

Multi-Factor Authentication (MFA) Initial Setup with an Authentication App

Multifactor authentication (MFA), also known as two-factor authentication (2FA), is a feature which allows users to better protect their account by requiring additional steps when signing in. MFA increases security on your account by requiring you to first sign in using your username and password, then approve the sign in request using a second factor like your mobile phone.

MFA can be configured via **Text Message**, an **Authentication App**, or **both**.

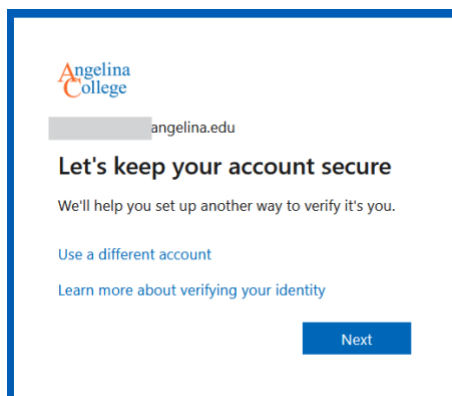
To use an app, download the Microsoft Authentication App from the app store for your device.

We recommend installing the **Microsoft Authenticator app** to your mobile phone. It is available on both the [App Store for iPhone](#) and [Google Play for Android](#). You can easily Approve or Deny login requests via a prompt on your phone.

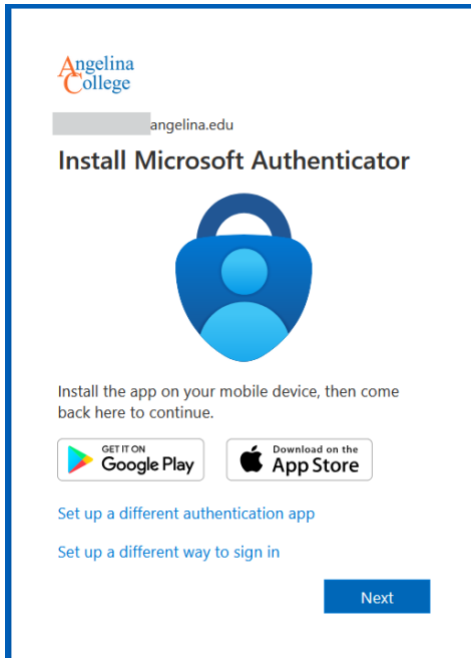


**Microsoft
Authenticator**
Protects your online identity

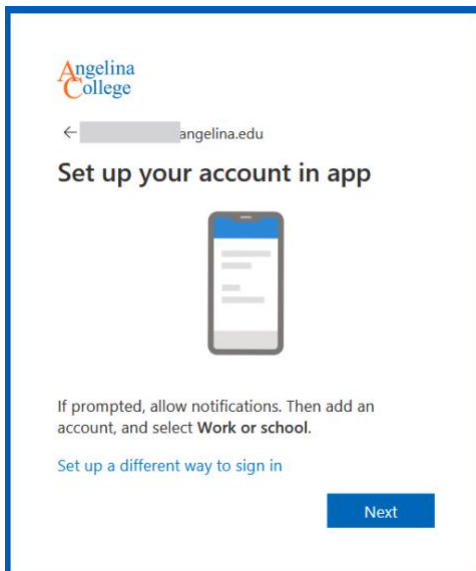
1. When logging in to AC Email or MyAC Portal, you will be prompted with the “Let’s you’re your account secure” screen. Select “Next”.



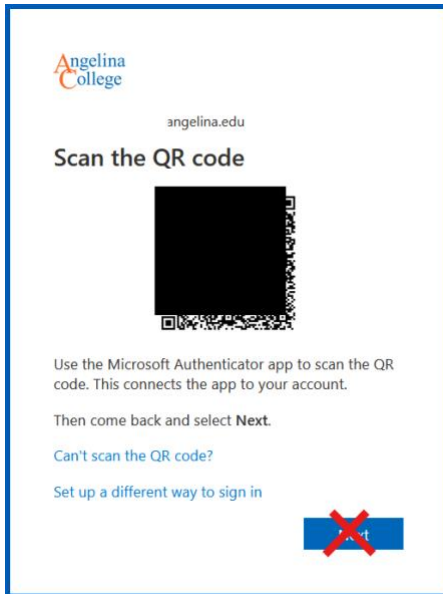
2. The next prompt will ask you to get the Microsoft Authenticator app. If you haven't already, install the Microsoft Authenticator app now, and then select "Next"



