

Configure or Modify Multi-Factor Authentication (MFA) Settings

Audience: Staff and Helpdesk

Purpose: Configure or Modify MFA Settings. User may already have at least one MFA method configured to access MySelfServe.

Video: <https://www.youtube.com/watch?v=ZdpEKARNm68>

We strongly recommend all 3 methods stated below (Microsoft Authenticator App, Alternative phone, and Office phone) be configured in case one of the methods is not in your possession, you will be able to authenticate using the alternative method without calling customer service:

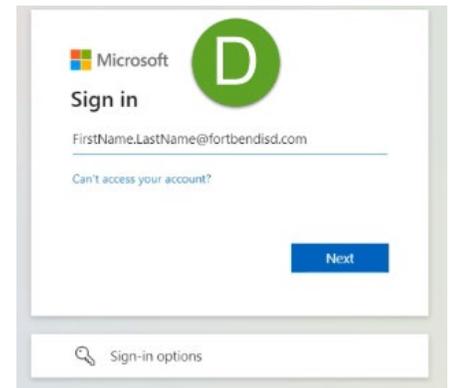
- (1) [To configure Microsoft Authenticator App \(faster, secure, and preferred method\) proceed to Step 1](#)
- (2) [To add Alternative Phone numbers, proceed to Step 8](#)
- (3) [To add Office Phone number, proceed to Step 9](#)

To change Default Sign in or Change Sign in options follow below instructions:

- (4) [To change Default Sign in Method, proceed to Step 10](#)
- (5) [To change Sign in Options, proceed to Step 11](#)

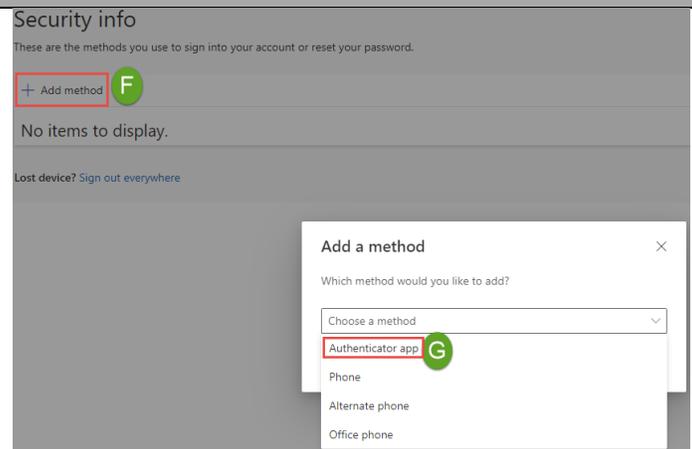
Step 1 Login to Office 365 from your computer

- A. On your computer click <https://aka.ms/mysecurityinfo> to view or add Authentication methods
- B. If you have already configured at least one method to authenticate, you may be prompted to **Approve** sign in request on your mobile device.
- C. If you are already signed into one of the Microsoft 365 applications on your computer, you will see the screenshot in step F below, otherwise you will be presented with the screenshot D. Go to F if that is the screen you see, otherwise proceed to D
- D. Enter your Firstname.Lastname@fortbendisd.com
- E. Enter your password



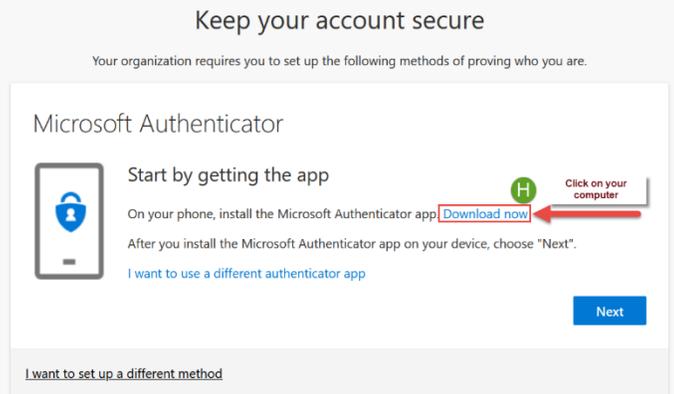
Step 2 Add Method – Authenticator App from your computer

- F. Click on **Add Method**
- G. Select **Authenticator App** and click **Add**



Step 3 Configure Authenticator App from your computer

H. Select **Download Now** on your computer from the **Start by getting the app** page. A new window will be opened on your computer browser as shown in Step I. Scroll down to scan the QR code to download the Microsoft Authenticator app on your mobile device.



