

Appendix D: Setting Multi-Factor Authentication (MFA) in Microsoft 365 Admin Center

What is a Multi-Factor Authentication (MFA)? It is an authentication method wherein a user will be granted an access only after successfully presenting two or more evidences or proof of personal information or identification. It also adds second layer of security to users upon logging in.

To enable MFA to any Office 365 user accounts, follow the steps below:

1. Login using an Office 365 Administrator credentials.



Sign in

carven.tsang@cloudbacko.biz

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

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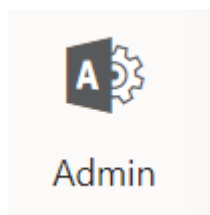
Enter password

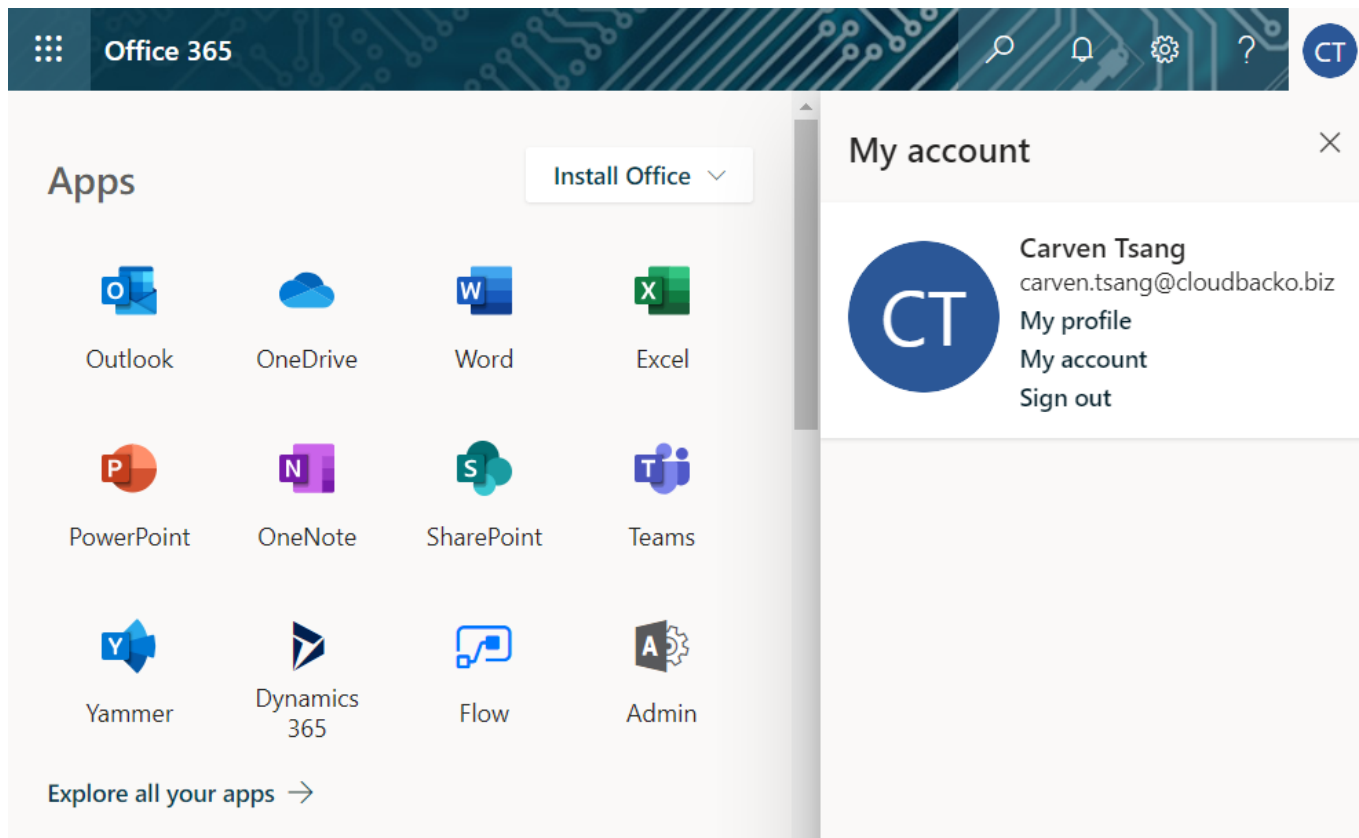
.....

