

Microsoft/Azure MFA Setup

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Initial Account Activation

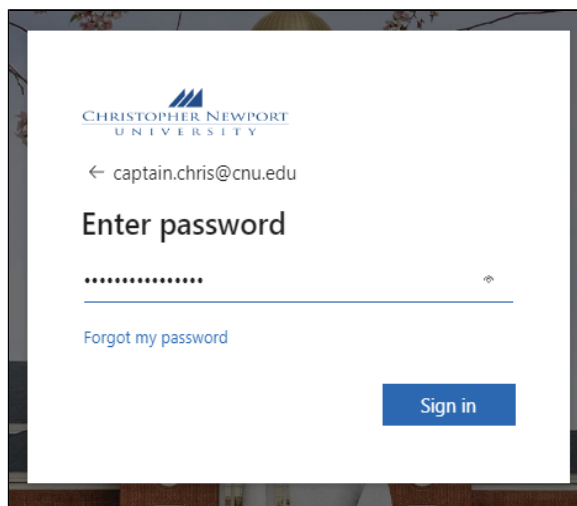
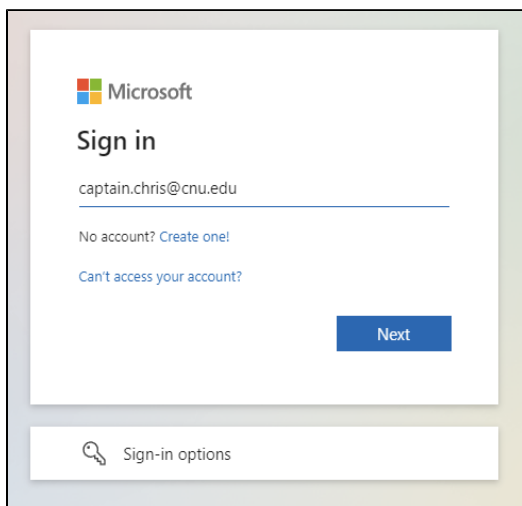
Important: If you use Microsoft or Azure for any other logins, such as for another University or workplace, make sure you sign out of those accounts first! Otherwise, you may receive an error message that your account is not associated with those tenants.

These initial steps **MUST** be done on a desktop or laptop computer. It will not be possible to complete these steps using only a mobile device.

1

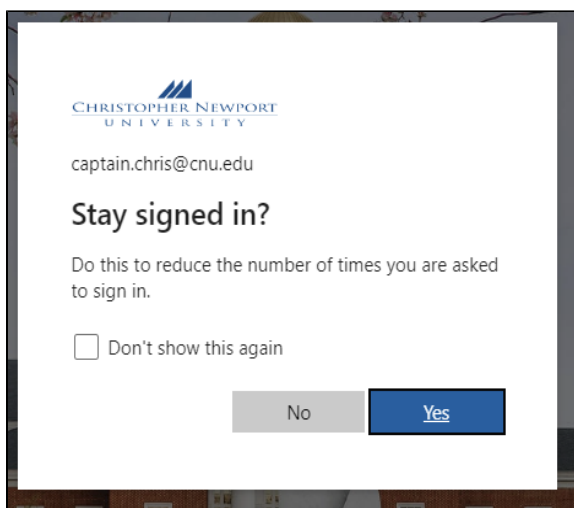
Open a browser on your desktop or laptop computer and go to <https://aka.ms/mfasetup>

Login with your **CNU email address** and password.



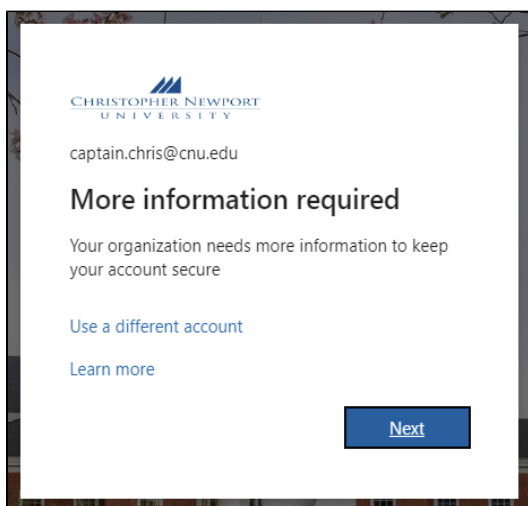
2

You may be prompted to stay signed in. If you're using your personal or office computer, you can click Yes. If you're using a shared, lab, or public computer you should click No.



3

On your first login, you will be prompted to setup additional information. Click Next to continue.



4

You will be prompted to setup an additional security verification method (Multi-factor Authentication or MFA) for your account. You must set up at least one of the following methods for your account. Click the links below to continue the instructions for your preferred method.

