How to set up Multifactor Authentication for web apps, Office 365, and Citrix access

1. Log into https://aka.ms/mfasetup
2. Click **Add Method** (remember to add at least 2 methods)
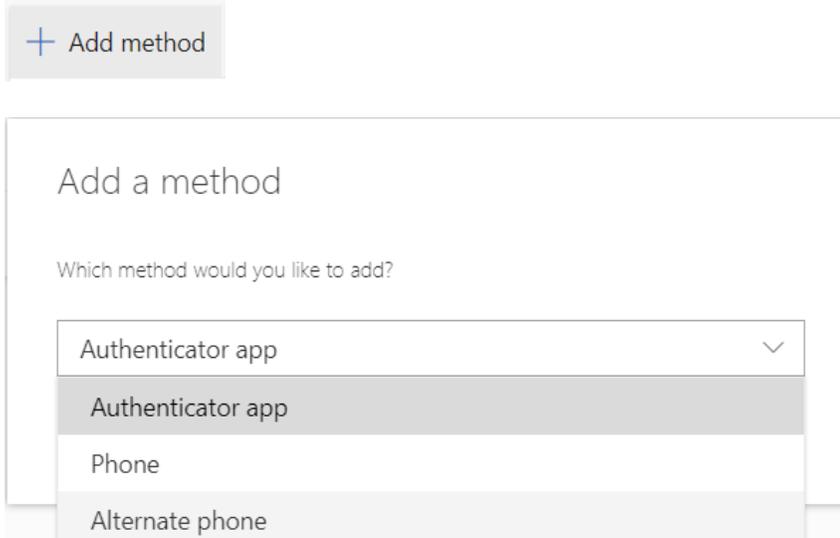
Authenticator App – Preferred method of using Microsoft Authenticator for verification.

1. On your desktop, select **Authenticator App** or **Notify me through App.**
2. Follow the directions to download **Microsoft Authenticator** from the app store onto your phone.
3. Click **Next.**
4. On your phone, click the **Add Account.** If prompted, select **Work or school account.**
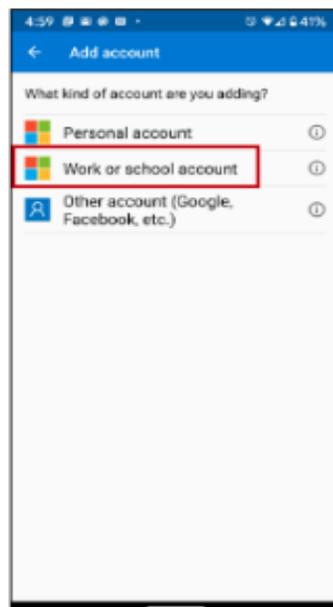
1. On your desktop, click **Next.**
2. Use your phone to scan the QR code from your desktop.
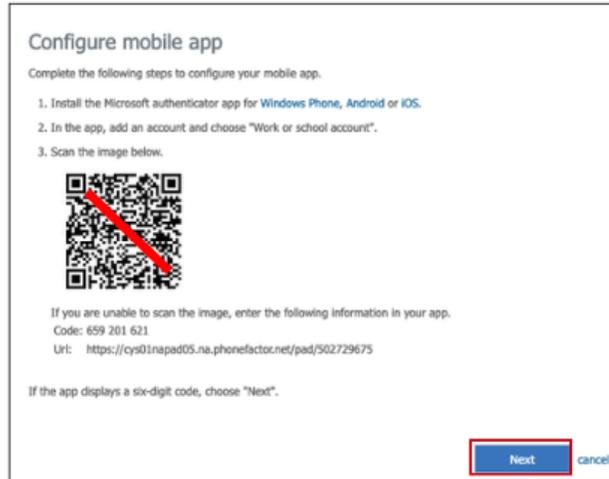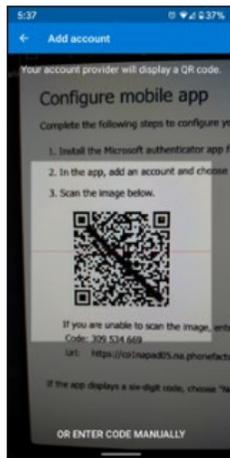
1. On the desktop, click **Next**.
2. On the mobile device, click **Approve** to verify.

Phone – Enter either a mobile phone or land line number. Can send a text message or voice call. Will be prepopulated if mobile phone number is already entered in the Caregiver's Outlook profile.

1. Select Country
2. Enter the phone number or accept the pre-populated value.
3. Select the method verification and click **Next.**
4. If **Send me a code by Text Message**, the phone number will be texted with a 6-digit code. Enter the code and click **Verify**.
5. If **Call me**, the phone number will be called with instructions to click the # key to verify.
6. Click **Done** if requested.

Alternate Phone – Voice call only

1. Enter the phone number or accept the pre-populated value.
2. Click **Next.**
3. The phone number will be called with instructions to click the # key to verify.
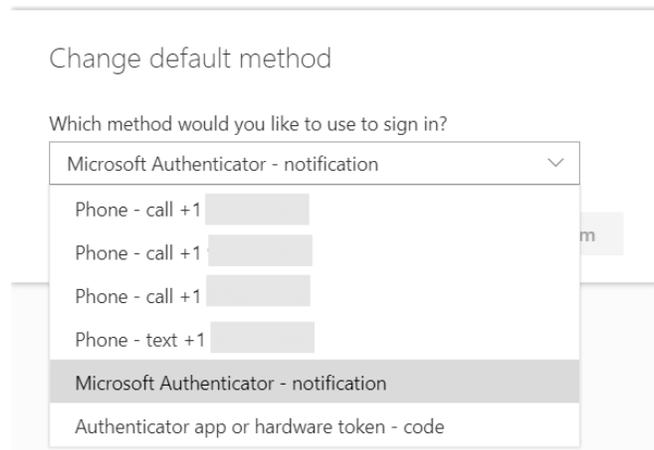
Add additional sign in factors/methods:

1. Go to https://aka.ms/mfasetup
2. Select additional factors and follow instructions to setup.

Set preferred multi-factor method:

1. On the **Security Info** screen, click **Change** next to the **Default sign-in Method.**

Default sign-in method: Microsoft Authenticator - notification Change

1. Select desired verification option.

Change default method

Which method would you like to use to sign in?

Microsoft Authenticator - notification ⌄

Phone - call +1
Phone - call +1
Phone - call +1
Phone - text +1
Microsoft Authenticator - notification
Authenticator app or hardware token - code