[Forgot my password](#)

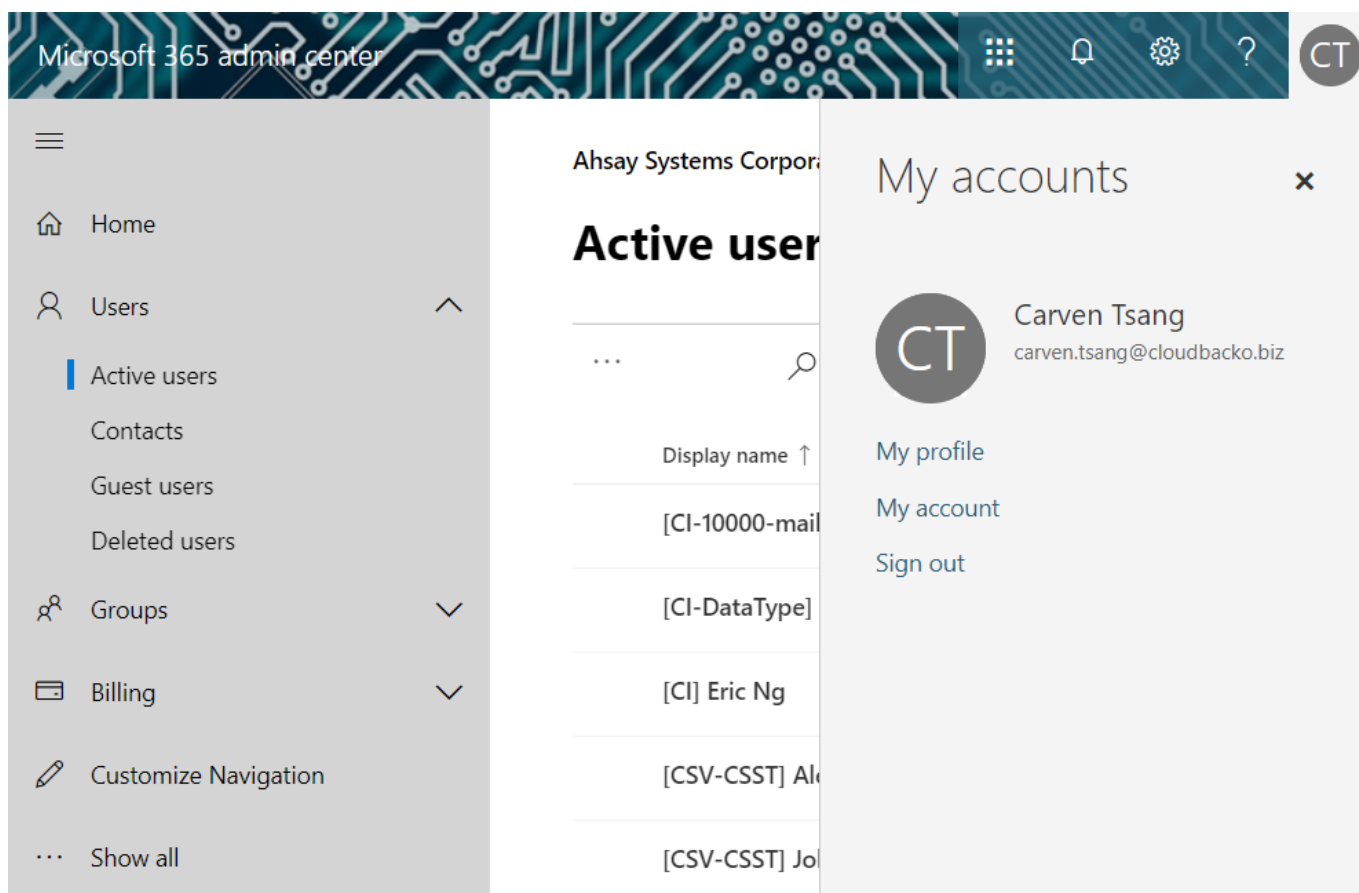
Sign in

2. Click the Admin Center icon.



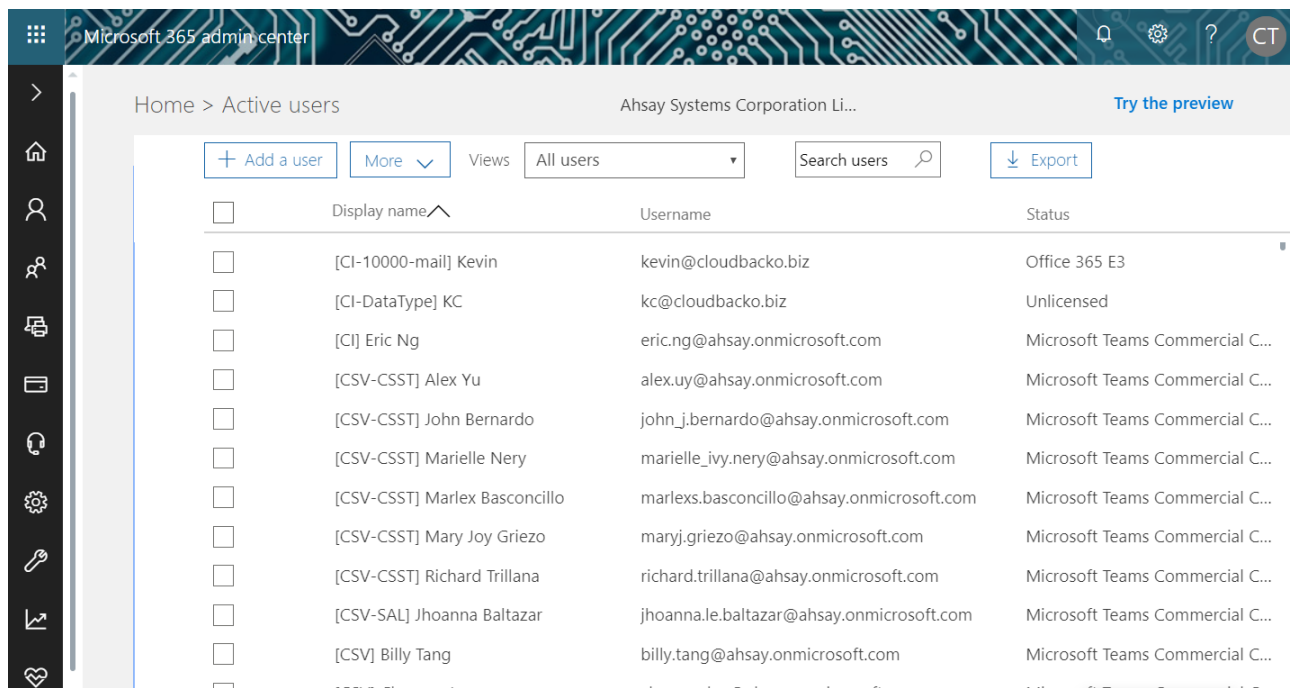


3. Go to Users and select the Active users from the list.

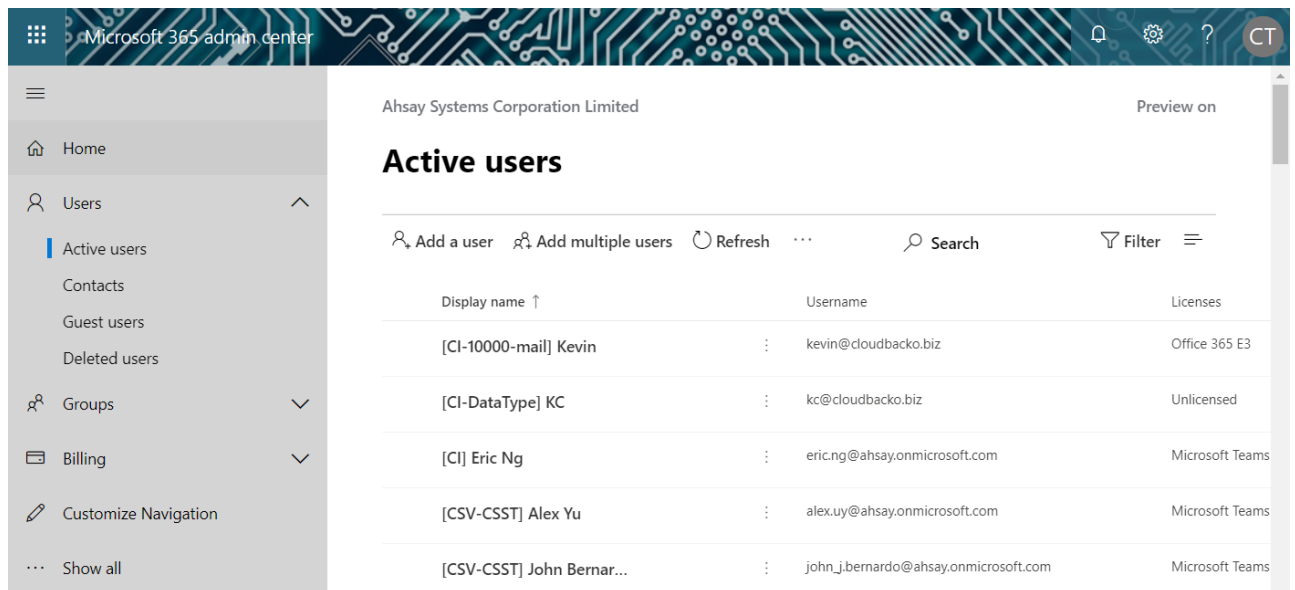


4. There are two (2) modes of viewing the Active users.

- **Classic Mode** – This is the default mode upon entering the Active users screen.



- **Preview Mode** – This is a new feature in the Office 365 Admin Center that offers simplification to manage your Microsoft 365 and Office 365 services. It also has all the capabilities of the classic mode.



5. To go to the Multifactor Authentication screen, below are the steps for classic and preview mode.

For the Classic Mode:

- Search and select an Office 365 user account. The user's information will be displayed.
- In the lower part of the user's information screen, look for the Manage multi-factor authentication link. It is in the More settings portion.



More settings

Edit Skype for Business properties
Manage multi-factor authentication

For the Preview Mode:

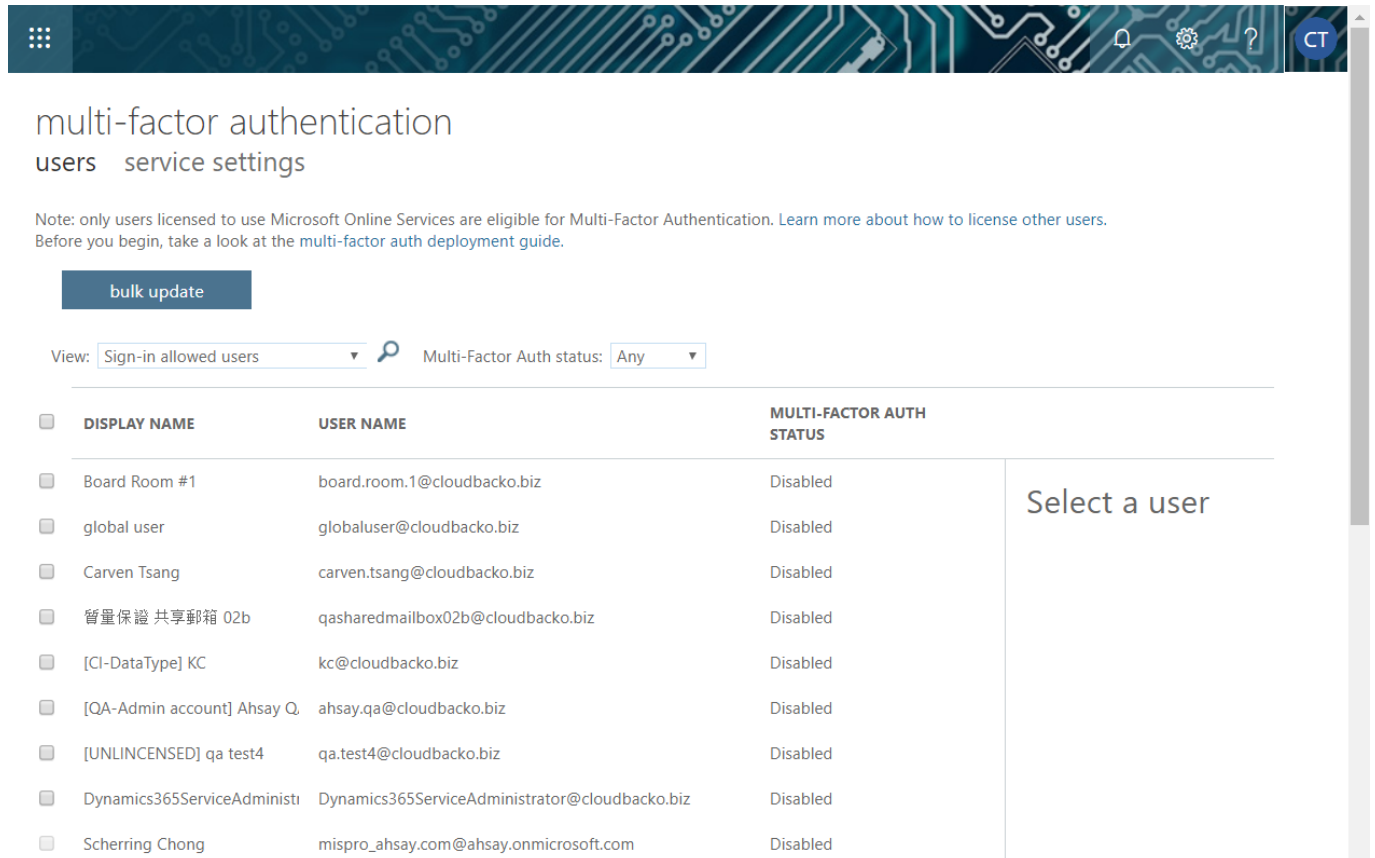
- In the Active users screen, click the [...] ellipses.

• • •

- Select **Setup multifactor authentication** from the list.



6. The multi-factor authentication screen will be displayed.



Note: The two (2) modes will go to the same screen.

7. You can search and select one or more Office 365 user accounts. There is also a drop-down list available for multi-factor authentication status namely, **Disabled**, **Enabled**, and **Enforced**.



multi-factor authentication

users service settings

Note: only users licensed to use Microsoft Online Services are eligible for Multi-Factor Authentication. [Learn more about how to license other users.](#)
Before you begin, take a look at the [multi-factor auth deployment guide](#).

bulk update

View:

Sign-in allowed users

csv

✕

 Multi-Factor Auth status:

Any

	DISPLAY NAME	USER NAME	MULTI-FACTOR STATUS
☒	CSV-Ivyr	csv-ivyr@ahsay.onmicrosoft.com	Disabled
☐	CSV-Manila	csv-manila@ahsay.onmicrosoft.com	Disabled
☐	CSV Services	CSVServices@ahsay.onmicrosoft.com	Disabled
☐	CSV Support	CSVSupport@ahsay.onmicrosoft.com	Disabled
☐	CSV Unlicensed	CSVUnlicensed@ahsay.onmicrosoft.com	Disabled
☐	[CSV] CSV Meeting	csvmeeting@ahsay.onmicrosoft.com	Disabled

CSV-Ivyr

csv-ivyr@ahsay.onmicrosoft.com

quick steps

[Enable](#)

[Manage user settings](#)

- **Disabled** – This status refers to the users who are not yet enrolled in the MFA. This is the default status.
- **Enabled** – This status refers to the users who are enrolled in the MFA, but changes have not yet taken effect.
- **Enforced** – This status refers to the users who are enrolled in the MFA has completed the registration process.

