



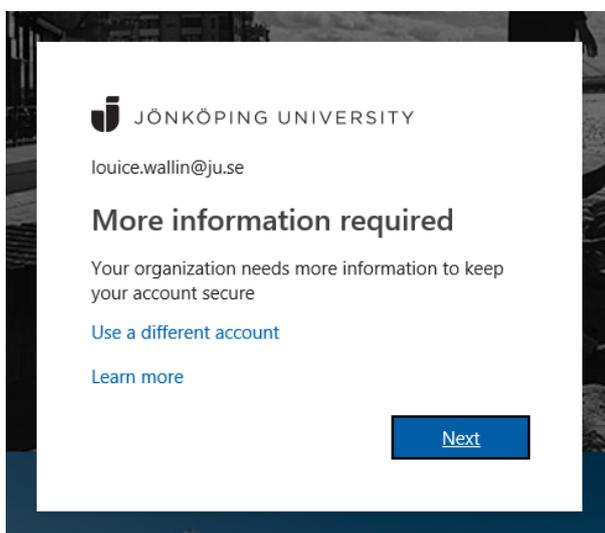
## Setting up MFA (multi-factor authentication)

To improve the security when logging in with a JU account on private devices, a new security method is needed. This method will make it harder for unauthorized people to access a JU account. MFA is not needed on registered\* JU devices (laptops, tablets, phones, etc.). *Note that Mozilla Firefox will prompt the MFA verification on a JU device, whether it is in Private mode or not.*

\*) There is a separate manual for how to enroll JU devices. See the manual *Enroll JU phone* on the Intranet, under *Service and support > IT > Telephony at JU > Guides/Manuals for Telephony at JU > Settings for access to JU data > JU mobile/tablet.*

### Configure MFA

- When setting up MFA for the first time, make sure to have a computer and your mobile phone available.
- The following information is displayed the first time you log in to Office365 (<https://www.office.com>) from a web browser on a private computer or in Incognito/InPrivate\* mode on a JU computer. Click **Next** to start the configuration.

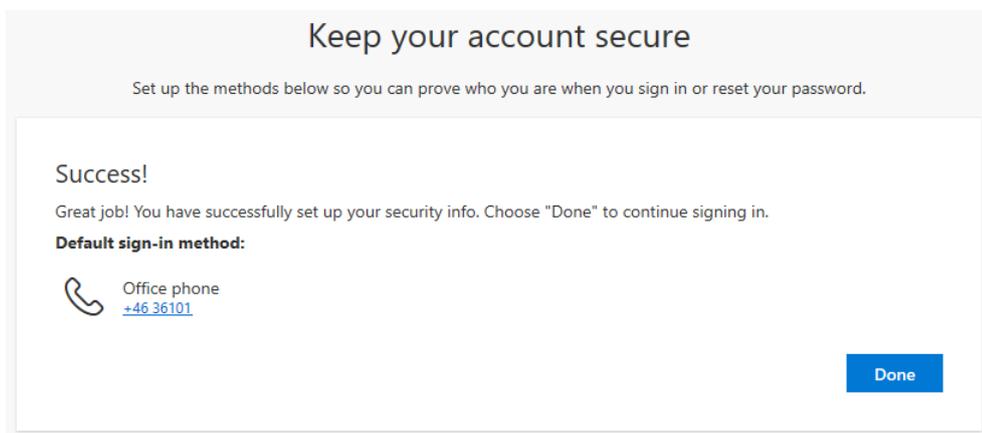


- \*) To open the web browser in incognito/InPrivate, right click on the web browser icon and click on:
  - *New incognito window (Chrome)*
  - *Start InPrivate Browsing (Internet Explorer)*
  - *New InPrivate Window (Edge)*
  - *New Private Window (Safari)*



