

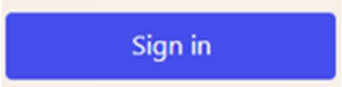
What is Multi Factor Authentication (MFA)?

Multi Factor Authentication (MFA) is Microsoft's multi-step verification solution that helps safeguard access to data and applications. Its intention is to add a safe and secure multi-step verification method for your online identity.

How does Multi Factor Authentication work?

You are asked to provide a method by which you can be contacted to verify your account when working online. The default is a **Mobile Phone**, which can be a Council device or your own personal device. This allows the system to identify you, and usually involves approval in an authenticator app, which is the council's preferred method, or by a text message being sent to your phone with a code you use to access the service. You may have encountered similar security arrangements implemented by your bank when accessing your online account or shopping online.

Method 1 - To register for Multi Factor Authentication using Microsoft Authenticator App

<i>What you do</i>	<i>Comments/Prompts</i>
- Before you begin, ensure you are in possession of the mobile phone that you are going to use to authenticate your online account - You need only register for Multi Factor Authentication (MFA) once. The only caveat to this is if you change your mobile number in the future - Every effort has been made to ensure the following procedure is accurate. However, you may receive additional prompts that relate to the personal device and/or browser software you are using to register for Multi Factor Authentication (MFA)	
1. On your device, open a browser window and navigate to Microsoft's Office Online website now called Microsoft 365 Copilot app	www.office.com The Welcome greeting is displayed 
2. Select the Sign in button	 The Sign in box is displayed

3. In the **Sign in** box, enter your **Council email address**

firstname.lastname@southlanarkshire.gov.uk

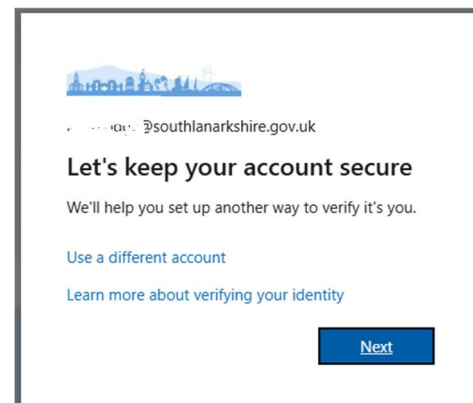
A screenshot of the Microsoft Sign in page. At the top is the Microsoft logo. Below it is the text "Sign in". There is a text input field containing the email address "firstname.lastname@southlanarkshire.gov.uk".

In the graphic above, a SLC address is used. SLLC and LVJB employees should enter their own corresponding address.

Select **Next**

4. If prompted, enter your **Council password** and select **Next**

A message box indicates that you need to provide some additional information to proceed

A screenshot of a security message box. At the top is a blue header with a city skyline icon. Below the header is the email address "firstname.lastname@southlanarkshire.gov.uk". The main text says "Let's keep your account secure" followed by "We'll help you set up another way to verify it's you." There are two links: "Use a different account" and "Learn more about verifying your identity". At the bottom right is a blue button labeled "Next".

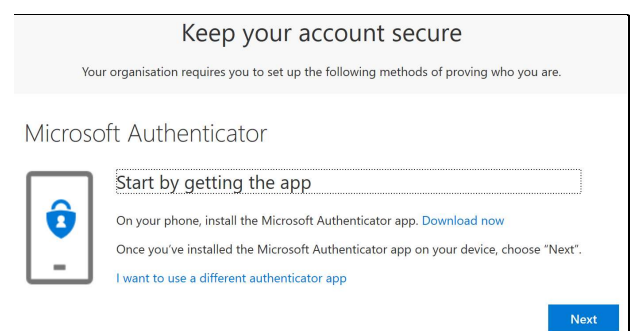
This prompt is driven by the **Multi Function Authentication (MFA)** feature that will further secure your online identity

5. Select **Next**

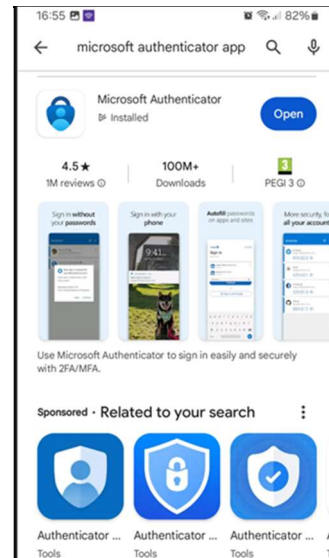
6. At this stage, you may be presented with the **Keep Your Account Secure** box

DO NOT click the 'Download now' link here. Continue on your mobile phone as per steps below.

