



## New User: Welcome to Office 365 at the State of Connecticut

Congratulations! You have been assigned a license for O365.

Registering for MFA: <http://aka.ms/setupmfa>

The State of CT utilizes **M**ulti-**F**actor **A**uthentication (commonly referred to as **MFA**) for all Office 365 products when accessed outside of the State of CT Network.

Multi-factor authentication makes your account more secure and less likely that your account can be used by anyone other than you. It is critical that you set this up immediately. MFA activation will be tracked, and compliance will be reported to your agency's leadership and the State CIO.

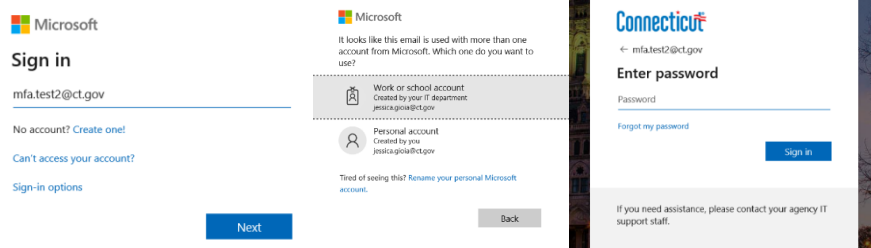
Once the steps below have been completed and MFA setup is complete, you will only have to go through the verification process when attempting to login to Office 365 products from outside the state network.

Please read through this document carefully and follow the instructions to add and manage this additional security to your Office 365 account.

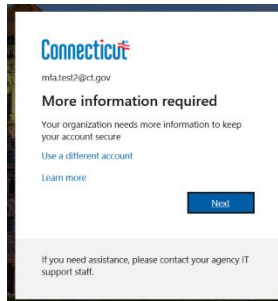
### **Multi-Factor Set-up on Your Account:**

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1. Open a web browser and go to <http://aka.ms/setupmfa>
2. Enter your state email address (for example: "john.smith@ct.gov") and Select **Next**. If prompted, choose Work or School Account. Then, enter your password for your network account. Select **Sign In**.



3. You will now receive the prompt below informing you that there needs additional setup for your account. Select **Next**.



4. The “**Additional Security Verification Screen**” will appear. This is where you will choose one of three options:
- Mobile App
  - Authentication Phone (Call me) - Phone Number will always be 855-330-8653
  - Authentication Phone (Send me a code by text message)
  - The 4th option ‘Office Phone’ is not setup at this time (this number is pre-populated by your IT Administrators).



## 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  
Office phone  
Mobile app

Method

Send me a code by text message

Call me

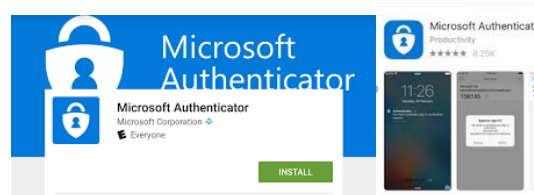
Next

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

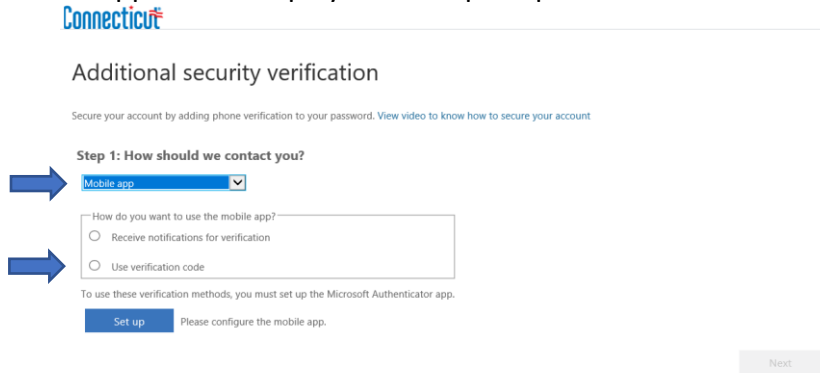
## *Let's Walk Through The Set Up of Mobile App Option*

