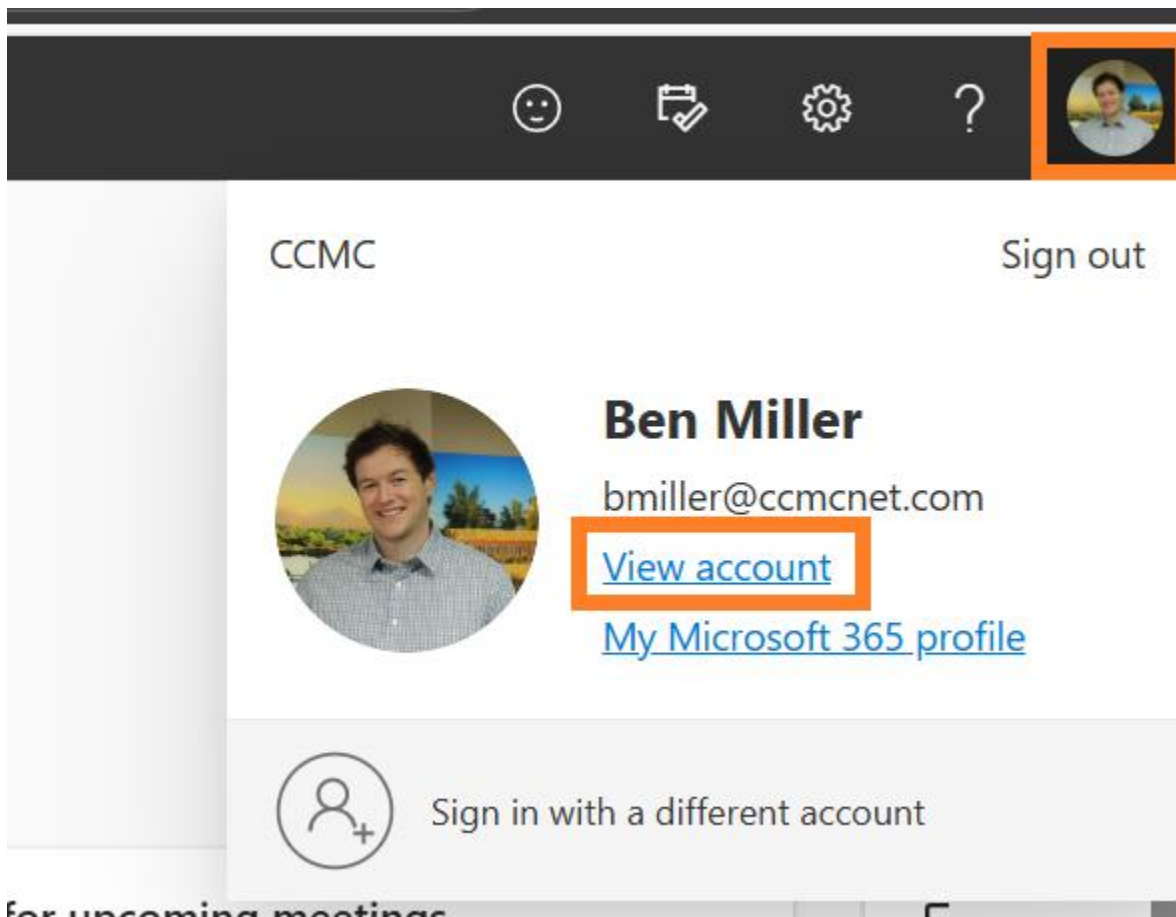


IT NOTIFICATION

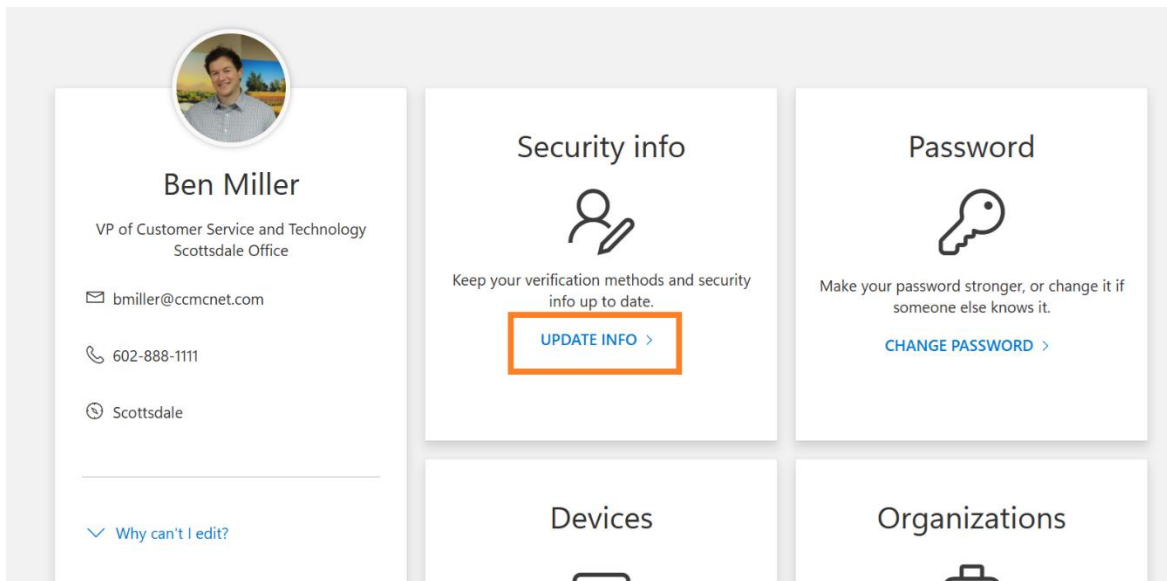
If you receive a phone call to approve your multi-factor authentication requests, you can STOP reading this email now.

Your account has an authentication method configured which may be incompatible with upcoming security changes. You must make the changes below to prevent any disruption to your access.

- 1) Access your Microsoft Account by visiting <https://office.com>. Once signed in, access your account settings by clicking on your picture (or initials) on the top right of the page and selecting "View account"



- 2) Access the MFA options by selecting "UPDATE INFO" in the Security info area



- 3) Microsoft Authenticator is our recommended MFA method. It will provide you with the most reliable experience, and in the future, allow you to unlock your account and reset your password without needing to interact with IT. If you do not see it on this list you can add it by:
 - a. Select the “Add sign-in method” button
 - b. Download the Microsoft Authenticator app from your preferred app store. Please note, several other apps may try to advertise themselves in your search. Be sure you select the one labelled “Microsoft Authenticator”.
 - c. Select the School or Work option
 - d. Scan the QR code and then select “Next”
 - e. Confirm enrollment by entering the number
 - f. Skip to Step 5

- 4) If you do not wish to use the Microsoft Authenticator app we also support the use of voice calls. SMS, hardware tokens, and other authentication apps will not function correctly. To add voice calls as a sign-in method:
 - a. Select the “Add sign-in method” button
 - b. Choose Phone, Office phone, or Alternate phone
 - i. If you chose Office phone or Alternate phone, enter your information. You will receive a verification call to confirm the number. If you chose Phone, you can **ONLY** select the “Call me” option. If you select the Primary Mobile option this number must only be used by you. Do not select “Receive a code”. Enter your information and you will receive a call to confirm your information.

5) Confirm your account is configured to use the correct sign-in method:

a. Select “Change”

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Microsoft Authenticator - notificatio [Change](#)

b. Verify that your sign in method is set to one of the following:

i. App based authentication – notification (**preferred**)

ii. Phone - call