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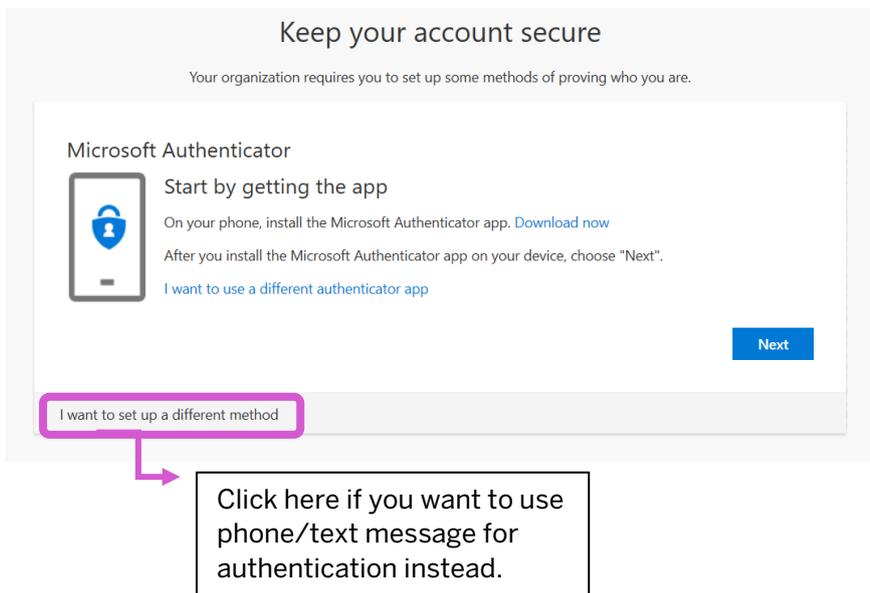
Click **Done** if the information below is showing, followed by **Next** one more time.



## Choose authentication method

*Microsoft Authenticator* is set as default, if you want to change method, select **Choose security info**. If you want to add additional methods, read the part *Configure additional MFA methods*.

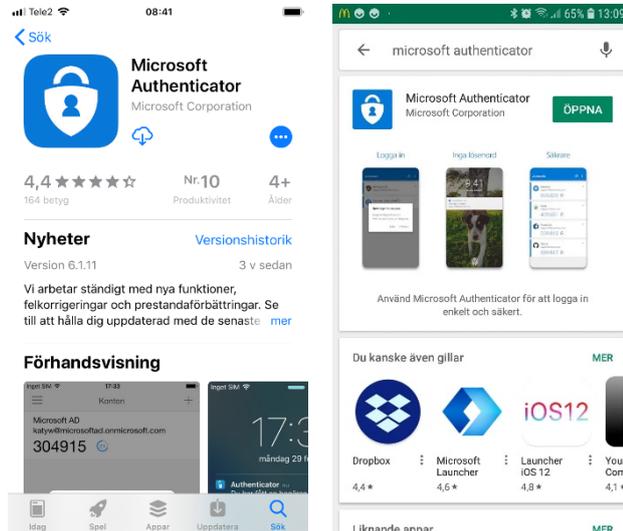
- The following steps will show how to set up the *Microsoft Authenticator* app.



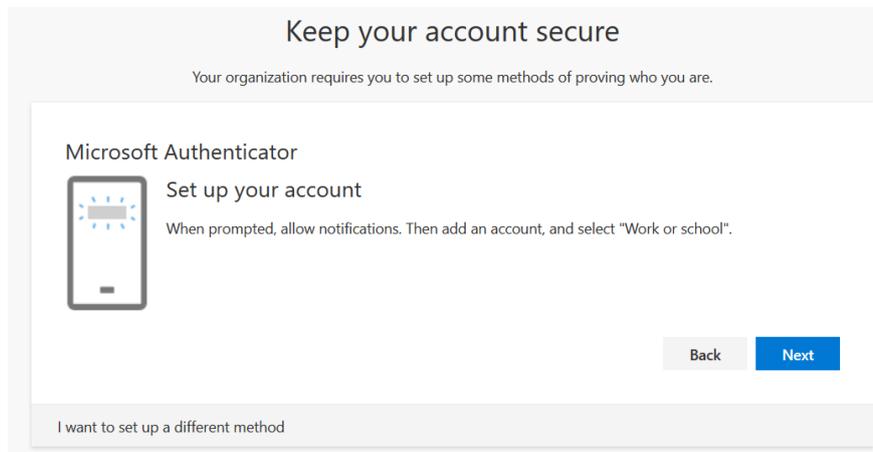


## Install Microsoft Authenticator

- Before you continue, download and install the *Microsoft Authenticator* app on your phone (*AppStore* for iOS and *Play Store* for Android).



