



# Multi-Factor Authentication – Setup

## Multi-Factor Authentication (MFA) Setup

### Getting Started

Once Multi-Factor Authentication (MFA) has been applied to your account, you will be prompted to set up MFA to access Microsoft 365 and/or related systems (MS Teams, SharePoint, OneDrive etc.).

You can secure your SAIT account with MFA yourself. We've provided the guide below to walk you through the process. You will be prompted when you attempt to access the services below:

- Mail and Calendar applications including Microsoft Outlook
- Outlook Web Access
- Microsoft 365 applications: Word, Excel, PowerPoint Microsoft OneDrive for Business
- Microsoft Teams, SharePoint
- Other SAIT authorized Apps from the Microsoft portal

### Before Beginning

**IMPORTANT:** When you first get prompted to set up MFA, ensure that you log out of all M365 applications on your phones, tablets, work computers, home computers, etc. If you have not logged out of all M365 applications when setting up the MFA, you will be asked to verify who you are each time, and you will receive a code that will need to be entered into the verification field.

To avoid this, log out of all MFA on all devices before setting up MFA.

### Complete the following tasks:

- Task 1: Activate Multi-Factor Authentication (MFA)
- Task 2: Enroll in Multi-Factor Authentication
- Task 3: Receive digital code and input into pop-up screen

You can then proceed to access your M365 and/or system related applications

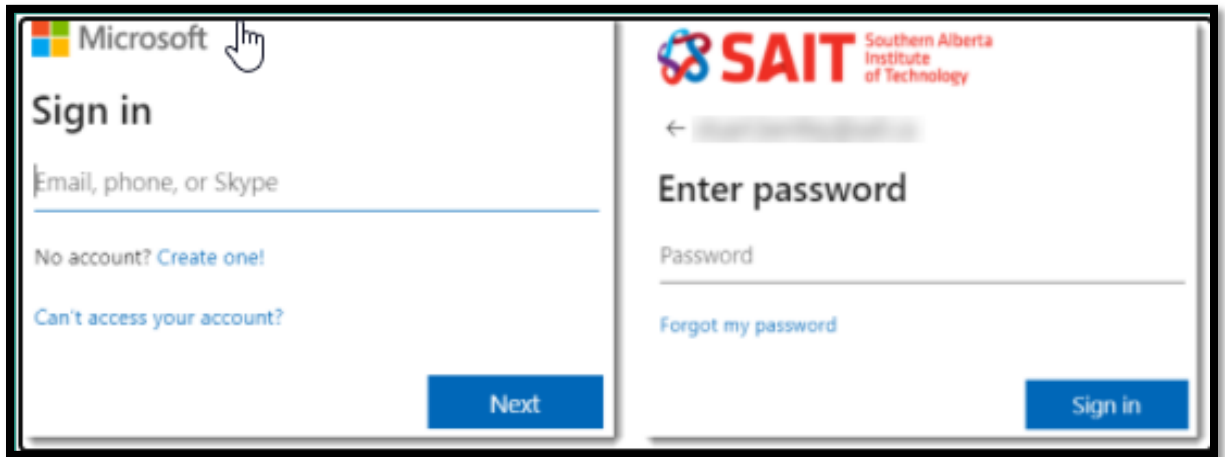
### Help Videos:

- [What is: Multifactor Authentication \(microsoft.com\)](https://www.microsoft.com/en-us/multi-factor-authentication)
- [What is the Additional verification page? - Azure AD | Microsoft Docs](https://docs.microsoft.com/en-us/azure/active-directory/authentication/howto-mfa-additionalverification)
- [Set up multi-factor authentication with a mobile device in Microsoft 365 Business - YouTube](https://www.youtube.com/watch?v=...)

