



Multifactor Authentication (MFA)

How-to Guide



MFA How-to Guide

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Intro: MFA for Students

To our students:

To better protect your Mildred Elley email, OneDrive, Teams, and other Microsoft 365 services, we are rolling out **Multi-Factor Authentication (MFA)** for all student accounts beginning December 15th, 2025.

What's changing?

Starting **Monday, January 26, 2026**, you will be required to use **MFA** when signing in to your Mildred Elley Microsoft account. MFA adds an important layer of security by combining:

- Something you **know** (your password)
- Something you **have** (a phone or authentication app)

Even if someone learns your password, MFA helps keep your account safe.

Important Details:

MFA setup is required to keep using your Mildred Elley email, Teams, and OneDrive



MFA Setup Link

<https://aka.ms/mfasetup>



Due Date

MFA must be set up by:
Monday,
January 26, 2026



IT Help

support@mildred-elley.edu

Hours:
Monday – Friday, 8 AM – 6 PM

FAQs

Multi-Factor Authentication



Q1: What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is an extra layer of security used to verify your identity when signing in to your Mildred Elley Microsoft account.

It requires two forms of verification:

1. Something you know – your password
2. Something you have – such as your mobile phone or an authentication app

This means that even if someone else learns your password, they can't access your account without your second verification method.

Q2: Why is MFA being implemented?

MFA is being implemented to protect your account and personal information from unauthorized access, phishing, and cyberattacks.

Student accounts are frequently targeted by hackers who attempt to gain access to emails, files, and financial aid information.

By requiring MFA, Mildred Elley is:

- Enhancing data protection for all students
- Meeting modern cybersecurity best practices
- Ensuring continued access to Microsoft 365 services in a secure environment

In short, MFA helps keep you, your data, and our campus systems safe.

Q3: What do I need?

A smartphone (for the Microsoft Authenticator app) or a phone number to receive text/call verification codes.

Q4: How do I set up MFA?

Setting up MFA takes just a few minutes.

- **Download the Microsoft Authenticator app** (recommended):
 - iPhone/iPad: App Store
 - Android: Google Play Store
- Go to the **setup page**:
 - <https://aka.ms/mfasetup>
- Sign in with your **Mildred Elley Microsoft** account, then follow the on-screen steps to:
- Add the Microsoft Authenticator app
- Or add phone # for text/call verification (as a backup)

Once set up, you'll receive a prompt or code whenever you sign in to confirm it's really you.

Q5: When does this start?

You can set up MFA beginning on Monday December 15th, and MFA becomes mandatory on Monday, January 26, 2026.

Q6: What happens if I don't set up MFA before January 26?

You may be locked out of your Mildred Elley Microsoft account (email, Teams, OneDrive) until you complete MFA setup.

Q7: Need Help?

Contact the Mildred Elley IT Help Desk:

 support@mildred-elley.edu

 Monday – Friday, 8:00 AM – 6:00 PM



Instructions for Android Phones





Setting up Microsoft Authenticator on Android

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1. Download Microsoft Authenticator from Google Play

- On your Android phone, open the **Google Play Store**.
- Tap the search bar at the top.
- Type: “**Microsoft Authenticator**”.
 - Look for the app called **Microsoft Authenticator** by Microsoft Corporation: *(blue icon with a white padlock/ID-badge style graphic.)*
- Tap **Install**.
- Wait for the download and installation to finish.
- Tap **Open** when it's done (or open it later from your app drawer/home screen).

2. Do the initial setup in the Microsoft Authenticator app

- Open **Microsoft Authenticator**.
- If you see a welcome or intro screen, tap **Agree, Accept, Continue, or Skip** as needed.
- When prompted to **Allow notifications**, tap **Allow**.
 - (This is important so you can approve sign-in requests.)*
- When prompted to **Allow camera access**, tap **Allow**.
 - The camera is needed to scan QR codes for account setup.*

You should now see either a blank screen prompting you to **Add account** or a **+** (plus) button.