### **Option One: Mobile App (Recommended and Preferred Option)**

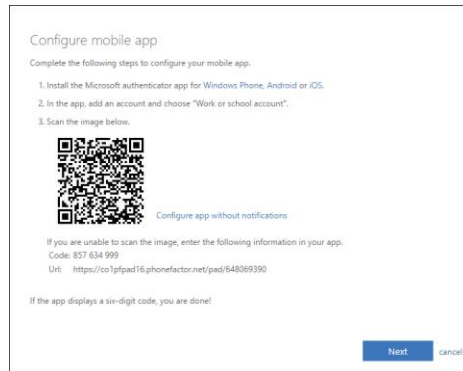
1. Selecting the Mobile App option will require you to download the Microsoft Authenticator App on your mobile device from the app store. Download the application before continuing with this setup. After downloading and opening the app, skip through the welcome screens and then continue with this guide.



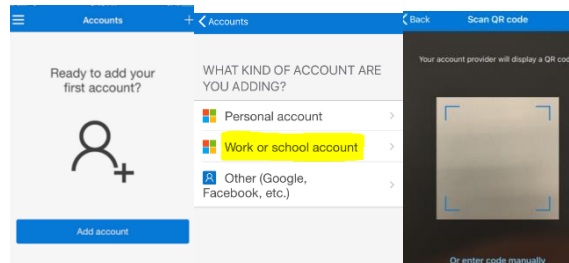
2. Under Mobile App, you have two options;
  - Receive notifications for verification (**Recommended and Preferred option**):
    - This generates a pop-up inside the Microsoft Authenticator application that you will simply click APPROVE or DENY when you are using MFA.
  - Use verification code:
    - This option will require you to open the application and enter the code that the application displays – when prompted for MFA.



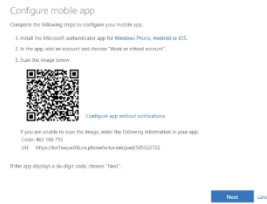
3. The **Configure mobile app** page appears.



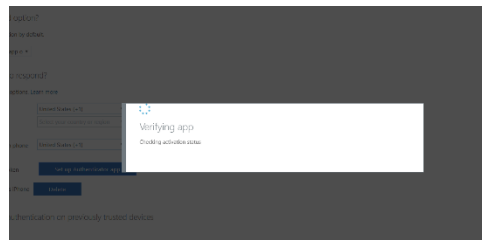
4. Next, open the Microsoft Authenticator app on your mobile device, select **Add account** from the **Customize and control** icon in the upper-right, and then select **Work or school account**.



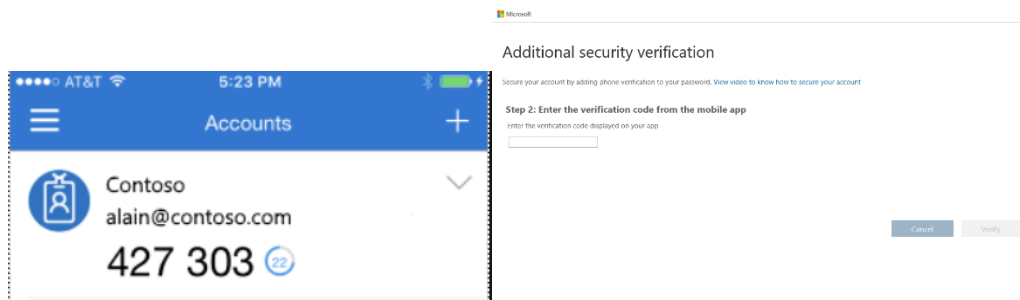
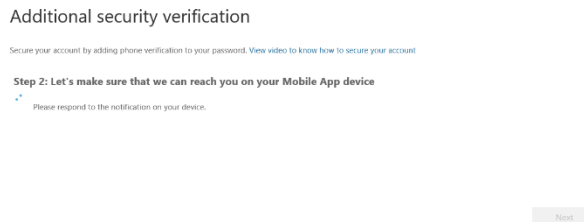
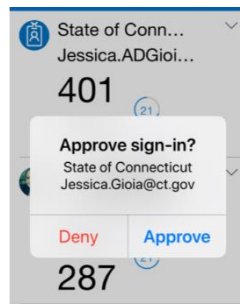
5. On your mobile device, when you are presented the code window, move the scanner onto the code provided in the Configure Mobile App screen.