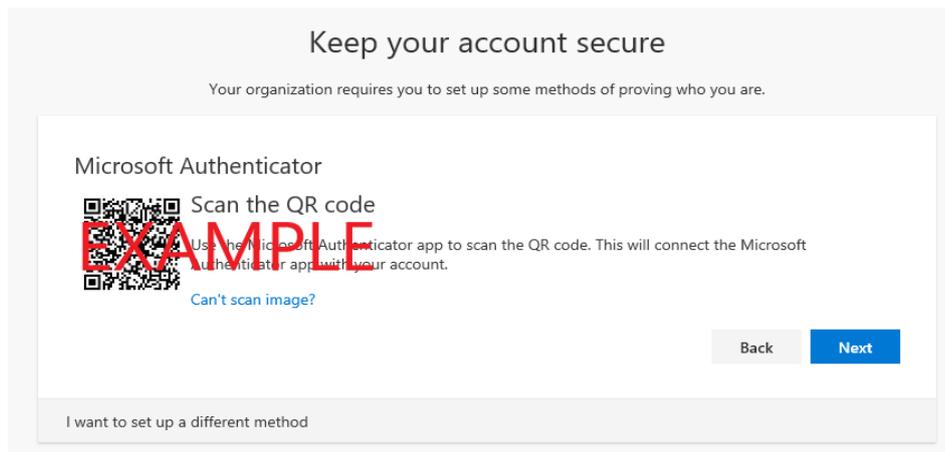
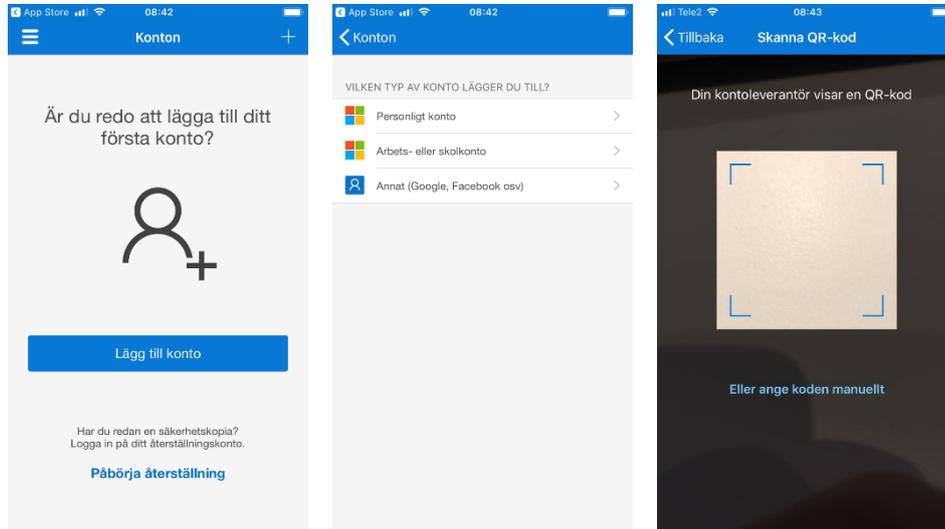
- When the app is installed, go back to the web browser and click **Next**, followed by **Next** on the dialog box *Set up your account*.





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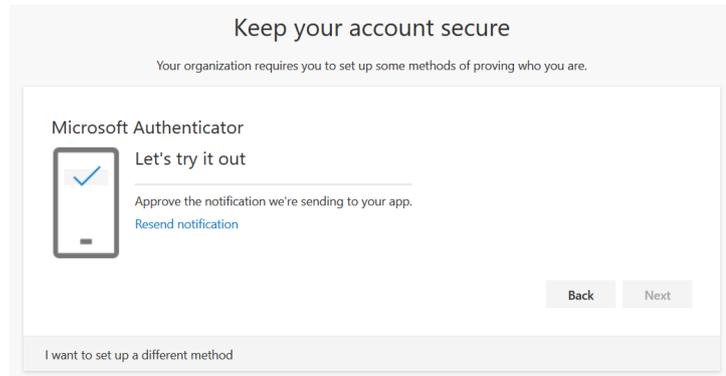
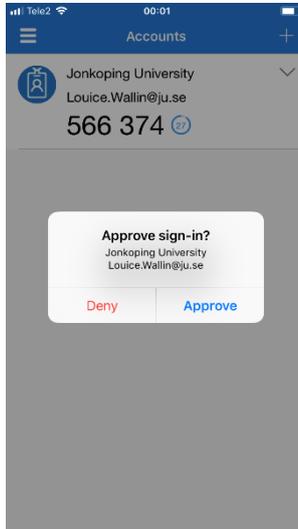
- Open *Microsoft Authenticator* on the phone. Select **Add account**, followed by **Work or school account** and then scan the QR code that is showing in the web browser.