- [Push notifications through the Microsoft Authenticator app on your mobile device](#) **This is the recommended method**
- [One-Time Passwords \(OTP\) through any compatible app on your mobile device](#)
- [One-Time Passwords through text messaging \(SMS\) on your mobile device](#)
- [Phone calls to your mobile device](#)
- [Phone calls to your office phone](#)
- [Physical Security Keys \(YubiKeys\)](#)

Microsoft Authenticator App - Push Notifications (Recommended Method)

These instructions continue directly from the initial setup above and should be started from a desktop or laptop computer.

1

Select the first drop-down menu and change it from "Authentication Phone" to "Mobile App". Then, select "Receive notifications for verification" and click the "Set up" button.

2

You will be presented with a QR code that can be scanned using the Microsoft Authenticator app on your mobile device. Leave this code on your computer screen for now and switch to your mobile device.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code: 000 000 000

Url: <https://mobileappcommunicator.auth.microsoft.com/activate/000000000/EUS>

If the app displays a six-digit code, choose "Next".

Next

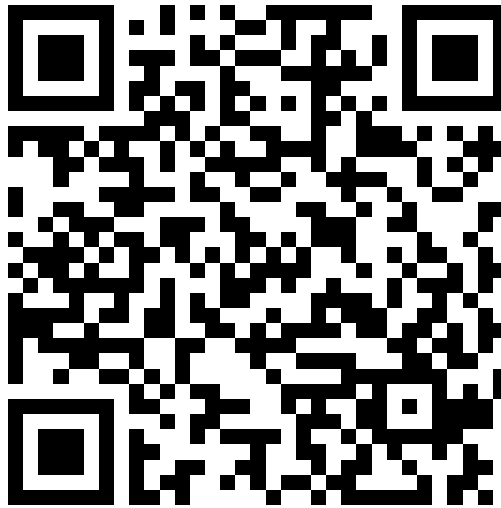
cancel

3

Install the Microsoft Authenticator app on your device. You can scan the QR codes below to quickly find the app.



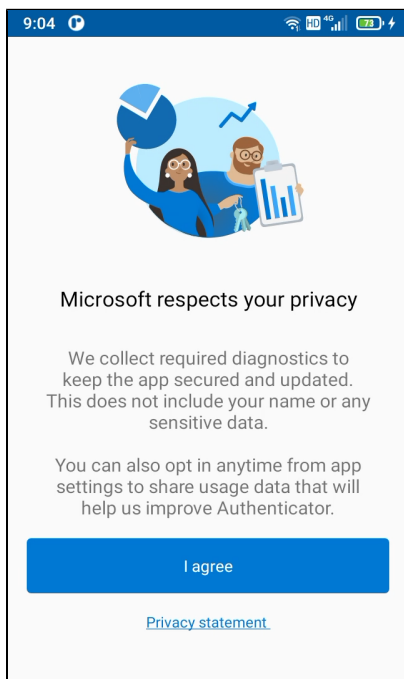
Download for Android: <https://play.google.com/store/apps/details?id=com.azure.authenticator>



Download for iOS: <https://apps.apple.com/us/app/microsoft-authenticator/id983156458>

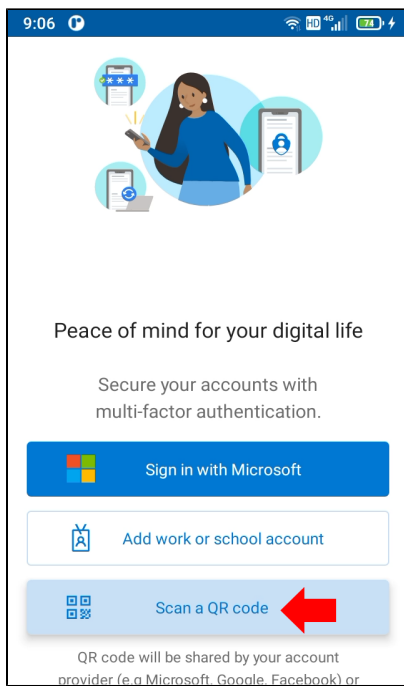
4

Launch the Microsoft Authenticator App, and accept their privacy agreement by tapping the "I agree" button.



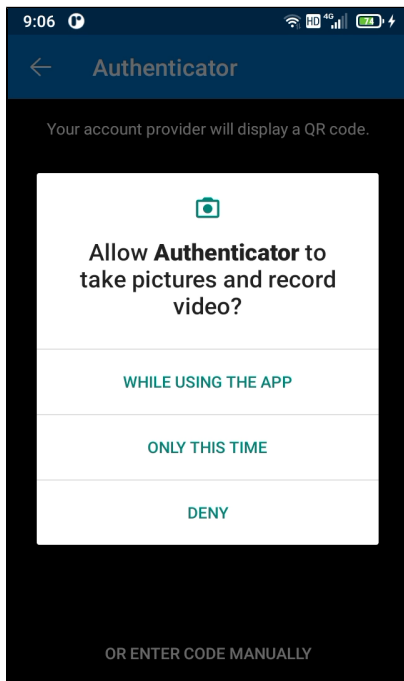
5

Tap the option to "Scan a QR code".