8. Upon selecting a user, on the right side of the screen it will show you a link to enable the MFA. Click the **Enable** link to proceed.



multi-factor authentication

users service settings

Note: only users licensed to use Microsoft Online Services are eligible for Multi-Factor Authentication. [Learn more about how to license other users.](#) Before you begin, take a look at the [multi-factor auth deployment guide](#).

bulk update

View: [Sign-in allowed users](#)

csv-ivy



Multi-Factor Auth status: Any

Any

☒	DISPLAY NAME	USER NAME	MULTI-FACTOR AUTH STATUS
☒	CSV-Ivyr	csv-ivyr@ahsay.onmicrosoft.com	Disabled

CSV-Ivyr

csv-ivyr@ahsay.onmicrosoft.com

quick steps

[Enable](#)

[Manage user settings](#)

CSV-Ivyr

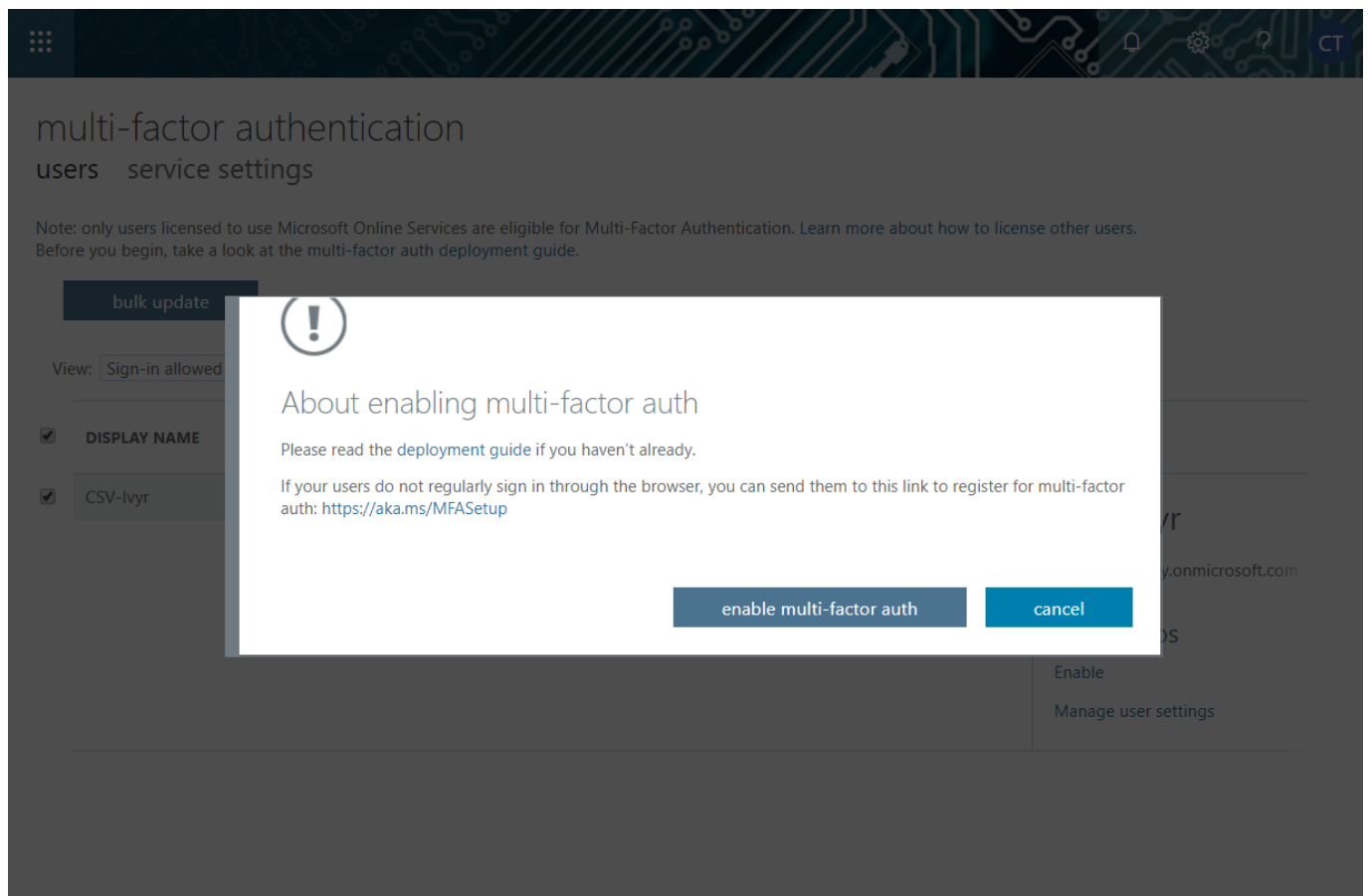
csv-ivyr@ahsay.onmicrosoft.com

quick steps

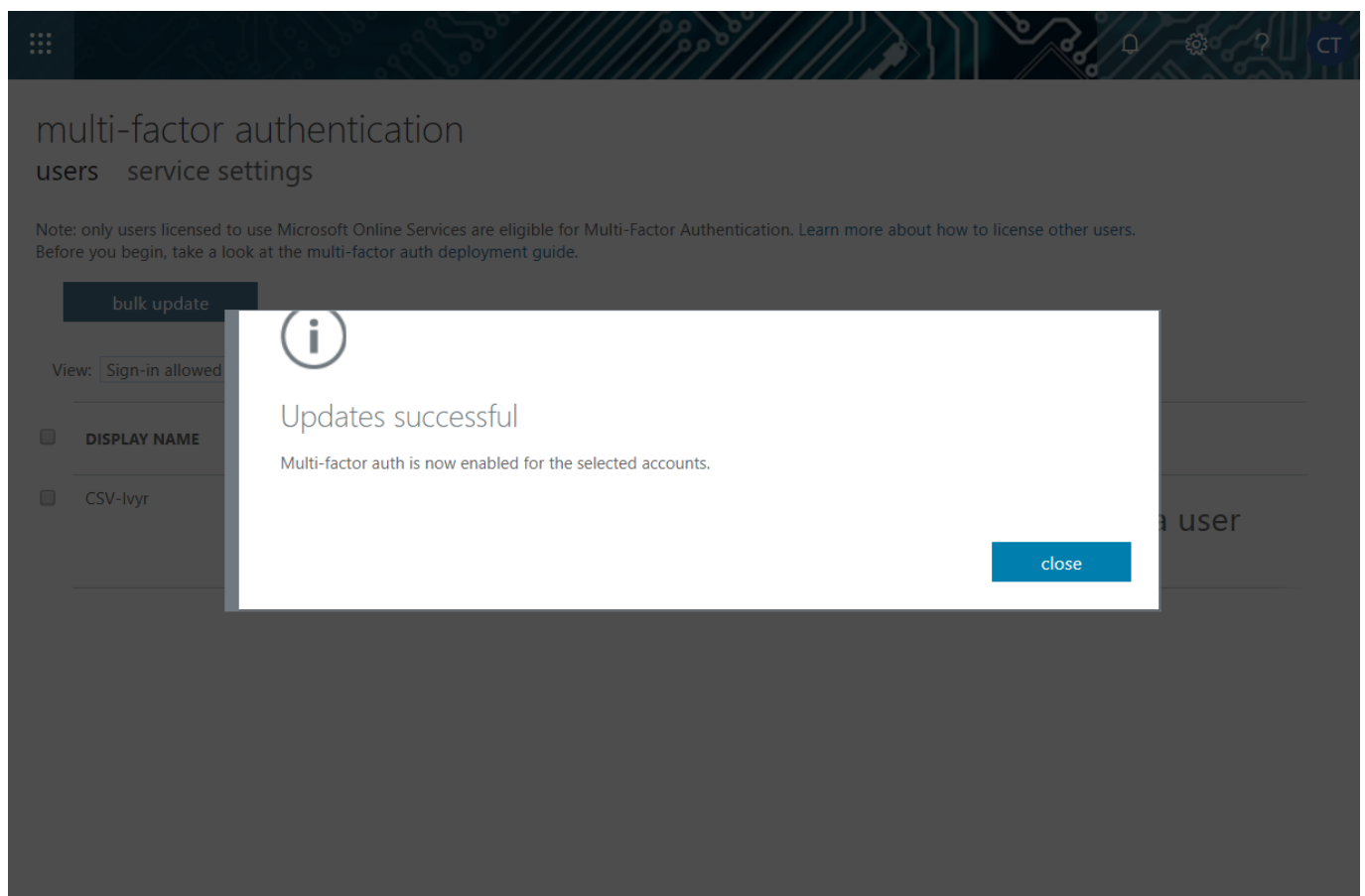
Enable

Manage user settings

9. A warning message will be displayed. Click the **enable multi-factor auth** button to proceed. Otherwise, click the **cancel** button to abort.



10. If you select enable multi-factor auth, the screen below shows the successful enabling of MFA for the Office 365 user account that you selected.



11. To finish the setup for the MFA, login using the MFA enabled Office 365 user account.



Sign in

csv-ivyr@ahsay.onmicrosoft.com

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Back

Next



← csv-ivyr@ahsay.onmicrosoft.com

Enter password

.....

[Forgot my password](#)

Sign in

12. Upon logging in, there will be a message that will require you to provide more information to keep your account safe. Click **Next** to proceed.



csv-ivyr@ahsay.onmicrosoft.com

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