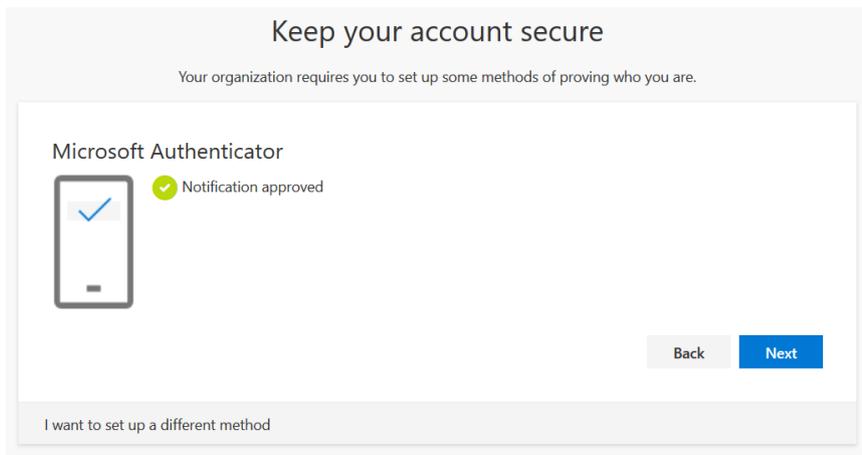


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- When you have scanned the QR code, your JU account should come up as shown below. Click **Next** on the dialog box in the web browser and then **Approve** on the authenticator app.



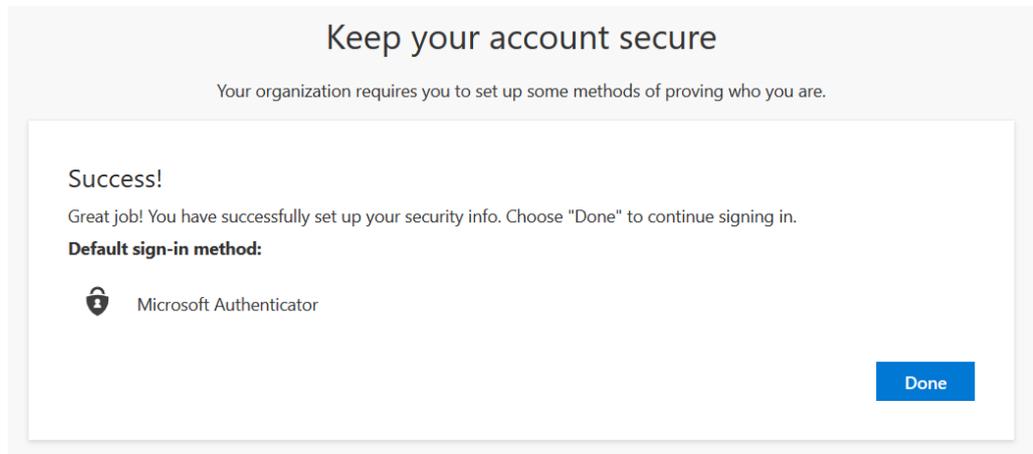
- Click **Next**.





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- The message below will show when you're finished. Click **Done** and you are good to go.



