

## O365 MFA ENFORCED: FIRST TIME LOGIN INSTRUCTIONS & APP PASSWORD SET UP

### How do I know when to use the Microsoft Authenticator App or an App Password?

Office365 Multi-Factor Authentication (MFA) adds another layer of security to your Active Directory (AD) Password. This is the password you use frequently to access your PC, network and email. We will refer to that as your AD password.

Luckily, you will only be required to use the MFA verification codes in unique situations such as signing in from a new device, or after you've changed your password. You'll be asked to Authenticate each time you sign into your Office365 web portal, which isn't very often. When signing in using MFA, you will enter your email and AD password then tap the verification code that was texted your cell phone. If you get a notification asking to Authenticate and you are not the one trying to sign in, this is MFA protecting you! Your account has not been compromised, but immediately change your password and call Runbiz IT support.

Some apps (like the mail apps on some phones) will show an incorrect password error because they cannot support Multifactor Authentication yet. Runbiz will have a list of your company apps that will require an app password, but If you receive an error while signing into an app, *this is an indicator that this particular app will not work with MFA and you need to use an App Password*. The App Password is a more secure password used between the app and MFA behind the scenes; therefore, you will not need to remember it. It's a one-time setup for each app that requires it.

**How should I set up my MFA?**  
(Using Microsoft Authenticator App or creating an App Password)

Open app (teams, outlook, etc)  
Log in using email and normal password

Does the app accept your normal password?

**Yes**



**Great!**  
Microsoft Authenticator App will work with this app!

**No**



**Dang!**  
This App won't play well with the Microsoft Authenticator App.  
Create an App Password to bypass MFA for this app.

#### Apps that work well with Authenticator App

Outlook  
Teams (Desktop & Cell)

#### Apps that typically need an App Password

Android Native Mail App  
Skype for Business

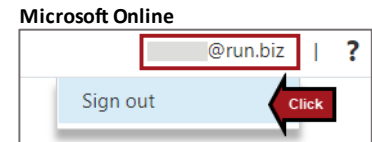
### Instructions using the Authenticator app

**Purpose:** Logging off and resigning in to each account that works with Office 365, allows you to check that the Microsoft Authenticator app is working properly. If you see a password error when signing in then you will need to set up an App Password (See Desktop Instructions for using App Passwords).

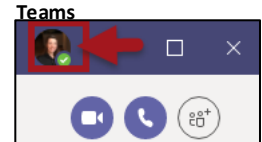
**On EACH device you use Outlook or Teams, sign out then re-sign in using the following instructions.**


## Step 1: Sign Out Instructions

**Microsoft Online** (Desktop only): open [aka.ms/MFASetup](https://aka.ms/MFASetup) in internet browser; if it does not prompt for password then log off by **selecting your email** in the upper right corner > select **Sign Out**



**Teams (Desktop):** click on **your icon (initials or picture)** in the top right corner > click **sign out**



**Teams (iOS & Android devices):** Select  > Settings > Sign Out

**Skype:** click  > File > Sign out

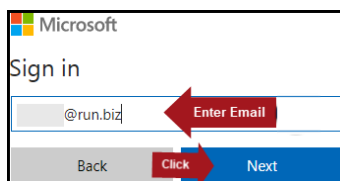
**Outlook:** (no sign out option for the desktop)- you will need to wait until Outlook prompts for a password – *see additional MFA instructions*

**Outlook (iOS & Android devices):** Remove then re-add account (*See additional MFA instructions*)

## Step 2: Sign-In Instructions

1

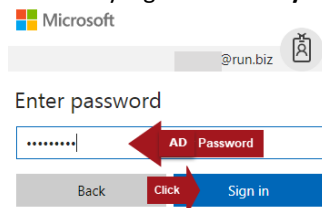
Enter **email** > Click **Next**



2

Enter (normal) **password** > Click **Sign in**

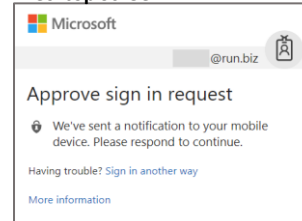
Note: Stay signed in? Click **yes**



3

(On Desktop) **Approve sign in Request** screen will remain open until you click the approve button on your phone's Microsoft Authenticator App.

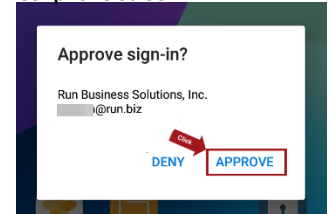
### Desktop Screen



4

(On Cellphone) You will be prompted to Approve Sign-in. Click **Approve**

### Cellphone Screen



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