

Account Recovery and Multi Factor Authentication (MFA)

This guide covers the following topic:

- **How to set up and use Multi Factor Authentication**
- **How to set up account recovery**

FAQs are at the bottom of the page.

What's MFA?

The college has introduced multi-factor authentication. This adds extra layers of security to your accounts. Instead of just using a password, MFA asks for more than one way to confirm it's you. The system requires a minimum of 2 authenticator methods. We suggest the Microsoft Authenticator app and personal email.

MFA is like having multiple keys to open a door. It enhances the security of your college account by requiring you to identify via various methods. While your passwords are essential, enforcing MFA factors like thumbprints or one-time codes (OTP) means increased security.

Using MFA at College

While you're at college, set up MFA using the MS Authenticator app.

You will use the MS Authenticator app:

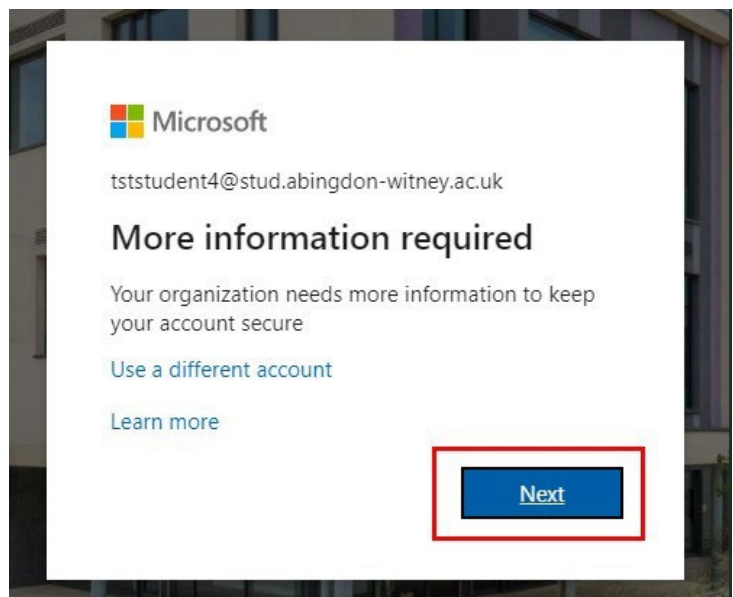
- Once whilst at college, then you're all set for the next 90 days.
- Once every 90 days when logging into your Office 365 account at home.
- When you log in to your college account from a new device outside the college.
- If you would like to view or change any security info from your college account.

Setting up recovery methods

Setting up recovery methods before you encounter any problems is essential to ensure that you can quickly and effectively recover your account.

Step 1: Sign in

1. Go to www.office.com/signin and login with your college account.
2. A pop-up window will appear asking for more information, click on 'Next'.



🔒 Step 2: Choose recovery methods

1. Choose the methods you would like to use to reset your password and recover your account. You must choose 2 methods.
2. Click on set it up now.



don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

- ❗ Office phone is not configured. [Set it up now](#)
- ❗ Authentication Phone is not configured. [Set it up now](#)
- ❗ Authentication Email is not configured. [Set it up now](#)
- ❗ Security Questions are not configured. [Set them up now](#)

[finish](#) [cancel](#)

3. When the set-up is complete, the new method will appear with a green tick in front of it.

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ❗ Office phone is not configured. [Set it up now](#)
- ✅ Authentication Phone is set to +44 07 [redacted] [Change](#)
- ✅ Authentication Email is set to [redacted]@gmail.com. [Change](#)
- ❗ Security Questions are not configured. [Set them up now](#)

[finish](#) [cancel](#)

Mobile phone verification

1. Add your mobile phone number and choose a text or call me.
2. You will be sent a text/receive a call containing a verification code.
3. Enter your verification code and press verify.
4. It will automatically verify the mobile phone and return to the previous page, where you can choose another method or cancel.

Microsoft

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United Kingdom (+44)

07 [redacted]

[text me](#) [call me](#)

We've sent a text message containing a verification code to your phone.

[input field] [verify](#) [try again](#)

[back](#)

Email authentication

1. Add an alternative email address.

Note: it can't belong to the college; it needs to be a personal email, e.g., Gmail, Live, Hotmail, Yahoo or any other email address that you have access to.

2. An email with the subject: Abingdon & Witney College account email verification code will be sent.

3. Type/copy the code under the verification code box and click verify.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

email me

back

Security Questions

1. This option will ask you to set up 4 questions and answers from the available security questions.
2. Each of the answers will need to be at least 3 characters long.
3. Once done, click on the Save answers button.






tststudent4@stu

don't lose access to your account!


Please select questions to answer below. **Your admin requires you to set up 4 questions, and answers must be at least 3 characters long.**


Security question 1

What is the last name of your favorite teacher in high school? 

- What is the last name of your favorite teacher in high school? 
- What is your favorite food?
- What was the first and last name of your childhood best friend?
- What was the name of the first school you attended?
- What was the name of your childhood hero?
- What was the name of your first pet?
- What was your childhood nickname?
- What was your favorite sport in high school? 

Security question 3





Security question 4





save answers

back

Setting up the Microsoft Authenticator App

Step 1: Download and Install

Using your own device go to App Store or Google Play and search for "Microsoft Authenticator app" or scan the QR codes below.

Ensure that you allow it to use your camera and send notifications when it prompts you.



