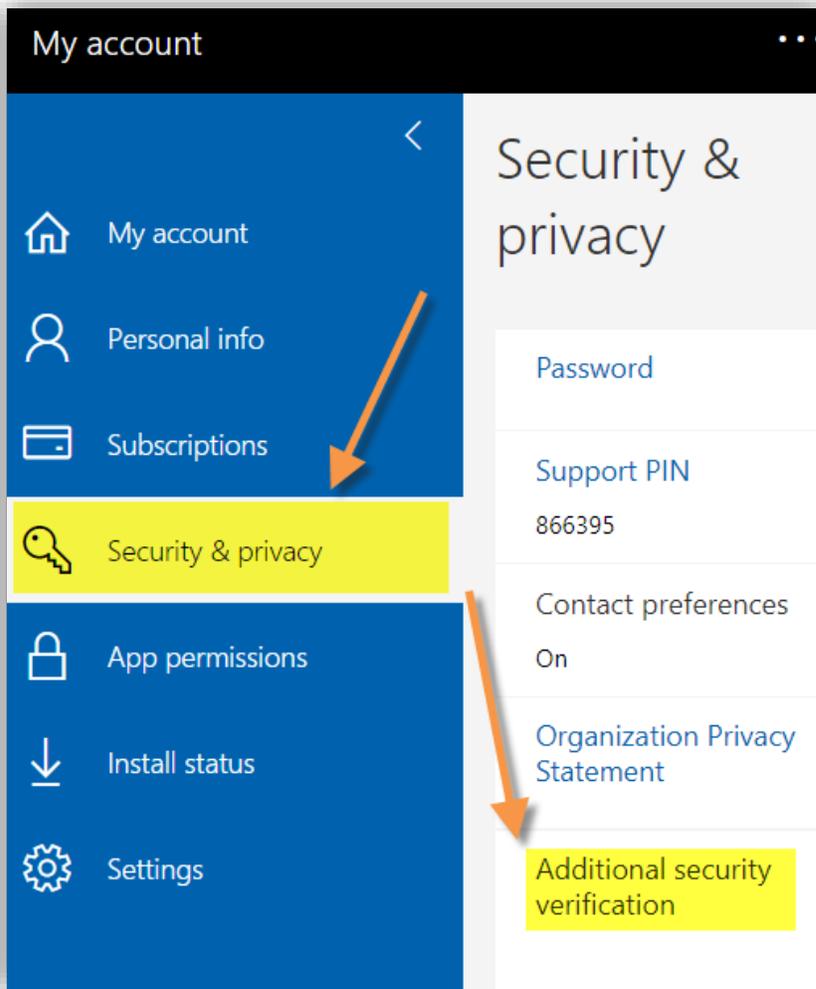
We suggest having an alternate mode of authentication - your office or home phone number - to log into Office 365. If your Microsoft Authenticator or mobile phone are not available, you will need it.

The following are quick instructions for setting up this up:

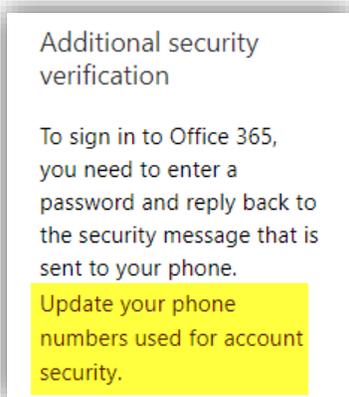
Once logged into your Office 365 portal, click the Settings (gear) icon and select Office 365.



Select **Security & privacy** (key icon) and choose **Additional security verification**:



Under **Additional security verification**, select **Update your phone numbers used for account security**.



In **Additional security verification**, select **Alternate authentication phone** (highlighted) and enter your office or home phone.

Leave the **Office phone** option above unselected since we use the Microsoft Authenticator app which ties in with your smart phone, which is your **Authentication phone**.

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 someone to sign in with just a stolen password. [View video to know how to secure your account](#)

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) ▼ 203 [REDACTED]
- Office phone Select your country or region ▼ [REDACTED] Extension [REDACTED]
- Alternate authentication phone** United States (+1) ▼ 203 [REDACTED]
- Authenticator app **Configure** Mobile app has been configured.

Save cancel

Click **Save**.