3. Start setup from your Microsoft account (on a browser)

On a computer, or in a browser on your phone:

- Sign in to your **Microsoft 365 / work / school / personal Microsoft account**.
- Go to your **Security info / Additional security verification / My Sign-ins page**.
 - Common paths: Click your **profile picture** → **My account** or **View account** → **Security info**
- Choose **Add sign-in method** or **Set up Authenticator app** (wording varies).
- Select **Authenticator app** (or “Use an app” / “Authenticator app”) and click **Next**.

The website will eventually show a **QR code** and tell you to scan it using the Microsoft Authenticator app.

4. Add the account in Microsoft Authenticator (scan QR code)

Back on your Android phone:

- Open **Microsoft Authenticator**.
- Tap the **+** icon (usually bottom-right or top-right) or tap **Add account**.
- Choose the account type:
 - Work or school account** → for your employer or school Office 365.
 - Personal account** → for Outlook.com, Hotmail, Live, etc.
- Tap **Scan a QR code**.
- Point your phone's camera at the **QR code** on your computer screen and click the link that comes up.

If everything works, the account will be added to the app. You'll now see an entry with:

- The **account name**
- Either a **6-digit code** (changing every 30 seconds) or
- Indication that it's **ready for push approvals**.

Continued





Setting up Microsoft Authenticator on Android

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5. Complete activation/verification

Back on your computer/browser (same page that showed the QR code):

- a. After you scan the code, the site will usually ask you to:
 - a. **Approve a notification** in the Authenticator app, or
 - b. **Enter the 6-digit code** shown in the app.
- b. If it requests a **notification**:
 - a. Check your Android phone for a **Microsoft Authenticator notification**.
 - b. Tap the notification and select **Approve**.
- c. If it requests a **code**:
 - a. **Open Microsoft Authenticator** on your phone.
 - b. Look at the **6-digit code** next to your account.
 - c. Type that code into the website and click **Next** or **Verify**.

You should see a success message that your **Authenticator app has been added** or **MFA method is configured**.

6. Test signing in with Microsoft Authenticator

- a. Sign out of your Microsoft account in your browser.
- b. Sign in again with your **username and password**.
- c. After the password step, you should be prompted for **additional verification**:
 - a. Either a **push notification**: you'll get a prompt on your phone to Approve.
 - b. Or to **enter the verification** code: you'll copy the 6-digit code from Microsoft Authenticator into the sign-in page.

If that works and you're logged in, your Microsoft Authenticator app is fully activated 🎉

7. (Optional) Turn on cloud backup (recommended)

This makes life much easier if you lose or replace your phone.

- a. Open Microsoft Authenticator on your Android.
- b. Tap the three vertical dots (:) in the top-right corner.
- c. Tap Settings.
- d. Look for Cloud backup or Backup.



Adding /Activating your Microsoft 365 account

on an Android that already has the Microsoft Authenticator app

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1. Prepare your Android phone

- Open the **Microsoft Authenticator** app.
- The first time you open it, allow the following if prompted:
 - Notifications** → tap **Allow** (so you can approve sign-ins).
 - Camera** → tap **Allow** (so you can scan a QR code).
- You should now see either:
 - A mostly blank screen with **Add account**, or
 - A **+** (**plus**) icon to add an account.

Leave the app open or ready.

2. Open your Microsoft 365 Security Info page (on a computer or browser)

On a **computer** (easiest) or in a browser on another device:

- Go to any **Microsoft 365** site you use (e.g., Outlook on the web, Teams, Office.com).
- Sign in with your **Microsoft 365 work or school email and password**.
- Once signed in, click your **profile picture / initials** in the top-right corner.
- Click **View account** or **My account**.
- Look for **Security info**, **Security**, or **Additional security verification** and open it.
- Click **Add sign-in method** (or similar) to add a new authentication method.

3. Choose “Authenticator app” as your sign-in method

- When asked which method to add, select **Authenticator app** (or “Use an app”).
- Click **Add** or **Next**.
- The site will show instructions, then display a **QR code** on your screen.
- Keep this page open — you’ll scan this code with your Android phone.

