

2-STEP AUTHENTICATION SETUP
For Office 365



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2-Step Authentication Introduction

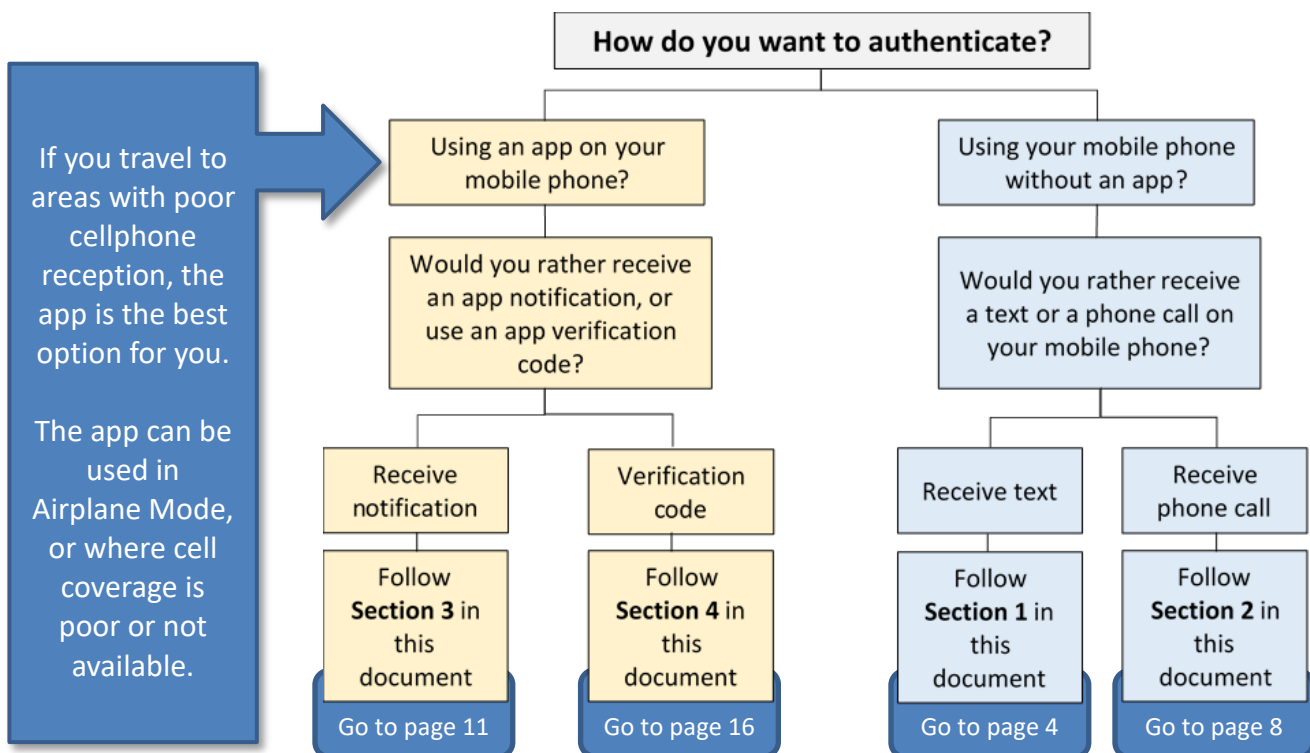
To help prevent someone stealing your password through phishing or scamming, Regis now has a **2-Step Authentication** process, which adds an extra layer of security to your account.

The use of **2-Step Authentication** (also called **Two-Factor** or **2-Factor Authentication**) is the most effective way to protect Regis accounts from unauthorized use. When **2-Step Authentication** is in place, a user logging into Office 365 is required to prove they have both the password and access to something **ONLY** the user should have, such as a personal phone or secondary email account.

With **2-Step Authentication**, if a Regis employee or student falls for a phishing scam and provides their password to a scammer, the scammer won't be able to log into Office 365 without having access to that personal device/phone/email account. The employee/student will know that another person is trying to log into their account when they receive text or email containing a code that they didn't request.

NOTE: If you receive a two-factor code that you did not request, **CHANGE YOUR PASSWORD IMMEDIATELY** and contact the ITS Helpdesk as quickly as possible in person or by the phone at **781-768-7177**.

To determine which of the four **2-Step Authentication** processes you might want to use, refer to the decision tree below, and follow the instructions in the specific section indicated at the end of each branch.

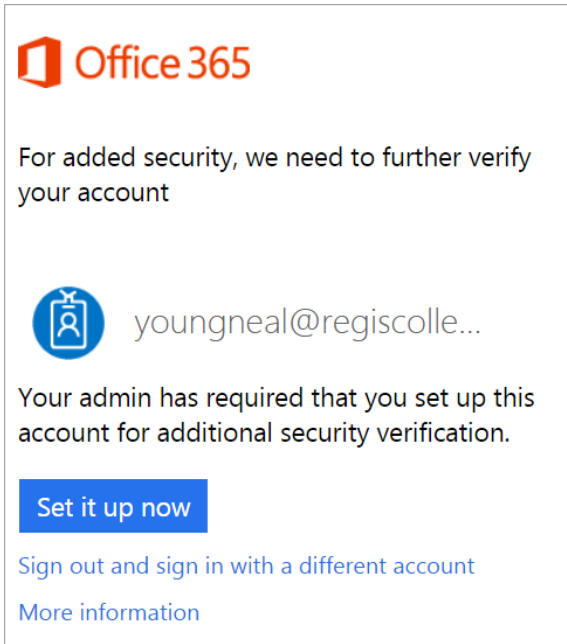


NOTE: All four sections contain both a **Step 1** and a **Step 2** (e.g., **Section 3 – Step 2**.)

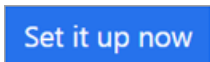
Section 1: Setup Process to Receive a Text on your Mobile Phone

Section 1 – Step 1

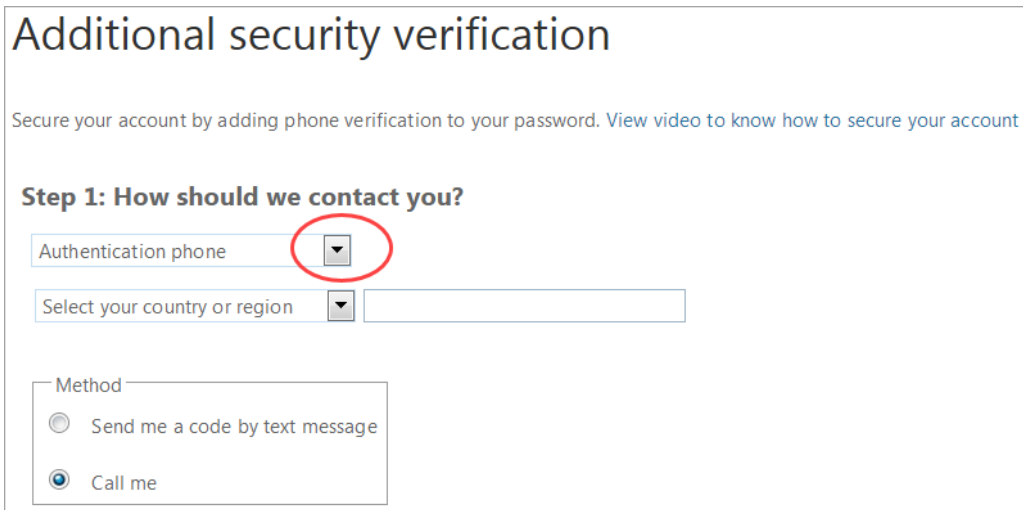
1. On your computer (not your phone), sign into **Office 365** using your Regis username and password.
2. **Office 365** will display a setup window.



