

AAL Password Change and Multi-Factor Authentication Guide

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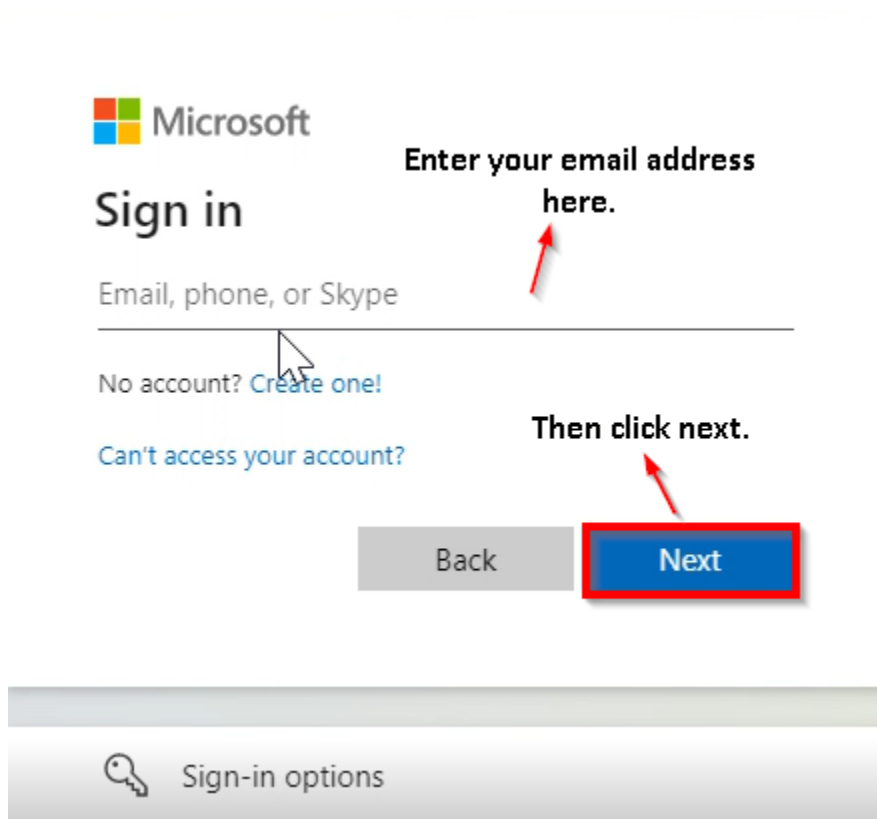
How to activate Multi Factor Authentication (MFA) for Microsoft 365

Sign into Microsoft 365 to begin setting up MFA.

Step 1: Open a web browser such as Google Chrome or Firefox.

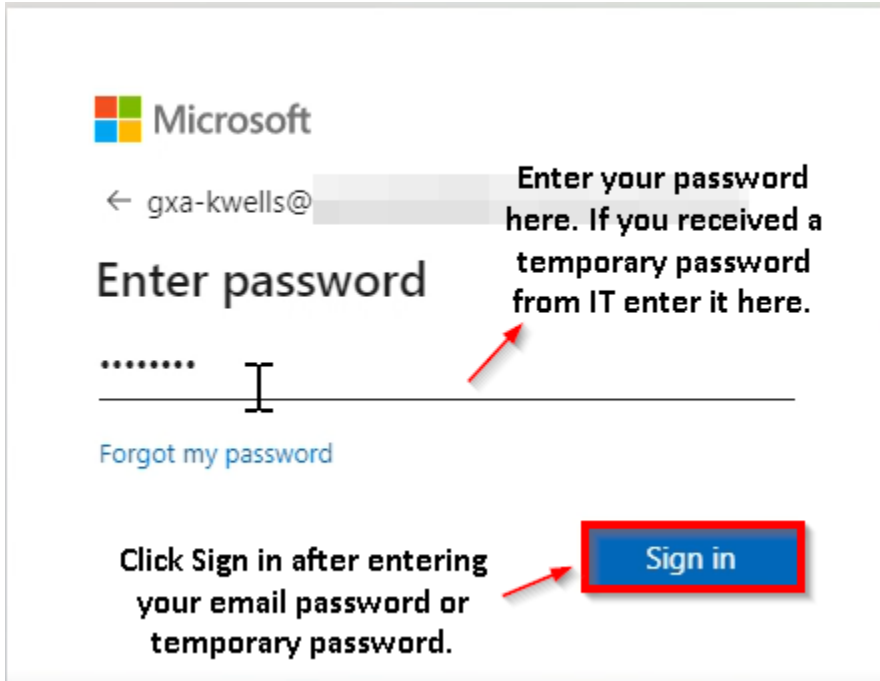
Step 2: [Click here to get started with setting up Multi Factor Authentication.](#)

Step 3: You will be brought to the sign in page. Enter your email address, then click next.



The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the text "Sign in". Underneath is a text input field with the placeholder text "Email, phone, or Skype". To the right of the input field, there is an annotation: "Enter your email address here." with a red arrow pointing to the input field. Below the input field are two links: "No account? [Create one!](#)" and "[Can't access your account?](#)". Below the links are two buttons: "Back" and "Next". The "Next" button is highlighted with a red border and has an annotation: "Then click next." with a red arrow pointing to it. At the bottom of the page, there is a "Sign-in options" link with a key icon.