## Configure additional MFA methods

### Phone, text message and authentication apps

*By default, Microsoft will presume that the Microsoft Authenticator app has been set up for MFA verification, but it's recommended that you configure additional methods.*

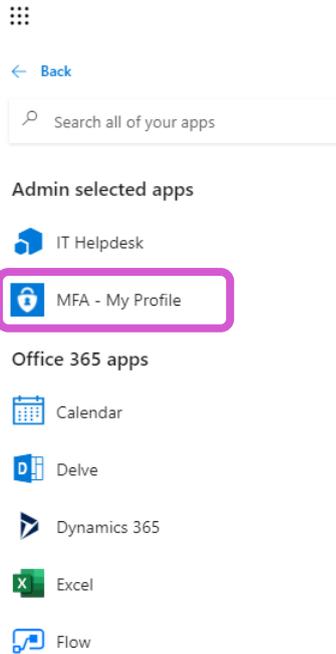
The available methods are:

- Get a **call** from Microsoft (N.B! This is an auto generated call from the US and the number is *+1(855) 330-8653*). Confirm the login with the *pound key (hashtag)*. You can set up two different phone numbers for verification.
- **Text message**. Enter a mobile phone number to which you want to receive the message.
- Additional device with *Microsoft Authenticator* or another authentication app (e.g. *Google Authenticator*).

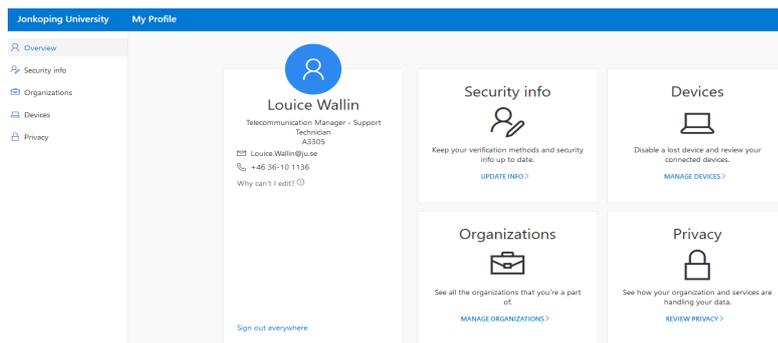


## How to configure additional methods

- Log in to <https://office.com> and go to the O365 app launcher  in the upper left corner. Select **All apps** followed by **MFA – My Profile**.

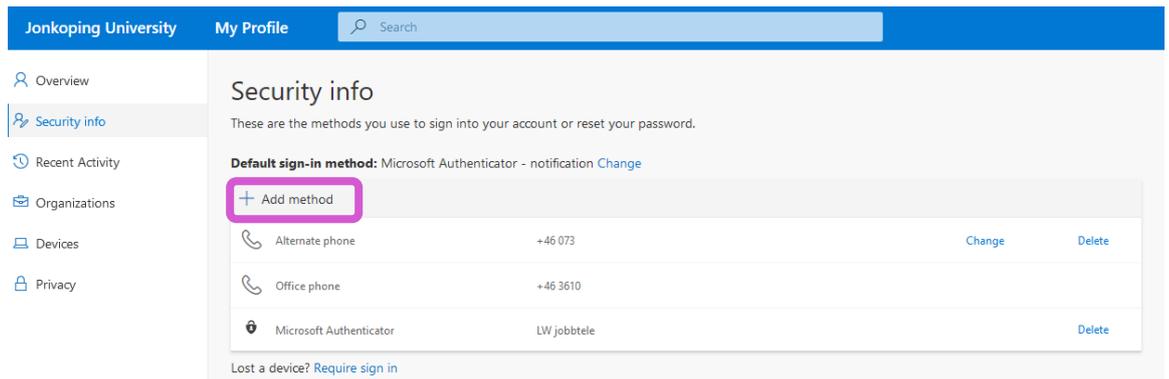


- The **My Profile** page will show information regarding security and MFA.

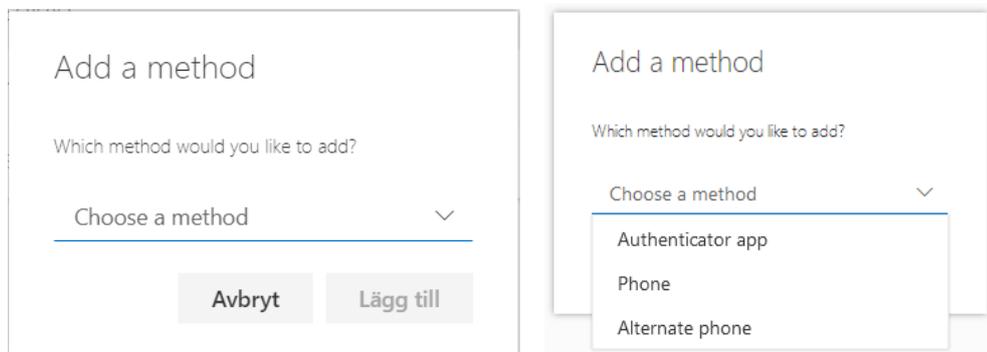




- If you want to add other MFA methods, go to *Security info*.  
*For security reasons, you will have to log in one more time and verify with MFA.*
- Here you can see the methods that you have configured and select which method that you want as default.