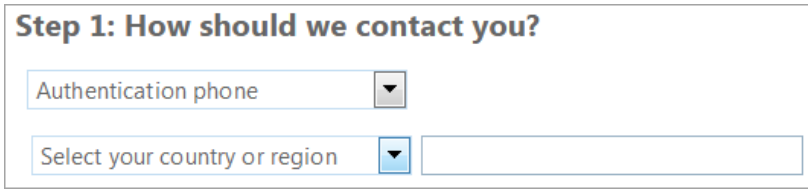
3. Click on the **Set it up now** button.



4. The **Step 1: How should we contact you?** window should default to **Authentication phone**. If it does not, click on the drop-down arrow and select it.



5. Click on the drop-down arrow for **Select your country or region** and make a selection, then enter your mobile phone number in the text box.



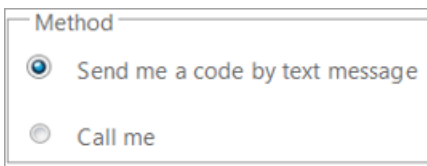
Step 1: How should we contact you?

Authentication phone

Select your country or region

NOTE: If your phone number fills in automatically, check to see which number it is. If it defaults to your office phone number, you will need to change it to your mobile number, as your office phone cannot receive text messages.

6. Select the option **Send me a code by text message** in the **Method** box.

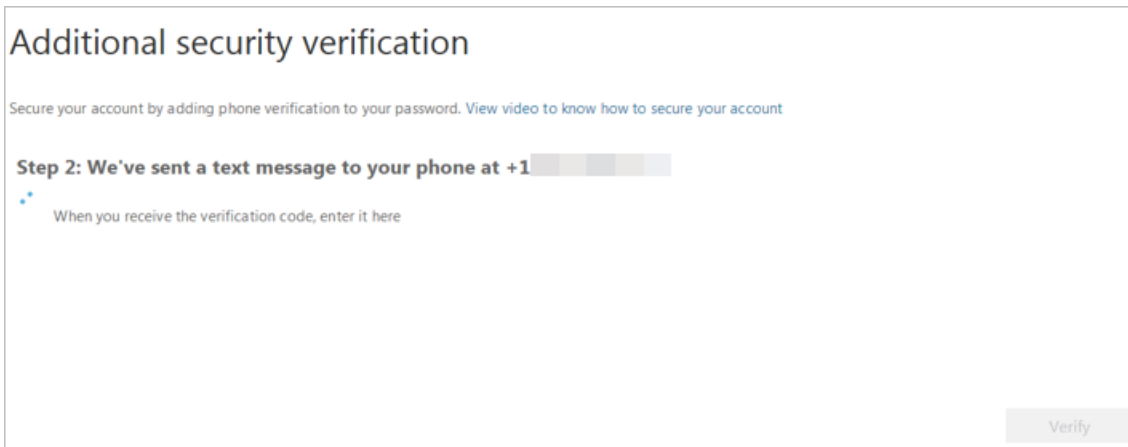


Method

Send me a code by text message

Call me

7. After you select the **Method**, click on the **Next** button.
8. Your computer will now display a message indicating that a text message was sent to your phone.



Additional security verification

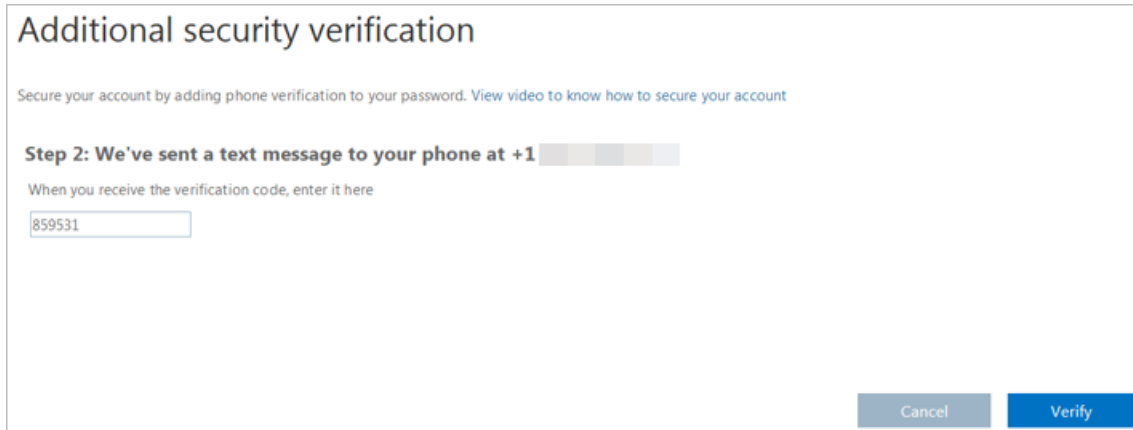
Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone at +1 [redacted]

When you receive the verification code, enter it here

Verify

9. Once the text message is received by your phone, the screen will display a text box where you need to enter the verification code texted to you.



Additional security verification

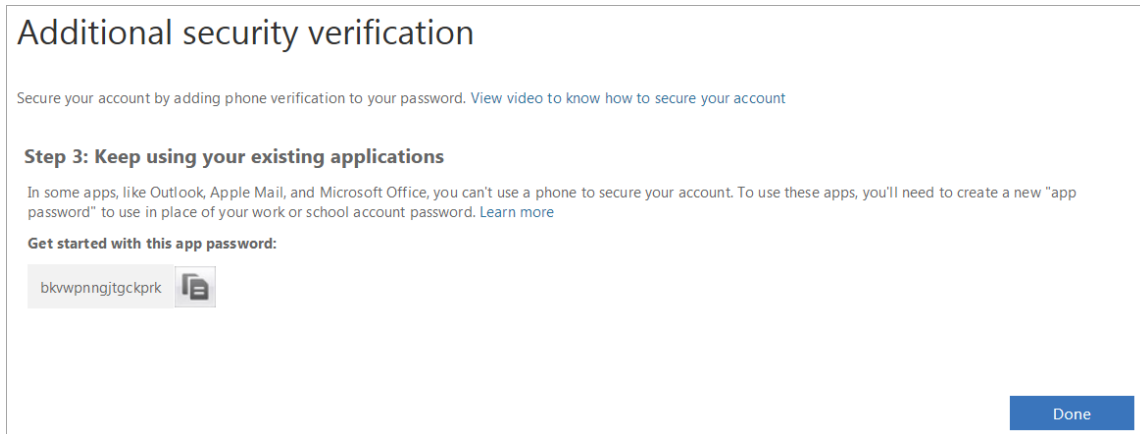
Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone at +1 [redacted]

When you receive the verification code, enter it here

Cancel Verify

10. Click on the **Verify** button.
11. Your computer will now display **Step 3: Keep using your existing applications.**




Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 3: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#)