Step 4 Download the Microsoft Authenticator App for Mobile Devices

I. **This step will walk you through how to download the Microsoft Authenticator App on your phone/tablet.**

- Open your phone's camera and Scan the QR Code to download the Microsoft Authenticator app on your mobile device. After you have completed downloading the Microsoft Authenticator App on your mobile device, proceed to Step 5
- If you already have Microsoft Authenticator App on your mobile device, proceed to Step 5.

Get the app on your phone

Scan the QR code with your Android or iOS mobile device.



Google Play

Get the app

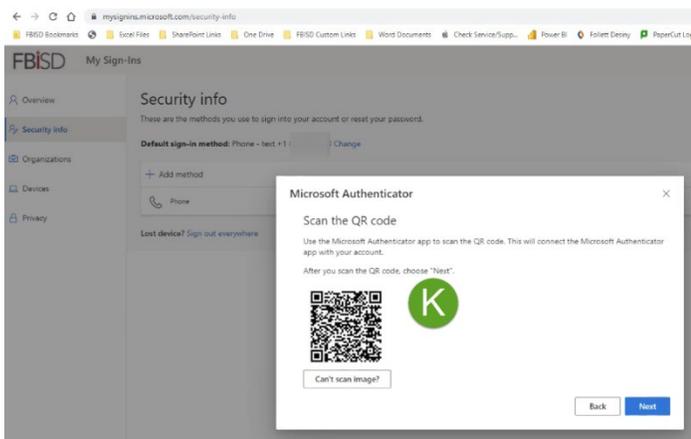
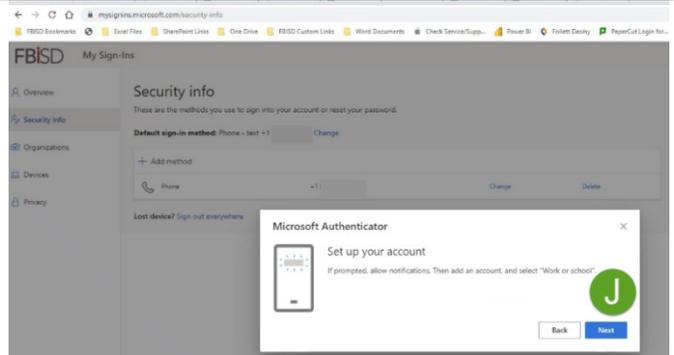


