

Set up multi-factor authentication for your student Microsoft 365 sign-in

Your student Microsoft 365 account has been set up to use multi-factor authentication (MFA). To sign in, you must complete these steps to set up your mobile device or mobile phone number to receive verification codes. This should only take a minute or so.

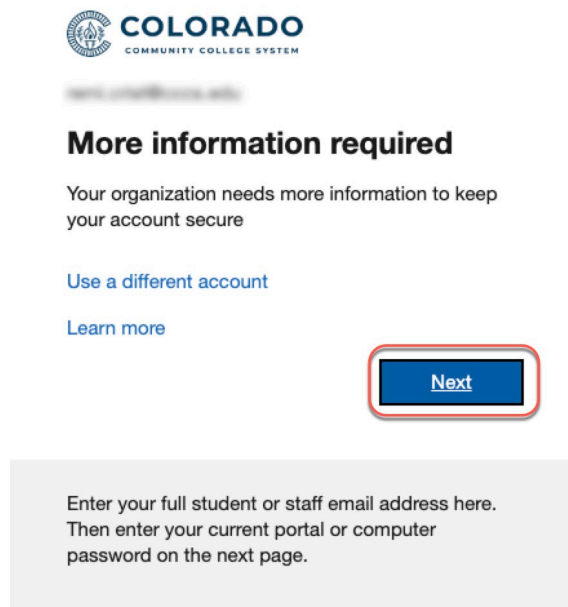
Tip: Want to know more about multi-factor authentication?

See this article: [What is: Multifactor authentication](#)

MFA adds an extra layer of security to your Microsoft 365 account sign-in. Your password is the first layer, something that you know, and your mobile phone is the second layer, something that you have. Anyone who may be able to compromise your password, will never be able to sign into your account because they do not have your phone.

Follow these steps to setup MFA for your account:

1. Sign in to Microsoft 365 from a computer using your student email address and your password.
2. After you click Sign in, you will see a prompt telling you that more information is required to complete your sign-in.



The screenshot shows the Microsoft 365 sign-in interface. At the top is the Colorado Community College System logo. Below it is a blurred sign-in field. A prominent message states 'More information required' with the subtext 'Your organization needs more information to keep your account secure'. There are two links: 'Use a different account' and 'Learn more'. A blue 'Next' button is highlighted with a red rectangle. Below the button is a light gray box containing the instruction: 'Enter your full student or staff email address here. Then enter your current portal or computer password on the next page.'

3. Click on Next to begin the setup process.

The default verification method is to use the FREE Microsoft Authenticator app installed on your phone. To use this method, follow the steps in the section below for Setting up the Microsoft Authenticator App.

If you would rather have verification codes texted to your phone or to receive a phone call with verification codes, scroll down to Setting up a Phone Number to learn how to set up your mobile phone number.

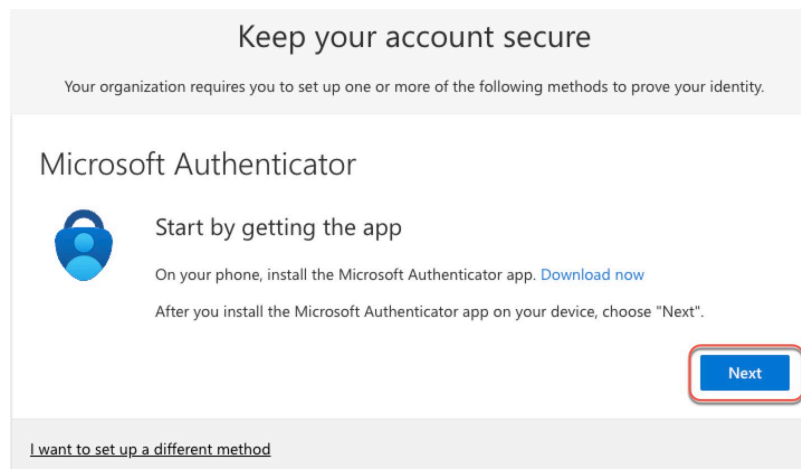
Setting up the Microsoft Authenticator App

Using the Microsoft Authenticator app is the most secure way of verifying your identity when signing into your account.