Get started with this app password:

bkwpnngjtgcckprk 

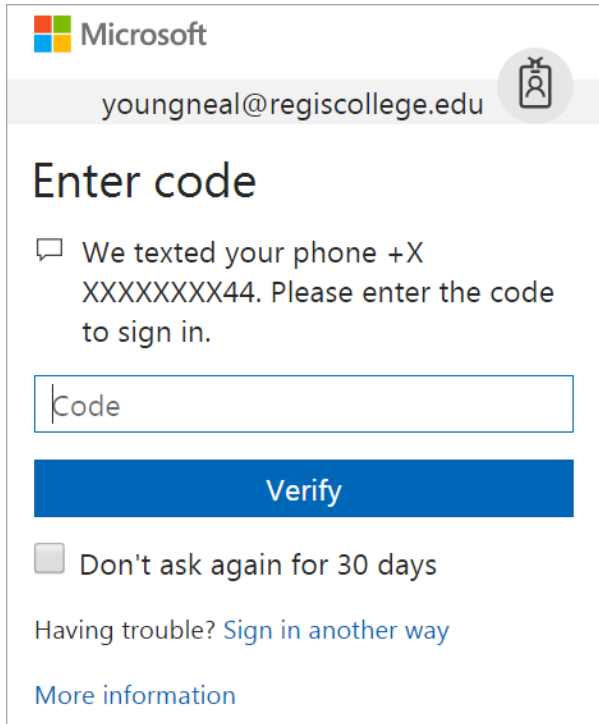
Done

12. Click on the **Done** button.
13. Continue with the **Office 365** logon options on your computer browser.

Section 1 – Step 2

These **Section 1 – Step 2** instructions must be followed every time you log into **Office 365** after completing **Section 1 – Step 1**.

1. On your computer, log into **Office 365** using your Regis username and password.
2. You will receive a text on your mobile phone that contains the verification code to enter.
3. In the **Enter code** window that opens in **Office 365**, type in the code that was texted to you.



Microsoft

youngneal@regiscollege.edu

Enter code

We texted your phone +X
XXXXXXXX44. Please enter the code
to sign in.

Code

Verify

Don't ask again for 30 days

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

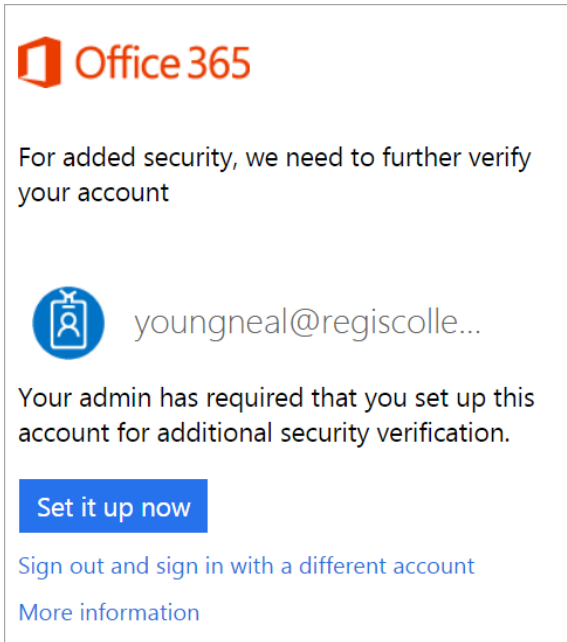
[More information](#)

4. Click on the **Verify** button.
5. Continue with the **Office 365** logon options on your computer browser.

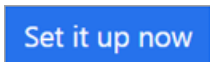
Section 2: Setup Process to Receive a Phone Call on your Mobile Phone

Section 2 – Step 1

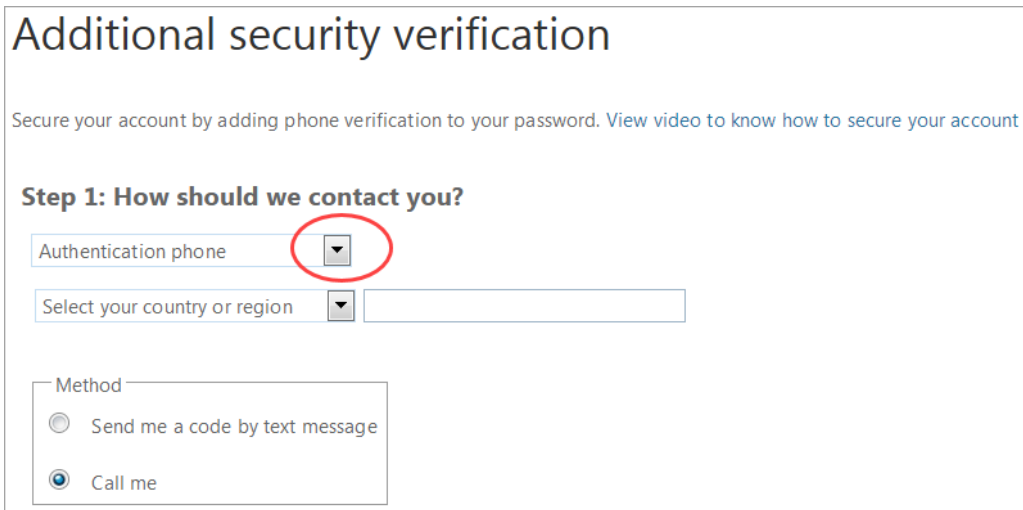
1. On your computer (not your phone), sign into **Office 365** using your Regis username and password.
2. **Office 365** will display a setup window.



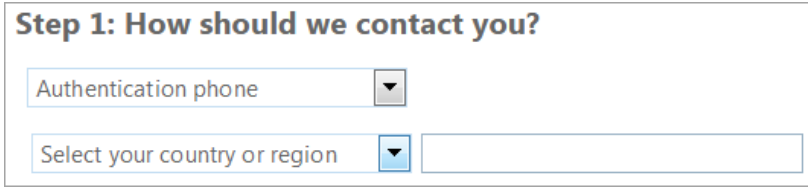
3. Click on the **Set it up now** button.



4. The **Step 1: How should we contact you?** window should default to **Authentication phone**. If it does not, click on the drop-down arrow and select it.



5. Click on the drop-down arrow for **Select your country or region** and make a selection, then enter your mobile phone number in the text box.

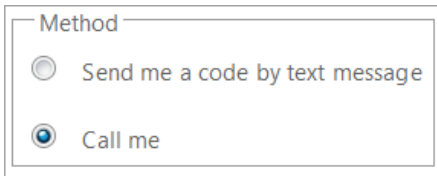


The screenshot shows a form titled "Step 1: How should we contact you?". It contains two rows of input fields. The first row has a dropdown menu labeled "Authentication phone" with a downward arrow. The second row has a dropdown menu labeled "Select your country or region" with a downward arrow, followed by a text input box for a phone number.

NOTE: If your phone number fills in automatically, check to see which number it is. If it defaults to your office phone number, you may want to change it to your mobile number.