13. The **Additional security verification** screen will be displayed. Select one (1) option you want for the security of your account. You can choose from the three (3) options, **Authentication phone**, **Office phone**, and **Mobile app**.



Additional security verification

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

Step 1: How should we contact you?

Authentication phone ▼

Select your country or region ▼

Phone number can contain only the digits 0-9, dash, space, period and parentheses.

Method

- ☐ Send me a code by text message
- ☒ Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

- Authentication phone
 - Enter valid mobile number.
 - Select a method
 - Send me a code by text message
 - Call me



Additional security verification

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

Step 1: How should we contact you?

Authentication phone ▼

Philippines (+63) ▼ 9338544479

Method

☒ Send me a code by text message

☐ Call me

[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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- Office phone – This option is disabled. Please ask your administrator if you need to update your office phone number.



Additional security verification

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

Step 1: How should we contact you?

Office phone ▼

Select your country or region ▼

Extension

Contact your admin if you need to update your office number. Do not use a Lync phone.

[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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- Mobile app

- Select which option you like upon using the mobile app
 - Receive notifications for verification
 - Use verification code

14. If you have selected the first option which is the Authentication phone with a method of Send me a code by text, you will receive a text message containing the verification code. Ensure that you have indicated a valid mobile number.



Additional security verification

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

Step 2: We've sent a text message to your phone at +63 9338544479

When you receive the verification code, enter it here

Cancel

Verify



Additional security verification

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

Step 3: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#)

Get started with this app password:

xhfzrtfjhjqflbg



Done

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15. To verify if it's working, login using the MFA enabled Office 365 user account.



16. Upon logging in, there will be a message that will require you to provide the code that have been sent to your personal mobile number. Click Verify to proceed.



csv-ivyr@ahsay.onmicrosoft.com

Enter code

 We texted your phone +XX XXXXXXXXX79. Please enter the code to sign in.

Code

Having trouble? [Sign in another way](#)

[More information](#)

Verify





csv-ivyr@ahsay.onmicrosoft.com

Enter code

 We texted your phone +XX XXXXXXXXX79. Please enter the code to sign in.

501311

Having trouble? [Sign in another way](#)

[More information](#)

Verify

17. After the verification process, the screen will be automatically redirected to the Office 365 Main screen.

 **Office 365**



Apps


Outlook


OneDrive


Word


Excel


SharePoint

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My account





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