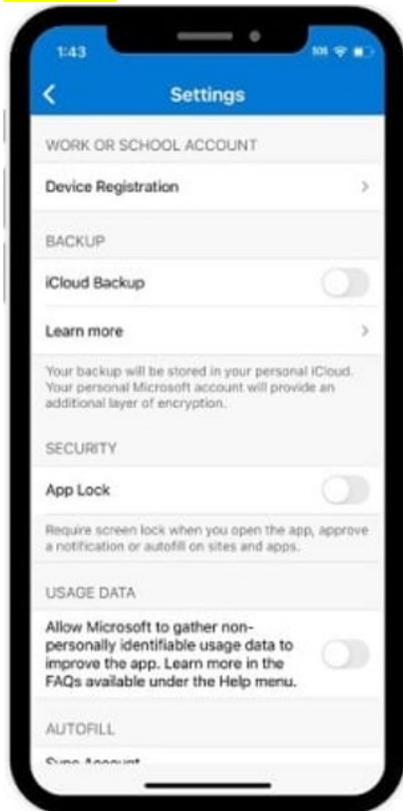


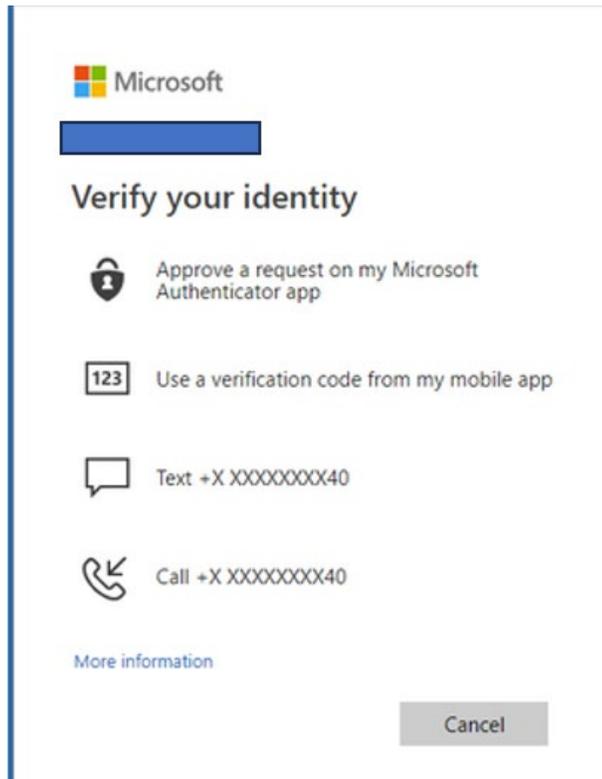
MFA APP RECOMMENDATIONS AND BEST PRACTICES

- It's generally recommended that users with Lawrence University accounts use the Microsoft Authenticator App for one of the authentication methods to protect their account.
- Once the app is configured on the user's phone, it will ONLY authenticate to that phone!
 - **FYI – this applies for ALL users who purchase a new phone.**
 - Even **WHEN** the app transfers over to a new phone, **UNLESS** the contents are backed up to a **PRIVATE** Microsoft account, **the app will NEED to be set back up the same way it was set up originally.**



- If you purchased a new phone and need to transfer the app, here are your options:
 - Do you have only ONE form of MFA setup? Reach out to the IT Help Desk either at 920-832-6570 or helpdesk@lawrence.edu to verify your identity and reset your MFA.

- Do you have TWO or MORE forms of MFA setup? Your authentication screen/pop up should look similar to the below screen:

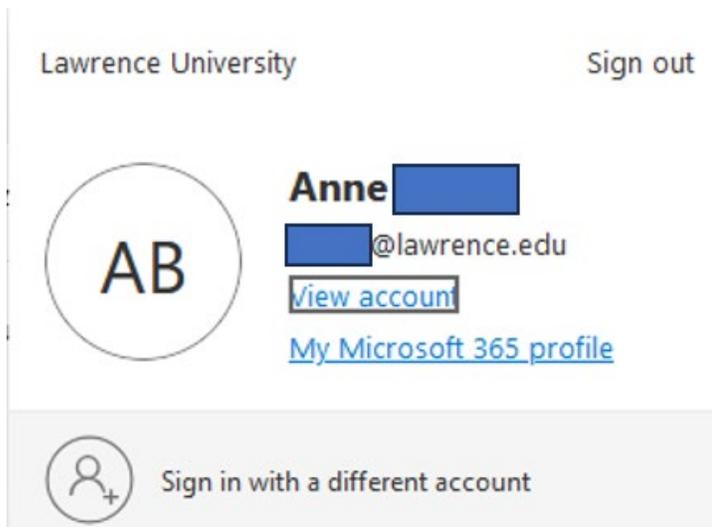


- This gives you not just the preferred authentication method for your account, but also the alternate method or methods to access it.
- To update your authenticator app on your new phone, follow the instructions below.
- First, go to www.office.com.