4. Add your Microsoft 365 account in the Authenticator app (Android)

On your **Android phone**:

- Open **Microsoft Authenticator**.
- Tap the **+** (**plus**) icon or **Add account**.
- Choose **Work or school account**.
- When prompted, tap **Scan a QR code**.
- Point your phone’s camera at the **QR code** that’s displayed on your computer.

If it’s successful, your **Microsoft 365 account** will now appear in the app with your email address, showing either:

- A **6-digit code** that changes every 30 seconds, or
- A status indicating it’s set up for **sign-in notifications**.

Continued





Adding /Activating your Microsoft 365 account

on an Android that already has the Microsoft Authenticator app

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5. Confirm and complete activation on the website

Back on your **computer**:

- a. After scanning the QR code, click **Next**.
- b. Microsoft will test the new method by either:
 - a. Sending a **notification** to your phone, or
 - b. Asking you to **enter the 6-digit code** from the app.

If you get a notification:

- a. On your Android phone, check for a **Microsoft Authenticator notification**.
- b. Tap it and then tap **Approve**.

If you must enter a code:

- a. Open **Microsoft Authenticator**.
- b. Find your **work or school account**.
- c. Enter the **6-digit code** shown into the website and click **Verify / Next**.

Once successful, the **Security info** page will list **Authenticator app / Microsoft Authenticator** as one of your sign-in methods.

6. Test signing in with Microsoft Authenticator

To make sure everything works:

- a. Sign out of your Microsoft account in your browser, then sign back in again.
 - b. After entering your **email and password**, you should be prompted for **additional verification**:
 - a. Either a **push notification** (Approve it in the app), or.
 - b. A prompt to **enter a code** from Microsoft Authenticator.
 - c. Approve or enter the code as requested
- If the sign-in works, your Microsoft 365 account is fully activated on Microsoft Authenticator on your Android. ✅



Moving your Microsoft 365 account in Microsoft Authenticator from an old iPhone to a new Android phone

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Here's how to move your Microsoft 365 account in Microsoft Authenticator from your old Android phone to your new Android phone.

This assumes:

- You still have your old Android for a bit
- You know your Microsoft 365 email and password

Part 1 – On your OLD Android: Turn on cloud backup in Authenticator

1. On your old Android, open the Microsoft Authenticator app.
2. Tap the three dots (:) in the top-right corner.
3. Tap Settings.
4. Find Cloud backup (or Backup) and turn it On.
5. If prompted, sign in with a personal Microsoft account (like Outlook.com, Hotmail.com, Live.com).
6. Wait until you see something like:
 1. “Last backup: Just now” or a very recent time.

✓ That means your accounts (including your Microsoft 365 one) are backed up and ready to restore.

Part 2 – On your NEW Android: Install Microsoft Authenticator

1. On the new Android phone, open the Google Play Store.
2. Tap the search bar and type: “Microsoft Authenticator”.
3. Install Microsoft Authenticator by Microsoft Corporation (blue icon, white padlock/ID badge).
4. Tap Open when it's installed.

Part 3 – Restore your Authenticator accounts from backup

1. Open Microsoft Authenticator on the new Android.
2. On the first screen, you should see something like “Begin recovery” or “Restore from backup”.
3. Tap Begin recovery / Restore.
4. Sign in with the same personal Microsoft account you used for backup on the old phone (Part 1).
5. Confirm that you want to restore.
6. Wait while the app restores your accounts.

When it's done, you should see your Microsoft 365 work/school account listed in the app. Some entries might show “Action required” or a warning icon—that just means they need re-verification.

Continued





Moving your Microsoft 365 account in Microsoft Authenticator from an old iPhone to a new Android phone

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Part 4 – Re-verify your Microsoft 365 account on the new phone

Now we make sure your Microsoft 365 account works on the new Android.

1. On a computer (or any browser), go to:
<https://myaccount.microsoft.com>
2. Sign in with your Microsoft 365 work/school email and password.
3. If it asks for MFA:
 1. Approve the sign-in on your old phone (since it still works), or
 2. Use another method (text, call, etc.), if you have one set up.
4. Once signed in, click Security info (or Security → Security info).
5. Make sure Microsoft Authenticator is listed as a sign-in method.
6. If Microsoft prompts you to confirm the app on your new device:
 1. It may send a test notification to the new Android.
 2. On the new Android, open the notification and tap Approve in the Authenticator app.

