



# Microsoft Office 365 Account Setup and Two Factor Authentication

## Step-by-step instructions for setting up a Creative Support Office 365 account and to enable two factor authentication:

When we have migrated your creativesupport.co.uk mailbox to O365 you will need to access your Microsoft account and setup 2FA.

NB: If you are connecting via a pc at either head office, Grosvenor house or Mansion house then the first time you use the new outlook application (part of office 2024) then you can skip steps 1, 2 and 3 below

If you are using the new outlook application (part of office 2024) at a service or on your Laptop then you can skip steps 1,2 and 3 below

In addition, before you can setup 2FA you must download and install Microsoft Authenticator on your mobile phone. Once done continue with the following steps

- 1. Load your browser. We recommend using Microsoft Edge but any will do (i.e. Chrome, Firefox).
- 2. Go to www.office.com
- 3. Click sign-In
- 4. You will see the following screen

Microsoft		
Sign in		
Email, phone, or Skype	è	
No account? Create one!		
Can't access your account	?	
	Back	Next

- 5. Enter your Creative support Email address then click next
- 6. You will be presented with the following screen

Microsoft	
Enter password	
Forgot password?	
	Sign in

- 7. Now enter your password
- 8. Click next and the following screen will appear

More informa	tion required
Your organization need your account secure	ds more information to keep
Use a different account	t

9. Press Next to setup Multifactor Authentication.

Two-Factor Authentication (**2FA**) helps secure user sign-ins for cloud services beyond just a single password. Users who log in to Office 365 to access their email or other Microsoft 365 applications will be prompted to set up 2FA before accessing Office 365 applications through an Internet browser or via their smartphone.

With 2FA for Office 365, users will be required to acknowledge a phone call, text message, or app notification on their cellphones after correctly entering their passwords. They can sign in only after this second authentication factor has been satisfied

10. The next page may appear giving you options to download the Authenticator or a different method. Please ensure that you have downloaded the Microsoft Authenticator on your mobile device before proceeding. It is best to use the Microsoft Authenticator.



#### 11. Click next and the following screen will appear

Keep your account secure
Your organization requires you to set up the following methods of proving who you are.
Microsoft Authenticator
Set up your account If prompted, allow notifications. Then add an account, and select "Work or school". Back Next

### Press Next to setup Multifactor Authentication. The following screen will appear



- 14. Open your Microsoft authenticator app and click + and select "work or school account" then select "scan a QR code"
- 15. Now point the camera at the QR code shown on your computer screen as above. If the scan is successful you should now see your account setup in the Microsoft authenticator app on your mobile phone
- 16. Now click next
- 17. Now you should see the following screen with a code. You will see a notification in your Microsoft authenticator app, input the code you can see on your screen (the below code is an example)

	Keep your account secure
You	ur organization requires you to set up the following methods of proving who you are.
Microso	oft Authenticator
-	Let's try it out Approve the notification we're sending to your app by entering the number shown below. 79 Back Next

18. Once you input the code the following screen will appear

Keep your account secure
Your organization requires you to set up the following methods of proving who you are.
Microsoft Authenticator  Notification approved  Back Next

19. If everything is successful then once you click next above the following screen should appear

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. <b>Default sign-in method:</b>
Microsoft Authenticator SM-A217F
Microsoft Authenticator
Done

#### 20. Click done and you will get logged in to your Office 365 mailbox

NB: Once the account has been setup in your Microsoft authenticator app on your phone, each time you log into O365 it will send you a code to your app. You must use this code for authentication purposes

#### Alternative Ways to signing in - add an alternative method

If you do not want to use the Microsoft authenticator to login to your O365 after you have initially set 2FA up using Microsoft Authenticator account then you can add an alternative option e.g. text message to your mobile phone.

- 1. To setup an alternative method for logging in click the following link <u>https://aka.ms/MFASetup</u>
- 2. The link will send you to the following page

Security info These are the methods you use to sign into your account or	reset your password.	
+ Add sign-in method	uon change	
Microsoft Authenticator     Push multi-factor authentication (MFA)     SM-A2	217F	Delete
Lost device? Sign out everywhere		
	Security info         These are the methods you use to sign into your account or         Default sign-in method: Microsoft Authenticator - notifica         + Add sign-in method         Image: Microsoft Authenticator Push multi-factor authentication (MFA)         SM-Add         Lost device? Sign out everywhere	Security info         These are the methods you use to sign into your account or reset your password.         Default sign-in method: Microsoft Authenticator - notification Change

#### 3. Select add new sign in method

Add a method		$\times$
Which method would you like to add?		
Choose a method		$\sim$
	Cancel	Add

4. From the drop down select Phone



#### 5. Select Add

#### 6. From the drop down select United kingdom and enter your mobile number

Phone	$\times$
You can prove who you are by answering a call on your phone or texting a code to your phone.	
What phone number would you like to use?	
United Kingdom (+44)	
Text me a code	
Call me	
Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.	
Cancel Next	

- 7. From the drop down select United kingdom and enter your mobile number
- 8. Check the Text me a code box
- 9. Click next and the following screen should appear

Phone		×
We just sent a 6 digit code to +44 <b>(*****</b> below. • Enter code	enter the	code
Resend code		
	Back	Next

10. A text message will have been sent to your mobile phone. Enter the code in the box above and the following screen should appear



- 11. Click done
- 12. Now logout of the o365 App and log back in, in the normal way using www.office.com

13. Now when you login you will see the following screen. The code is for example purposes only



- 14. Select "I can't use my Microsoft Authenticator App right now".
- 15. The following screen will appear

Mi	Microsoft		
philtest	philtest@creativesupport.co.uk		
Verif	y your identity		
•	Approve a request on my Microsoft Authenticator app		
123	Use a verification code		
	Text +XX XXXXXXXX30		
S.	Call +XX XXXXXXXX30		
More inf	formation		
Are your https://a	Are your verification methods current? Check at https://aka.ms/mfasetup		
	Cancel		

- 16. Select text message and a 6 digit code will be sent to you
- 17. In the following screen. Input the 6 digit code that was sent you

Microsoft	
← philtest@creativesupport.co	o.uk
Enter code	
We texted your phone +XX Please enter the code to signal	( XXXXXXXXX30. gn in.
Code	
More information	

18. Once you successfully input the code you will be logged into your O365 applications