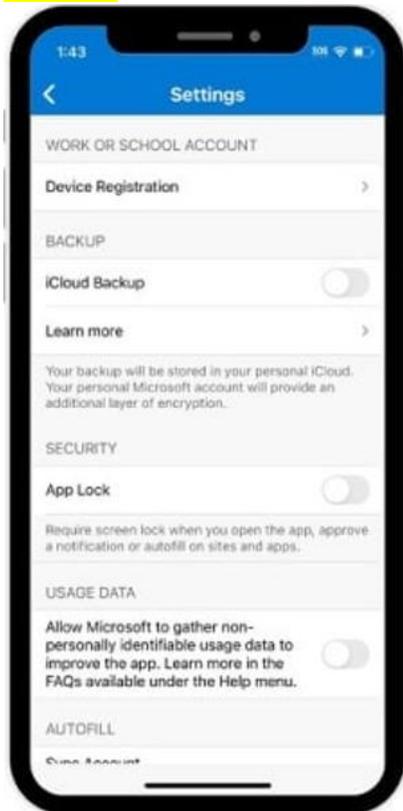


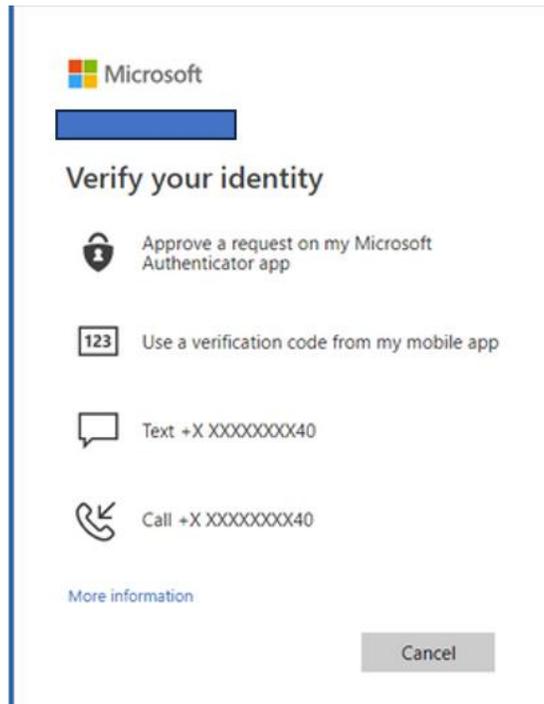
MFA APP RECOMMENDATIONS AND BEST PRACTICES

- 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:

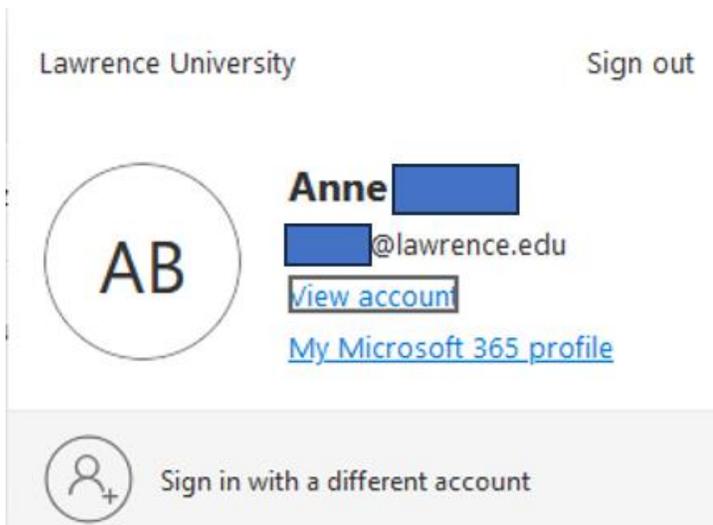


- This gives you not just the preferred authentication method for your account, but also the alternate method or methods to access it.
- To update your authenticator app on your new phone, follow the instructions below.
- First, go to www.office.com.