Once that succeeds, your new phone is now the active Authenticator device.

Part 5 – Test sign-in using the NEW Android

1. Sign out of your Microsoft 365 account in your browser.
2. Sign back in with your email and password.
3. When asked for verification:
 1. You should get a push notification on the new Android.
 2. Open it and tap Approve, or enter the 6-digit code from Microsoft Authenticator if that's what it asks for.

If that works, your Microsoft 365 account is successfully transferred to the new Android 🎉

Part 6 – (Optional) Remove the account from the OLD Android

Once you're sure everything works on the new phone:

1. On the old Android, open Microsoft Authenticator.
2. Tap your Microsoft 365 account entry.
3. Tap the trash can / Delete / Remove account option.
4. Confirm removal.

✅ Now only your new Android can approve sign-ins.



Instructions for iPhones





Setting up Microsoft Authenticator on iPhone

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1. Download Microsoft Authenticator from the App Store

- a. On your iPhone, open the **App Store**.
- b. Tap the **search** tab (magnifying glass) at the bottom right.
- c. In the Search tab, type: “**Microsoft Authenticator**”.
- d. Look for the app called **Microsoft Authenticator** by Microsoft Corporation: *(blue icon with a white padlock/ID-badge style graphic.)*
- e. Tap the **Get button** (or the cloud download icon).
- f. If prompted, confirm the download with **Face ID, Touch ID, or your Apple ID password**.
- g. Wait for the download and installation to finish.
- h. Tap **Open** when it's done (or find it on your home screen and tap the app icon).

2. Do the initial setup in the Microsoft Authenticator app

- a. Open **Microsoft Authenticator**.
- b. If you see a welcome or intro screen, tap **Continue**, or **Skip** through them.
- c. When asked to **Allow notifications**, tap **Allow**.
 - a. *(This is important because MFA prompts often arrive as notifications.)*
- d. If asked to **allow camera access**, tap **OK**.
 - a. *The camera is used to scan QR codes for account setup.*

You'll now be on the main screen, which will either say “**Add account**” or have a + (**plus**) icon.

3. Add your Microsoft account (generic instructions)

You'll usually start this from a computer or browser where you're signing in to your Microsoft 365 work/school account.

On your computer (or in a browser on your phone):

- a. Sign in to your **Microsoft account / work or school account** (e.g., Office 365 portal, Outlook on the web, etc.).
- b. Go to your **Security** or **My sign-ins / Security info** page. Common paths:
 - a. Click your profile picture → **My Microsoft account / View account**
 - b. Go to **Security info** or **Additional security verification**
- c. Choose the option to **Set up** or **Add a Authenticator app** (exact wording may be like:
 - a. “Set up the Authenticator app”
 - b. “Set up a different method” → **Authenticator app**

The website will then show a QR code and instructions that say something like “Download the Microsoft Authenticator app and scan this QR code.”

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Setting up Microsoft Authenticator on iPhone

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4. Add the account in the app by scanning the QR code

On your iPhone:

- a. Open **Microsoft Authenticator**.
- b. Tap the + icon (usually top-right) or **Add account**.
- c. Choose the account type, usually:
 - a. **Work or school account** → for your employer or school Office 365.
 - b. **Personal account** → for Outlook.com, Hotmail, etc.
- d. Choose **Scan a QR code** when prompted
- e. Point your phone's camera at the **QR code** on your computer screen.
- f. The app will read the code and automatically add your account.

You should now see an entry for that account in the app, usually with a **6-digit code** that refreshes every 30 seconds, or you'll see it configured for **push approvals**.