Step 4: Enter your email password here. If you received a temporary password for your email enter it here then press sign in.



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it is a back arrow and the email address 'gxa-kwells@' followed by a greyed-out domain. The main heading is 'Enter password'. Below this is a password input field containing seven dots and a cursor. To the right of the input field, a red arrow points to the text: 'Enter your password here. If you received a temporary password from IT enter it here.' Below the input field is a blue link that says 'Forgot my password'. At the bottom left, another red arrow points to the text: 'Click Sign in after entering your email password or temporary password.' To the right of this text is a blue 'Sign in' button with a red border.

Step 5: Here you will change your password. Enter your old password or temporary password in the first line. In the second line enter in your new password. In the third line enter your new password again to confirm the change. Click sign-in to move on to setting up Multi-Factor Authentication.



gxa-kwells@netorg4102881.onmicrosoft.com

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired. **Enter your temporary password or old password here.**

Current password



Enter your temporary password or old password here.

New password

Enter your new email password here.

Confirm password

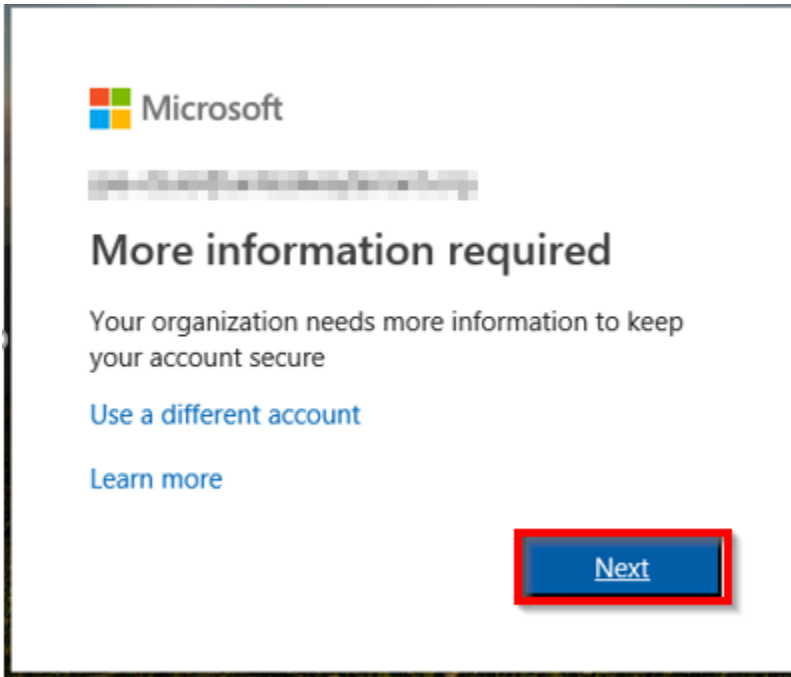
Enter your new email password here again.

Press Sign in.



Sign in

Step 6: You will be brought to a page requesting more information. Click Next to provide the information needed to enable MFA.



Step 7: Here you are shown three ways to set up MFA. Click Set it up now next to the option Authentication Phone to proceed.

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

! Office phone is not configured. Set it up [now](#)

! Authentication Phone is not configured. [Set it up now](#)

! Authentication Email is not configured. Set it up [now](#)

Click [Set it up now](#) to set up, MFA using text message or a phone call.

finish

cancel

Step 8: We will setup MFA with a text message or phone call in this section.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

Enter your authentication phone number

text me

call me

back

Click the arrow and choose United States.

Enter your phone number here.

For a call click call me.

For a text choose text me.

Step 9: If using the text message option, you will receive a text message with a 6 digit code. Enter the 6 digits into the textbox and select verify. If you chose the call me option, you will receive a phone call. Follow the prompts from the automated call.

don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

text me

call me

We've sent a text message containing a verification code to your phone.

verify

Enter the text code you receive here. Click verify.

Step 10: We will now setup email for MFA just in case we lose access to our mobile phone. Click Set it up now next to Authentication Email.

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

❗ Office phone is not configured. [Set it up now](#)

✅ Authentication Phone is set to +1 7856563433. [Change](#)

❗ Authentication Email is not configured. [Set it up now](#)

We will next setup MFA using email in case we lose access to our mobile phone.

finish

cancel

Step 11: Enter your email address in the Authentication Email section then press email me.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

Enter your authentication email address

Enter a personal email address here to receive a MFA code.

email me

Press email me after entering your email address.

back

Step 12: Enter the 6 digit code you received in your email then press verify.

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email address.

Authentication Email

email me

Press verify.

We've sent an email message containing a verification code to your inbox.

verify

back

Enter the six-digit code you received in your email here.

Step 13: Click the finish button you are done setting up MFA!

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

❗ Office phone is not configured. [Set it up now](#)

✅ Authentication Phone is set to +1 [redacted]. [Change](#)

✅ Authentication Email is set to [redacted]. [Change](#)

finish

cancel

Step 14: You will now be brought to the Stay signed in page. If you'd like to stay signed in after the browser is close press Yes. If you would like to sign in the next time you login online press no. Security best practice is to press No. In our example we will press yes.



gxa- [blurred]

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

Yes