Adding or Updating Multifactor Authentication Methods

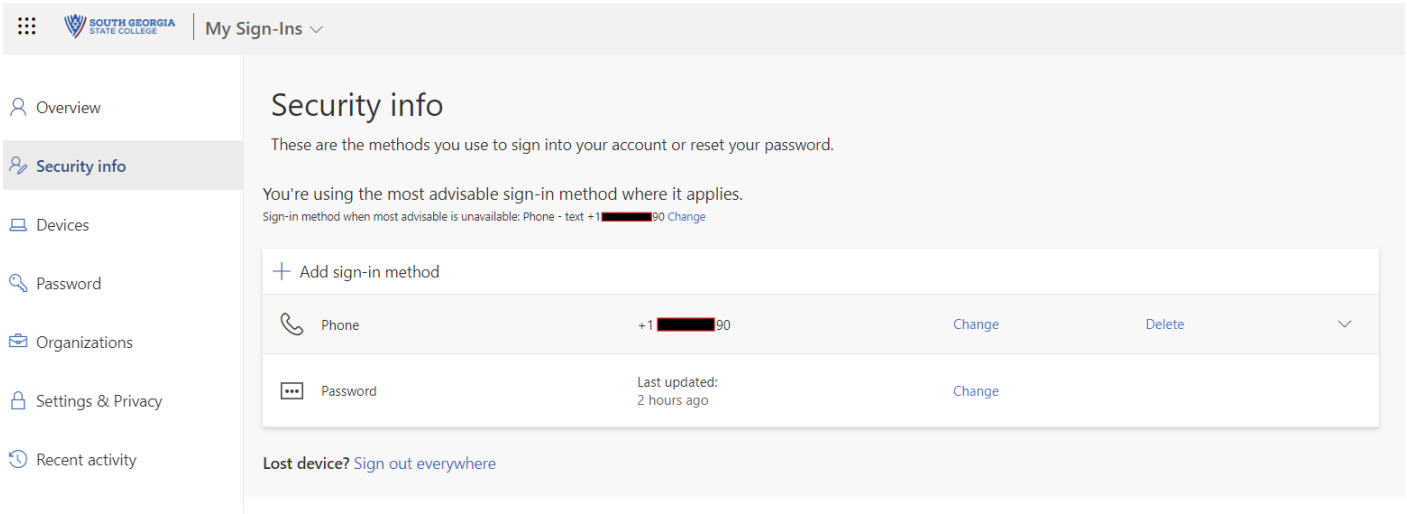
If you would like to set up additional authentication methods or change an existing method, follow these instructions.

- *If you get a new phone or change your phone number and can no longer access your account, you will need to contact the IT department to have your MFA reset or number updated before you will be able to log in. If you know in advance that you will be getting a new phone, and if possible to do so, log in first and add an alternate MFA method so that you do not get locked out of your account.*