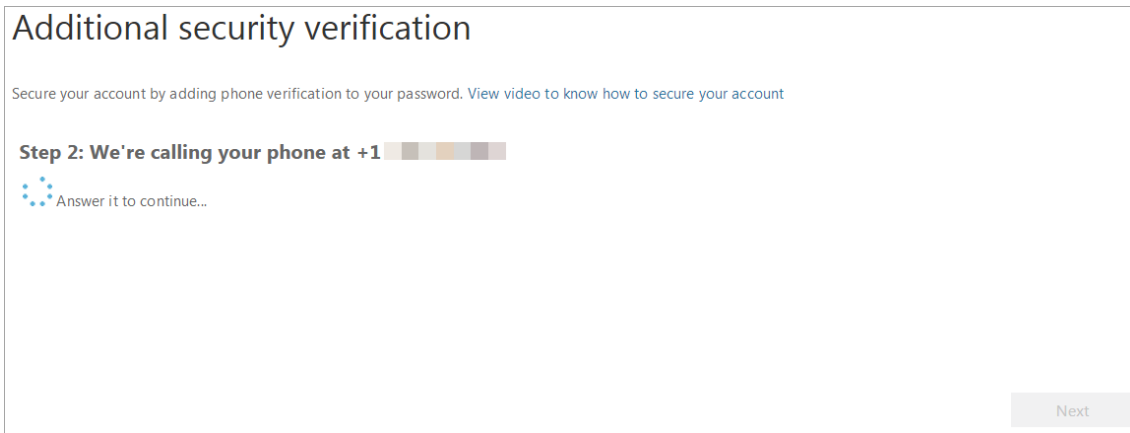
If you choose your office phone number as the contact method, you will have to also select the **Call me** option, as your office phone cannot receive text messages.

6. Select the option **Call me** in the **Method** box.



The screenshot shows a form titled "Method" with two radio button options. The first option is "Send me a code by text message" with an unselected radio button. The second option is "Call me" with a selected radio button.

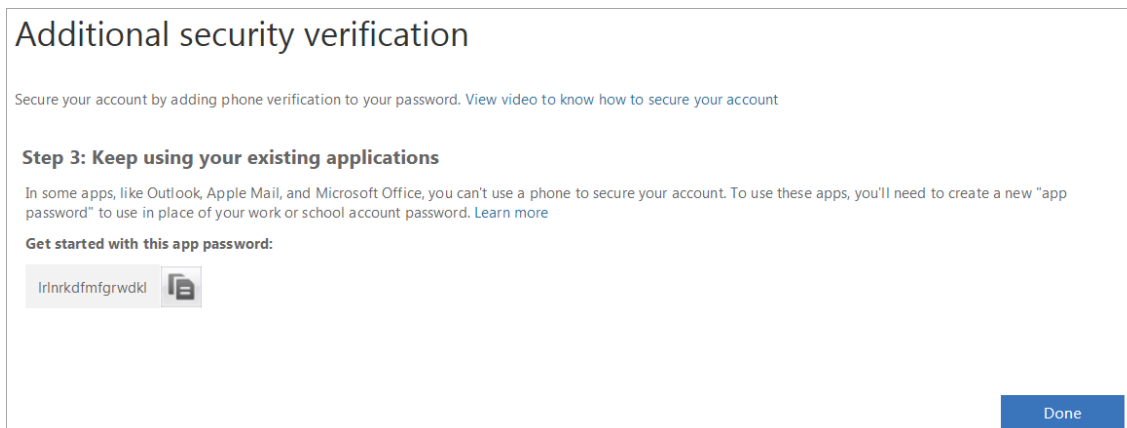
7. After you select the **Method**, click on the **Next** button.
8. Your computer will now display a message indicating that your mobile phone is being called.



The screenshot shows a screen titled "Additional security verification". Below the title is a link: "Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)". The main content area says "Step 2: We're calling your phone at +1" followed by a masked phone number. Below that is a loading indicator with the text "Answer it to continue...". At the bottom right, there is a "Next" button.

9. Answer your mobile phone.
10. Press the **#** key on your phone when prompted to do so.

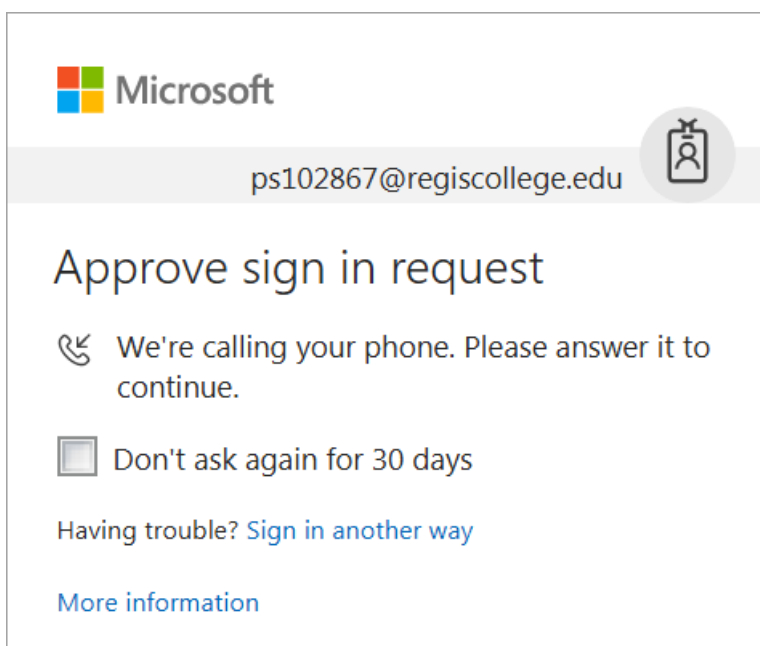
11. Back on your computer, in the **Step 3: Keep using your existing applications** window, click on the **Done** button.



Section 2 – Step 2

These **Section 2 – Step 2** instructions must be followed every time you log into **Office 365** after completing **Section 2 – Step 1**.

1. On your computer, log into **Office 365** using your Regis username and password.
2. **Office 365** will display the **Approve sign in request** window indicating that you are receiving a phone call.

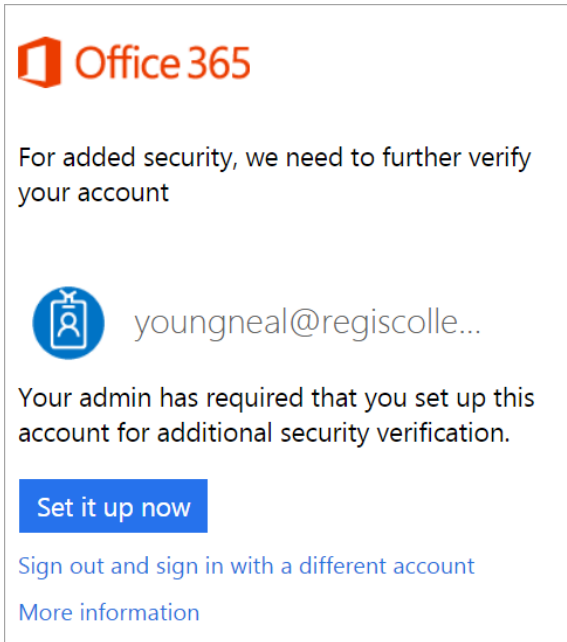


3. Answer your phone, and when prompted during the automated message press the # key on your phone.
4. The phone call will then end.
5. Continue with the **Office 365** logon options on your computer browser.

