# Using MFA to access Office 365 apps when you are outside the CFMWS network

CFMWS employees working **outside of the CFMWS network** who need to access any Office 365 application (Outlook, MS Teams, etc.) will have to use multi-factor authentication (MFA).

Important: You need an Android phone or iPhone to use MFA.

# What is MFA?

MFA is an authentication method that confirms your identity by using a combination of two different factors:

- something you know (your password)
- something you have (your phone)

MFA can prevent malicious hackers from pretending to be you, because even if they have your password, they probably don't have your phone too.

# Microsoft Authenticator app 😨

When you're working outside the CFMWS network, the Microsoft Authenticator app on your phone allows you to confirm your identify whenever you log in to an Office 365 app (for example, work email or MS Teams).



**Note:** You can do this from either a personal phone or a CFMWS issued phone. Your phone must have either an Android or Apple OS installed.

## 1. Downloading the Microsoft Authenticator app to your phone

a) Go to the app store on your phone (Google Play Store or Apple store) and install the Microsoft Authenticator app.

For **Samsung Android phones**, go to the Google Play Store on the Personal side of your phone and install it there.



b) Once you've installed the Microsoft Authenticator app, go to Step 2, "Enrolling in MFA on your computer" below.

### 2. Enrolling in MFA on your computer

**Important:** You must follow these steps on a computer that is **NOT** connected to the CFMWS network (at work). In other words, follow these steps at your home office or another location that isn't connected to the CFMWS network.

- 1. On your computer, enter office.com in your browser.
- 2. Select your account or sign in with your CFMWS email address.
- 3. Enter your password.
- 4. Select Sign in.

The More information required window appears.



5. Select Next.

The Additional security verification window appears.

Note: If the Account window appears, select Work or school account.

44 · · · · · · · · · · · · · · · · · ·	
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?	
O Receive notifications for verification	
O Use verification code	
To use these verification methods, you must set up the Microsoft Authenticator app.	
Set up Kobile app has been configured.	
	_1
Next	

- 6. Select **Receive notifications for verification** from the "How do you want to use the mobile app" area.
- 7. Select Set up.

The Configure mobile app window appears.



- 8. Open your phone.
- 9. On your phone, open the Microsoft Authenticator app, select **Add account**, and then select **Work or school account**.

**Note:** You may be asked to allow the authenticator app to access your camera to take a picture of the QR code.

- 10. Use your phone's camera to scan the QR code from the Configure mobile app window on your computer.
- 11. Go to your computer and select Next.

On the Additional security verification window, make sure you get the message that says your mobile app has been configured for notifications.

cure your account	by adding phone verification to you	ır password. View video to knov	v how to secure your account	
Step 1: How s	ould we contact you?			
Mobile app	Ŧ			
How do you war	t to use the mobile app?			
Receive not	ications for verification			
To use these verific	ation methods, you must set up the	Microsoft Authenticator ann		
Set up	Mobile app has been configured	d for notifications and verificatio	on codes.	
				Next

#### 12. Select Next.

A window appears on your computer asking you to respond to the notification on your phone.

*	5
Additional security verification	3
Secure your account by adding phone verification to your password. View video to know how to secure your account	3
Step 2: Let's make sure that we can reach you on your Mobile App device Please respond to the notification on your device.	

13. Go to your phone.

A notification window appears.



- 14. Select Approve.
- 15. Go back to your computer.

After you approved the sign-in on your phone, the Additional security verification page on your computer says your verification was successful.

*
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 Mobile App device         Verification successful. Taking you to the next step
©2020 Microsoft Legal   Privacy

#### 16. Select Done.

The Office 365 apps window may appear on your computer.

Microsoft Office	Home X +				
Happs 🔶 Che	Isea, Quebec 🌵 CBC Ottawa online 💢	Ottawa Public Library 📕 CIBC 🔟 TD 🍕	🛛 Weather Forecast: 🔶 Job search 🛛 M Gma	il 🍠 OCTranspo 📃 Communications	* ¥ * • • • • • • • • • • • • • • • • •
== 🐝	Office 365	,			0 🕸 ? 🖸
	Good afternoon			Install Office	~
	+ 💁 🧉	w x	P 🚺 🤹	if $\rightarrow$	
	Start new Outlook OneD	rive Word Excel	PowerPoint OneNote SharePoint	Teams Yammer All app	s
	Recommended				>
	Mongrain, Jason sent this Tue at 1:40 PM	Joyce, Laura sent this Mon at 1:13 PM	Joyce, Laura sent this Mon at 1:13 PM	Johnson, Patrick sent this Feb 20	
	W	P	w	W	

# 3. Using your computer after you've enrolled in MFA

- 1. When working outside the CFMWS network, sign in to office.com.
- 2. Select your account, enter your password, and then select Sign in.

The Approve sign in request window appears saying that it has sent a notification to your phone.



- 3. Go to your phone.
- 4. On your phone, open the Authenticator app.



- 5. Select Approve.
- 6. Go to your computer.

The Office 365 apps window appears on your computer.

Note: If the Stay signed in window appears, select No.

Microsoft Office	Home × +	-													0010	×   ~
← → C 🔒	office.com/?auth=2												<b>6</b>	☆	æ_   🌘	9
👯 Apps 🛛 🔶 Chels	ea, Quebec 🕴 CB	C Ottawa online	💢 Ottawa Publi	ic Library 🛛 📕 CIB	SC 🔟 TD	🎯 Weathe	r Forecast	🝁 Job se	arch M Gmail	y OCTranspo	📙 Communic	ations	39		Other bo	okmar
II 🐝		Office 365		🔎 Search									Q	٢	?	Q
	Good afterr	noon									I	nstall Office				
	+	0	<b>~</b>	w	x	•	- 1	N	4	ųji	<b>M</b>	$\rightarrow$				
	Start new	Outlook (	DneDrive	Word	Excel	PowerPo	oint Or	neNote	SharePoint	Teams	Yammer	All apps				
	Recommended											< 2	>			
	Mongrain, Ja Tue at 1:40 P	<b>ison</b> sent this PM		<b>oyce, Laura</b> sent th Mon at 1:13 PM	is	E	Joyce, Las Mon at 1:	<b>ira</b> sent this 13 PM		Feb 20	Patrick sent this					
	W			P			I	w		1	W					

7. You can now use the Office app of your choice.

# 4. Accessing your work email on your phone

The first time you try to use your work email on your phone after enrolling in MFA, you may be asked to sign in or approve.



1. On your phone, select Sign in.

The Office 365 window appears.

36 🖬 🖷 📲 💀	🛍 🐺 📶 98% 🕯
Office	365
Epter pecoword	n
Enter passworu	
Password	
Forgot my password	
Sign in with another account	
	Sign in

2. Enter your password, and then select **Sign in**.

A notification is sent to your phone.

Authenticator 1:36 p.m pprove sign-in? I@cfmws.com	Ô
Deny Approve	
@cfmws.com	
Approve sign in reque	est
<ul> <li>Approve sign in reque</li> <li>We've sent a notification to yo mobile device. Please open th Microsoft Authenticator app to respond.</li> </ul>	est ur e o

#### 3. Select Approve.

You can now use your work email.

Note: The first time you use MS Teams, you'll also have to follow the above steps.