You now have three methods to access your Office 365 application portal:

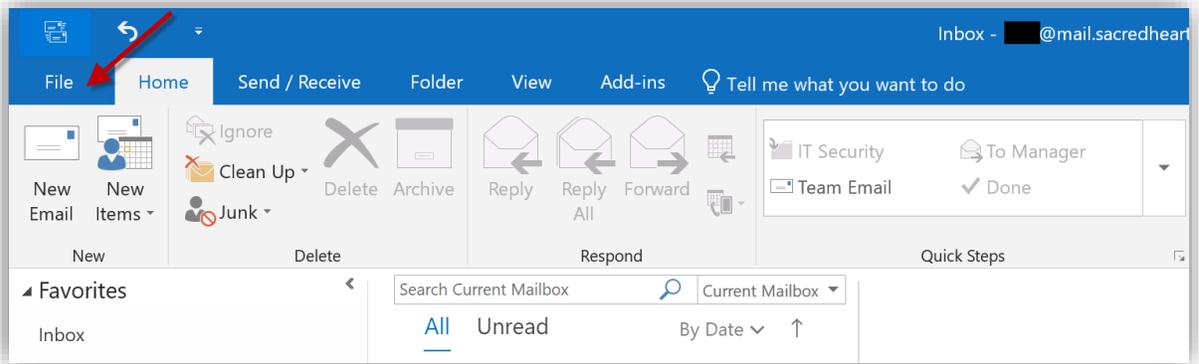
- 1) Microsoft Authenticator
- 2) Your mobile phone number
- 3) Your office or home phone number (landline)

3. MICROSOFT OUTLOOK AND OFFICE VERSIONS AND AUTHENTICATION

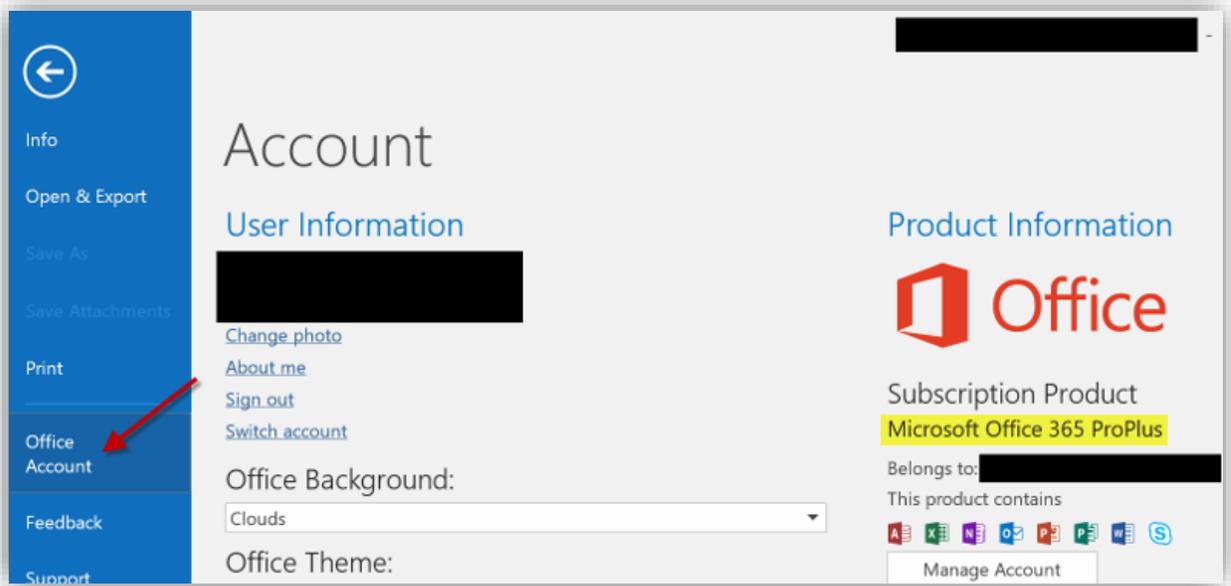
Depending on the version of Microsoft Office installed on your computer, you may need to use the app password discussed previously on page 2 of this documentation.