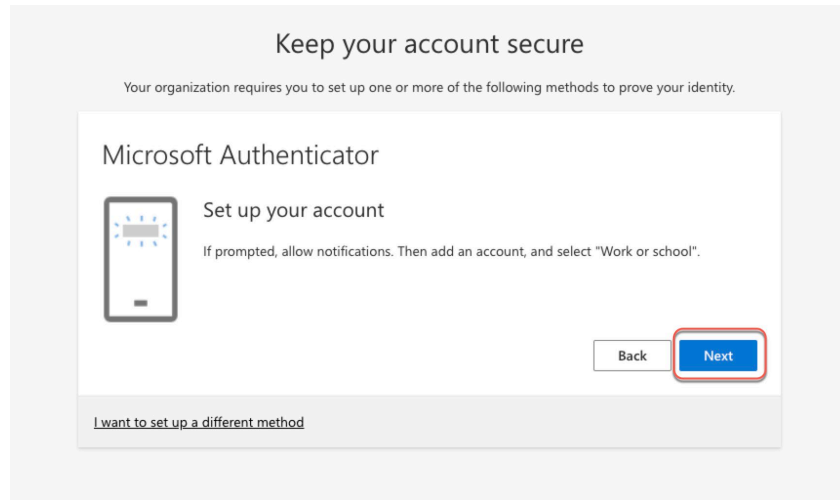
Follow these steps to set up the Microsoft Authenticator App as the default verification method for your account. You will need to use both the computer you are signing into your account with, and your phone to complete this process.

On the computer

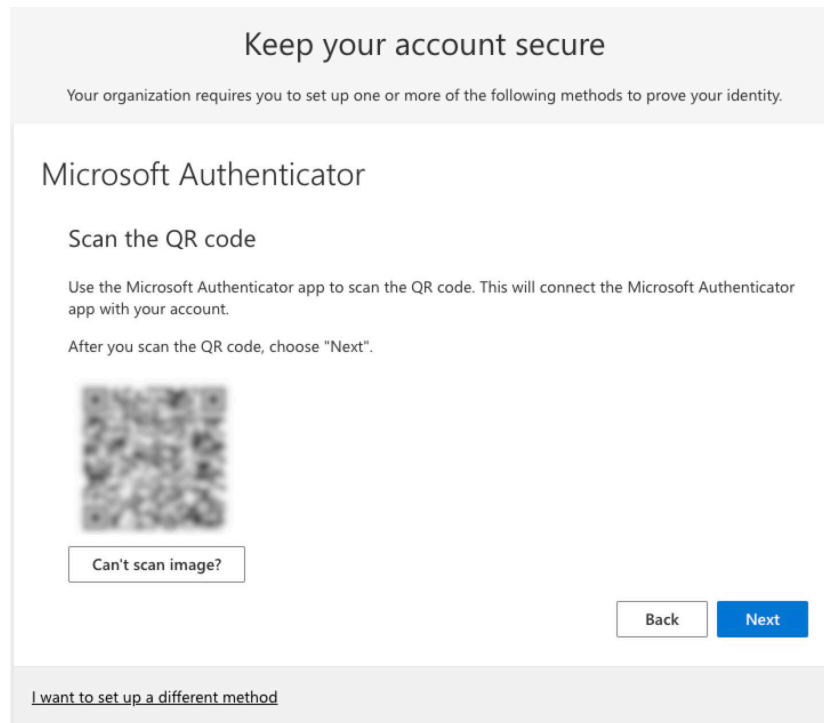
1. On the computer, click on Next at the Microsoft Authenticator prompt.



2. Click on Next again.



3. Leave this QR code screen on the computer and move to your phone.



On your phone

4. On your phone, install the FREE Microsoft Authenticator app from your device's app store by simply searching for "Microsoft Authenticator".

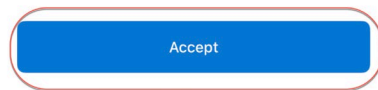


5. Tap on Install or Get to install the app to your phone.
6. Once installed, open the Microsoft Authenticator app.
7. Tap on Accept on the privacy notice.



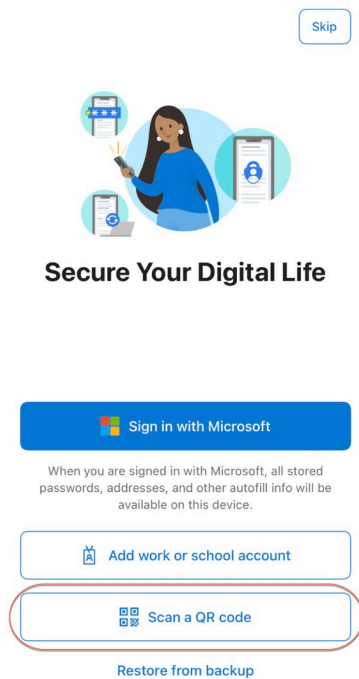
Microsoft respects your privacy

We collect required diagnostic data to keep the app secure and updated. This does not include any personal data.