- Select *Add method* to add another method.
- For example, select *Phone* to add a phone number.





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- Select **Text me a code** if you want to receive a text message with a generated code for verification or *Call me* to receive an auto generated call. Click **Next**.

Phone

Which phone number would you like to use?

+46

Text me a code

Call me

A screenshot of a mobile application screen titled "Phone". It asks the user "Which phone number would you like to use?". There is a dropdown menu showing "+46" and a text input field containing "07X03X24X1". Below this, there are two radio button options: "Text me a code" (unselected) and "Call me" (selected). At the bottom right, there are two buttons: "Cancel" (grey) and "Next" (blue).

- The system will now verify the number that you have entered. Approve the request on the actual device.

Phone

We're calling +46 07X03X24X1 now.

A screenshot of a mobile application screen titled "Phone". It displays the text "We're calling +46 07X03X24X1 now." Below the text is a horizontal line. At the bottom right, there is a grey button labeled "Back".

Phone

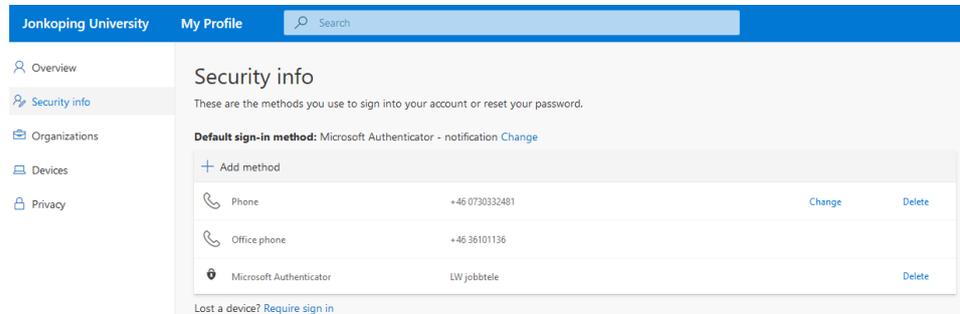
Call answered

A screenshot of a mobile application screen titled "Phone". It displays a green checkmark icon followed by the text "Call answered". At the bottom right, there is a blue button labeled "Done".



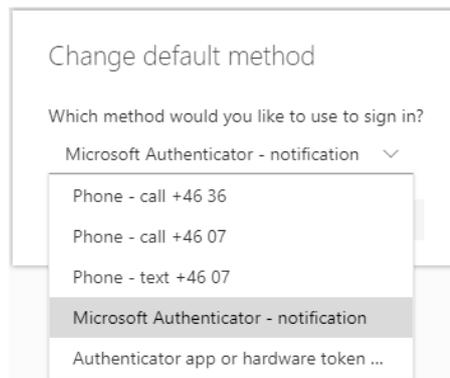
Description of the options on *My Profile*:

- *Security info*:



In this view you can see all your configured log in methods. Note that *Office phone* is also showing, which is preconfigured. It is recommended not to use the office phone (landline) as the only method (nor as default method), since it will not work if you, for example, have activated an absence message (for meetings, etc.). Instead, use *Microsoft Authenticator* primarily and supplement with a cell phone number or home phone (landline). You can also change default method and remove devices that you no longer want to use for authentication.

- If you want to change the default method for MFA, Click **Change** at *Default sign-in method*.