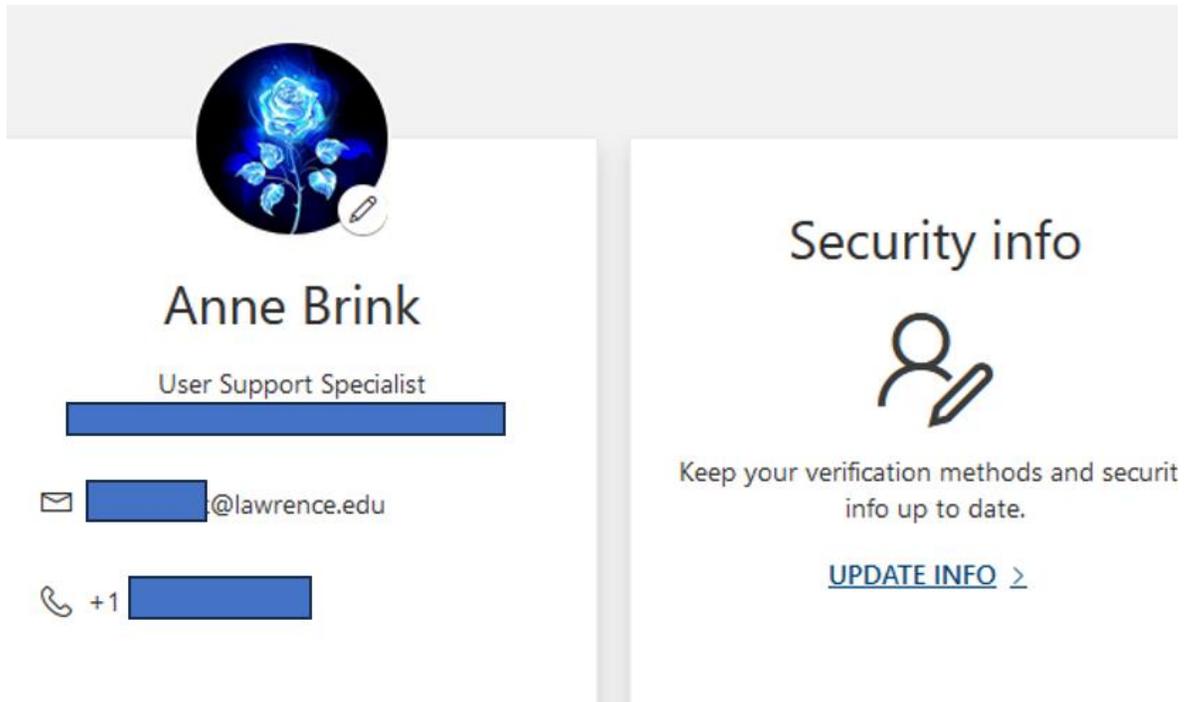
- Second, click sign in and use your username@lawrence.edu and your password.



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

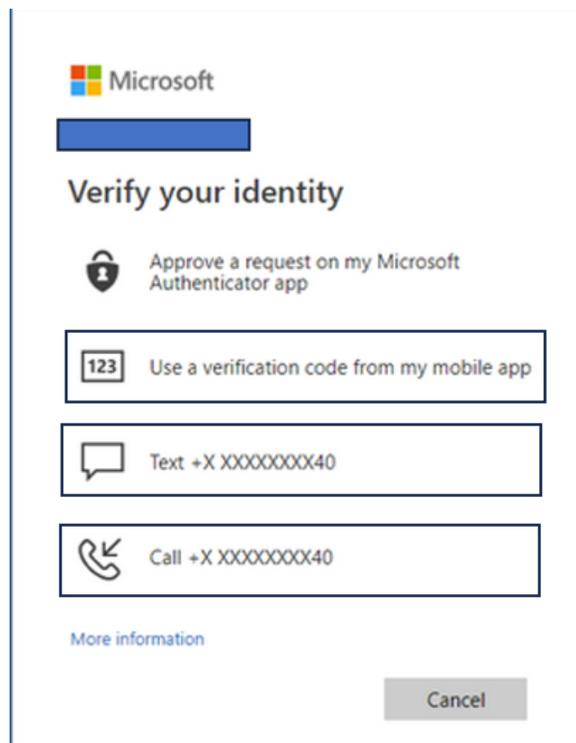


- Next, click on **UPDATE INFO** under **Security info**.



The screenshot shows a user profile for Anne Brink, a User Support Specialist. The profile includes a profile picture of a blue rose, a blue bar, an email address ending in @lawrence.edu, and a phone number starting with +1. To the right, the 'Security info' section features a person icon with a pencil, a message to keep verification methods up to date, and a blue 'UPDATE INFO >' link.

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



The screenshot shows a Microsoft authentication dialog box. At the top is the Microsoft logo and a blue bar. The title is 'Verify your identity'. Below it is a shield icon with the text 'Approve a request on my Microsoft Authenticator app'. There are three selectable options in boxes: '123 Use a verification code from my mobile app', 'Text +X XXXXXXXX40', and 'Call +X XXXXXXXX40'. At the bottom left is a link for 'More information' and at the bottom right is a 'Cancel' button.