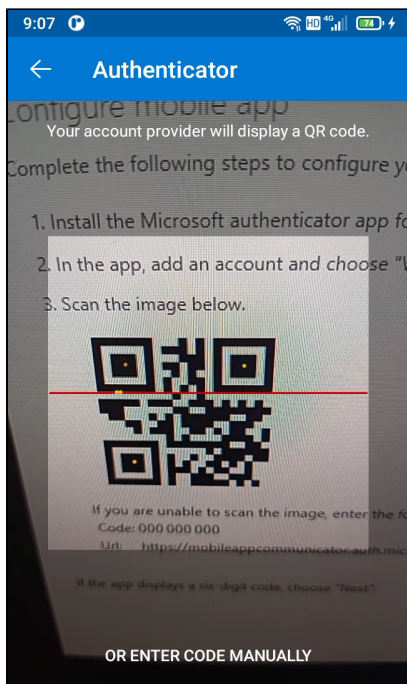
6

You may be prompted to allow the Microsoft Authenticator app access to your mobile device's camera. You will need to accept /approve this request in order to take a picture of the QR code.



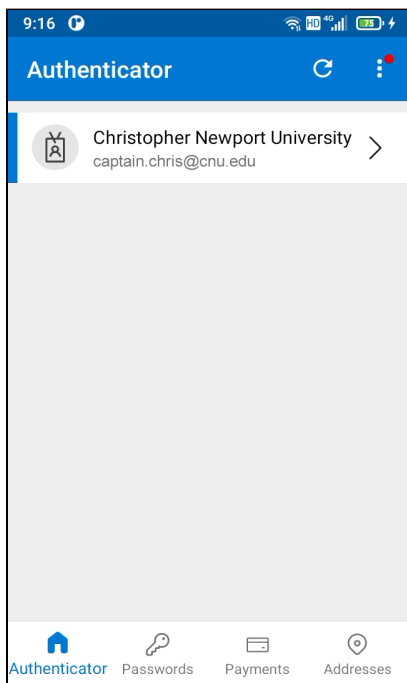
7

Use the app to take a picture of the QR code that is on your computer screen.



8

Once the code has been scanned successfully, your account will appear on the home screen of the Microsoft Authenticator app.



9

Back on your desktop or laptop computer, click the Next button.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code: 000 000 000

Url: <https://mobileappcommunicator.auth.microsoft.com/activate/00000000/EUS>

If the app displays a six-digit code, choose "Next".

Next

cancel

10

You will see messages that your activation status is being checked. Once the check completes, click on the Next button.

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Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

☒ Receive notifications for verification

☐ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Checking activation status.

Next

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Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

☒ Receive notifications for verification

☐ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

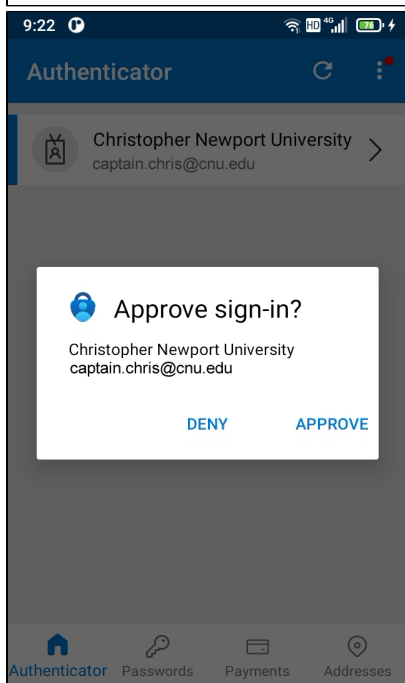
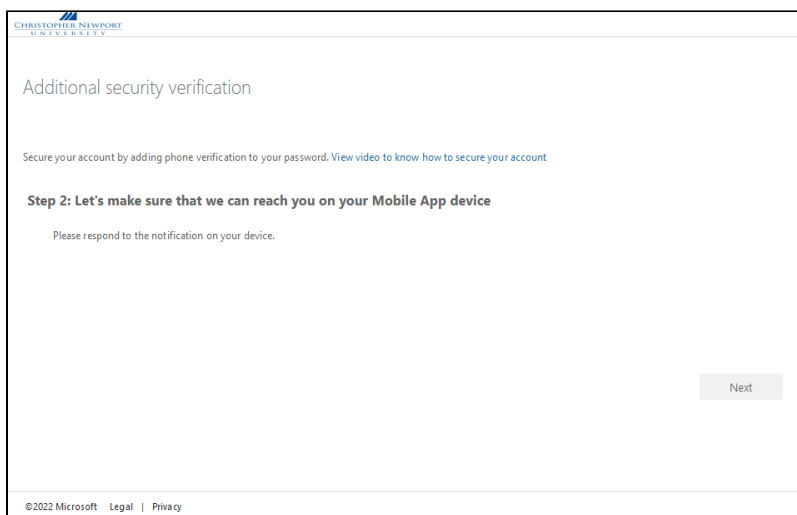
Mobile app has been configured for notifications and verification codes.