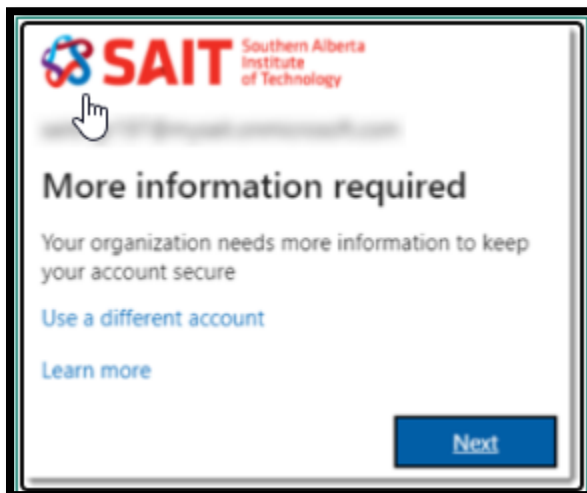
## Task 1: Activate Multi-Factor Authentication (MFA)

1. From your computer, sign into any Microsoft 365 product. The MS Online login page will appear. Enter your SAIT email address, click **Next** and then enter your password and click on **Sign in**.

**Note:** you will only see this message if you are signed out of all M365 applications. If you are not signed out, go to step 2 below.

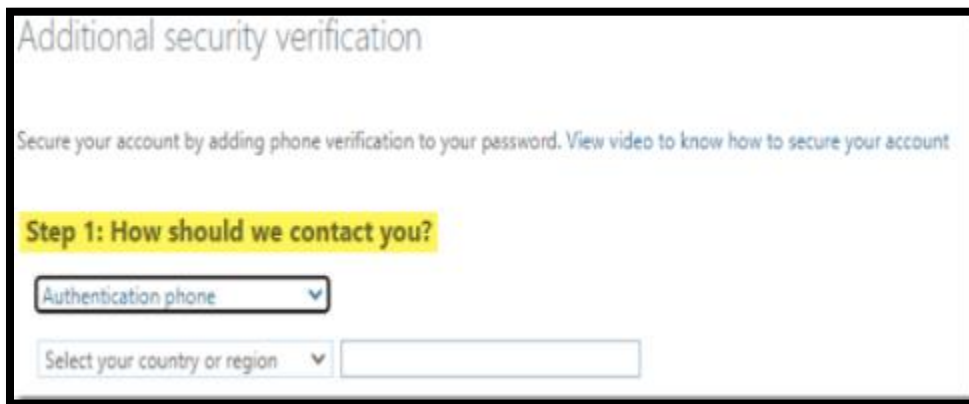
A screenshot of the Microsoft sign-in interface. The left pane shows the Microsoft logo, the text "Sign in", a text input field for "Email, phone, or Skype", and links for "No account? Create one!" and "Can't access your account?". A blue "Next" button is at the bottom. The right pane shows the SAIT logo and "Southern Alberta Institute of Technology", a back arrow, the text "Enter password", a password input field, and a "Forgot my password" link. A blue "Sign in" button is at the bottom.

2. The system will prompt you to setup MFA. Click Next.

A screenshot of a message box from SAIT. It features the SAIT logo and "Southern Alberta Institute of Technology" at the top. Below is a blurred line of text, followed by the heading "More information required". The main text reads "Your organization needs more information to keep your account secure". There are two links: "Use a different account" and "Learn more". A blue "Next" button is located at the bottom right.

## Task 2: Enroll in Multi-Factor Authentication

The 'Additional security verification' page will appear. You will need to enroll your office phone or mobile device, by selecting your preferred contact method by clicking the drop-down list under **Step 1. How should we contact you?**

A screenshot of a web page titled "Additional security verification". Below the title is a subtitle: "Secure your account by adding phone verification to your password. View video to know how to secure your account". The main heading "Step 1: How should we contact you?" is highlighted in yellow. Below this heading are two form elements: a dropdown menu labeled "Authentication phone" and a dropdown menu labeled "Select your country or region" followed by an empty text input field.