- Second, click sign in and use your username@lawrence.edu and your password.



- Next, go to the circle with your initials or picture, hover over it to show the box below, and click **View account**.



- Next, click on **UPDATE INFO** under **Security info**.



Anne Brink

User Support Specialist

✉ [redacted]@lawrence.edu

☎ +1 [redacted]

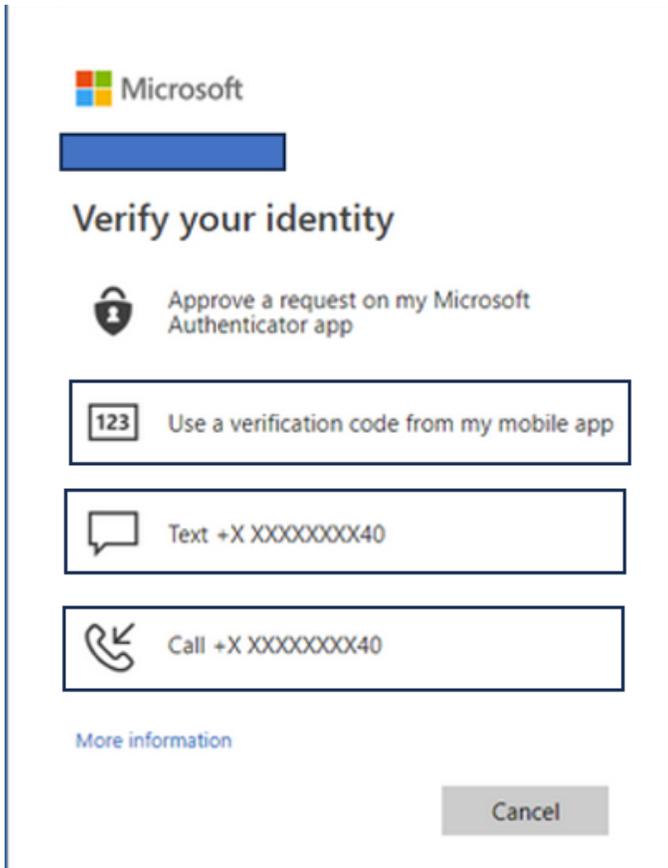
Security info



Keep your verification methods and security info up to date.

[UPDATE INFO >](#)

- Next, use one of the alternate methods of authentication listed below to access your account:



The image shows a Microsoft authentication interface. At the top left is the Microsoft logo. Below it is a blue rectangular bar. The main heading is "Verify your identity". There are three primary options, each in a rounded rectangular box:

- The first option features a shield icon with a checkmark and the text "Approve a request on my Microsoft Authenticator app".
- The second option features a box containing the number "123" and the text "Use a verification code from my mobile app".
- The third option features a speech bubble icon and the text "Text +X XXXXXXXX40".

Below these options is a fourth rounded rectangular box featuring a telephone handset icon and the text "Call +X XXXXXXXX40".

At the bottom left, there is a link labeled "More information". At the bottom right, there is a grey button labeled "Cancel".

- Once you're authenticated, you should be redirected to the screen below:

LAWRENCE UNIVERSITY
My Sign-Ins ▾

Security info

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

You're using the most advisable sign-in method where it applies.
Sign-in method when most advisable is unavailable: Phone - text +1 [redacted] [Change](#)