*In this example, you can choose between receiving a call, receiving a text message or approve with **Microsoft Authenticator**:*

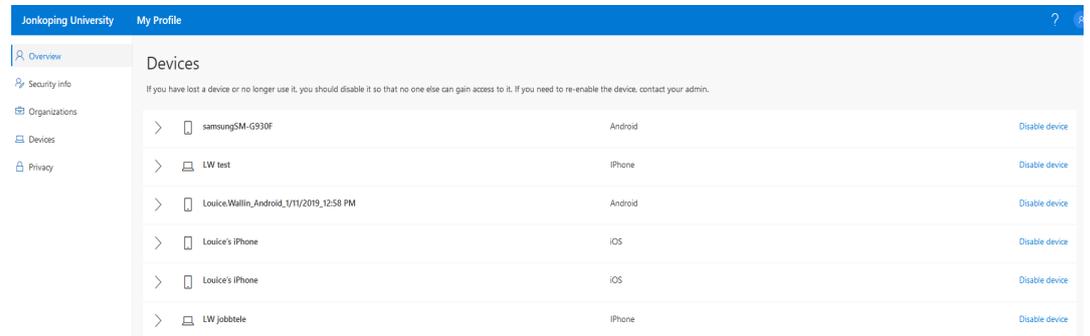
**Notification:** Receive a prompt in the Microsoft Authenticator app to approve the login (recommended method).

**App or hardware token:** A six digit code that changes every 30 seconds that you enter at login.



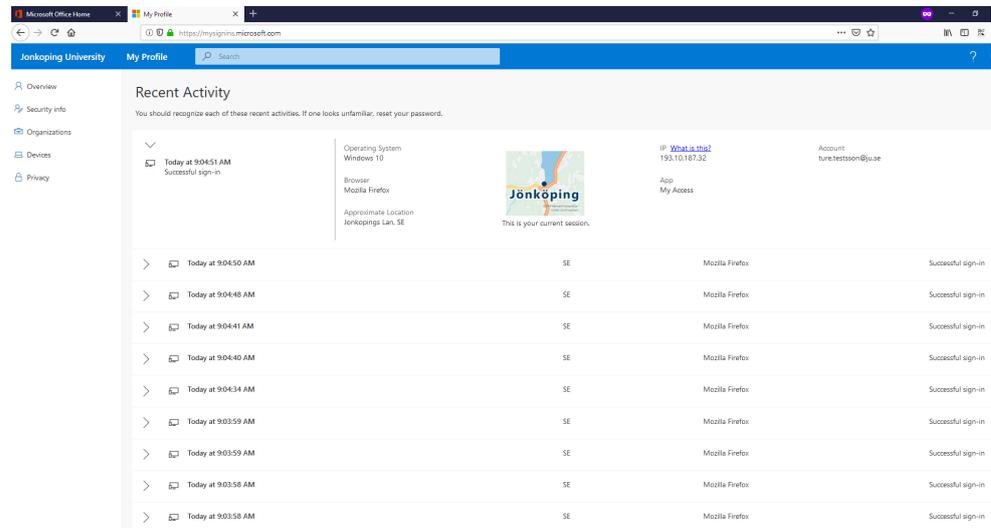
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- *Devices:*



This view is showing your registered devices - both JU devices and private devices. It will also show private devices where you have, for example, installed the Office suite. Here you can also remove devices that you no longer use.

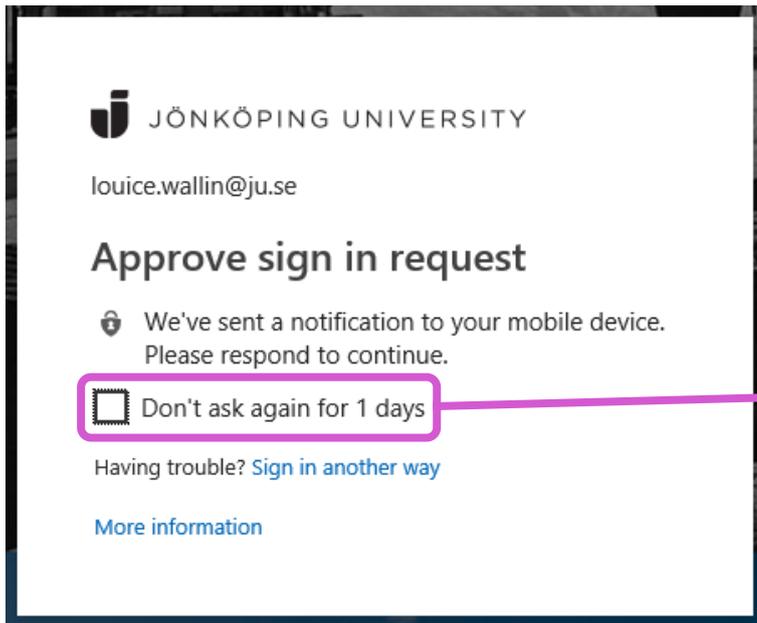
If you want to see information about recent successful sign ins/attempted sign ins on your account, go to <https://mysignins.microsoft.com/>.