5. Complete activation/verification

Back on your computer (same page that showed the QR code):

- a. After you scan the code, the site will usually ask you to **Approve a sign-in notification or Enter the 6-digit code** from the Authenticator app,
- b. If it requests a **notification**:
 - a. Check your iPhone for a **Microsoft Authenticator notification**.
 - b. Tap the notification and select **Approve**.
- c. If it requests a **code**:
 - a. Open **Microsoft Authenticator**.
 - b. Find your account and note the **6-digit code** shown.
 - c. Type that code into the website and submit.

Once this completes, the website should confirm the method is **successfully added**.

6. Test your Microsoft Authenticator sign-in

To make sure everything works:

- a. Sign out of your Microsoft account in your browser, then sign back in again.
- b. After entering your **username and password**, you should be prompted for **additional verification**:
- c. Depending on how your org is set up, you'll either:
 - a. Receive a **push notification** in Microsoft Authenticator (tap **Approve**), or
 - b. Be asked to **open the app and enter the 6-digit code** displayed for that account.If you successfully sign in, your Authenticator app is fully activated.

7. (Optional but recommended) Enable iCloud backup for Authenticator

This helps if you ever lose or replace your iPhone.

- a. Open **Microsoft Authenticator** on your iPhone.
- b. Tap the **three dots (...)** or **hamburger menu** in the upper-right corner.
- c. Tap **Settings**.
- d. Look for **iCloud Backup** or **Cloud backup** and switch it **On**.
- e. Sign in to your personal Microsoft account if prompted (for backup only, not your work credentials).

Now your Authenticator accounts are backed up and can be restored to a new iPhone later.



Adding /Activating your Microsoft 365 account

on an iPhone that already has the Microsoft Authenticator app

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1. Prepare your iPhone

- Open the **Microsoft Authenticator** app on your iPhone.
- On the first run, tap **Allow** when asked for:
 - Notifications** (so you can approve sign-ins)
 - Camera access** (so you can scan a QR code)
- Leave the app open on the main screen (you'll see a + icon or **Add account**).

2. Open your Security info page on a computer (or in a browser)

On a **computer** (recommended) or in a browser on another device:

- Go to any **Microsoft 365** service you use (e.g., Outlook on the web, Teams, or Office portal).
- Sign in with your **Microsoft 365 work or school email and password**.
- Once signed in, click your **profile picture / initials** in the top-right corner.
- Click **View account** or **My account**.
- Look for **Security info**, **Security**, or **Additional security verification** and open it.
- Click **Add sign-in method** (or **Set up Authenticator app / Add method**) to add a new authentication method.

3. Choose "Authenticator app" as your sign-in method

- When asked which method to add, select **Authenticator app** (or "Use an app").
- Click **Add** or **Next**.
- The site will show instructions, then display a **QR code** on your screen.
- Keep this QR code visible— you'll scan it with your iPhone next.

4. Add your Microsoft 365 account in the Authenticator app (iPhone)

On your iPhone:

- Open the **Microsoft Authenticator** app.
- Tap the + icon (top right, or **Add account**).
- Choose **Work or school account**.
- When prompted, tap **Scan a QR code**.
- Point your iPhone's camera at the **QR code** displayed on your computer.

If it's successful, your **Microsoft 365 account** will appear in the app, usually with your email address and either:

- A **6-digit code** that changes every 30 seconds, or
- A label indicating it's set up for **notifications**.

Continued





Adding /Activating your Microsoft 365 account

on an iPhone that already has the Microsoft Authenticator app

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5. Confirm activation on the Microsoft 365 site

- a. Back on your computer (same browser page):
- b. After you scan the QR code, click Next.
- c. The site will usually test your new method by:
 - a. Sending a notification to your phone, or
 - b. Asking you to enter a code from the app.

If it sends a notification:

- a. Look at your iPhone – you should see a Microsoft Authenticator prompt.
- b. Open it and tap Approve.

If it asks for a code:

- a. On your iPhone, open Microsoft Authenticator.
- b. Find your Microsoft 365 work/school account entry.
- c. Type the 6-digit code shown into the website and click Verify / Next.

When successful, the Security info page will now list “Microsoft Authenticator” (or Authenticator app) as one of your sign-in methods.