App Store

Get the app

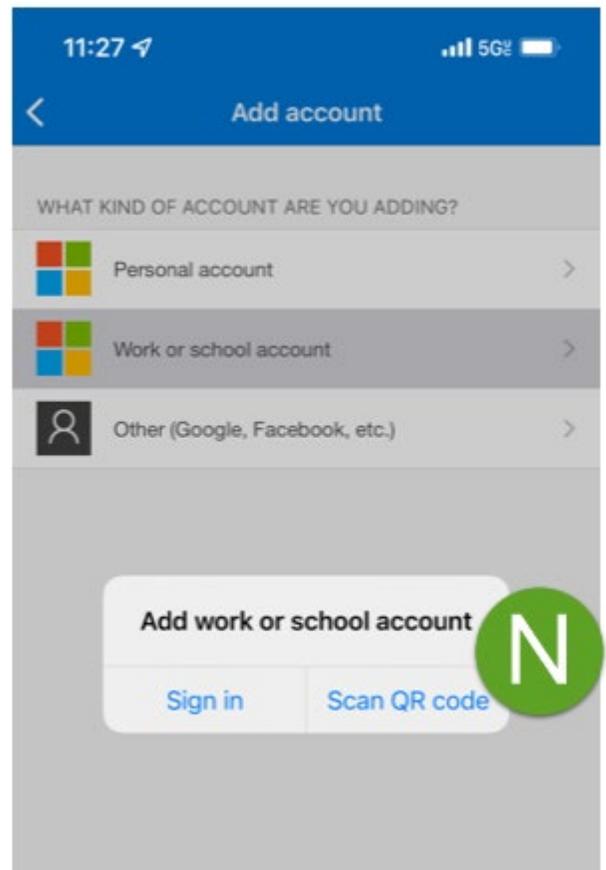
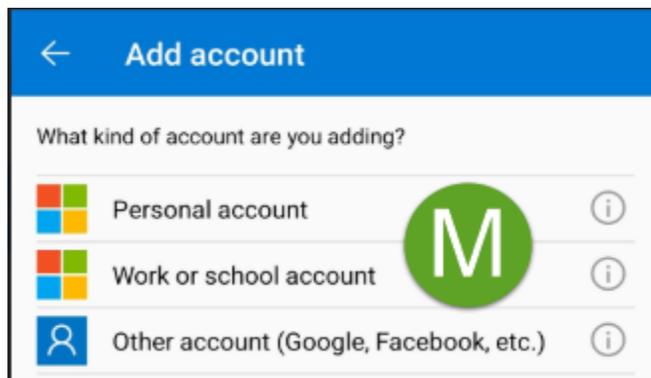
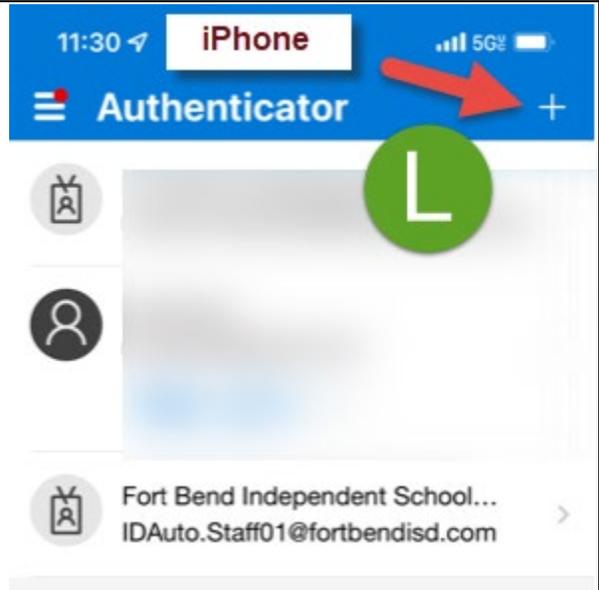
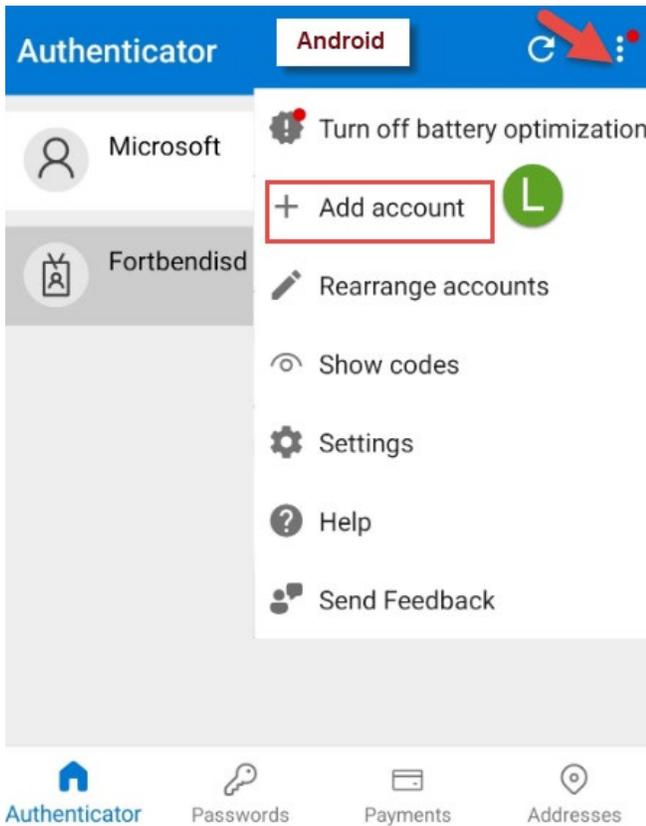
Step 5 From the Setup your account page (on your computer)

- J. Go back to your browser on your computer and click on the **Security Info** Tab to select **Next** from the **Start by getting the app** page. Select **Next** again from the **Set up your account** page.
- K. The **Scan the QR code** page will be displayed on your computer's browser, proceed to step L



