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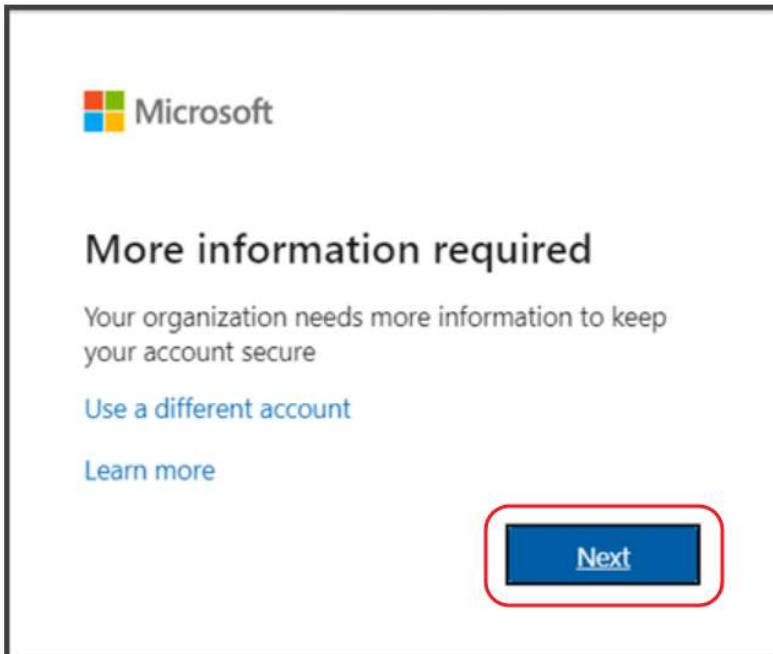
Approvals	Title	Signature/Date
Prepared By: -	IT HELPDESK	07/29/2024
Reviewed By: -	IT Manager	07/29/2024
Approved By: -	VP	07/29/2024

Please follow the instructions below step by step:->


Step 1: -> Once SoftTech administrator enables organization MFA account, for multi-factor authentication (MFA) user must set up user account to use it. This should only take a minute or so.

By setting up MFA, we are adding an extra layer of security to your Microsoft 365 account sign-in. For example, you first enter your password and, when prompted, you also type a dynamically generated verification code provided by an authenticator app or sent to the user phone.

Sign in to Microsoft 365 with user **work or school account** with password like you normally do. After you choose Sign in, you'll be prompted for more information.




Step 2: -> Choose **Next**.

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Step 3: -> The default authentication method is to use **the free Microsoft Authenticator app**. If the user have it installed on his mobile device, select Next and follow the prompts to add this account. If don't have it installed there is a link provided to download it.

If the user would rather use SMS messages sent to your phone instead, select I want to set up a different method. Microsoft 365 will ask for your mobile number, then send you an SMS message containing a 6-digit code to verify your device.

Tip: For a faster, and more secure, experience we recommend using an authenticator app rather than SMS verification.

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Step 3: -> Once you complete the instructions to specify your additional verification method, the next time you sign in to Microsoft 365, you'll be prompted to provide the additional verification information or action, such as typing the verification code provided by your authenticator app or sent to you by text message.

Please follow more in details in provided link.

https://wus-streaming-video-rt-microsoft-com.akamaized.net/93dbfe64-d3a4-4e57-b754-1de41604a939/8cd6ef50-6a53-49a8-a424-698a4e86_6750.mp4

Step 4: -> If you are finding any difficulty, and not able to complete the above shared steps. Please do not hesitate to contact the Softech IT Helpdesk Team with your service request or incident number along with your error logs/screenshot.

1) Please use the URL below to create your service request and incident.

<http://103.13.97.245:9092/User/Login?ReturnUrl=%2f>