Enrollment can be one or more of the following options:

- **Option 1:** Using the Microsoft Authenticator app on your smart phone or tablet. With the app, you can approve login attempts (when your phone is connected to the internet) or retrieve authentication codes when your phone is offline. *This is the most convenient and preferred method*
- **Option 2:** Using a desk phone, cell phone, or smart phone to receive an automated voice phone call to approve login attempts
- **Option 3:** Using a cell phone or smart phone to receive authentication codes by text messages (SMS)

### Option 1: Mobile App

1. If you choose to use the Microsoft Authenticator app, the following screen will appear, providing instructions on how to download and configure Microsoft Authenticator App from AppStore or Google Play

### Configure mobile app

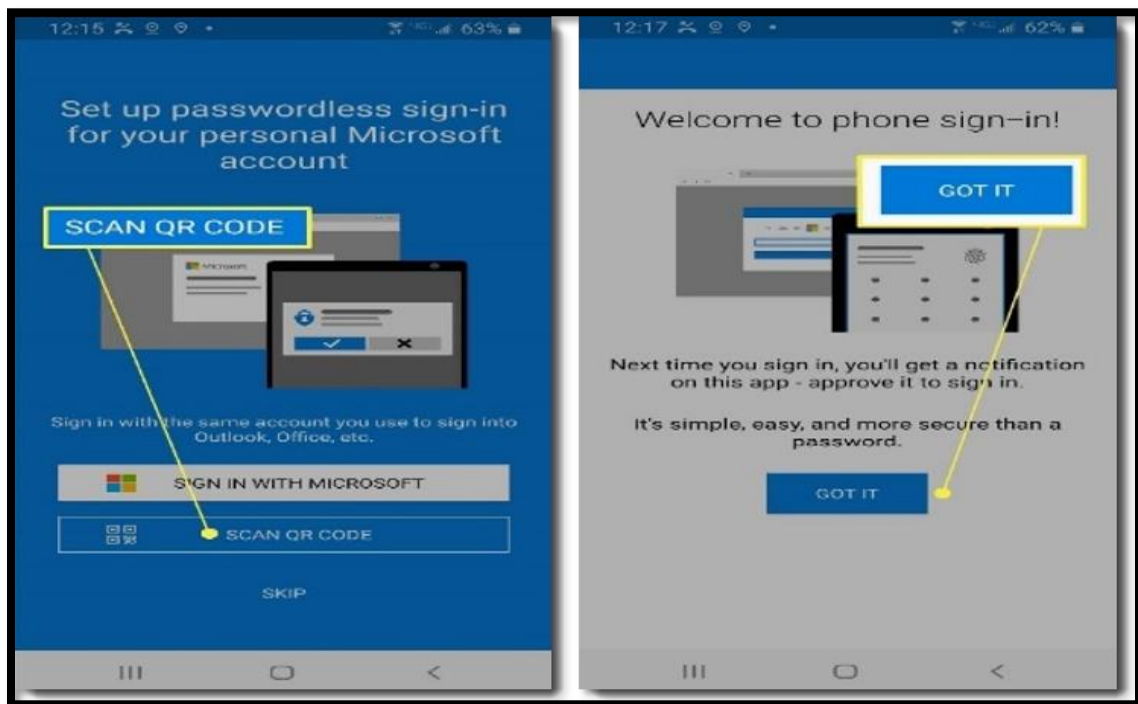
Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.