To Check which Microsoft Office or Outlook version you have:

Click **File**,



and select the **Office Account** tab:

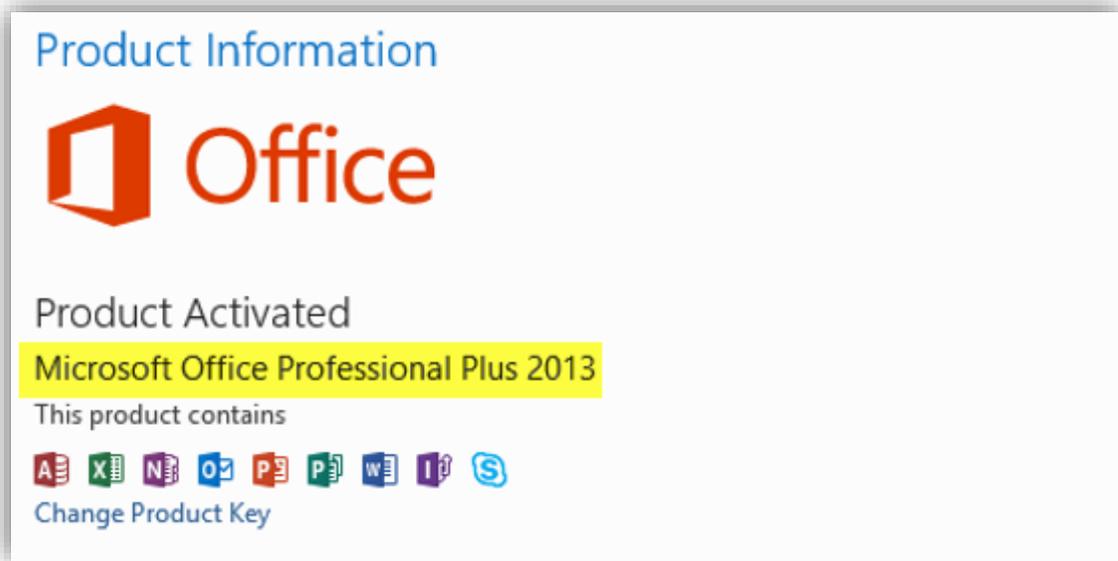


If you have a version built for Office 365, like the one shown above (**Microsoft Office 365 ProPlus**) you will not need to use your app password (generated previously on page 2).

However, if you have the volume version (like the one below) you will need use an App password

NOTE: To generate an App password either use the one created on page 2 of this documentation or refer to Page 12 below.

This version below is not made specifically for Office 365, it is a volume version, and it requires an app password to log into:



Again, if you have this Office 365 version below you can simply sign in with your AD password, if prompted, and **do not need an app password**:

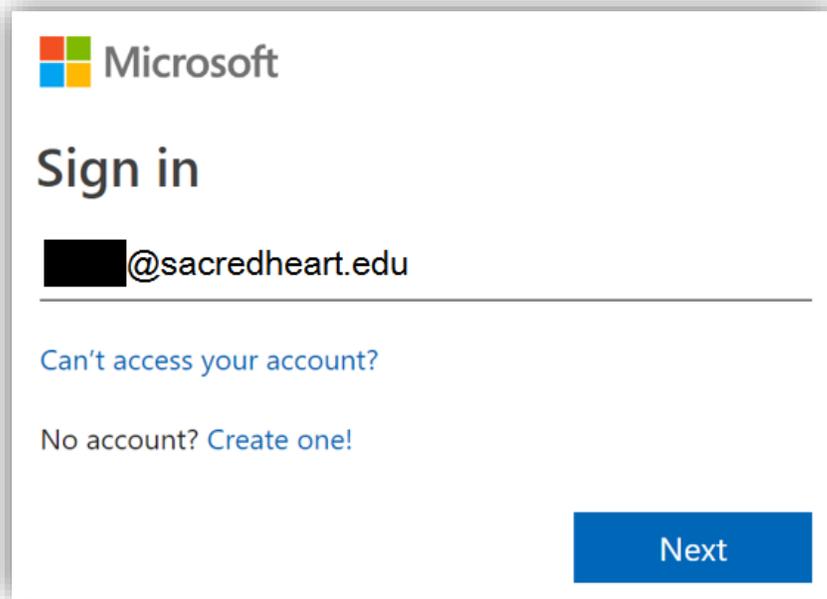


4. CREATING AND MANAGING APP PASSWORDS AND LOGGING INTO APPLICATIONS

To generate a new Microsoft App password click this link:

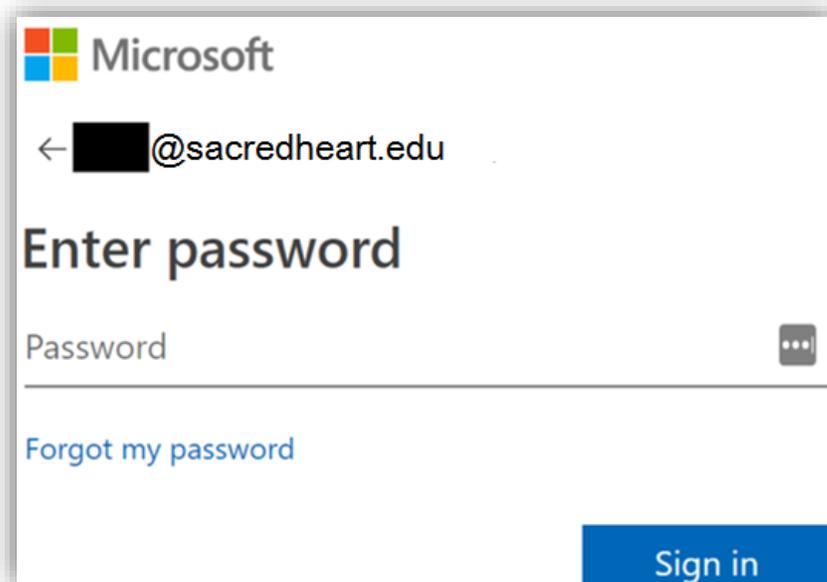
<https://account.activedirectory.windowsazure.com/AppPasswords.aspx>

Sign in, then click **Next**



The image shows a Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, there is a text input field containing a redacted email address followed by "@sacredheart.edu". Below the input field, there are two links: "Can't access your account?" and "No account? Create one!". At the bottom right, there is a blue button labeled "Next".

Enter password, then click **Sign in**



The image shows a Microsoft "Enter password" screen. At the top left is the Microsoft logo. Below it, there is a back arrow icon followed by a redacted email address and "@sacredheart.edu". The main heading is "Enter password" in a large, bold font. Below this is a password input field with the placeholder text "Password" and a small icon of three dots on the right side. Below the input field, there is a link that says "Forgot my password". At the bottom right, there is a blue button labeled "Sign in".

After authenticating, you will have access to your account's **app passwords**:

Microsoft

additional security verification app passwords

To sign into Outlook, Lync or other apps installed on your computer or smart phone, you'll need to create an app password. When prompted by the app, you'll enter the app password instead of your work or school account password.

You can use the same app password with multiple apps or create a new app password for each app. [How do I get my apps working with app passwords?](#)

Note: If you are an admin of a Microsoft service, we recommend not using app passwords.

[Bookmark this page](#)

[create](#)

NAME	DATE CREATED	
Initial app password [REDACTED]	7/26/2018	Delete

Click **Create** to generate a new Microsoft App password (you do not need to delete any previously created app passwords listed):

Microsoft

additional security verification app passwords

To sign into Outlook, Lync or other apps installed on your computer or smart phone, you'll need to create an app password. When prompted by the app, you'll enter the app password instead of your work or school account password.

You can use the same app password with multiple apps or create a new app password for each app. [How do I get my apps working with app passwords?](#)

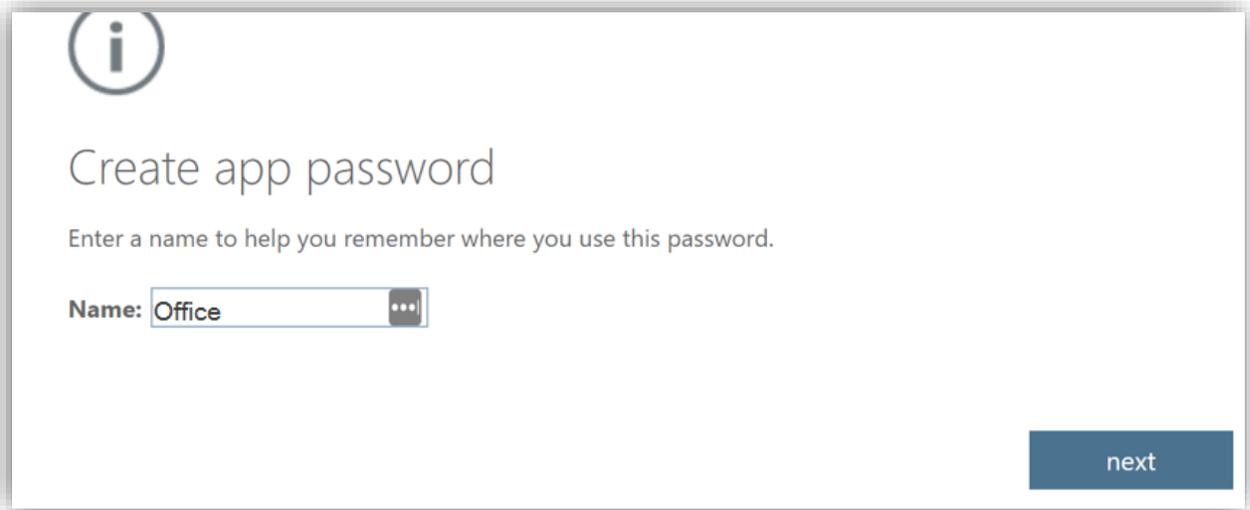
Note: If you are an admin of a Microsoft service, we recommend not using app passwords.