Next

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11

A push notification will be sent to your mobile device for approval. Approve the sign-in when you receive the prompt.



12

Finally, you will be prompted to enter your phone number, in case you lose access to the mobile app. Enter in your mobile phone number, then click Next to finish!

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Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 3: In case you lose access to the mobile app

United States (+1) 757-594-7000

Done

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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Your account is now protected by multi-factor authentication, using your mobile device and push notifications!

Generic Authenticator App - One-Time Passwords

These instructions continue directly from the initial setup above and should be started from a desktop or laptop computer.

1


Select the first drop-down menu and change it from "Authentication Phone" to "Mobile App". Then, select "Use verification code" and click the "Set up" button.

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Additional security verification

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

Step 1: How should we contact you?

Authentication phone 

United States (+1)

Method

☐ Send me a code by text message

☐ Call me

[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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Additional security verification

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

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

☐ Receive notifications for verification

☒ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

[Set up](#) Please configure the mobile app.

[Next](#)

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2

In the first screen that pops up, click on the link that reads, "Configure app without notifications". This link will change the QR code. Scan the new QR code with your preferred Authenticator app and click the Next button.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone, Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



[Configure app without notifications](#)

If you are unable to scan the image, enter the following information in your app.

Code:000 000 000

Url: <https://mobileappcommunicator.auth.microsoft.com/activate/000000000/EUS>

If the app displays a six-digit code, choose "Next".

Next

cancel

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft Authenticator or any authenticator app for [Windows Phone, Android](#) or [iOS](#).
2. In the app, add an account and choose "Other account".
3. Scan the image below.



[Configure app with notifications](#)

If you are unable to scan the image, enter the following information in your app.

Account Name: Christopher Newport University:Captain.Chris@cnu.edu

Secret Key: abc1 def2 ghi3 jkl4

If the app displays a six-digit code, choose "Next".

Next

cancel

3

Back on your desktop or laptop computer, click the Next button.

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Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

☐ Receive notifications for verification

☒ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Mobile app has been configured for verification codes.

Next

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4

Enter the 6-digit code displayed in your app into the webpage on your computer and click the Verify button.

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Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

123456

Cancel Verify

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5

Finally, you will be prompted to enter your phone number, in case you lose access to the mobile app. Enter in your mobile phone number, then click Next to finish!

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Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 3: In case you lose access to the mobile app

United States (+1) 757-594-7000

Done

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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Your account is now protected by multi-factor authentication, using your mobile device and one-time passwords!

SMS - One-Time Passwords

These instructions continue directly from the initial setup above and should be started from a desktop or laptop computer.

1

Make sure that the first drop-down menu is set to "Authentication Phone", then select the "United States (+1)" as the Country code and enter your mobile phone number. Then, make sure the method is set to "Send me a code by text message" and click the Next button.

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Additional security verification

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

Step 1: How should we contact you?

Authentication phone ← 1

United States (+1) ← 2 757-594-7000 ← 3

Method

☒ Send me a code by text message ← 4

☐ Call me

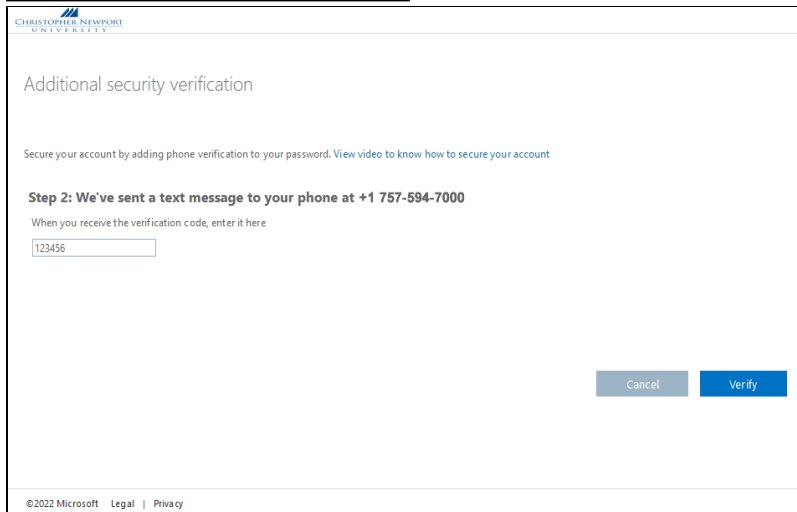
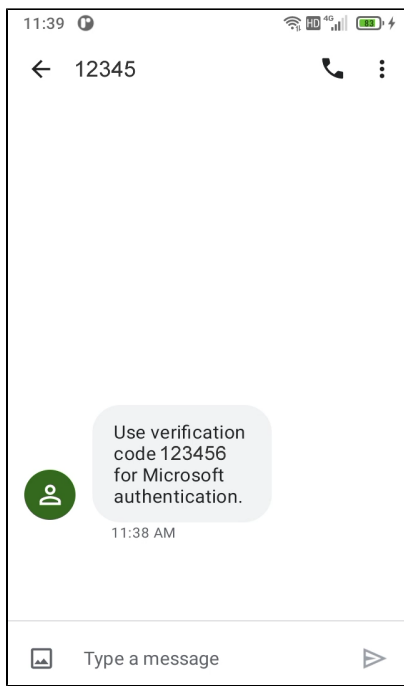
Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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2

