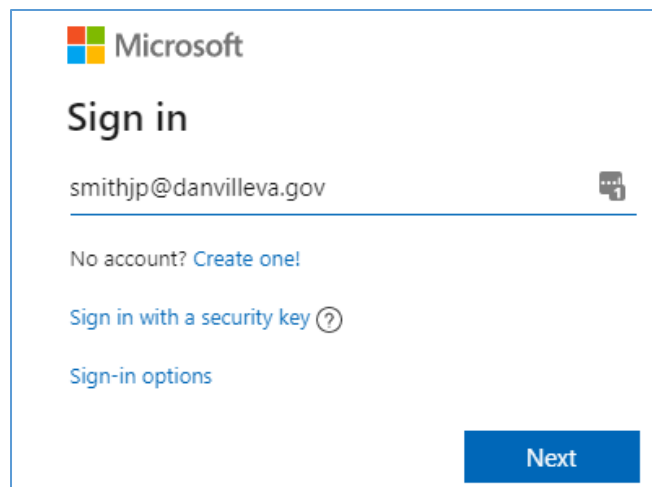# Set-up your Microsoft Office 365 sign-in for
Multi-factor Authentication (MFA)

Accessing email and O365 away from the office or from the field:

Anytime you access email or O365 away from the office, when working in the field, or when you are not connected to the network – you will be required to use **multi-factor authentication (MFA).** MFA adds an extra layer of security to your O365 account sign-in.

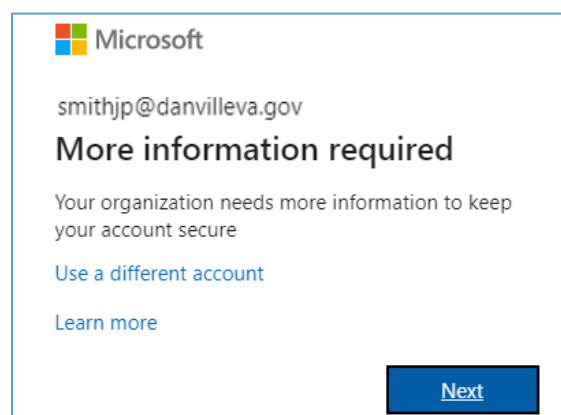**<< TIP: Want to know what MFA is? Watch this video. >>**

1. After your email has been migrated to the cloud and the first time you attempt to sign into O365 or access email outside of the City's network or when working in the field - you will see the sign-in screen below.
2. Sign in with your **City network email address –** in most cases, the network email address has the first five letters of your last name and your first and middle initials **ex: smithjp** – this is the same as your computer login followed by @danvilleva.gov. (*Do **not** use an email alias that is firstname.lastname@danvilleva.gov to login into O365*).
3. After entering the network email address, you will enter your **network password** like you normally do. Then choose **Next** and you'll be prompted for more information to set-up MFA.

4. Click **Next** again

5. You have **two options for MFA** set-up– the Authenticator App or Text Message.

- **Option 1** - The default authentication method is to use the free **Microsoft Authenticator mobile app (download it from your device's app store)**. If you have it installed on your mobile device, select **Next** and follow the prompts to add your account. If you don't have it installed, there is a link provided to download it.

- **Option 2** - If you would rather use SMS text messaging – you can have a text sent to your phone instead. To use this option, select '**I want to set up a different method'**. Microsoft will ask for your mobile number, then send you a text message containing a 6-digit code to verify your device.

We have provided screenshots and instructions below for **both set-up options.** Follow Option 1 for the Authenticator App or follow Option 2 for text messaging. **Once you set-up either option, from then on it is only a two-step process to log into your account away from the office or in the field: 1) Enter password 2) then enter verification code – note, a new code will be sent each time you need to authenticate. You will only follow one of the options below for the initial enrollment.**

OPTION 1 – Setup to use the Authenticator App

<< TIP: Watch this quick <mark>video</mark> if you choose Option 1. >>

Follow the screenshots below or watch the video link above for using the Authenticator App.

1. On the **Additional security verification** page, select **Mobile App** from the **Step 1: How should we contact you**.

2. Choose **how** you want to use the Mobile App – either receive notifications or use a code. The video here explains the difference between the options highlighted below.

3. Then click the **Set up button and continue to follow the instructions and additional prompts on screen until you reach the Done button.**

OPTION 2 – Set-up to receive verification code via text message (no app install required)

If you'd rather not install the Authenticator App on your phone, you may follow the instructions below to set-up MFA to use text messaging to receive verification codes:

1. After signing in, chose **Next.**

2. On the **Additional security verification** page, select **Authentication phone** from the **Step 1: How should we contact you**, then select your country or region from the drop-down list, and then type your mobile device phone number.

