

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?

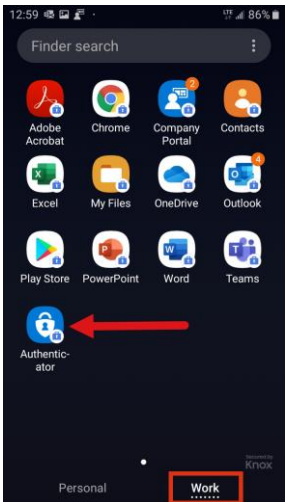
MFA is an authentication method that confirms your identity by using a combination of two different factors:

- 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).

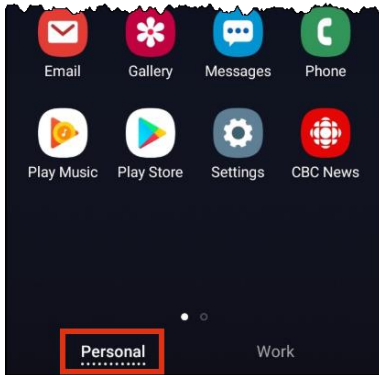


Note: You can do this from either a personal phone or a CFMWS issued phone. Your phone must have either an Android or Apple OS installed.

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.



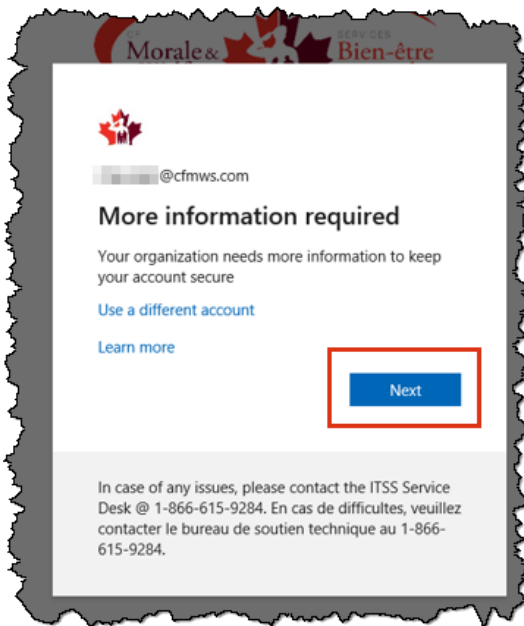
- b) Once you've installed the Microsoft Authenticator app, go to Step 2, "Enrolling in MFA on your computer" below.

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**.

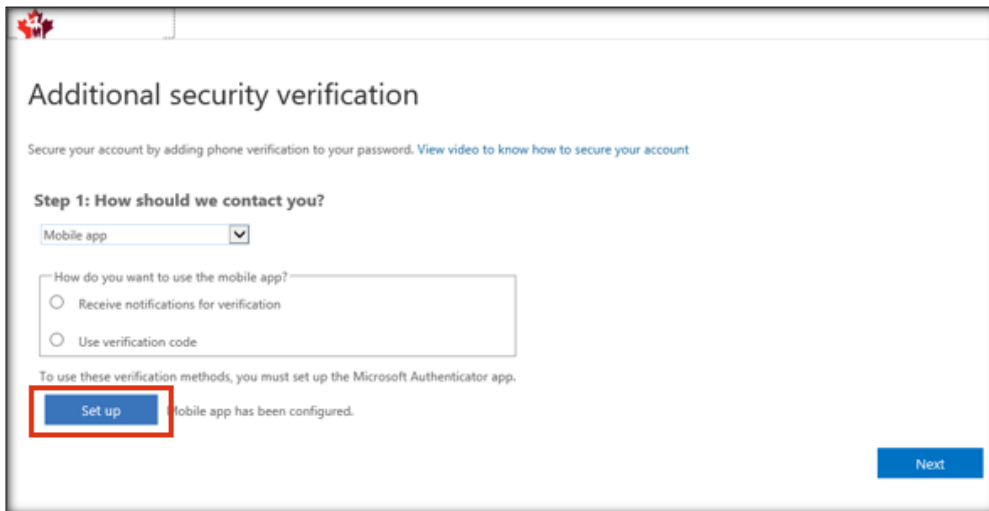
The More information required window appears.



