Modify Two-Step Authentication Settings with Microsoft

Some important things to note before you get started

- If this is your first time setting up your 2SA, visit the initial setup knowledge article
- It is recommended that you configure multiple authentication methods, in the event there is an issue with one method, you can utilize an alternate method to sign-in
- After setup, the code in the Authenticator App will automatically generate every 30 seconds
- If your mobile device doesn't support the application and you are traveling out of the country, **you** can add your international number as a second number under alternate authentication phone. This way you can be ready once you arrive at your destination
- The "Use verification code from app" method will always work even if your mobile device has no data plan or cellular coverage
- You will be able to switch between devices and applications as long as you are connected to the Internet via WIFI (if more than one 2SA method is setup) by clicking on "Sign in another way" from the screen shown below

	Ellenia McReam Altore
Ne	tID@gwu.edu
Er	nter code
	We texted your phone +X XXX-XXX-XX67. Please enter the code to sign in.
Cod	le
0	Don't ask again for 14 days
Hav	ing trouble? Sign in another way
Mor	re information
ck or	n sign in another way to get Verify other verification options

Change your Default Method

- 1. Go to <u>https://go.gwu.edu/TwoStepAuthentication</u> to access your 2SA method information
- 2. Click Change beside the Default sign-in method text

Security info			
hese are the methods you use to sign i	into your account or reset your password.		
Default sign-in method:	Change		
+ Add method			
& Alternate phone		Change	Delete
S Phone		Change	Delete
S Office phone		Enable two-step verification	
Microsoft Authenticator			Delete
Email		Change	Delete

3. On the Change default method page, select the method you would like to use to sign in

	Change default method		
	Which method would you like to use to sign in?		
	Phone - text	\sim	
	Phone - call		
	Phone - call	n	n
1	Phone - call		
	Phone - text		
	Microsoft Authenticator - notification		
	Authenticator app or hardware token - code		

4. Click Confirm

Adding Additional 2SA Methods

- 1. Go to <u>https://go.gwu.edu/TwoStepAuthentication</u> to access your 2SA method information
- 2. Click + Add Method and select the method to add in the presented overlay

Q Overview	Security info
A∕ Security info	These are the methods you use to sign into your account or reset your password.
Organizations	+ Add method
	No items to display.
💾 Privacy	

Authenticator App (Preferred Method)

 On the Add a method page, select Authenticator app from the drop-down list, and then select Add



2. On the **Start by getting the app** page, select **Download now** to download and install the Microsoft Authenticator app on your mobile device, and then click **Next**



3. Remain on the **Set up your account** page while you set up the Microsoft Authenticator app on your mobile device



- Open the Microsoft Authenticator app, select to allow notifications (if prompted), select Add account from the Customize and control icon on the upper-right, and then select Work or school account
- 5. Return to the Set up your account page on your computer, and then select Next

6. The Scan the QR code page appears

Microsoft Authenticator				
Scan the QR cod	de Activ	er		
Use the Microsoft Authors code. This will content app with you occount.	Use the Microsoft Authen that or app to scan the QR code. This will contact the Microsoft Authenticator app with you account.			
Sample	Back	Next		

7. Scan the provided code with the Microsoft Authenticator App QR code reader, which appeared on your mobile device after you created your work or school account

The authenticator app should successfully add your work or school account without requiring any additional information from you. However, if the QR code reader can't read the code, you can select the **Can't scan the QR code link** and manually enter the code and URL into the Microsoft Authenticator app.

8. Select **Next** on the **Scan the QR Code** page on your computer. A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account



9. Approve the notification in the Microsoft Authenticator app, then select Next



SMS Text

1. On the Add a method page, select Phone from the drop-down list, and select Add

Add a method			
Which method would you like to add?			
Phone		\checkmark	
	Cancel	Add	

2. On the **Phone** page, type the phone number for your mobile device, choose **Text me a code**, and then select **Next**

Phone	Phone
Which phone number would you like to use?	You can prove who you are by answering a call on your phone.
+1 × 1234567890	What phone number would you like to use?
	United States (+1)
🔿 Call me	✓ United States (+1)
0	Afghanistan (+93)
Text me a code	Albania (+355) ns that you
\smile	Algeria (+213) atement.
	American Samoa (+1684)
Cancel Next	Andorra (+376)
	Angola (+244)
	Anguilla (+1264)

3. Type the code sent to you through text message to your mobile device, and then select **Next**

Phone			
We just sent a c Enter code	ode to +1 123	34567890	
Resend code			
	Back	Next	

4. The page changes to show your success



Phone Call

1. On the Add a method page, select Phone from the drop-down list, and select Add

Add a method			
Which method would you like to add?			
Phone		\sim	
	Cancel	Add	

2. On the **Phone** page, type the phone number for your mobile device, choose **Call me**, and then select **Next**



- 3. Answer the verification phone call, sent to the phone number you entered, and follow the instructions.
- 4. The page changes to show your success



For any additional instructions or assistance please contact the IT Support Center at 202-994-4948