6. Test signing in with the Authenticator app

- a. Sign out of your Microsoft 365 account in your browser.
- b. Sign in again with your email and password.
- c. After the password step, you should be prompted for additional verification:
 - a. You’ll either get a notification to approve on your iPhone, or
 - b. You’ll be asked to enter the 6-digit code from Microsoft Authenticator.
- d. Approve the request or enter the code.

If you successfully sign in, your Microsoft 365 account is now activated on the Microsoft Authenticator app on your iPhone. 🎉



Moving your Microsoft 365 account in Microsoft Authenticator from an old iPhone to a new iPhone

Page 1 of 2



Here's a step-by-step guide for moving your Microsoft 365 account in Microsoft Authenticator from an old iPhone to a new iPhone.

This assumes:

- You still have your old iPhone
- You know your Microsoft 365 email and password

Part 1 – On your OLD iPhone: Turn on backup in Microsoft Authenticator

1. On the old iPhone, open the Microsoft Authenticator app.
2. Tap the three lines (☰) or three dots (...) in the upper corner (depends on version).
3. Tap Settings.
4. Find iCloud Backup (or Cloud backup) and turn it On.
5. If asked, sign in with a personal Microsoft account (e.g., Outlook.com, Hotmail.com) to link the backup.
6. Wait a few moments until you see something like:
 1. “Last backup: Just now” or a very recent time.

✓ Once you see a recent backup time, your Authenticator accounts (including your Microsoft 365 one) are backed up and ready to restore.

Part 2 – On your NEW iPhone: Install Microsoft Authenticator

1. On the new iPhone, open the App Store.
2. Tap the search bar and type: “Microsoft Authenticator”.
3. Download the app from Microsoft Corporation (blue icon, white padlock/ID badge).
4. Tap Open when it's installed.

Part 3 – Restore your Authenticator accounts from backup

1. Open Microsoft Authenticator on the new iPhone.
2. On the first screen, you should see something like “Begin recovery” or “Restore from backup”.
3. Tap Begin recovery / Restore.
4. Sign in with the same personal Microsoft account you used for backup in Part 1.
5. Confirm the recovery.
6. Wait while the Authenticator restores your accounts.

When it's done, you should see your Microsoft 365 work/school account listed in the app, along with any other accounts you had.

⚠ Some entries might show “Action required” or a warning icon—that just means they need re-verification.

Continued





Moving your Microsoft 365 account in Microsoft Authenticator from an old iPhone to a new iPhone

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Part 4 – Re-verify your Microsoft 365 account on the new iPhone

Now we make sure your Microsoft 365 account works on the new iPhone.

1. On a computer (or any browser), go to: <https://myaccount.microsoft.com>
2. Sign in with your **Microsoft 365 work/school email and password**.
3. If it asks for MFA and your old phone is still working, you can:
 1. Approve the sign-in on your old phone, or
 2. Use another method (text, call, etc.), if you have one set up.
4. Once signed in, click **Security info** (or Security → Security info).
5. Confirm **Microsoft Authenticator** is listed as a method.
6. If the site suggests **“Use the Microsoft Authenticator app”** on your new device, follow the prompts:
 1. It may send a test notification to the new iPhone.
 2. On the new iPhone, approve the notification in the Authenticator app.

After that, your Microsoft 365 account on the new iPhone should be fully active.

Part 5 – Test sign-in using the NEW iPhone

1. Sign out of your Microsoft 365 account in your browser.
2. Sign back in with your **email and password**.
3. When asked for verification:
 1. You should now get a **notification** on the **new iPhone**.
 2. Open Microsoft Authenticator and tap **Approve**, or enter the **6-digit code** from the app if that's what it asks for.

If you successfully sign in using the new iPhone, the transfer is complete 🎉🎉

(Optional but smart) – Remove the account from the old iPhone

Once you're sure everything works on the new phone:

1. On the old iPhone, open Microsoft Authenticator.
2. Tap your Microsoft 365 account entry.
3. Tap the trash can / Delete / Remove account option.
4. Confirm removal.

Now only your new iPhone can approve sign-ins. ✅