Check your mobile device for a text message from Microsoft with your one-time password. Enter the 6 digit code you receive into the webpage on your computer.



3

You will see messages that your verification settings is being saved. Once completed, click on the Done button to finish!



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 +1 757-594-7000

Please wait while we save your security verification settings.

Verify

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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 +1 757-594-7000

Verification successful

Done

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Your account is now protected by multi-factor authentication, using your mobile device and one-time passwords!

Mobile Phone - Phone Call

These instructions continue directly from the initial setup above and should be started from a desktop or laptop computer.

1


Make sure that the first drop-down menu is set to "Authentication phone", then select the "United States (+1)" as the Country code and enter your mobile phone number. Then, make sure the method is set to "Call me" and click the Next button.



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Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account.](#)


Step 1: How should we contact you?

Authentication phone 

United States (+1)  757-594-7000 

Method

☐ Send me a code by text message

☒ Call me 


[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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2

Check your mobile device for an automated phone call from Microsoft. You will be prompted to press the pound (#) key to approve the login. You will not be prompted for or provided with any codes during this call. Once completed, click on the Done button to finish!



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're calling your phone at +1 757-594-7000


Answer it to continue...

Next

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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're calling your phone at +1 757-594-7000


Please wait while we save your security verification settings.

Next

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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're calling your phone at +1 757-594-7000

Verification successful!

Done

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Your account is now protected by multi-factor authentication, using your mobile device and phone calls!

Office Phone - Phone Call

These instructions continue directly from the initial setup above and should be started from a desktop or laptop computer.

1

Make sure that the first drop-down menu is set to "Office phone", then select the "United States (+1)" as the Country code and enter your office phone number. Then click the Next button.

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Additional security verification

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

Step 1: How should we contact you?

Office phone ← 1

United States (+1) ← 2 757-594-7000 ← 3 Extension


Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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2


Check your office phone for an automated phone call from Microsoft. You will be prompted to press the pound (#) key to approve the login. You will not be prompted for or provided with any codes during this call. Once completed, click on the Done button to finish!



Additional security verification


Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Let's make sure that we can reach you on your Office Phone

 We are now trying to reach your office phone at +1 757-594-7000 . Please follow the instructions on your phone.

Next


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Additional security verification


Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Let's make sure that we can reach you on your Office Phone

 Please wait while we save your security verification settings.

Next

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Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Let's make sure that we can reach you on your Office Phone

Verification successful!

Done

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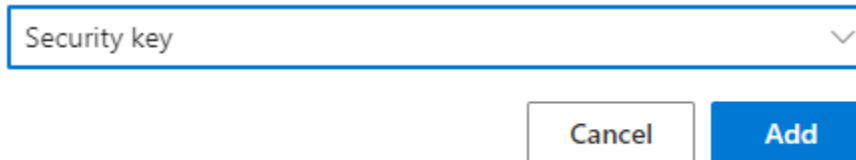
Your account is now protected by multi-factor authentication, using your office phone and phone calls!

Physical Security Key (YubiKey)

These instructions continue directly from the initial setup above and should be started from a desktop or laptop computer.