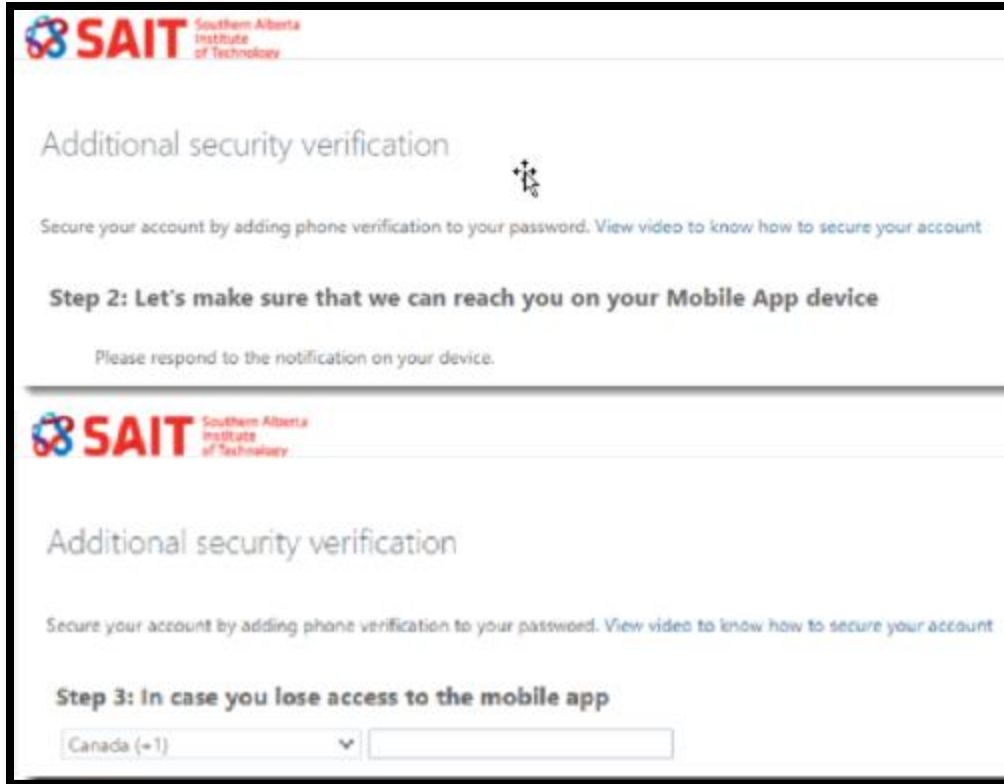
A square QR code with a black and white pixelated pattern, used for app configuration.

*Note: Scan the QR Code from your screen, not this code*

2. Once the App is downloaded, configure it by following the steps below:
3. Scan QR Code.

Two screenshots of a mobile phone screen showing the Microsoft Authenticator app setup. The left screenshot is titled "Set up passwordless sign-in for your personal Microsoft account" and shows a "SCAN QR CODE" button highlighted with a yellow box. The right screenshot is titled "Welcome to phone sign-in!" and shows a "GOT IT" button highlighted with a yellow box. Both screenshots show a "SIGN IN WITH MICROSOFT" button and a "SKIP" option at the bottom.

4. Add your phone number as a secondary recovery option.



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### Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 2: Let's make sure that we can reach you on your Mobile App device**

Please respond to the notification on your device.

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**Step 3: In case you lose access to the mobile app**

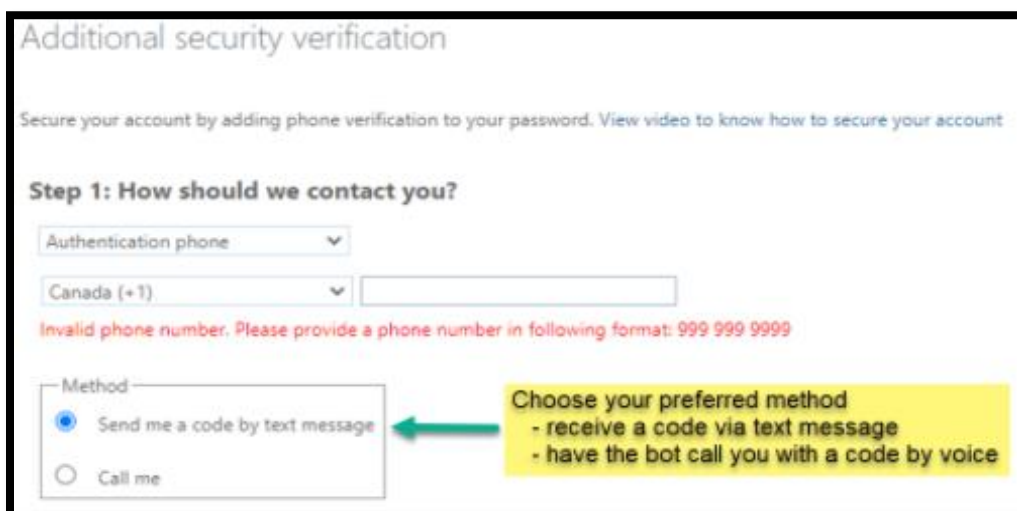
Canada (+1)