6. Returning to your computer, the process will begin verifying your app and status;



7. Depending on the option selected in Step 2, you will either receive the popup to approve the login, or you will enter the code displayed on the app screen. See screenshots below:



8. Returning to your computer, you will then be prompted automatically to set up a **second factor**, adding a phone number, in the event the mobile app is not available to you for authentication. Select Done.

## 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) 555-555-1234

Done

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

## Let's Walk Through The Set Up of Authentication Phone Option

### Option Two: Authentication Phone

Selecting this option allows you two methods to be contacted for verification. Either through a phone call, by selecting Call me; or a SMS text message by selecting Send me a code by text message.

Connecticut

## 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

Select your country or region

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.

1. Enter a phone number, and select whichever method you would prefer. Select Next
2. You will then either receive a phone call (always from 855-330-8653 )or a text message to verify that the information entered is correct.

### Additional security verification

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**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 +1 860-422-8653. Please follow the instructions on your phone.

Cancel Verify

### Additional security verification

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**Step 2: We've sent a text message to your phone at +1 860300-1234**

When you receive the verification code, enter it here

000000

Cancel Verify

3. After verification, a prompt will appear to confirm you have been setup. Congratulations!

## Additional security verification

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

### Step 3: Keep using your existing applications

In some apps, like Outlook, Apple Mail and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. Learn more

Get started with this app password

XXXXXXXXXX

Done

## Don't Lose Access to Your Account!

don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

✔ Office phone is set to 86041[REDACTED]. This information is managed by your administrator.

⚠ Authentication Phone is set to +1 860662[REDACTED]. [Verify](#)

looks good

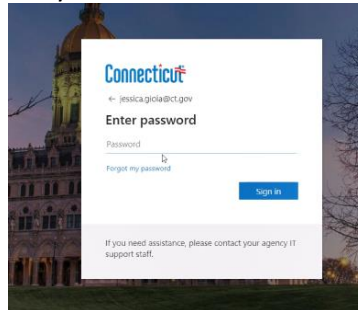
cancel

One last step! Ensure that you verify one more time – which will give you access to your account in the event you want to reset your password through the [www.office.com](http://www.office.com) portal.

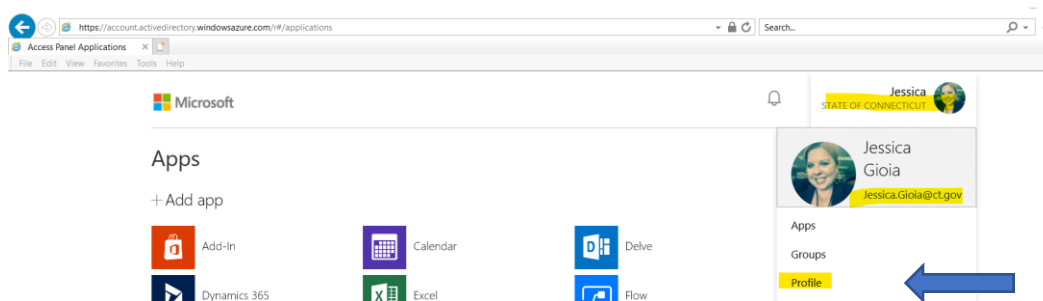
## Let's Walk Through Changing or Adding More Security Options