Microsoft encourage users to register for MFA using their Microsoft Authenticator app.

A screenshot of the "Keep your account secure" screen. At the top is the heading "Keep your account secure" and a sub-heading "Your organisation requires you to set up the following methods of proving who you are." Below this is the "Microsoft Authenticator" section. It features a graphic of a smartphone with a blue shield icon. To the right of the graphic is a text input field with the placeholder "Start by getting the app". Below the input field are two lines of text: "On your phone, install the Microsoft Authenticator app. [Download now](#)" and "Once you've installed the Microsoft Authenticator app on your device, choose 'Next'." There is a link "I want to use a different authenticator app" and a blue button labeled "Next" at the bottom right.

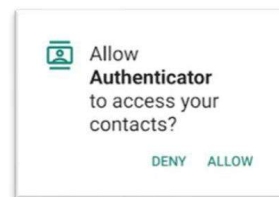
7. **ON YOUR MOBILE PHONE**, go to the App Store (for iPhones/iPads) or Play Store (for Android), search for and install the Microsoft Authenticator app.



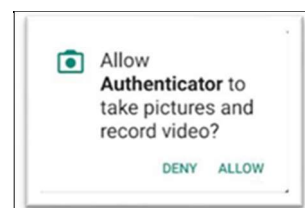
8. Open this app. If there are questions about data privacy, please press **OK**. Select the option for **Work or school account**.



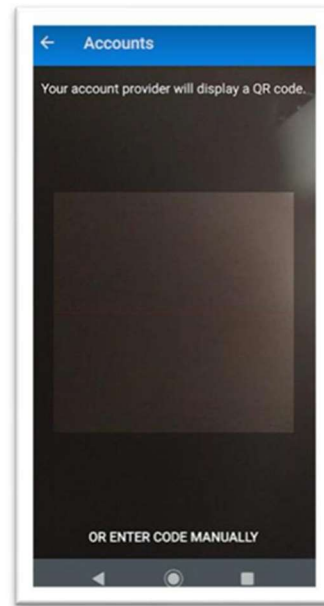
9. You'll then be asked to **Allow Authenticator to access your contacts**. The authenticator app will not use your contacts, however, to allow the app to work you have to press **ALLOW**. The app needs this permission so it can search for existing work or school Microsoft accounts on your phone and add them to the app.



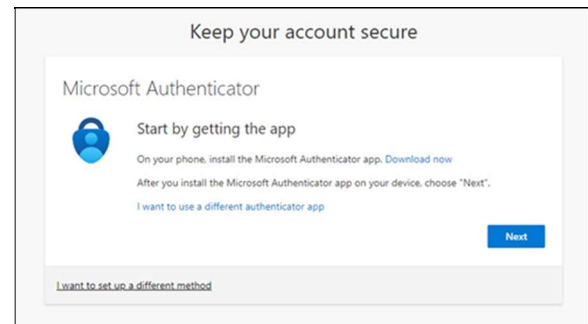
10. Press **ALLOW** for **Allow Authenticator to take pictures and record video** – you need this to scan a QR code in the next step



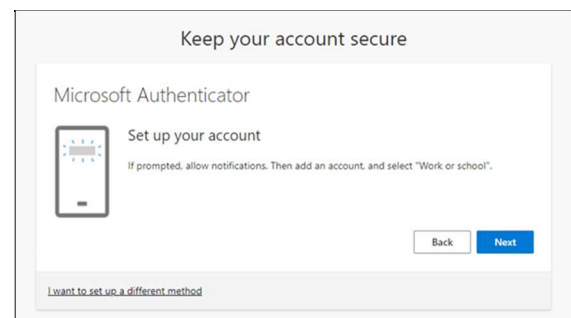
11. You'll now be asked to **Scan a QR code** or to **Sign in** Select **Scan a QR code** Your QR code scanner will now appear on your mobile phone:



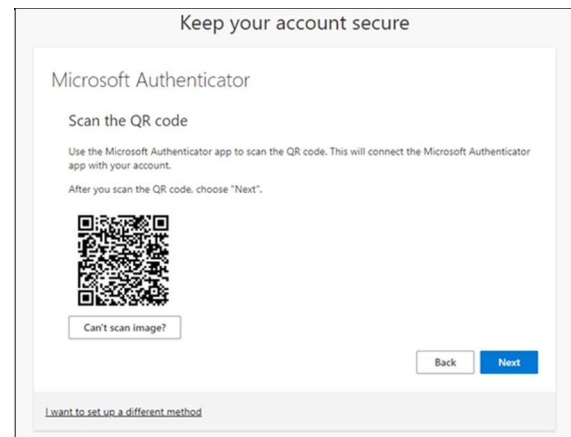
12. Go back to the browser **on your computer** and the **Keep your account secure** page:



13. Select **Next** to continue. This screen will appear:



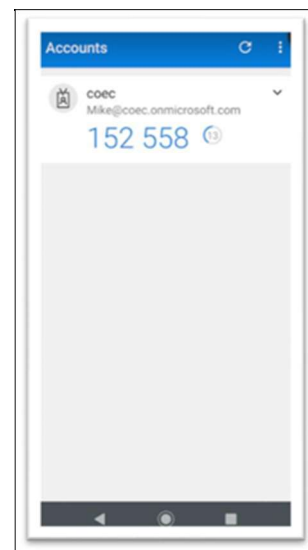
14. Select **Next** to continue. This screen should appear:



15. **Using your mobile phone again**, use a QR code scanner to scan the QR code that appears on your computer screen. QR scanning apps are available to be downloaded if you don't have one on your mobile. The scan should result in "Account successfully added".

If you're asked to accept notifications on your mobile phone, press **GOT IT**

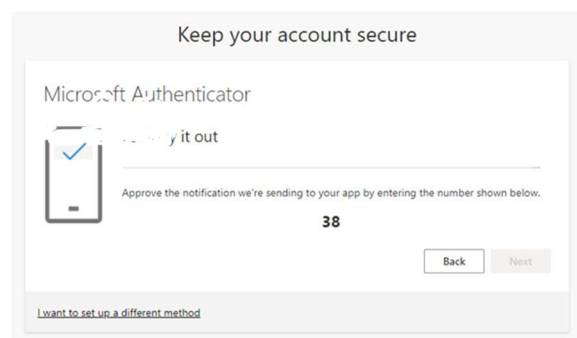
16. Your Council Office 365 account should now be added to the Authenticator app on your mobile and look similar to this screen



17. Go back to your computer and the QR code screen and click **Next**. The following screen will appear

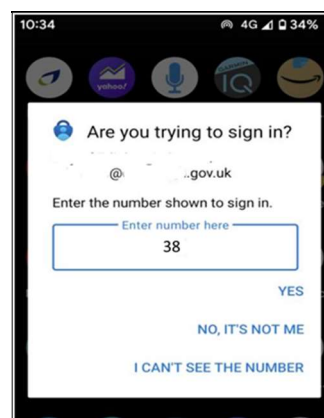


18. The next step tests the authentication is working. Click **Next**. An 'approve sign-in request' screen with a number will appear on your computer



19. An '**Approve sign-in?**' notification will appear on your mobile phone

Enter the number into the mobile screen and press **YES**. You may then be prompted for your mobile PIN or biometric authorisation – please do this

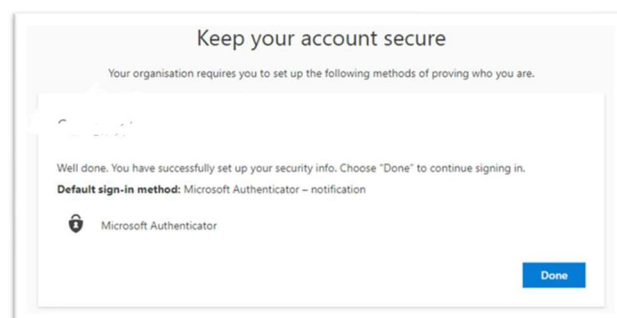


20. The page on your computer should update to state that the notification has been approved

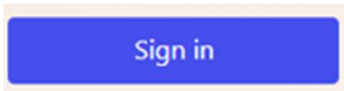
Select **Next**.

21. A **success!** Message should now appear

Select **Done**. You should now be directed to a page where you can manage your sign-ins.

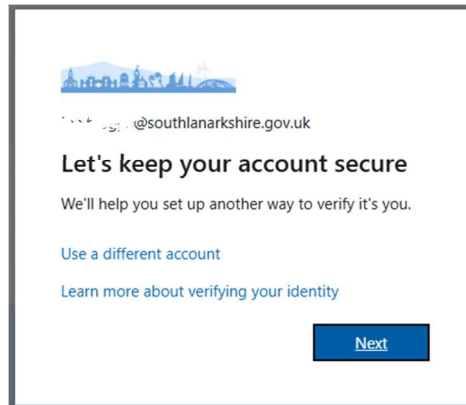


Method 2 - To register for Multi Factor Authentication using a text code:

<i>What you do</i>	<i>Comments/Prompts</i>
- Before you begin, ensure you are in possession of the mobile phone that you are going to use to authenticate your online account and you know the telephone number associated with the mobile phone - You need only register for Multi Factor Authentication (MFA) once. The only caveat to this is if you change your mobile number in the future - Every effort has been made to ensure the following procedure is accurate. However, you may receive additional prompts that relate to the personal device and/or browser software you are using to register for Multi Factor Authentication (MFA)	
1. On your device, open a browser window and navigate to Microsoft's Office Online website now called Microsoft 365 Copilot app	www.office.com The Welcome greeting is displayed 
2. Select the Sign in button	 The Sign in box is displayed
3. In the Sign in box, enter your Council email address	firstname.lastname@southlanarkshire.gov.uk  In the graphic above, a SLC address is used. SLLC and LVJB employees should enter their own corresponding address
Select Next	

4. If prompted, enter your **Council password** and select **Next**

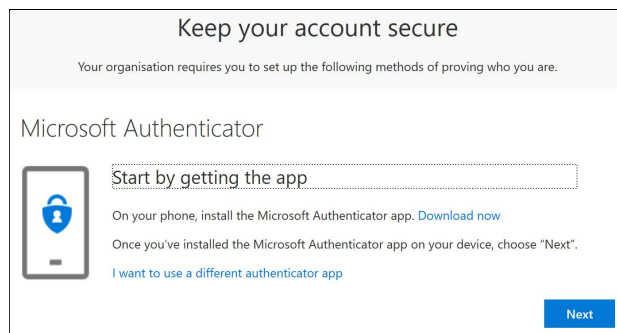
A message box indicates that you need to provide some additional information to proceed



This prompt is driven by the **Multi Function Authentication (MFA)** feature that will further secure your online identity

5. Select **Next**

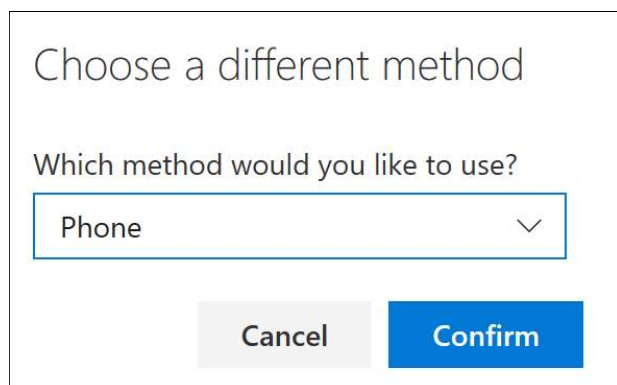
6. At this stage, you may be presented with the **Keep Your Account Secure** box



Microsoft encourage users to register for MFA using their Microsoft Authenticator app.

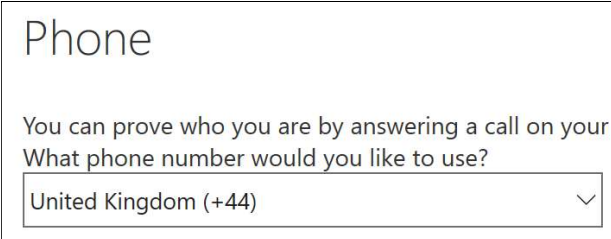
You are not going to use this method, it will be covered in Method 2 (see page 6)

7. Select the **I want to set up a different method** link at the bottom left of the box
8. In the **Choose a different method** box, ensure **Phone** is selected and select **Confirm**



If **Phone** is not displayed as the default option, select it from the drop-down list

9. In the **Phone** window, display the drop-down list and select **United Kingdom**

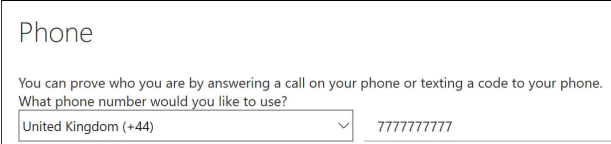


Phone

You can prove who you are by answering a call on your phone. What phone number would you like to use?