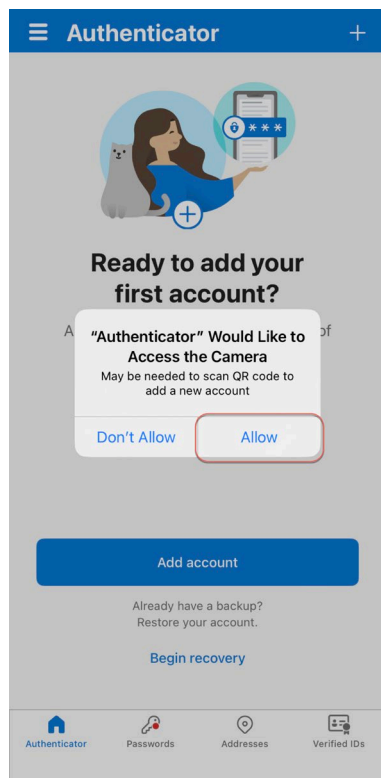


[Microsoft Privacy Statement](#)

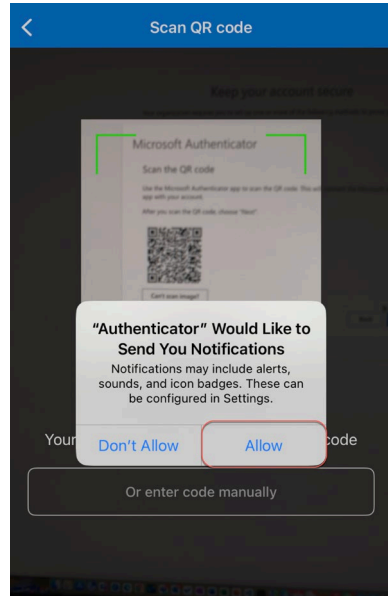
8. Tap on Scan a QR code



9. Tap Allow to give Microsoft Authenticator access to your phone's camera.

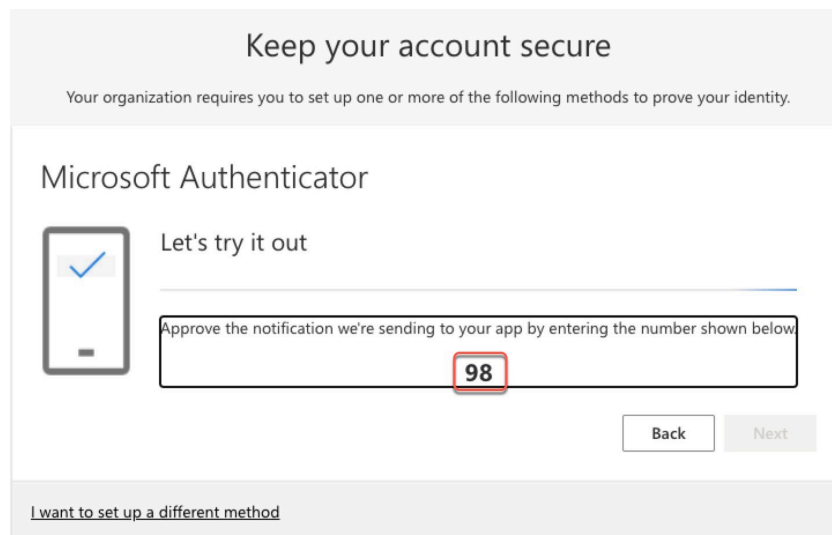


10. Place the QR code from the computer's screen into the window of the Microsoft Authenticator app to scan the code and add your account.
11. Tap Allow to receive notifications from the Authenticator app when signing into your account.