## Option 2: Authentication through a landline, mobile or smart phone

This method requires you to enter your phone number. When a second authentication verification is required, the Microsoft bot will call your phone number and provide a six-digit code to you.

## Option 3: SMS

If the SMS option is chosen, you will be asked to enter your mobile number.



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**Step 1: How should we contact you?**

Authentication phone

Canada (+1)

**Invalid phone number. Please provide a phone number in following format: 999 999 9999**

Method

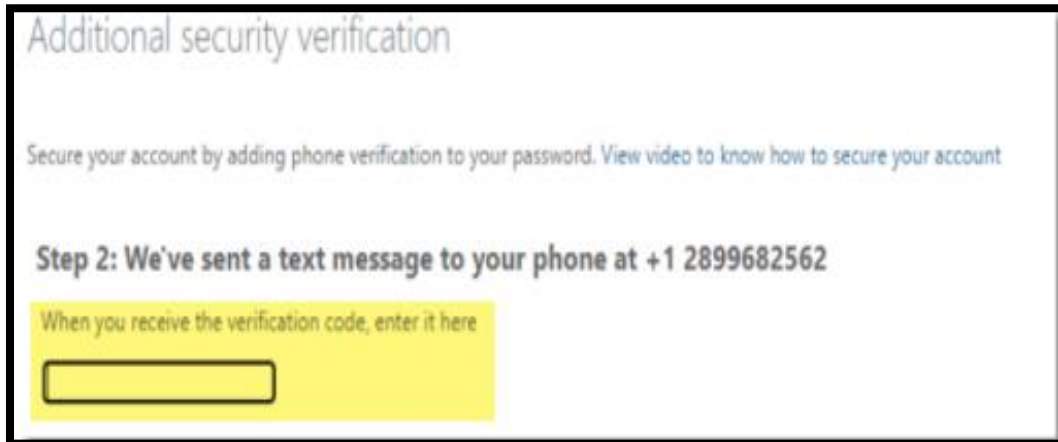
Send me a code by text message

Call me

**Choose your preferred method**  
- receive a code via text message  
- have the bot call you with a code by voice

### **TASK 3: Receive digital code and input into pop-up screen**

You will receive a 6 Digit code via SMS text or a call to your designated phone. Enter the code you received on your phone or PC into the field and click verify.

A screenshot of a web-based security verification screen. At the top, it says "Additional security verification" in a light grey font. Below that is a smaller line of text: "Secure your account by adding phone verification to your password. View video to know how to secure your account". The main heading is "Step 2: We've sent a text message to your phone at +1 2899682562". Underneath, there is a yellow highlighted box containing the text "When you receive the verification code, enter it here" and a white rectangular input field with a thin black border.

### **Congratulations! MFA is now protecting your SAIT accounts**

If you need technical support with this process, contact the ITS Service Desk

- At the Service Portal: [sait.ca/ITS](http://sait.ca/ITS) (preferred)
- by sending an email: [ITS.Support@sait.ca](mailto:ITS.Support@sait.ca) (be sure to include your full name and a phone number)
- By phone: 403.774.5200

**Thank you for helping SAIT secure our data and protect our users**