United Kingdom (+44) ▼

10. Enter the **mobile phone number (omitting the initial 0)** that you are using to authenticate your account



Phone

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) ▼ 7777777777

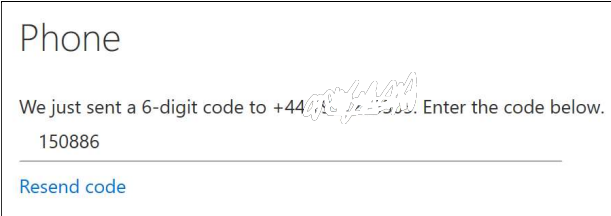
11. Ensure the **Text me a code** option is selected and select **Next**



 Text me a code

You will receive a text on your mobile phone that contains a six digit verification code

12. Enter the code and select **Next**



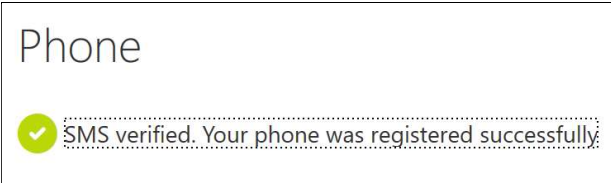
Phone

We just sent a 6-digit code to +44 7777 777777. Enter the code below.

150886

[Resend code](#)

13. The six-digit verification is validated

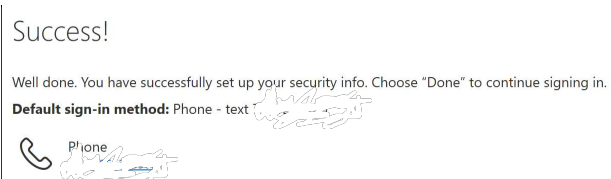


Phone

 SMS verified. Your phone was registered successfully.

14. Select **Next** to continue

Your successful MFA registration is confirmed



Success!

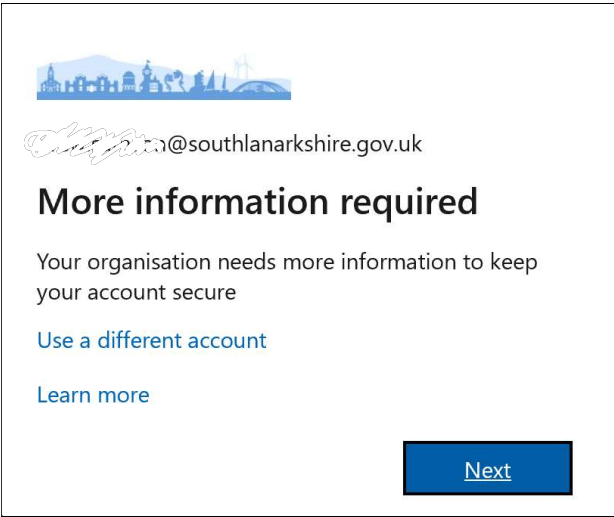
Well done. You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method: Phone - text

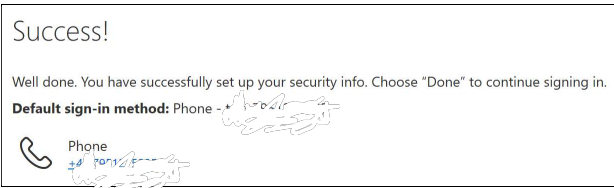
 Phone

15. Select **Done** to proceed

16. If prompted, select **Next** to continue



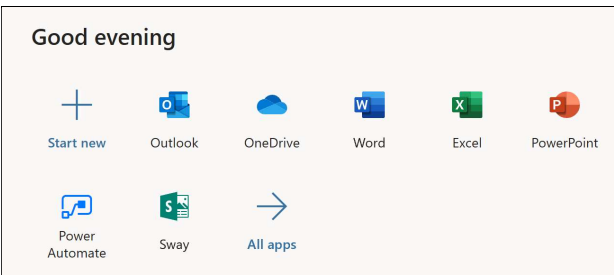
17. If prompted, select **Done** to proceed



18. If prompted, select **Yes** to stay signed in



Your Office 365 online apps are displayed



From here you can access Outlook email, Word, Excel, PowerPoint, and Teams

Note:

- You need only register for **Multi Factor Authentication (MFA)** once. The only caveat to this is if you change your mobile phone number anytime in the future
- After successful MFA registration, going forward you can access your Office 365 Apps from your personal device by navigating to Microsoft's www.office.com site, where you may be asked to specify your usual Council username and password to sign in
- It may be a good idea to bookmark the www.office.com site or create a shortcut to it for easier access in the future
- If you have a personal Office 365 account on your device you may need to “sign out” of this prior to following this note. When carrying out this instruction, look for options such as **Sign in as a different user** or **Sign in with a different account**
- It is important to be aware that, through MFA, you may be prompted on occasion to enter a verification code sent to your mobile phone by Microsoft, e.g. if you use the self-service password reset feature found on the Windows login screen. Indeed, you may have encountered similar security arrangements implemented by your bank when accessing your online account or when shopping online

Training videos and support for Office 365 apps can be found on the Microsoft website:
<https://support.office.com/en-us/office-training-center>