1

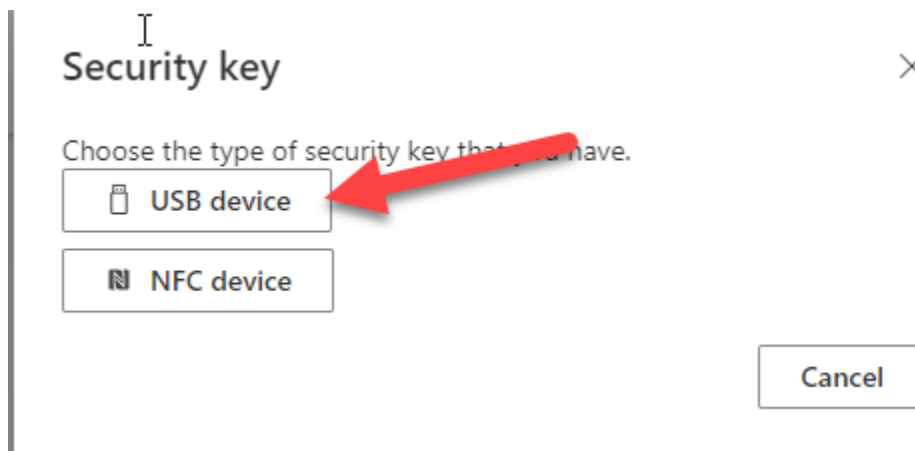
Select the first drop-down menu and change it to "Security Key." Click Next.



A screenshot of a web interface showing a drop-down menu with the text "Security key" and a downward arrow. Below the menu are two buttons: "Cancel" and "Add".

2

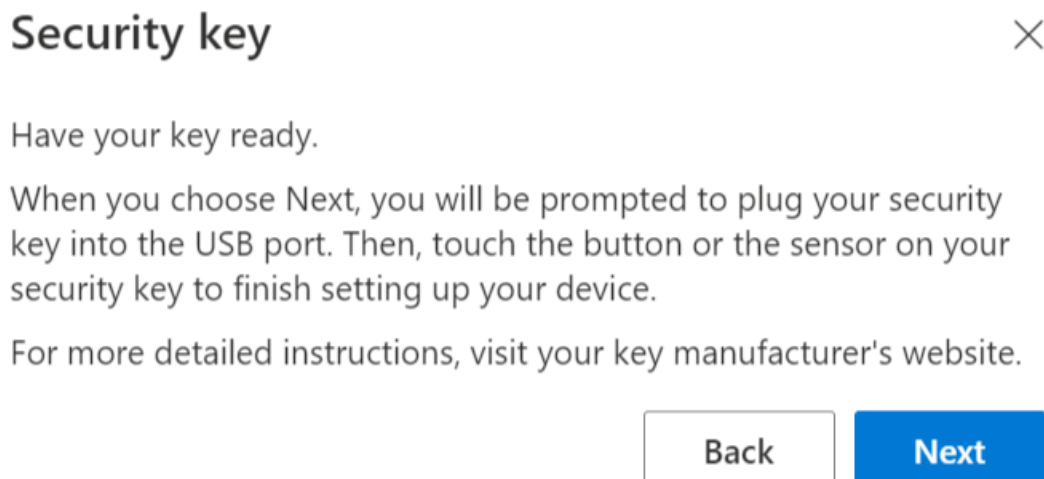
You'll be asked what type of security key you'd like to set up. For setting up a key with a computer, choose USB.



A screenshot of a "Security key" dialog box. The title is "Security key" with a close button (X) in the top right. The text inside says "Choose the type of security key that you have." Below this are two buttons: "USB device" (with a USB icon) and "NFC device" (with an NFC icon). A red arrow points to the "USB device" button. A "Cancel" button is in the bottom right.

3

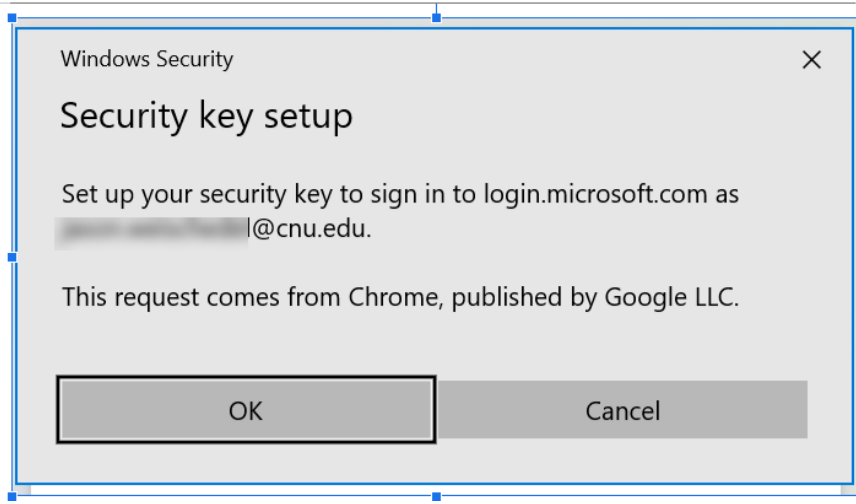
You'll then see a box that tells you that you'll need to insert a security key. Click Next, but DO NOT insert your security key yet.



A screenshot of a "Security key" dialog box. The title is "Security key" with a close button (X) in the top right. The text inside says "Have your key ready." followed by "When you choose Next, you will be prompted to plug your security key into the USB port. Then, touch the button or the sensor on your security key to finish setting up your device." and "For more detailed instructions, visit your key manufacturer's website." At the bottom are two buttons: "Back" and "Next".