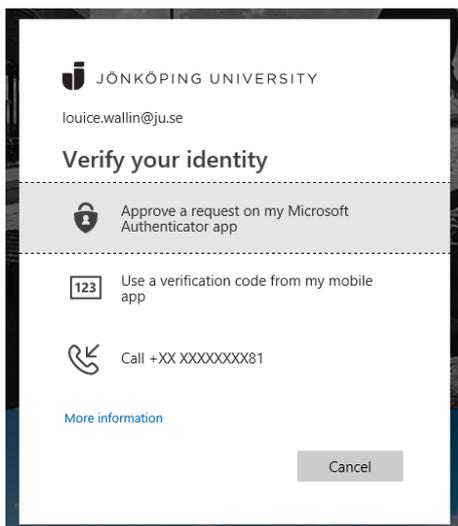
## Try out the alternate MFA method

- Open a web browser on a private device or open a web browser in Incognito/InPrivate mode on a JU computer. You can also use Mozilla Firefox on a JU computer. Go to <https://office.com>.
- Log in but stop at the step **Approve sign in request** and select **Sign in another way**.



If you check this box, you will not have to use MFA verification for the specified time.

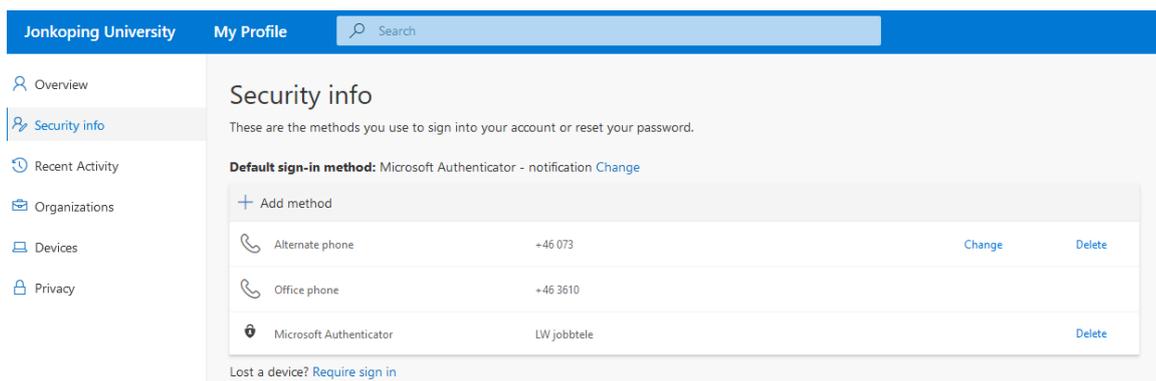
- Select the method that you want to try.





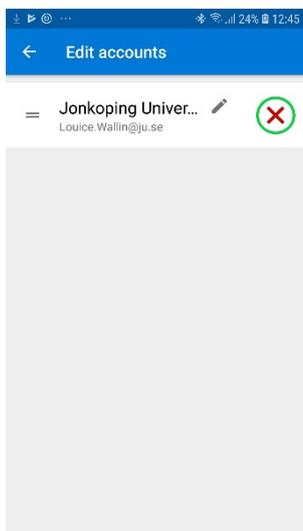
## Delete MFA methods

- Log in to <https://office.com> and go to the O365 app launcher  in the upper left corner. Select **All apps** followed by **MFA – My Profile**.
- Go to **Security info** to view you configured methods.
- Click **Delete** on the method that you want to remove.



- If you remove a *Microsoft Authenticator* method, make sure to also remove the account in the app: Open *Microsoft Authenticator* (or the authentication app that you are using) and select **Menu -> Edit accounts**.

### ANDROID



### IOS