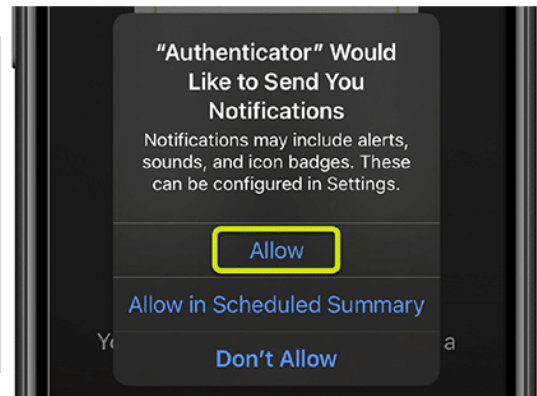
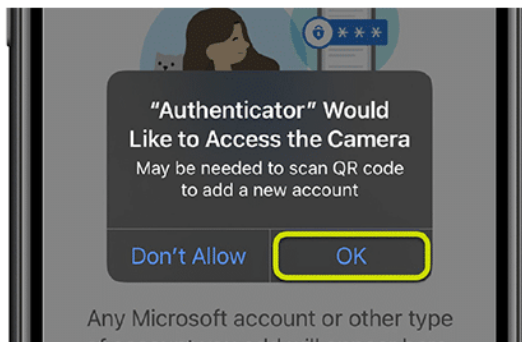
3. Select "Next" on the Set up your account prompt.



- When you see the Scan the QR code prompt, do not hit next. Continue to step 5.

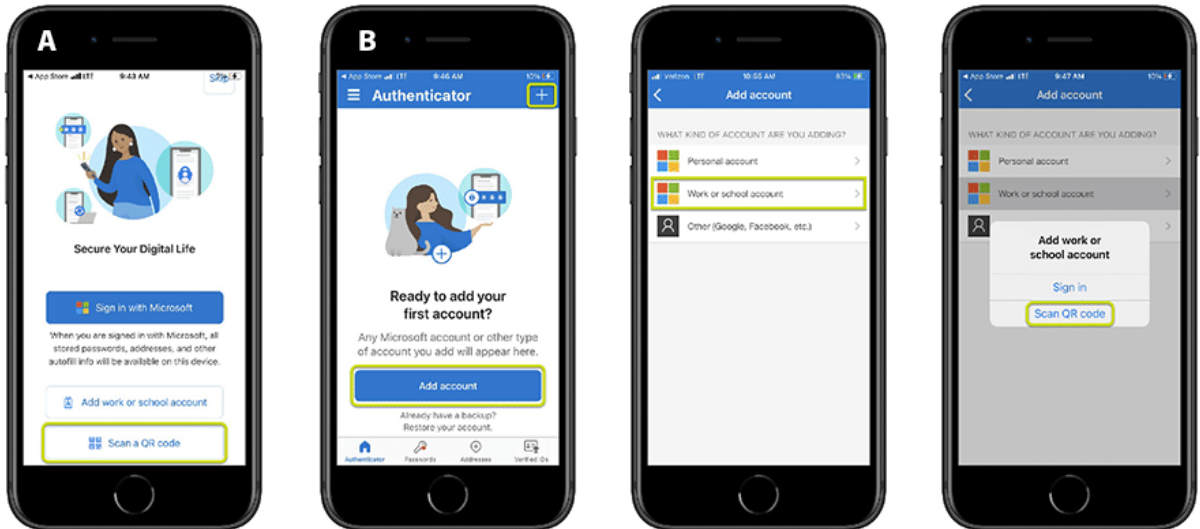


- On your mobile phone, open the Authenticator app. When prompted, allow the Authenticator app access to your camera and to send notifications.