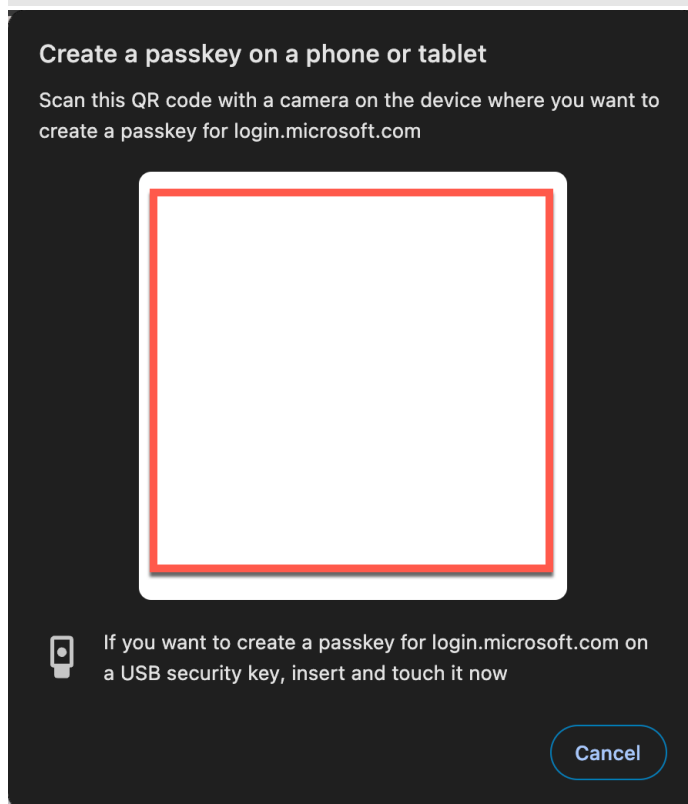
4

Your computer will then walk you through the process to associate your security key with your University account. If this is the first time you've used the security key, you'll have a more detailed setup process that's described in another article. DO NOT insert your security key until prompted.



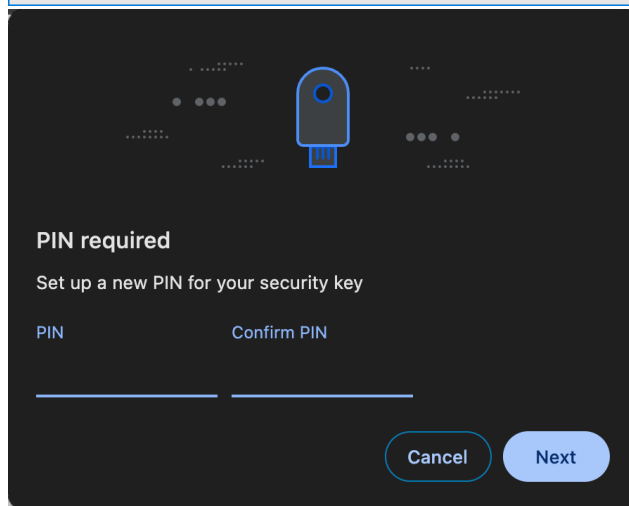
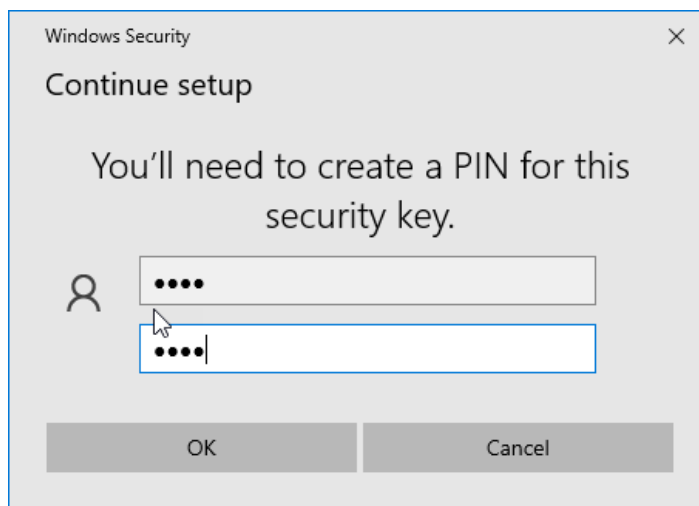
5

When prompted, insert your security key into your computer.