3. Select **Send me a code by text message** from the **Method** area, and then select **Next**.
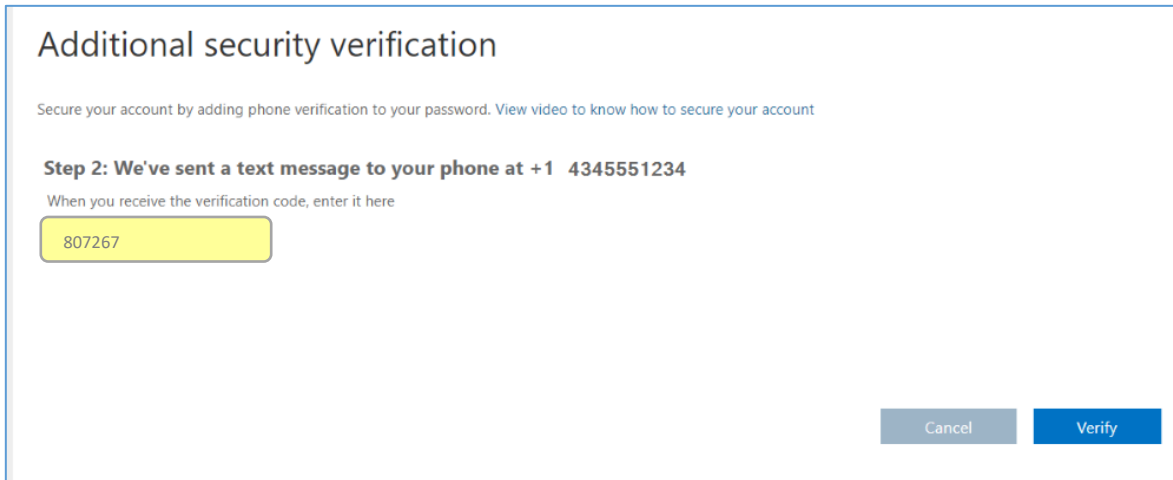
4. You will be sent a text from Microsoft with a verification code:

5. Type the verification code from the text message into the **Step 2: We've sent a text message to your phone**, and then select **Verify**.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account
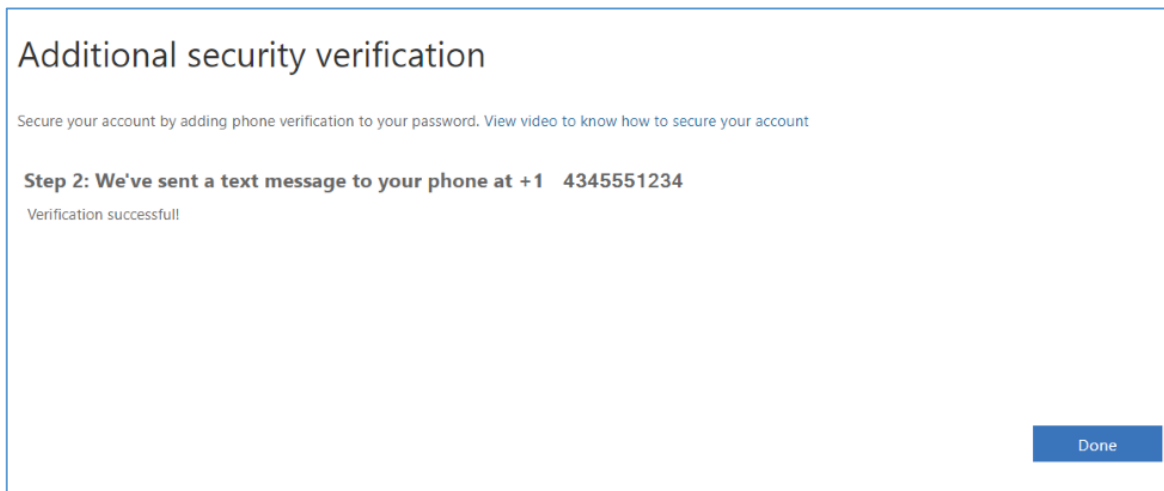
Step 2: We've sent a text message to your phone at +1 4345551234

When you receive the verification code, enter it here

807267

Cancel   Verify

6. Once verification is successful, you'll receive the following notification and click **Done**.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 2: We've sent a text message to your phone at +1 4345551234

Verification successful!

Done