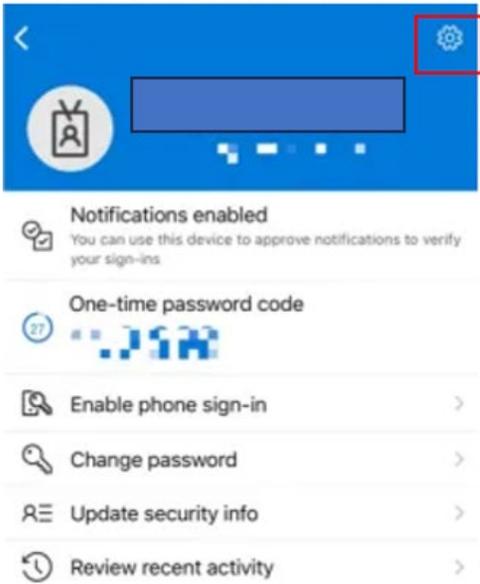
+ Add sign-in method

	Phone	+1 [redacted]
	Password	Last updated: 10 months ago
	Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone

- This screen shows all your ACTIVE sign-in/authentication methods. Go down to your Microsoft Authenticator (MFA) app, and click Delete.

	Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone
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- Go to the app, tap on the Lawrence University profile there in the app, and when it opens, click on the gear in the upper right corner and select **Delete account**.



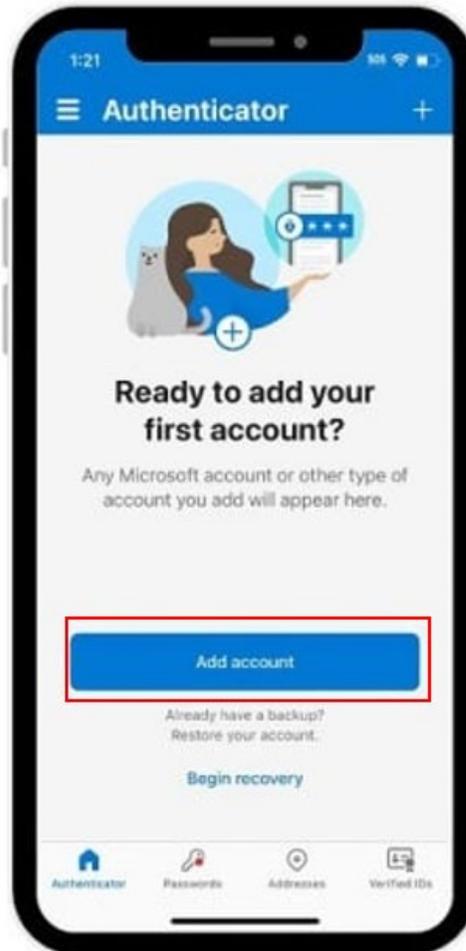
- Once the account is removed, if there are no other accounts in the app, your screen should look like this:



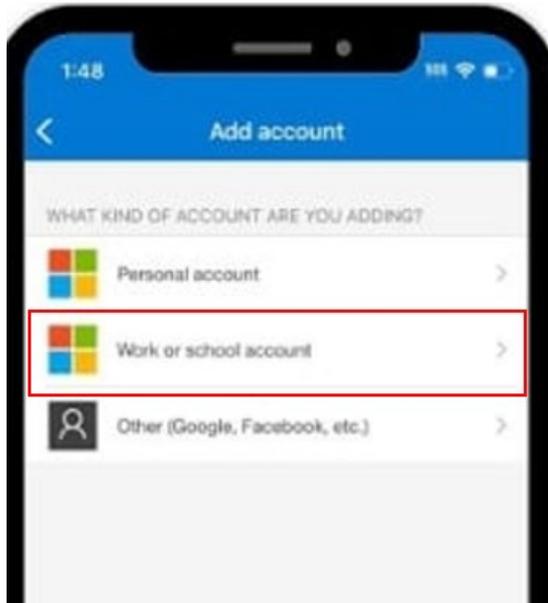
- Go back to the computer and click **Add sign-in method** to add the app again.



- Select the option for the Authenticator App and follow the instructions on screen to finish re-setting up the Authenticator account on your phone. Please note, you will need to allow the app to use your camera to scan the QR code.
- For best set up practices, we recommend going back to your phone to tap **Add work or school account** to prepare to re-add the account. Click **Next** on the computer to continue setup. You can use any of the below options to re-add your “work or school” account:



- If either screen doesn't take you to scan a QR code, back out and try readding the work or school account again.



- Again, follow the instructions on the computer screen to scan the QR code and finish re-setting up the Authenticator account on your phone.
- If you run into problems, try deleting and readding the authenticator app to your phone.
- If you still run into issues, please reach out to the help desk at helpdesk@lawrence.edu.