5. Select **Next**.

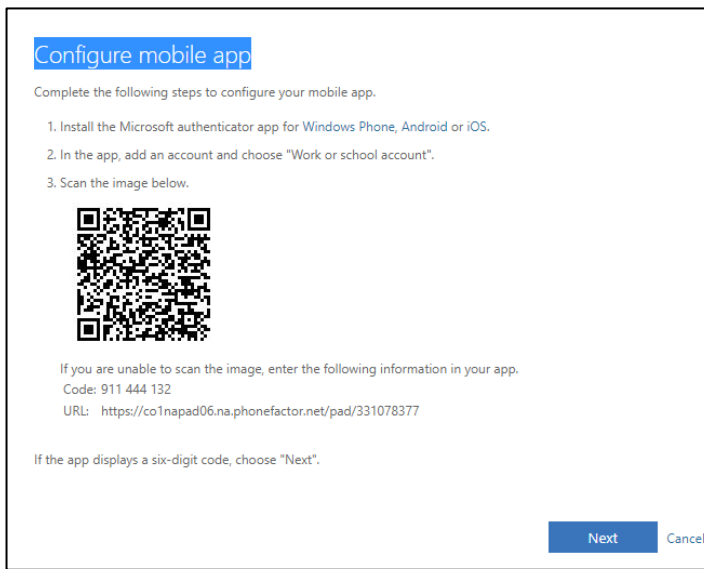
The Additional security verification window appears.

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



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.

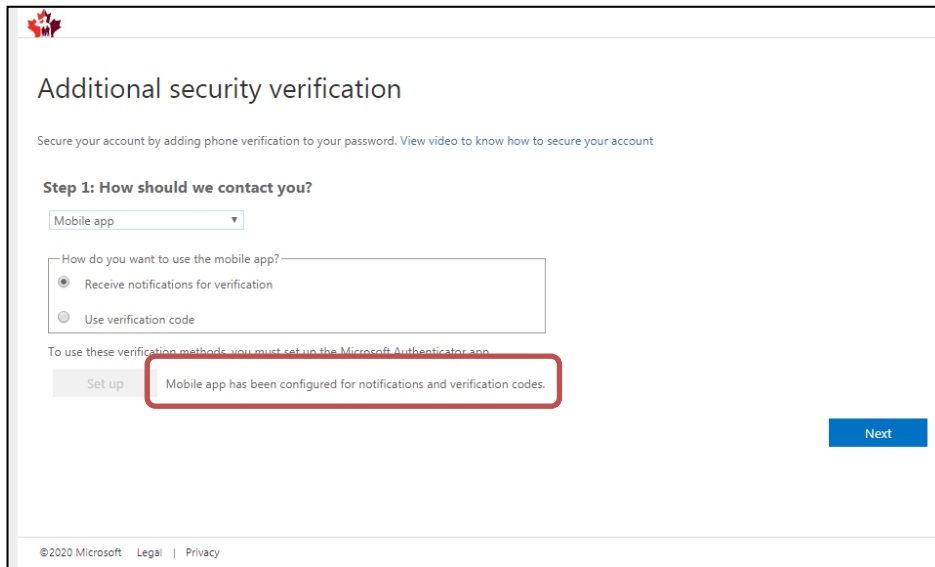
9. On your phone, open the Microsoft Authenticator app, select **Add account**, and then select **Work or school account**.

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.

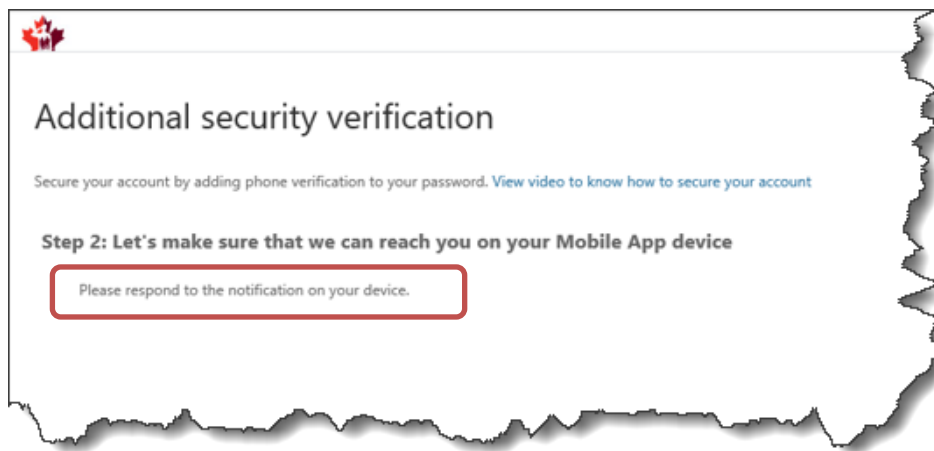
11. Go to your computer and select **Next**.