[Bookmark this page](#)

[create](#)

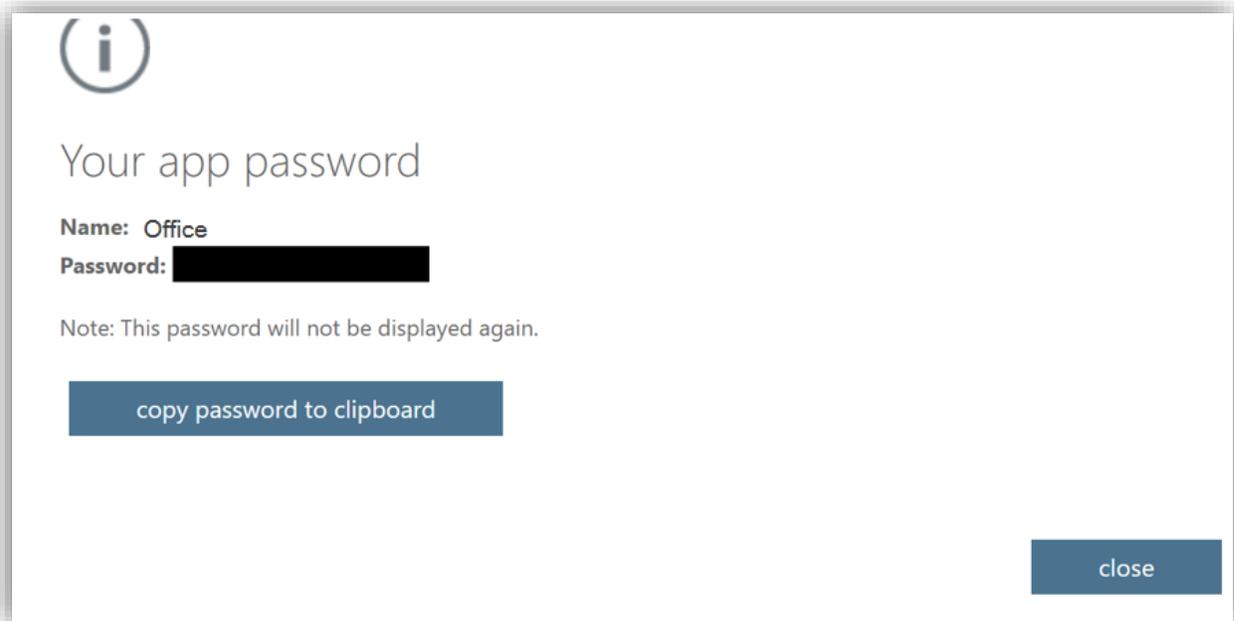
NAME	DATE CREATED	
Initial app password [REDACTED]	7/26/2018	Delete

Name your app password to correspond with the app you want to use:



The screenshot shows a dialog box with a grey border and a white background. In the top-left corner, there is a circular information icon containing the letter 'i'. Below the icon, the title 'Create app password' is displayed in a large, dark grey font. Underneath the title, a smaller line of text reads 'Enter a name to help you remember where you use this password.' Below this text is a text input field with the label 'Name:' and the text 'Office' entered. To the right of the input field is a small dark grey button with three white dots. In the bottom-right corner of the dialog box, there is a dark blue button with the text 'next' in white.

Click **Next** to see this screen:



The screenshot shows a dialog box with a grey border and a white background. In the top-left corner, there is a circular information icon containing the letter 'i'. Below the icon, the title 'Your app password' is displayed in a large, dark grey font. Underneath the title, the text 'Name: Office' is shown. Below that, the text 'Password:' is followed by a solid black rectangular box representing the password. Below the password box, a note reads 'Note: This password will not be displayed again.' Below the note is a dark blue button with the text 'copy password to clipboard' in white. In the bottom-right corner of the dialog box, there is another dark blue button with the text 'close' in white.

Make sure to select **copy password to clipboard** and secure this app password so only you have access to it.

You can now use this app password for Office applications.