### Modifying Your Additional Security Verification

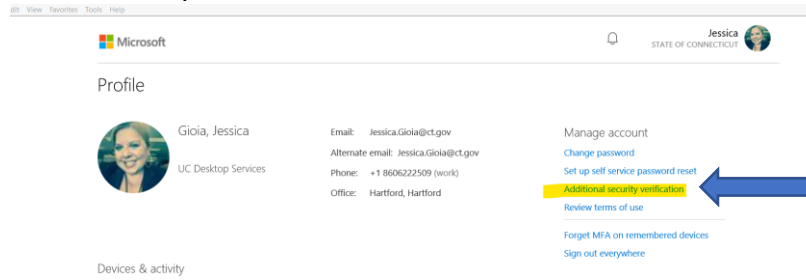
1. There are several ways to get to your profile to modify your Security Verification Settings. The quickest way is to login through <https://myapps.microsoft.com>
2. You will be prompted to login with your User Account and Password. Select Sign In.



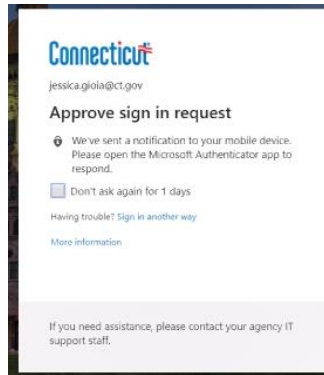
3. Inside the Account Profile Page, on the right-hand side, select Profile.



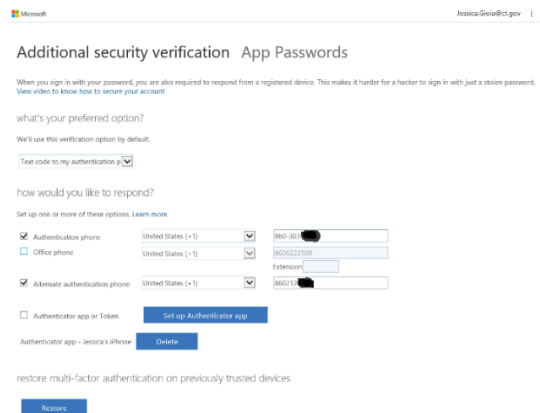
#### 4. Select Additional Security Verifications



5. You will be prompted for Multi-Factor Authentication because you are making security changes to your account; Approve the sign in request through the method you have chosen as your Preferred Method.



6. You now can change your settings, including your authentication phone number or you can even add an additional authentication phone number to create additional options for yourself. You can also choose to Set Up Authenticator App if you have not done that before, as well.



**Please Note: It is important to indicate an Alternate Authentication Phone, in the event you lose your main device – you will have a backup authentication method.**

**---MFA Set Up Complete---**

### **O365 Email Reminders:**

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- Please keep in mind, simply because you are assigned an O365 license and working in the cloud does not mean that your Exchange mailbox has been moved to the cloud. You will be notified when your mailbox has been migrated to the cloud.
- Once your mailbox has been migrated to Exchange Online – you can access your mail offsite through Outlook at [www.office.com](http://www.office.com) portal – this should be considered the new OWA.

### **O365 Microsoft Training Portal**

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We are in the process of creating a more formalized training approach to O365. However, in the meantime, this portal through Microsoft, offers a vast amount of online free training. The main training hub link can be found here:

<https://support.office.com/en-us/office-training-center>

We recommend users review TEAMS training, as this is a new feature for the State of Connecticut:

[https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7?wt.mc\\_id=otc\\_home&ui=en-US&rs=en-US&ad=US](https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7?wt.mc_id=otc_home&ui=en-US&rs=en-US&ad=US)

### **O365 Statewide Support:**

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To request support for O365, including MFA set-up – please follow your current IT Support model at your agency.

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---End of Process---