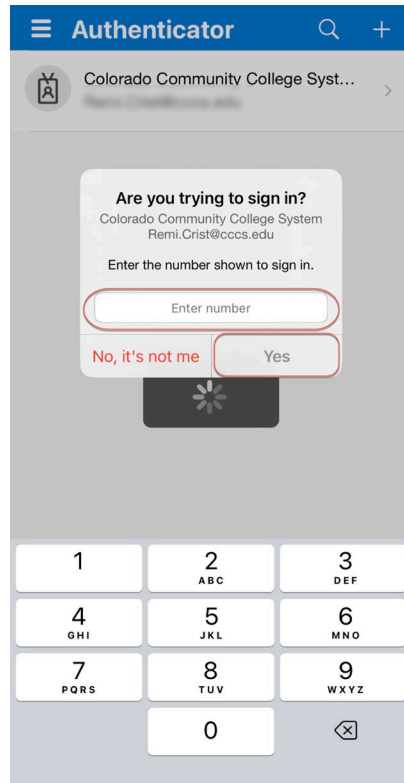
On the computer

12. Look at your computer screen. It will now show a number. Make note of this number, then go back to your phone.



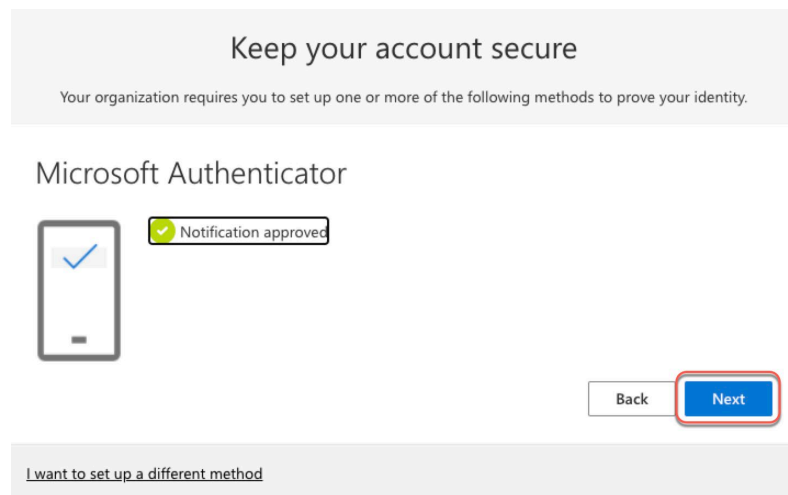
On your phone

13. Type that number from the computer's screen into your phone, then tap on Yes.

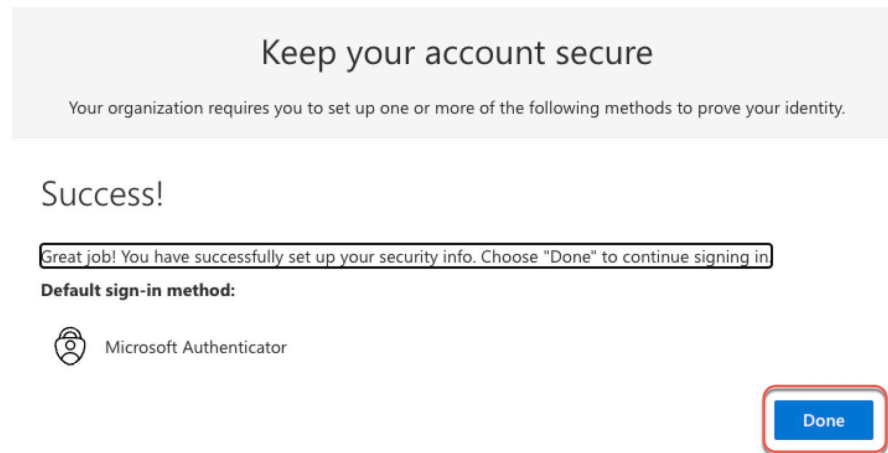


On the computer

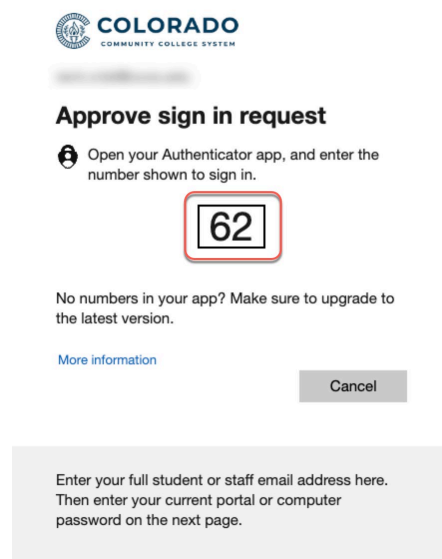
14. Your computer screen will show that the Notification has been approved. Click Next to continue.