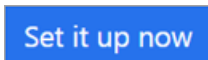
Section 3: Setup Process to Receive Notification on the Mobile App

Section 3 – Step 1

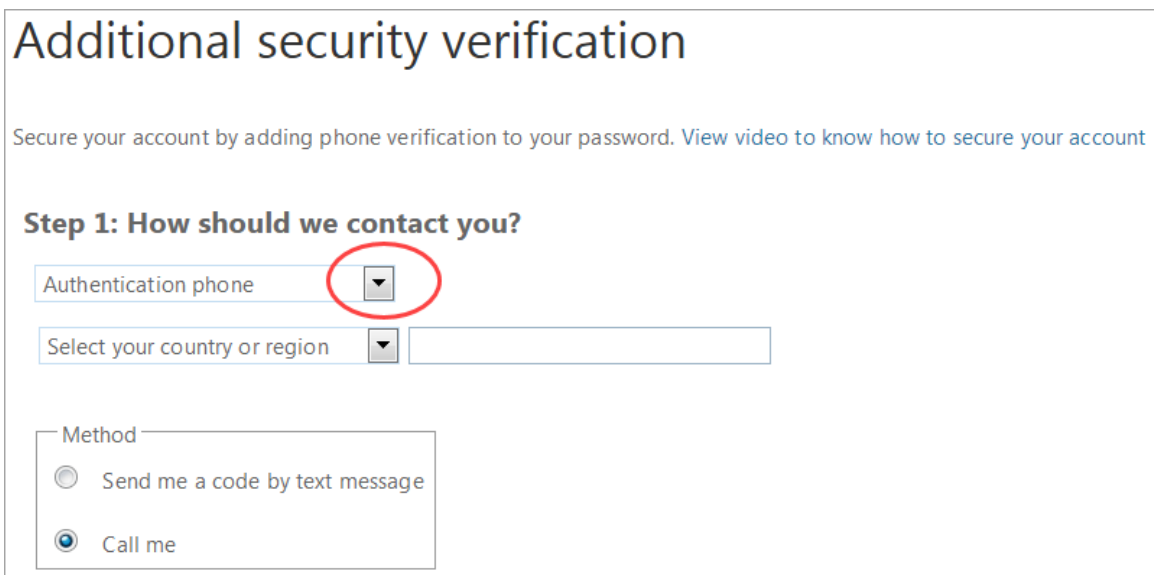
1. On your computer (not your phone), sign into **Office 365** using your Regis username and password.
2. **Office 365** will display a setup window.



3. Click on the **Set it up now** button.



4. Under **Step 1: How should we contact you?** click on the drop-down arrow.



5. Select the **Mobile app** option.
6. Next, select the **Receive notifications for verification** option.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know](#)

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.

Please configure the mobile app.

7. Click on the **Set up** button.

NOTE: If you have not already installed the **Microsoft Authenticator** app on your phone, do so now. Open the app, and when you get to the screen in the app where you can add an account, add the option **Work or school account**. Stay on this new account screen while you follow the next few bullet points.


8. In the **Configure mobile app** window that opens, scan the QR code.

NOTE: If you did not give permission for the app to take pictures, you will need to type in the **Code** and **URL** that is displayed on your computer into your mobile phone.

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.

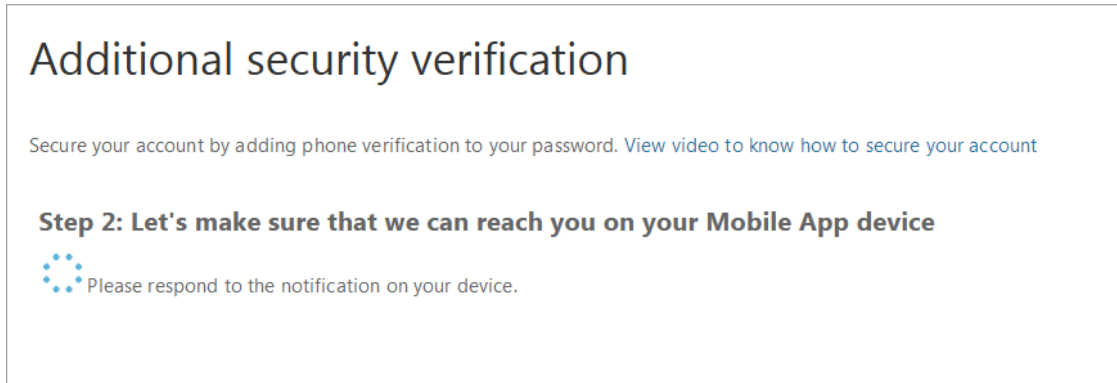


If you are unable to scan the image, enter the following information in your app.
Code: 039 185 209
Url: <https://bn1pfpad10.phonefactor.net/pad/243870178>

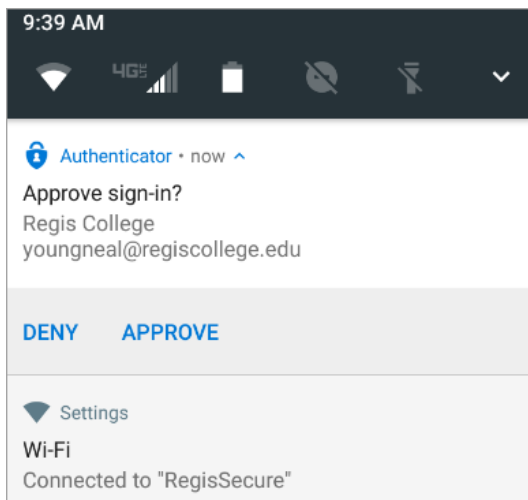
If the app displays a six-digit code, choose "Next".

9. Click on the **Next** button.

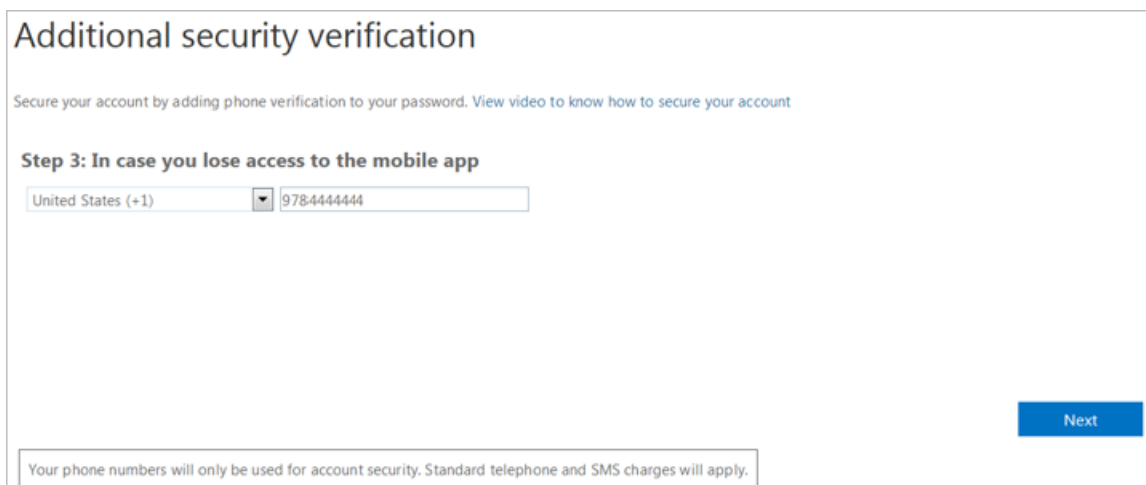
10. The **Step 2: Let's make sure that we can reach you on your Mobile App** device window will display.



