

Multi-Factor Authentication (MFA) for Office 365

What is Office 365 Multi-Factor Authentication (MFA)?

The Glencoe-Silver Lake School District uses Azure Multi-Factor Authentication (MFA) which helps safeguard access to data and applications while maintaining simplicity for users. It provides additional security by requiring a second form of authentication and delivers strong authentication via a range of easy to use authentication methods.

MFA methods

You can choose from several MFA options and can use different options in different situations, depending on what is most convenient for you. The type of handshake, or knock, you choose can have an impact on how and where your account can be used. So we want you to be well informed before you decide which method is best for you.

Option 1: Authentication Phone - (Call or text a phone number)

Call me If you select the Phone Call method, you are setting up your MFA authentication to call you when you want to authenticate. It is recommended to use a mobile phone that you always have with you, so you can authenticate no matter where you are located. You will need to be able to access the phone during configuration.

Send me a code by text message If you select the text message method, you are setting up your MFA authentication to send you a text message with a 6-digit code to use when you authenticate. It is recommended to use a mobile phone that you always have with you, so you can authenticate no matter where you are located. You will need to be able to access the phone during configuration.

Option 2: Mobile App - (Microsoft Authenticator App) - Best User Experience

Download and install the Microsoft Authenticator App - <https://www.microsoft.com/en-us/account/authenticator> **We have found that if you are using an iPhone, you will need to remove and re-add your Exchange account instead of using the Authenticator App.**

Here is a link to instructions on how to remove and re-add your Exchange account:

<https://support.apple.com/en-us/HT201320>

Receive notifications for verification This option pushes a notification to the authenticator app on your smartphone or tablet. View the notification, and if it is legitimate, press Approve or Deny to confirm that you expected that login and the rest is automatic.

Use verification code For this option, the authenticator app generates a verification code that updates every 30 seconds. Enter the most current verification code in the sign-in interface.

If you have trouble configuring your MFA options, please visit the Technology Department at the Senior High School.