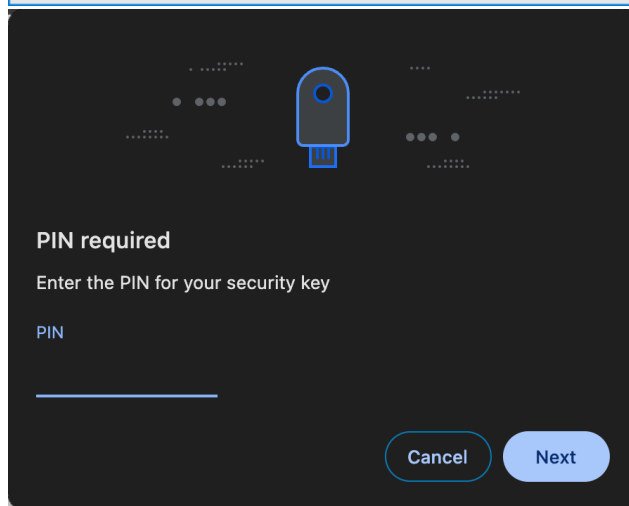
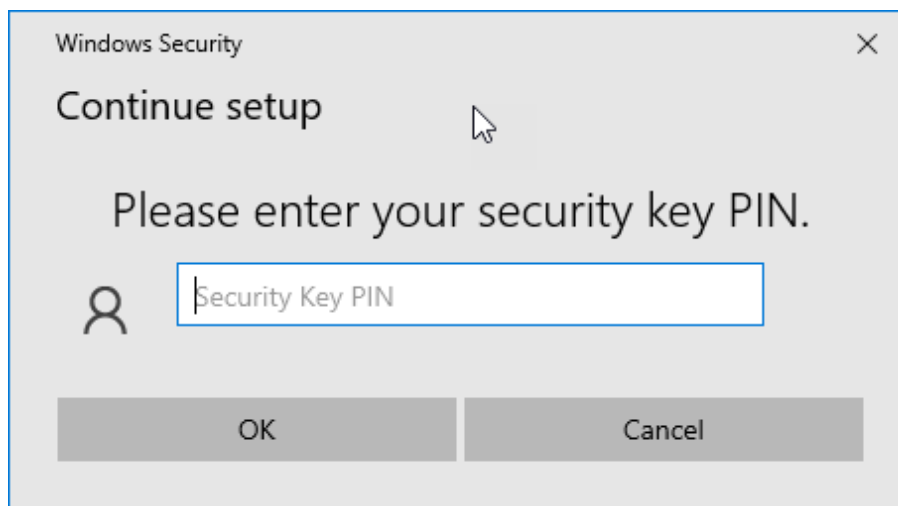


6

If this is your first time using this security key, you'll be prompted to set a PIN. This PIN is stored on your key and will be used any time that you use it. **You must remember this PIN; ITS cannot recover your PIN.**

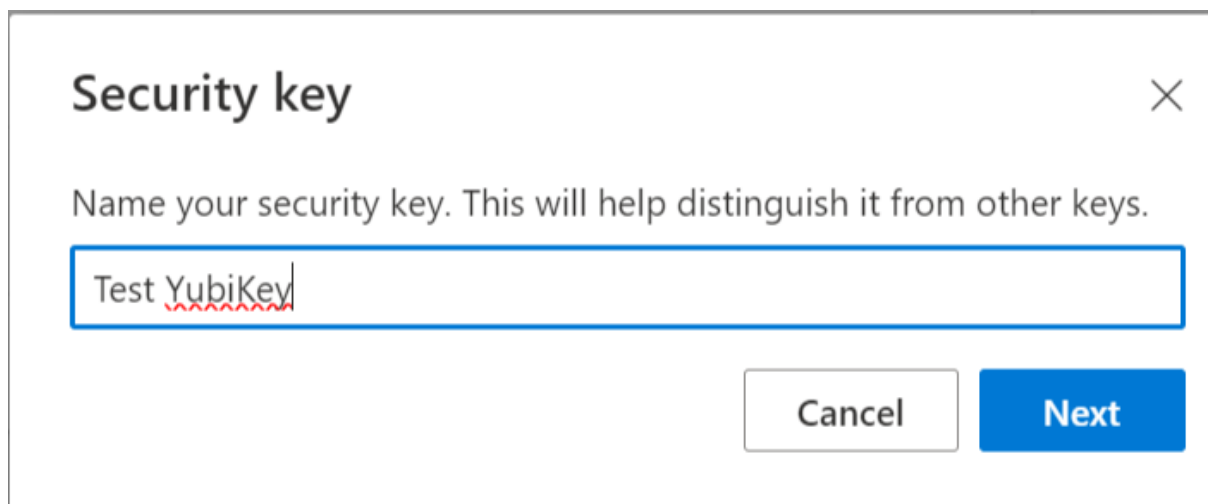


Otherwise, you'll be prompted to enter your PIN.



7

After you do, you'll be asked to give it a name. You'll then be able to use your YubiKey to sign in.



Your account is now protected by multi-factor authentication using a hardware security key.