Step 6 Open the Microsoft Authenticator App on Your Mobile Device

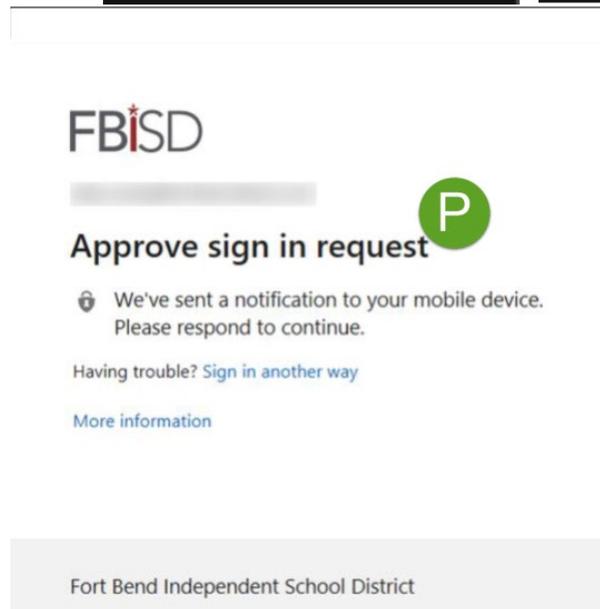
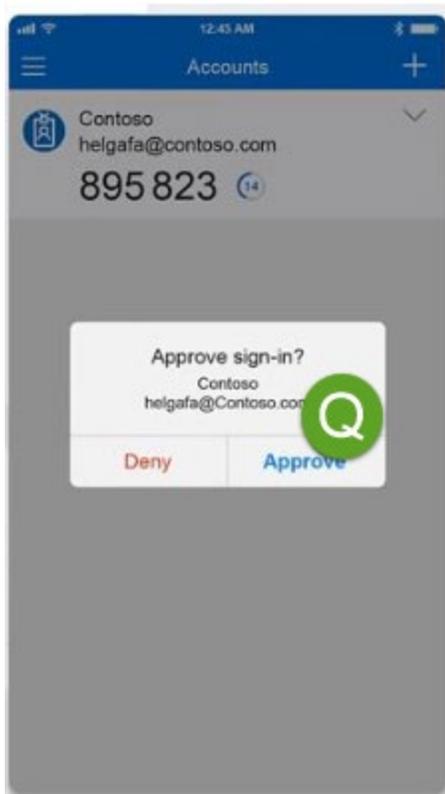
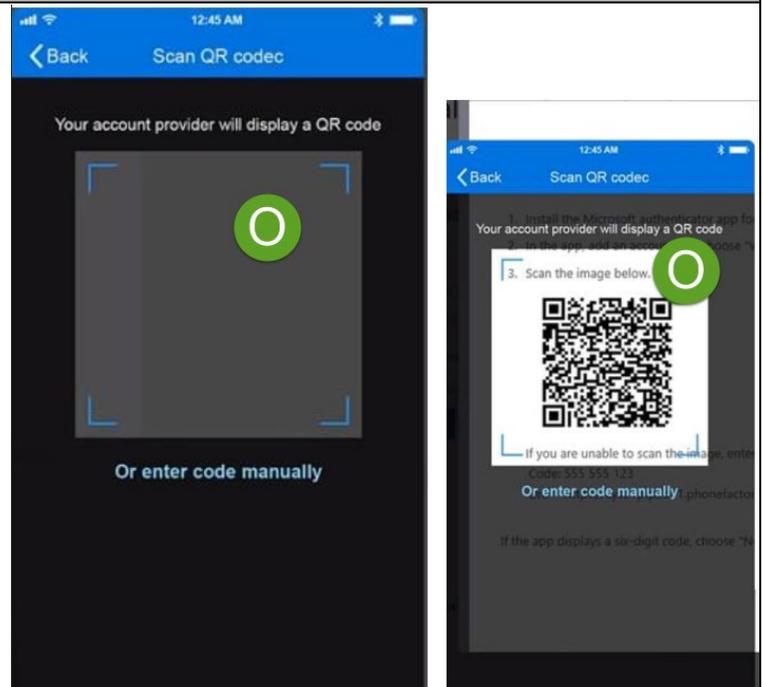
- L. Open the Microsoft Authenticator app on your mobile device and select the **Plus sign** (For iPhone) or **three dots menu** (For Android) at the top right corner to **Add account**
- M. Select **Work or School Account**
- N. Select **Scan QR Code** and proceed to Step O



Note: If this is the first time you're setting up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select Allow so the authenticator app can access your camera to take a picture of the QR code in the next step.