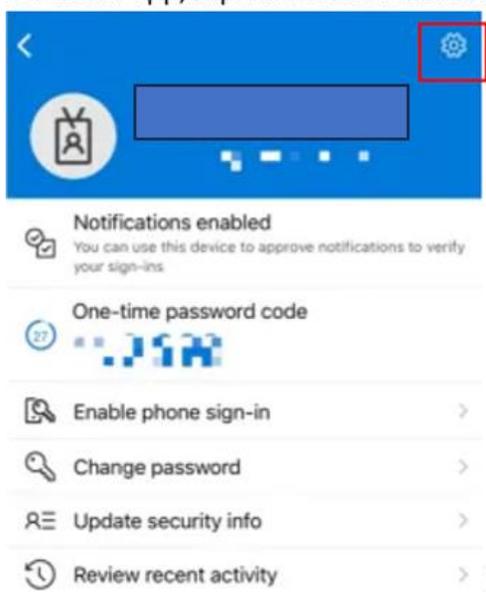
- Once you're authenticated, you should be redirected to the screen below:

The screenshot shows the 'My Sign-Ins' page for a Microsoft account. The page title is 'Security info'. Below the title, it states: 'These are the methods you use to sign into your account or reset your password.' It then says: 'You're using the most advisable sign-in method where it applies.' Below this, it indicates the current sign-in method: 'Sign-in method when most advisable is unavailable: Phone - text +1 [redacted] Change'. There is a '+ Add sign-in method' button. Below that, there are three listed methods: 1. 'Phone' with a phone icon and '+1 [redacted]'. 2. 'Password' with a password icon and 'Last updated: 10 months ago'. 3. 'Microsoft Authenticator Push multi-factor authentication (MFA)' with a Microsoft Authenticator icon and 'iPhone'.

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

This is a close-up screenshot of the Microsoft Authenticator (MFA) app entry from the previous screenshot. It shows the Microsoft Authenticator icon, the text 'Microsoft Authenticator Push multi-factor authentication (MFA)', and the device name 'iPhone'.

- 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**.



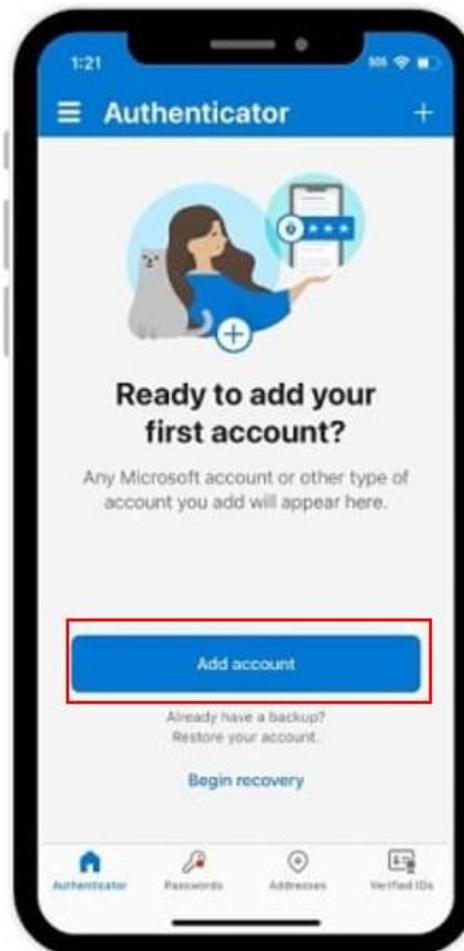
- Once the account is removed, if there are no other accounts in the app, your screen should look like this:



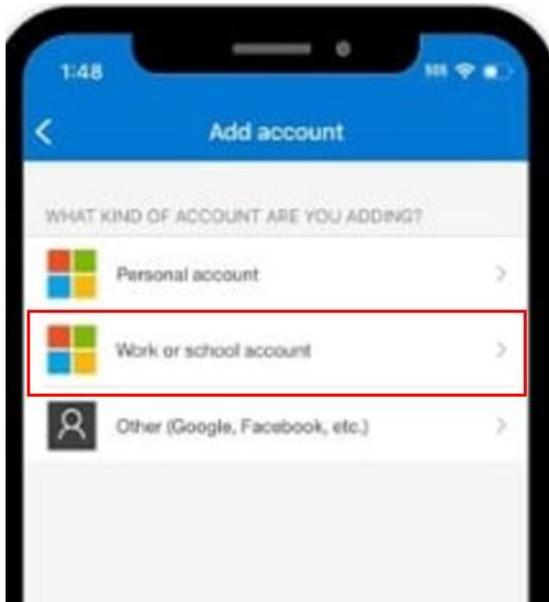
- Go back to the computer and click **Add sign-in method** to add the app again.



- 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.