Google Play



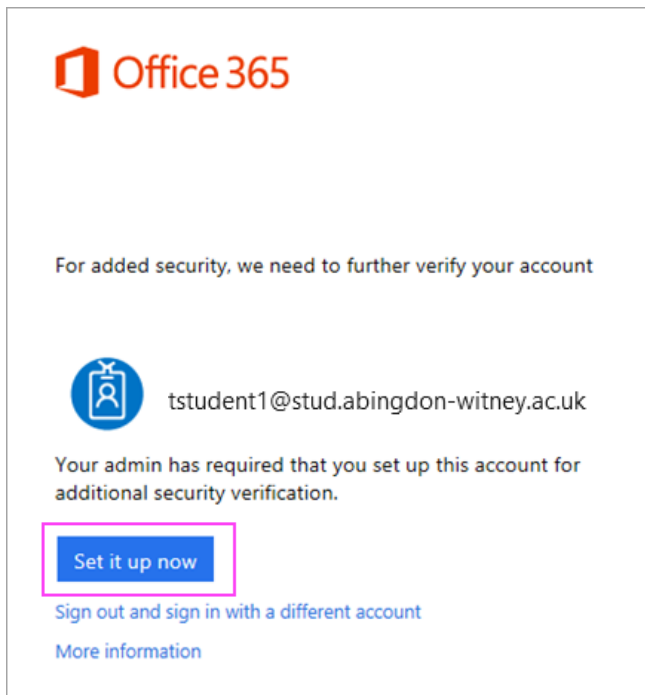
App Store

to

Step 2: Sign in

Open a browser on your computer and go to portal.office.com. Sign into Office 365 using your college email address and password.

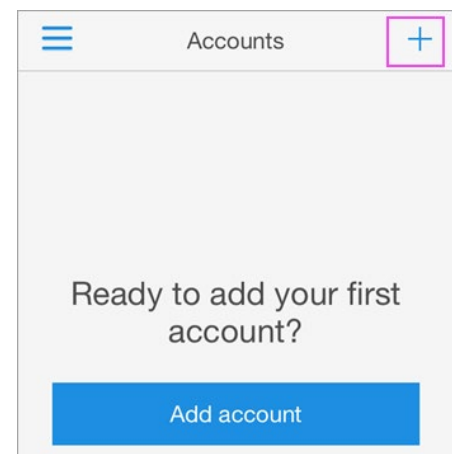
When this screen appears:



1. Click **Set it up now**.
2. Choose **Mobile app** from the dropdown.
3. Make sure "**Receive notifications for verifications**" is selected. Click **Set up**.

Step 3: Add Your Account

1. Open the app on your device and tap "Add an account."
2. Choose "Work or school."




📷 Step 4: Scan the QR Code

1. On the app select "Scan a QR code."
2. Your phone's camera will turn into a QR scanner.
3. **On your desktop or laptop, the screen below should appear.**
4. **Scan the QR code on the desktop or laptop with your phone.**

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Azure 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.



[Configure app without notifications](#)

If you are unable to scan the image, enter the following information in your app.
Code: 555 555 555
Url: <https://urlheretocopy.phonefactor.net/555555555555>

If the app displays a six-digit code, you are done!

Please be aware:

- iPhone users may have to enable the camera in Settings in order to scan.
- If the QR code can't be scanned, you'll have to manually enter the 9-digit code and the URL by clicking on the "Can't scan image?" button.

5. Your account will be added automatically to the app and will display a six-digit code.

📄 Step 5: Contact me

1. Switch back to your computer and click **Done**.
2. Now wait for the **Checking activation status** text to finish configuring your phone.
3. When it's complete, you'll be able to click the **Contact me** button on the right.

Additional security verification

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

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 Azure Authentication app.

Mobile app has been configured for notifications and verification codes.

Step 6: Approve the sign-in on your phone

1. Switch back to your phone and you'll see a notification for a new sign in.
2. Go to the Microsoft Authenticator app.
3. Tap **Approve** to allow it.

Step 7: Finish Setup

1. Back on the computer, follow any prompts that you might see such as adding a mobile number.
2. Now the MS Authenticator app is setup.

FAQs

I have lost my mobile/have a new mobile phone, do I need to do anything?

If you have changed or lost your phone, you must delete the original authenticator method through the app on your account's security page. [My Sign-Ins | Security Info | Microsoft.com](#), then using the '+ Add method' button, you can add the new Microsoft Authenticator App or an alternative method. You need to have two multi-factor authenticator methods enabled.

What if I don't have a smartphone or I don't have space to install the app?

The Microsoft Authenticator App is the preferred method and will give you the best experience. However, if you don't have a phone or cannot run an app, you can have a phone call, SMS or alternative email address. You can change your default MFA method from the Security page under My Account [My Sign-Ins | Security Info | Microsoft.com](#).

What is the recommended method of MFA?

The recommended and easiest method is the Microsoft Authenticator app on your smartphone or tablet. You also can receive a call, an SMS or an alternative email.

Can I delete the app?

Only delete the app if you have registered alternative methods of MFA, such as a mobile phone or email address. You will need to log in to the account portal to delete the MS Authenticator app from your methods of MFA and remember, you need two authenticator methods; if not, the "Need more information" will keep appearing once you log in.

Does MFA work overseas?

Yes, the Microsoft Authenticator app works overseas, as well as the email address.

I've received an unexpected app notification or text message; what must I do?

Decline the app notification (select "No, It's Not Me"). If it appears again, ignore the message and contact IT Services.