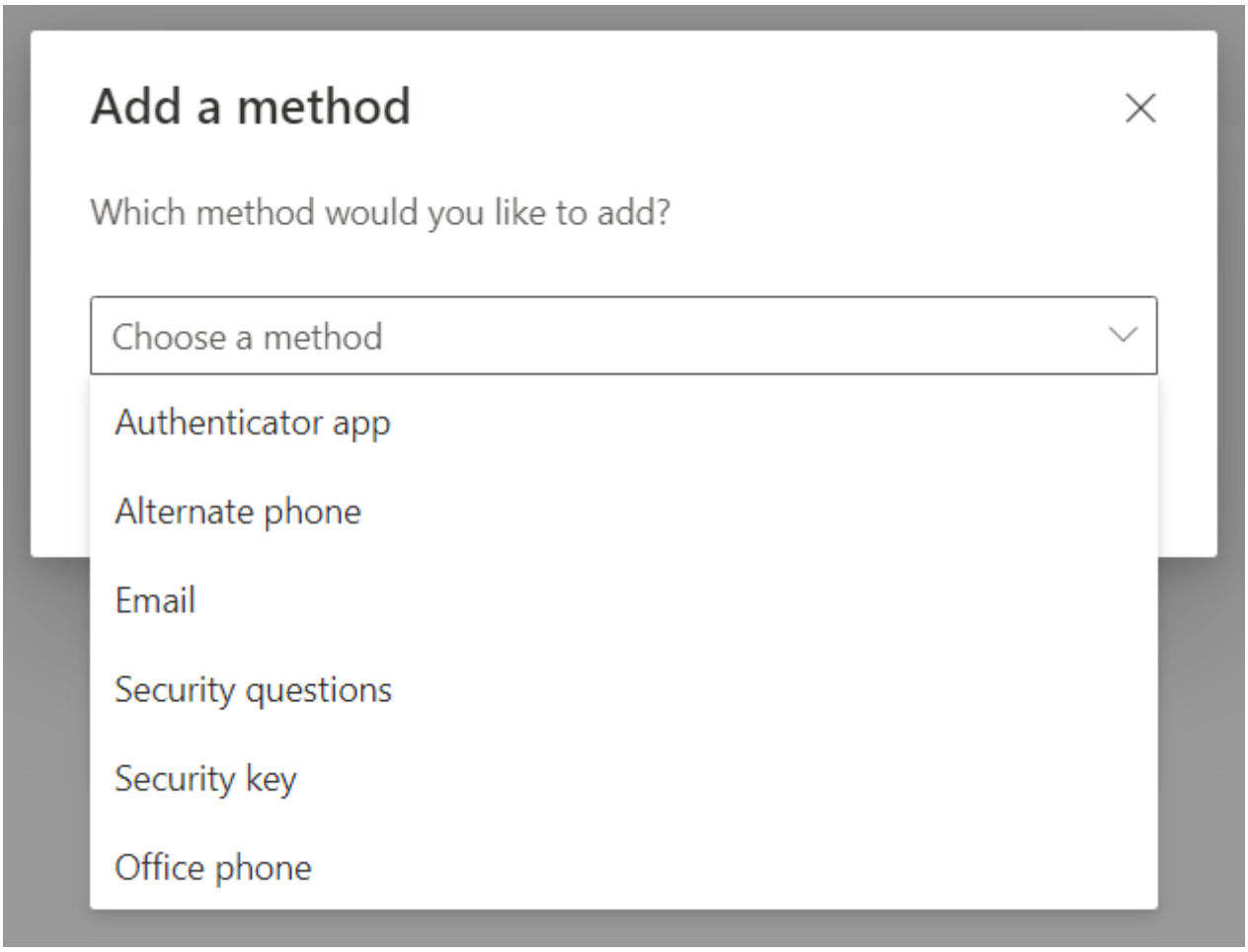
Sign into the account portal

Open a web browser and sign into https://myaccount.microsoft.com

From here, go to the Security Info section



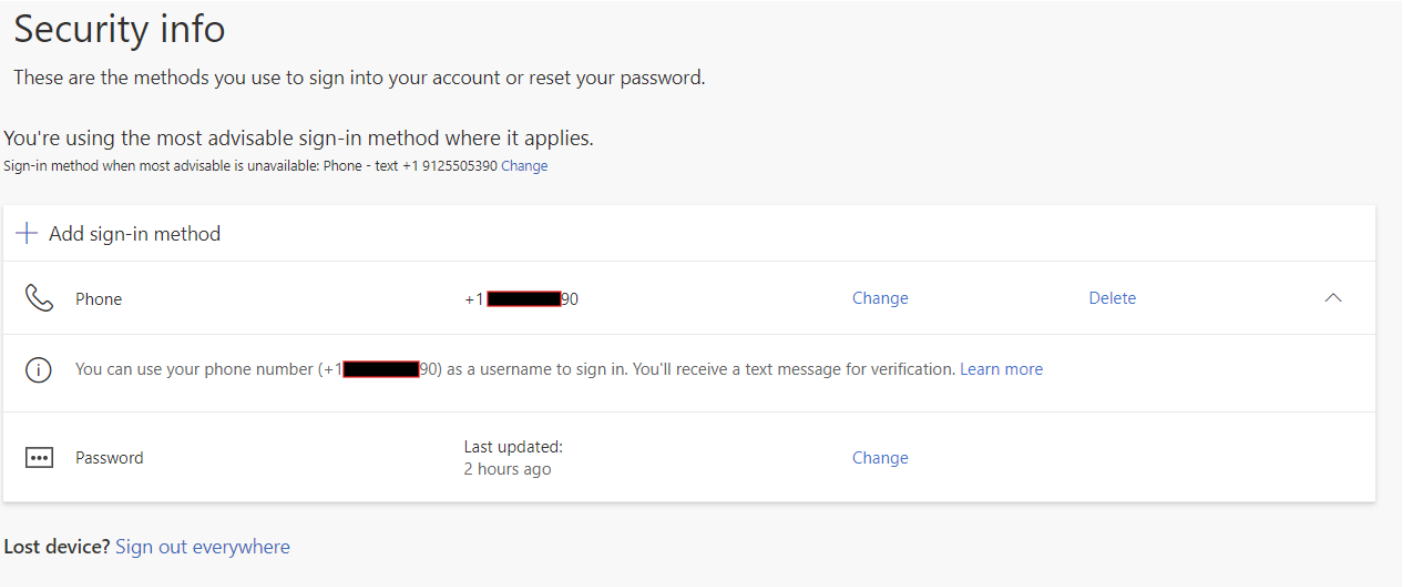
Click on Add sign-in method and choose the method you would like to add. You can have up to 3 phone numbers (only one phone can be used for SMS text), authenticator app, or a security key.



Follow the instructions on screen to add your new method.

Edit phone number

When you sign into the account portal and go to the Security Info section, you can edit the phone number on file, or you can delete any methods you no longer want to use by clicking the Change or Delete link next to that option.



Change your default MFA prompt

If you want to change the way you receive MFA prompts (for example, receive a text message instead of authenticator notification), follow the above steps to log into the account portal and go to Security Info. Next to the "Sign-in method when most advisable is unavailable:" click "Change", then select your desired method.

Revision #5
Created 29 July 2024 12:21:13 by John Kirkland
Updated 29 July 2024 16:19:53 by John Kirkland