



O365 Users Change Multi-Factor Authentication

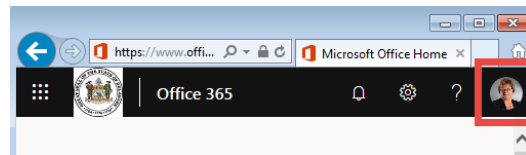
Purpose and Scope

Office 365 users that enrolled in Multi-Factor Authentication (MFA) using an office desk phone will need to update/change that option when working from home or at an alternate location. This document provides the instructions to change your MFA verification method.

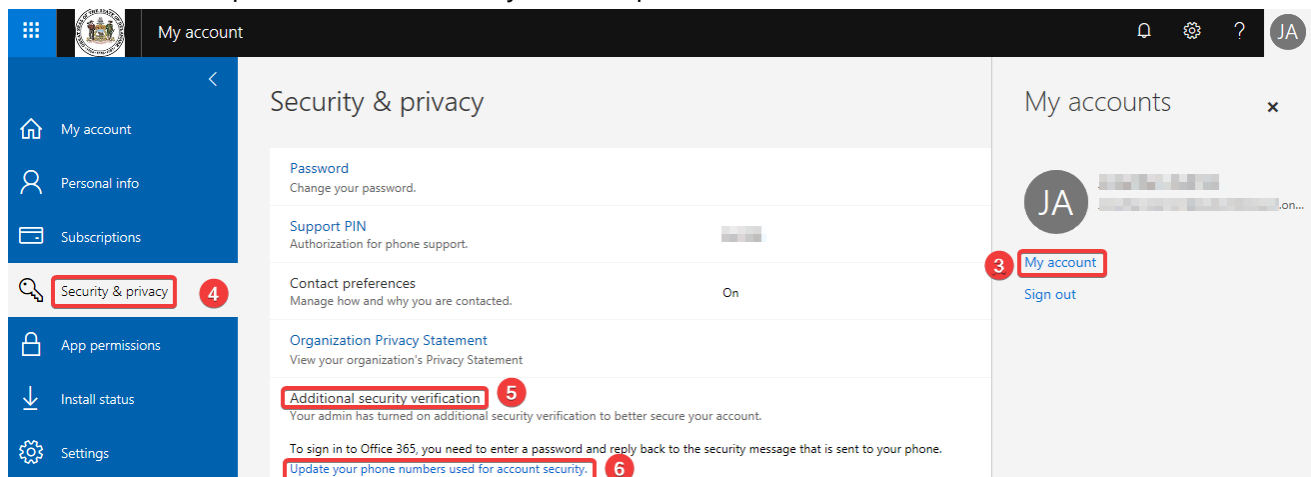
Changing your MFA Security Verification Method or Setup Additional Authentication for Teleworkers or Alternate Work Locations

We recommend setting up an additional authentication method in addition to the default option. You can do so through your Office 365 security settings. Follow the instructions below:

1. Login to <https://portal.office.com>
2. In the upper right-hand corner of the screen, click on your user profile icon (this may be your picture or initials) in the upper right corner



3. From the drop-down menu under your user profile, Select **View Account**



4. From the left menu, select the **Security & privacy**
5. Select the option for **Additional security verification**



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- Then select **Update your phone numbers used for account security**
- The Additional security verification screen will appear:

- what's your preferred option?** shows the default MFA you initially selected.
 - Under **how would you like to respond?** select alternative options for verification:
 - Authentication phone: This can be a mobile device or any office/landline phone.
 - Office phone (**DO NOT USE** this field. If you choose to use your Office Phone, enter that phone number in the Authentication phone or Alternate Authentication phone section).
 - Alternate authentication phone (Optional): This can be a mobile device.
 - Authenticator app: This is where you can configure the Microsoft Authenticator app.
- Click on **Save** when you are ready to save your changes.