15. Success! Click on Done to complete the setup of your phone.

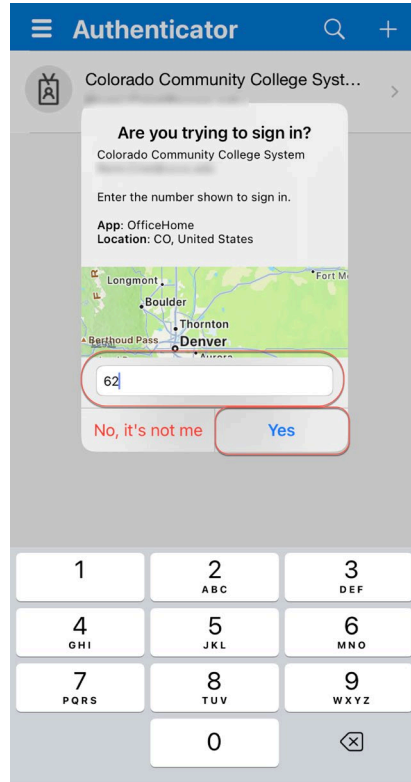


16. The computer will attempt to sign you into your account and will display a number on your screen. Once again, make note of this number and return to your phone.



On your phone

17. Open the Microsoft Authenticator app or tap on the notification.
18. Enter the number that you just noted from the computer's screen.



19. Tap on Yes to verify that this is you and sign you into your account on the computer.

Going forward, each time you sign into your account, after you enter your password, a code will be displayed on the computer's screen. Open the Microsoft authenticator app and enter that code to complete the sign in process.

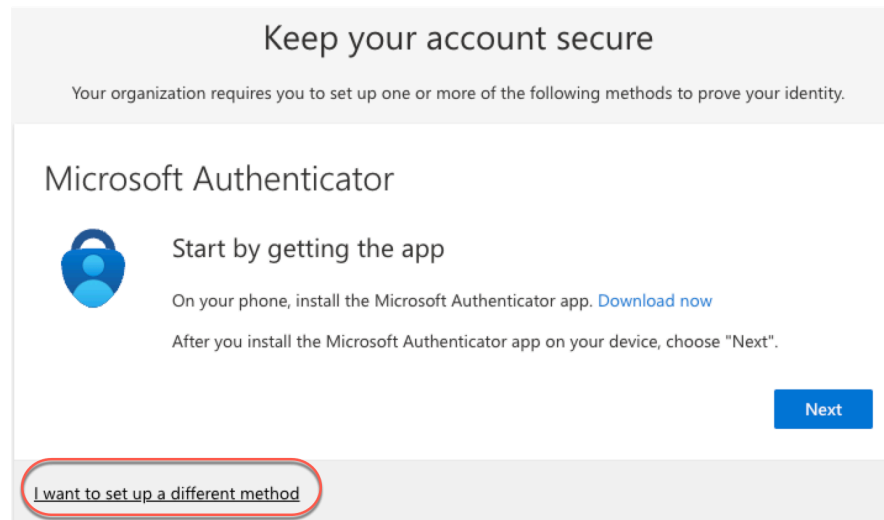
Setting up a Phone Number

Even though the Microsoft Authenticator app is the most secure method to verify your identity, you may also use a phone number to receive a texted code or a phone call.

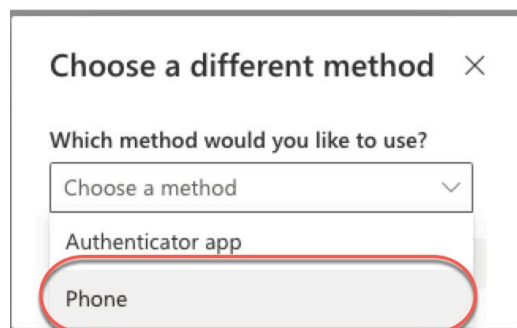
Follow these steps to setup a phone number as the default verification method for your account. You will need to use both the computer you are signing into your account with and your phone to complete this process.