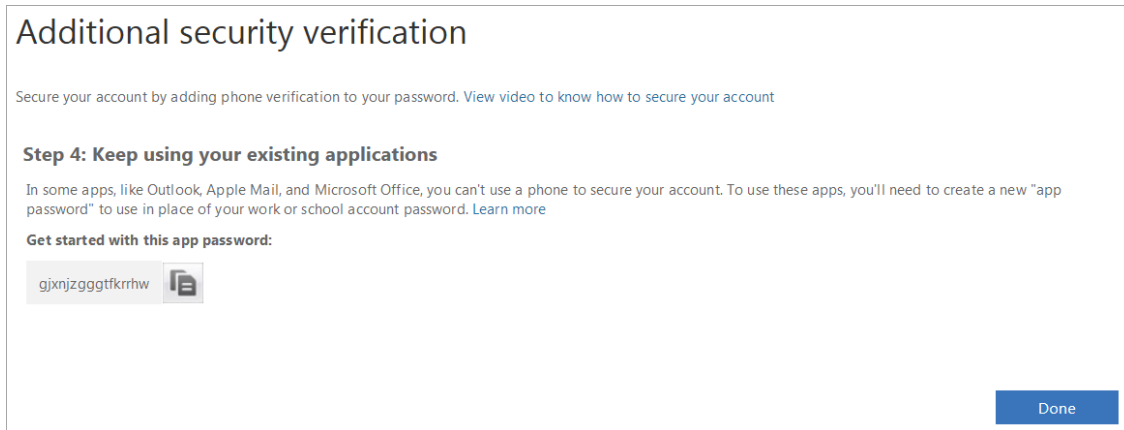
11. On your mobile phone, you will receive a message asking you to **Deny** or **Approve**. Since you are in the setup process, click the **Approve** option.



12. The **Step 3: In case you lose access to the mobile app** window will prompt you to select your country or region, as well as to enter your mobile telephone number.



13. Once you have selected your country and entered your mobile phone number, click on the **Next** button.
14. In the **Step 4: Keep using your existing applications** window, click on the **Done** button.

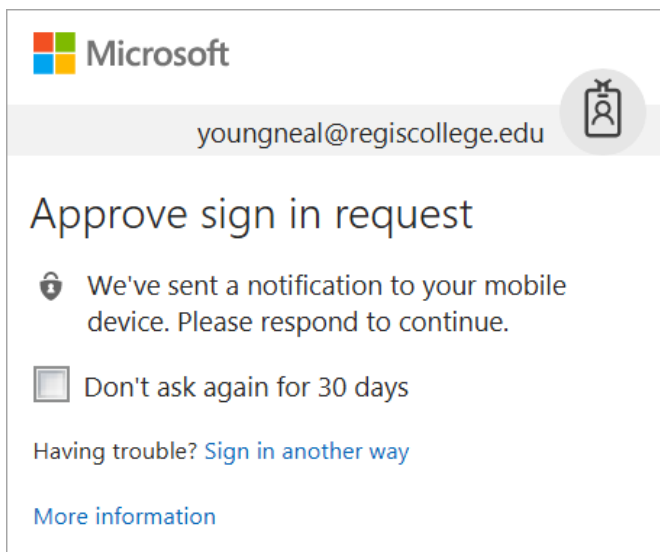


NOTE: The **app password** that displays in the **Additional security verification** window that opens is not needed for **Section 3** steps.

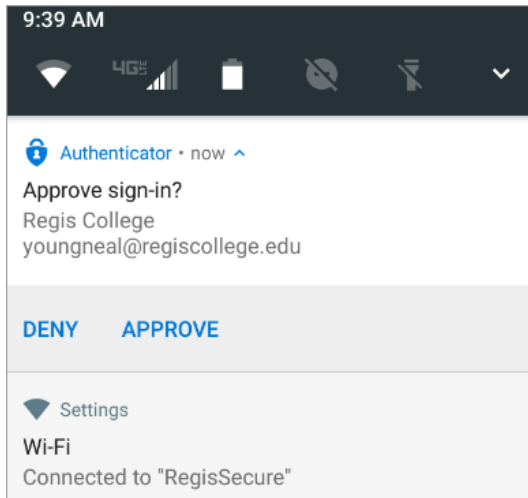
Section 3 – Step 2

These **Section 3 – Step 2** instructions must be followed every time you log into **Office 365** after completing **Section 3 – Step 1**.

1. On your computer, log into **Office 365** using your Regis username and password.
2. **Office 365** will display a window informing you that an approval sign in request has been sent to your mobile phone.



3. Open the notification on your phone, and click on the **Approve** option.



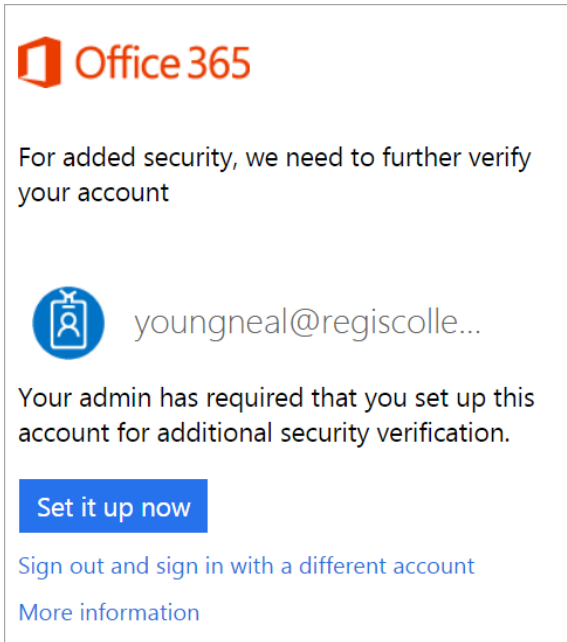
NOTE: If you receive an approve sign-in notification that you did not initiate, click on the **Deny** option and then **CHANGE YOUR PASSWORD IMMEDIATELY**. Contact the ITS Helpdesk as quickly as possible in person or by the phone at **781-768-7177**.

4. Continue with the **Office 365** logon options on your computer browser.

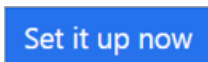
Section 4: Setup Process to Use Verification Code on the Mobile App