Step 7 Scan QR Code

- O. From the Authenticator App on your mobile device, scan the QR code on your computer screen when prompted and select **Next** after scanning
- P. The Authenticator app will send a notification to your mobile device.
- Q. On your mobile device, select **Approve** to complete the configuration. **Only approve notification you initiated.**
- R. On your computer on the **Microsoft Authenticator** page **Notification approved** message will be displayed. Select **Next**
- S. The **Security Info** page will now show Microsoft Authenticator as one of the methods



Step 8 Add Alternative Phone #s - Perform this step from your computer

- T. On your computer if you are not logged in, access the website <https://aka.ms/mysecurityinfo> and Enter your Firstname.Lastname@fortbendisd.com and enter your Password
- U. Select **Add Method** to add Alternate Phone # and follow the prompts. You will receive a phone call on the phone number you entered in the previous step. Follow the call instructions to complete the process.

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add method U			
	Alternate phone	Change	Delete
	Phone	Change	Delete
	Microsoft Authenticator		Delete
	Email	Change	Delete

Lost device? [Sign out everywhere](#)

Step 9 Add Office Phone Number – Perform this step from your computer

- V. For Office phone, follow step 8T if you are not logged in to the Security Info page.
- W. Select **Add Method** and select **Office Phone**. Key in your Office Phone # 281-634- xxxx or 281-327-xxxx or 281-329-xxxs (Requires 10-digit phone number. Remote users start Jabber session before adding Office Phone). VPN required for Jabber Session. For Teachers, this option will work after office hours – see below for routing hours).

Elementary School - 8:00 to 3:30 - Calls route to voice mail.
Middle School - 8:45 to 4:15 - Calls route to voice mail.
High School - 7:30 to 2:45 - Calls route to voice mail

- X. If you have access to multiple phone #s you may add more alternate phone numbers. This will give you **Sign in** options without having to call customer service for assistance.
- Y. On the Security Page, verify all your phone numbers to make sure they are valid.

Phone

You can prove who you are by answering a call on your phone.

What phone number would you like to use?

United States (+1) 281-634-xxxx W

Extension:
Enter phone extension

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

[Cancel](#) [Next](#)

The screenshot shows the Microsoft Security Info page in a browser. The URL is https://mysignins.microsoft.com/security-info. The page title is "Security info" and it contains the same information as the first image. A notification box at the top right states: "Successful configuration will look like the below screen". Another notification box at the bottom right states: "If all methods are configured successfully, the Security Info page should display all methods you have configured. For Security reasons the last 7 digits of the phone numbers have been removed." The table of methods now includes an "Office phone" entry with the number +1 281634-XXXX.

+ Add method			
	Alternate phone	+1 7133-XXXX	Change Delete
	Phone	+1 713-XXXX	Change Delete
	Office phone	+1 281634-XXXX	Change Delete
	Microsoft Authenticator	(iphone)	Delete

Lost device? [Sign out everywhere](#)

Step 10 Change Default Sign in methods – Perform this step from your computer

- Z.** To change the **Default sign-in method**, follow step **8T** if you are not already logged in to the Security Info page, then select **Change** and select the preferred option you would like MFA to use. Microsoft's recommendation is **Microsoft Authenticator**.

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#) **Z**

+ Add method

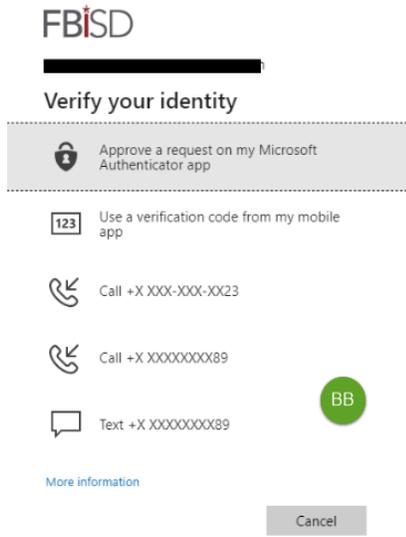
 Alternate phone	Change	Delete
 Phone	Change	Delete
 Microsoft Authenticator		Delete
 Email	Change	Delete

Lost device? [Sign out everywhere](#)

Step 11 Change Sign in options – on your computer

- AA.** The next time you sign into Microsoft 365, the system will display the screen shown in **BB**. Either approve the notification on your mobile device or select **Sign in another way**. You will be presented with options to authenticate using one of the methods you configured.

- BB.** Select any of the options presented to sign in



FBIISD

Approve sign in request

 We've sent a notification to your mobile device. Please respond to continue.

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

[More information](#)

Fort Bend Independent School District

Note: Only approve notifications you initiated if you are unsure ignore the request