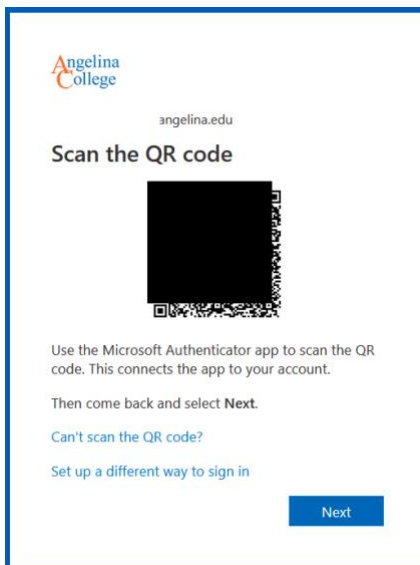


6. Depending on the device, you will get one of the following screens (a or b):

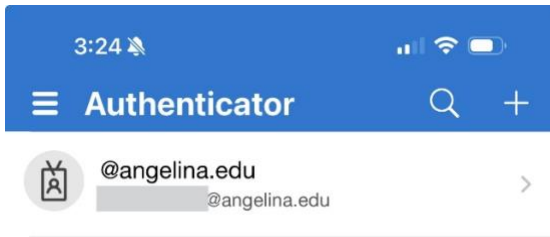
For screen A skip to step 7. For screen B select Add account or the + icon. Then select Work or school account then Scan QR code



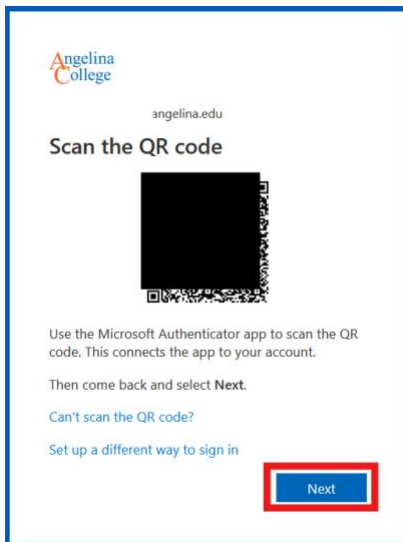
7. Scan the QR image with your mobile phone.



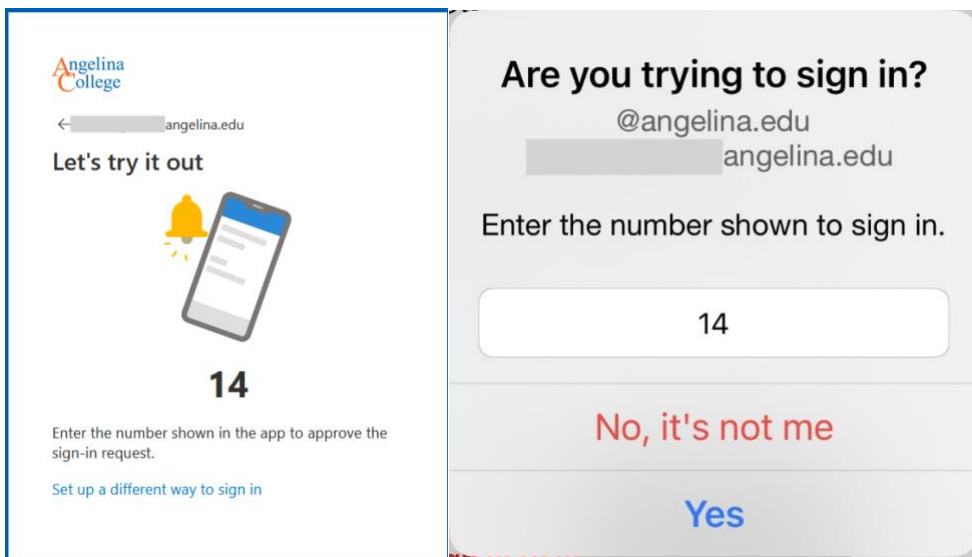
8. Your account will now be listed in the Authenticator App.



9. Select "Next" on your computer.



10. Enter the number displayed on the screen into the prompt on your mobile phone and select "Yes"



11. You will receive a “Authenticator Added” message on your computer, select Done