Section 4 – Step 1

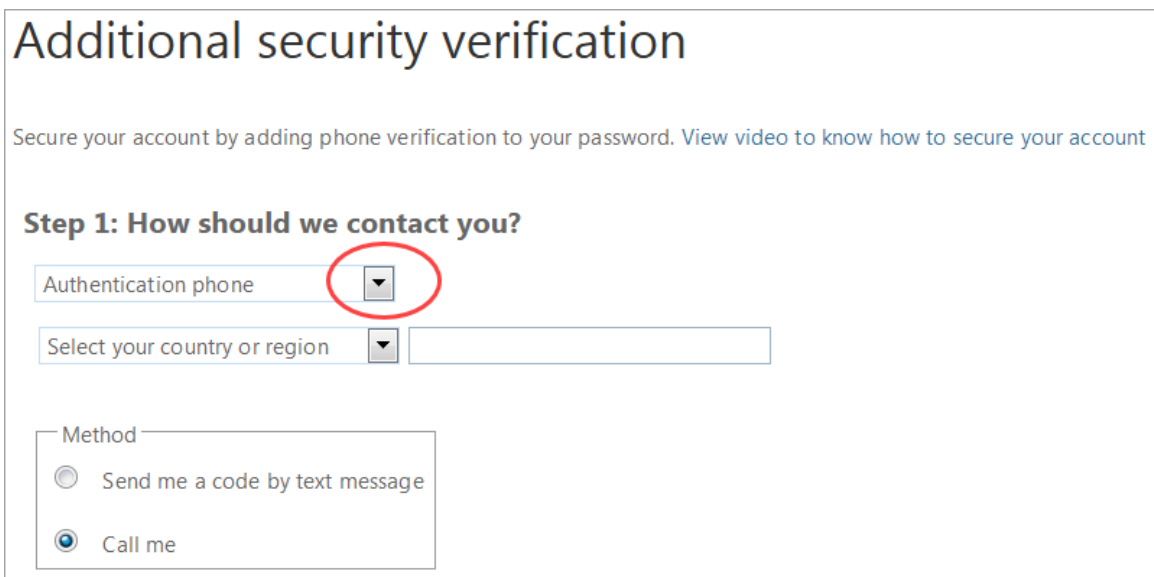
1. On your computer (not your phone), sign into **Office 365** using your Regis username and password.
2. **Office 365** will display a setup window.



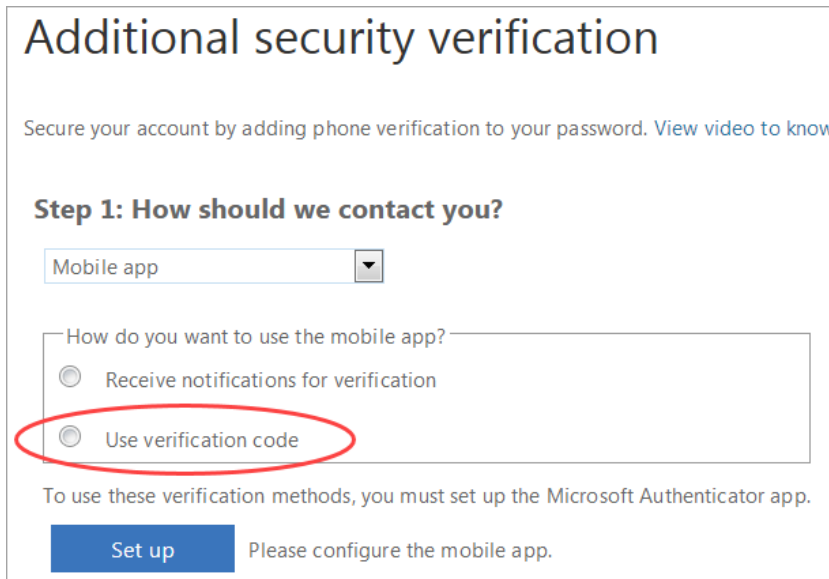
3. Click on the **Set it up now** button.



4. Under **Step 1: How should we contact you?** click on the drop-down arrow.



5. Select the **Mobile app** option.
6. Next, select **Use verification code**.

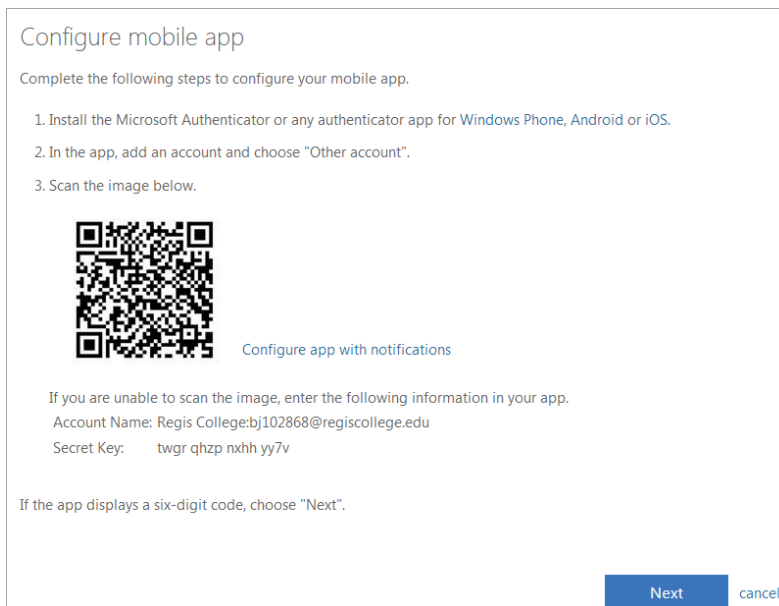


7. Click on the **Set up** button.

NOTE: If you have not already installed the **Microsoft Authenticator** app on your phone, do so now. Open the app, and when you get to the screen in the app where you can add an account, add a **Work or school account**. Stay on this new account screen while you follow the next few bullet points.

8. In the **Configure mobile app** window that opens, scan the QR code.

NOTE: If you did not give permission for the app to take pictures, you will need to type in the **Account Name** and **Secret Key** into your mobile phone.



9. Click on the **Next** button.

10. The **Step 2** window will prompt you to enter the verification code that is displaying on your app.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

11. After entering the verification code, click on the **Next** button.
12. The **Step 3** window will prompt you to select your country or region, as well as to enter your mobile telephone number.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 3: In case you lose access to the mobile app

Select your country or region

13. After selecting your country and entering your mobile phone number, click on the **Next** button.
14. In the **Step 4: Keep using your existing applications** window, click on the **Done** button.


Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 4: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#)

Get started with this app password:

gjxnjzgggtfkrhw 

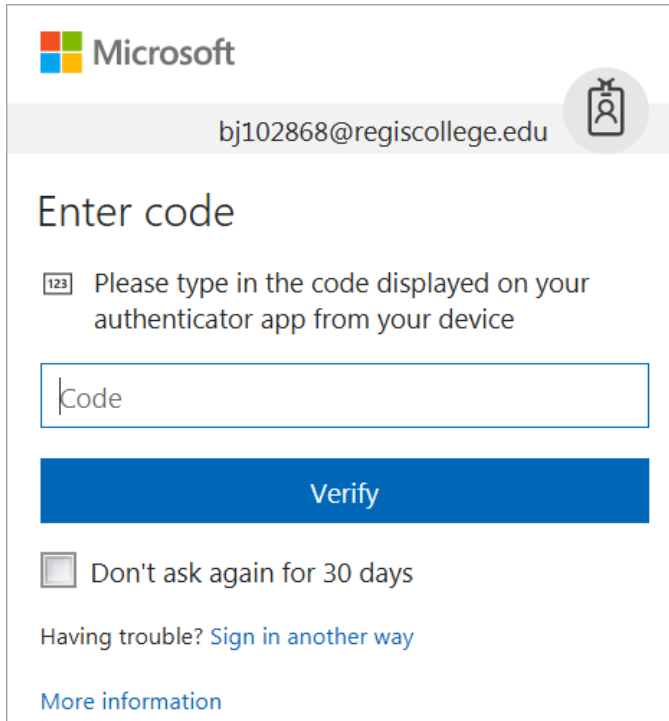
Done

NOTE: The **app password** that displays in the **Additional security verification** window that opens is not needed for **Section 4** steps.

Section 4 – Step 2

These **Section 4 – Step 2** instructions must be followed every time you log into **Office 365** after completing **Section 4 – Step 1**.