On the computer

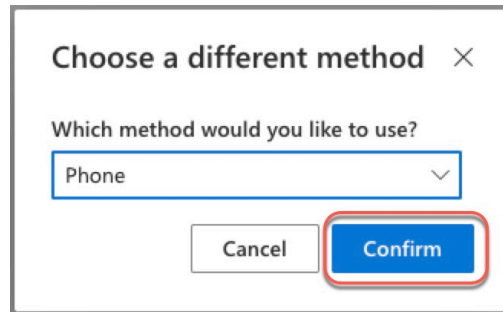
1. At the Microsoft Authenticator prompt on the computer, click on “I want to set up a different method”



2. Click on Phone from the drop-down list of options.



3. Click on Confirm to continue.



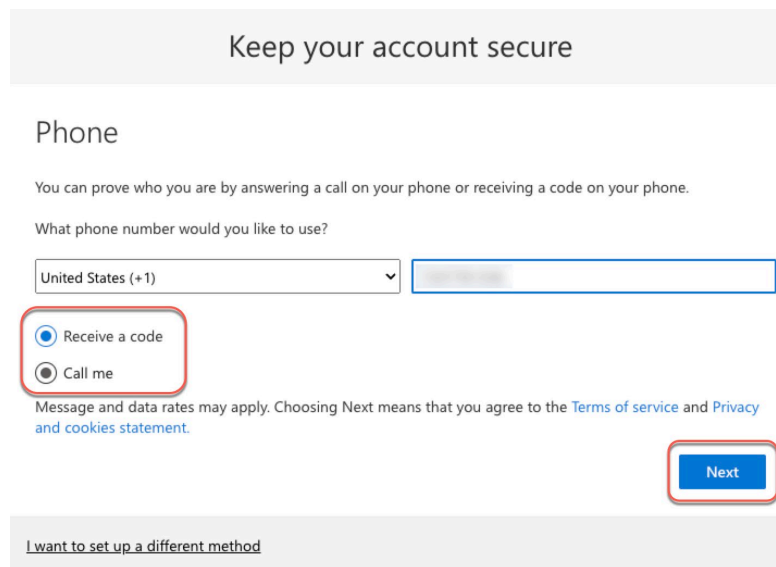
Choose a different method ×

Which method would you like to use?

Phone

Cancel Confirm

4. Enter the 10-digit phone number you would like to use, including the area code.
 - a. Choose between:
 - i. Receive a code to have a code texted to this number, or
 - ii. Call me, to receive a phone call from Microsoft.
 - b. Click on Next to continue.



Keep your account secure

Phone

You can prove who you are by answering a call on your phone or receiving a code on your phone.

What phone number would you like to use?

United States (+1)

☒ Receive 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](#).

Next

[I want to set up a different method](#)

On your phone

5. If you chose “Receive a code”, a code will be texted to the number you entered.
 - a. If you chose “Call me” Microsoft will call you with a code.
 - b. Make note of this code.

On the computer

6. Enter the code into this window.

The screenshot shows a web interface titled "Keep your account secure". Under the heading "Phone", there is a text input field containing the code "358". Above the field, a message says "We just sent a 6 digit code to +1" followed by a blurred number and "Enter the code below." Below the field is a link that says "Resend code". To the right of the input field are two buttons: "Back" and "Next". The "Next" button is highlighted with a red box. At the bottom left, there is a link that says "I want to set up a different method".

7. The phone number has been verified.

The screenshot shows the same "Keep your account secure" interface. Below the "Phone" heading, there is a green checkmark icon followed by the text "Verification complete. Your phone has been registered". To the right of this message is a blue button labeled "Next", which is highlighted with a red box.

8. Click on Done.

The screenshot shows the "Keep your account secure" interface with the heading "Success!". Below it, a message says "Great job! You have successfully set up your security info. Choose 'Done' to continue signing in". Underneath, it says "Default sign-in method:". Below this, there is a phone icon and the text "Phone" followed by a blurred number starting with "+1". At the bottom right, there is a blue button labeled "Done", which is highlighted with a red box.

9. The computer will now attempt to sign you into your account and will ask how you would like to receive your verification code.

10. Click on either Text or Call


Verify your identity
Your organization requires additional sign in methods to access this resource.

 Text +X XXXXXXXX58

 Call +X XXXXXXXX58

[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>

[Cancel](#)

Enter your full student or staff email address here.
Then enter your current portal or computer password on the next page.

On your phone

11. Be ready to receive the texted code, or the phone call from Microsoft and make note of the code.

On the computer

12. Enter the code from your phone into this window, then click on Verify.


Enter code

 We texted your phone +X XXXXXXXX58. Please enter the code to sign in.

99:

Having trouble? [Sign in another way](#)

[More information](#)

[Verify](#)

Enter your full student or staff email address here.
Then enter your current portal or computer password on the next page.

13. If successful, you will be signed into your account.

Going forward, each time you sign into your account, after you enter your password, you will be asked whether to have a code texted to your phone, or to receive a phone call from Microsoft.