1. On your computer, log into **Office 365** using your Regis username and password.
2. **Office 365** will display a window instructing you to enter the code that is displayed in the app on your phone.



Microsoft

bj102868@regiscollege.edu

Enter code

Please type in the code displayed on your authenticator app from your device

Code

Verify

Don't ask again for 30 days

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

[More information](#)

NOTE: The code that displays in the **Microsoft Authenticator** app changes every 30 seconds. If the time count-down to the right of the code is near zero, wait until it refreshes before entering the code on the computer.

3. After the code is entered, click on the **Verify** button.



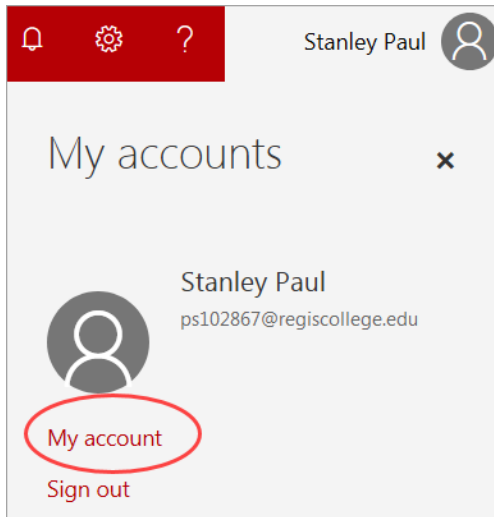
Verify

4. Continue with the **Office 365** logon options on your computer browser.

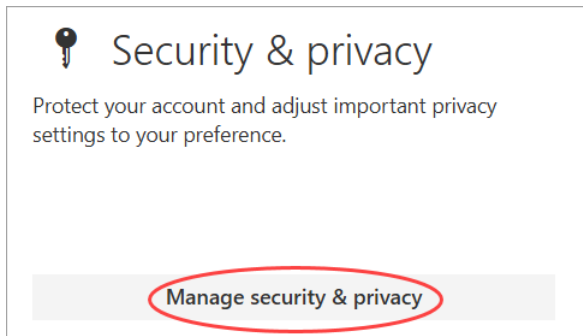
Modify Your 2-Step Authentication Settings

You may wish to modify your 2-Step Authentication notification options. The steps in this section cover the process to make these verification changes.

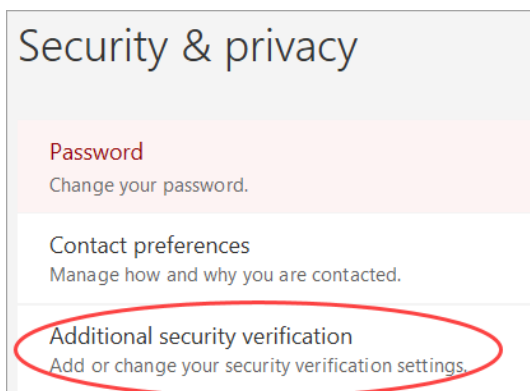
1. When logged in to Office 365, click on your name in the upper-right corner.
2. Select **My account** from the side-bar that opens.



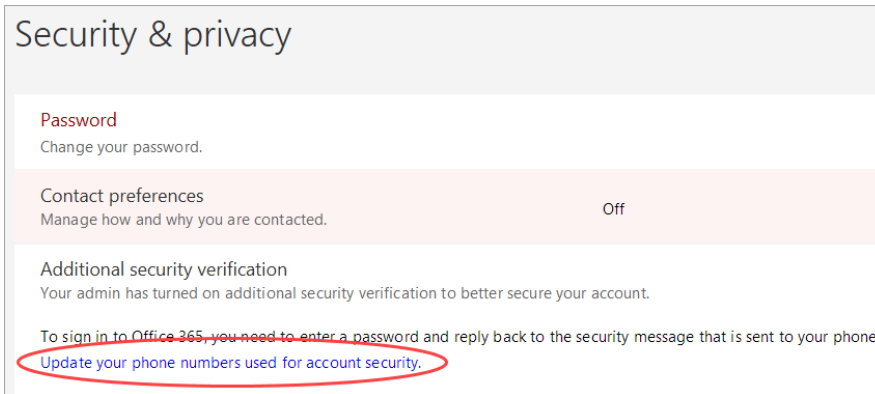
3. Click on the **Manage security & privacy** button.



4. Click on the **Additional security verification** option.



5. Click on the **Update your phone numbers used for account security** link.



Security & privacy

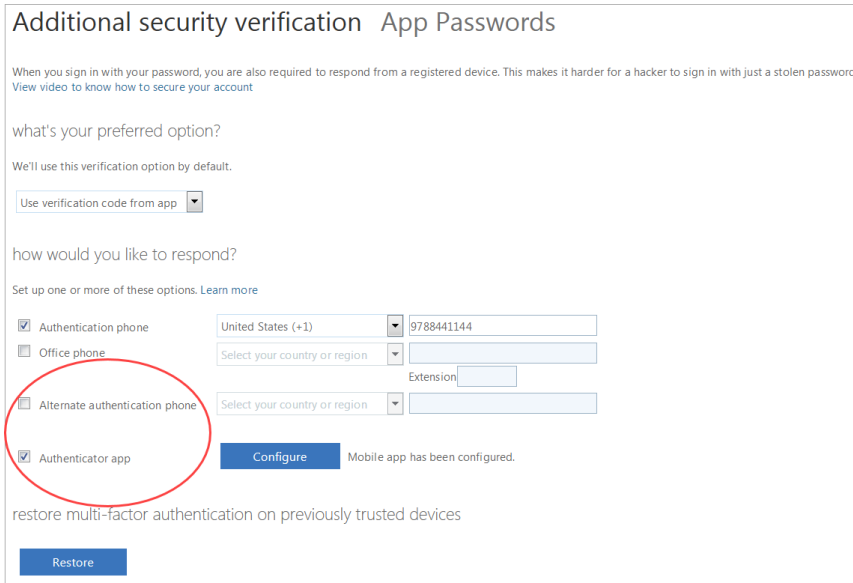
Password
Change your password.

Contact preferences
Manage how and why you are contacted. Off

Additional security verification
Your admin has turned on additional security verification to better secure your account.

To sign in to Office 365, you need to enter a password and reply back to the security message that is sent to your phone.
[Update your phone numbers used for account security.](#)

6. Select the additional (alternate) authentication option, either **Alternate authentication phone** or **Authenticator app**.



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 a hacker 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.

how would you like to respond?
 Set up one or more of these options. [Learn more](#)

Authentication phone United States (+1) 9788441144

Office phone Select your country or region Extension

Alternate authentication phone Select your country or region

Authenticator app [Configure](#) Mobile app has been configured.

restore multi-factor authentication on previously trusted devices
[Restore](#)

7. Enter the appropriate information for your selection.
8. To remove the **Don't ask again for 30 days** (if previously selected), click on the **Restore** button.
9. Click on the **Save** button.
10. Follow the instructions on your screen, either scanning the QR code or entering the information given.

NOTE: The **App Passwords** title at the top of the **Additional security verification** page is a link. Click on this link to create an app password for logging into Outlook, Skype for Business, or other apps installed on your computer.



Additional security verification [App Passwords](#)

You can also delete previously created app passwords from this screen.