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



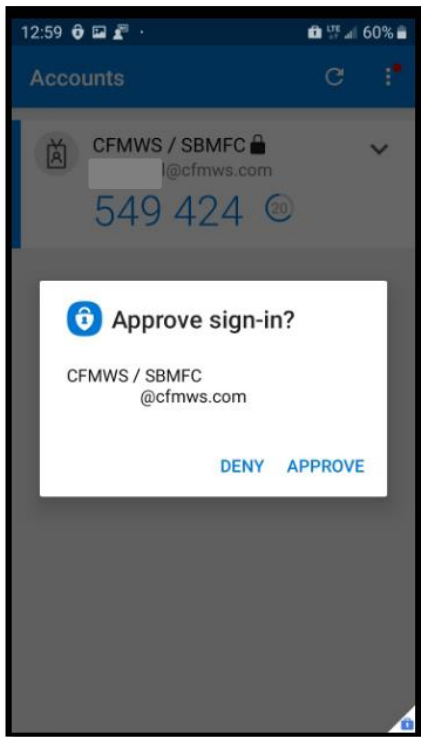
12. Select **Next**.

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



13. Go to your phone.

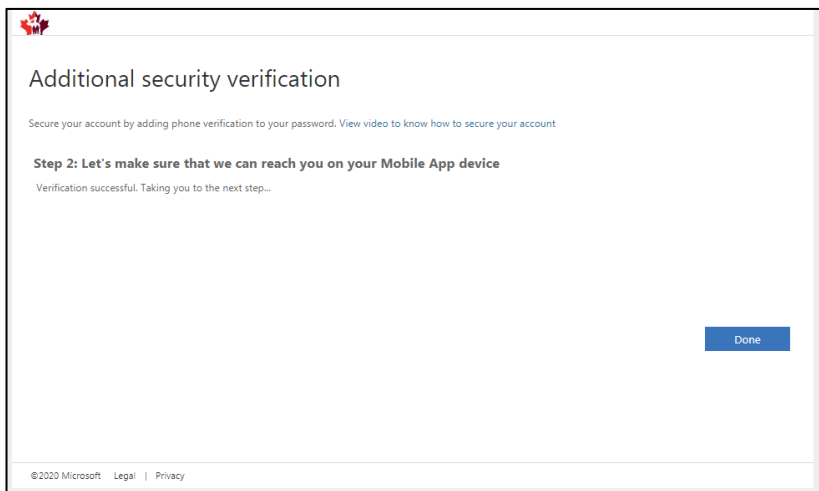
A notification window appears.



14. Select **Approve**.

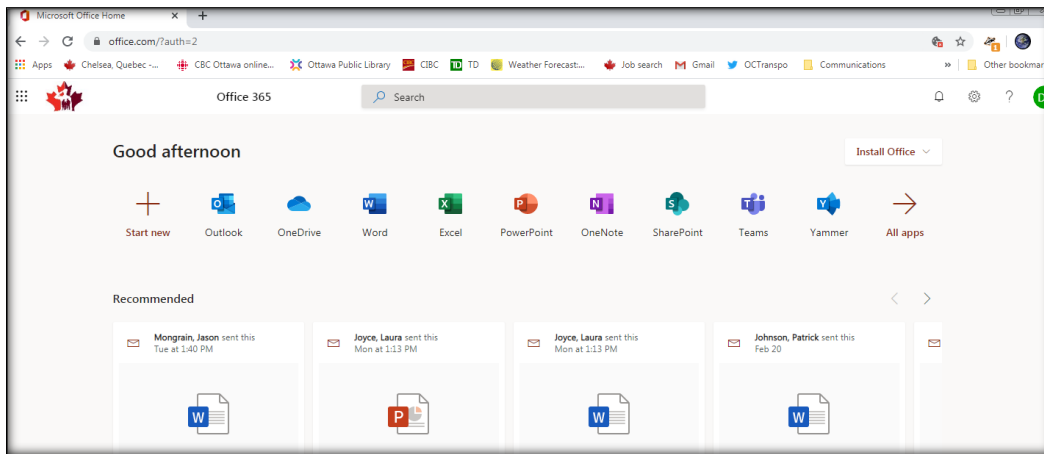
15. Go back to your computer.

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



16. Select **Done**.

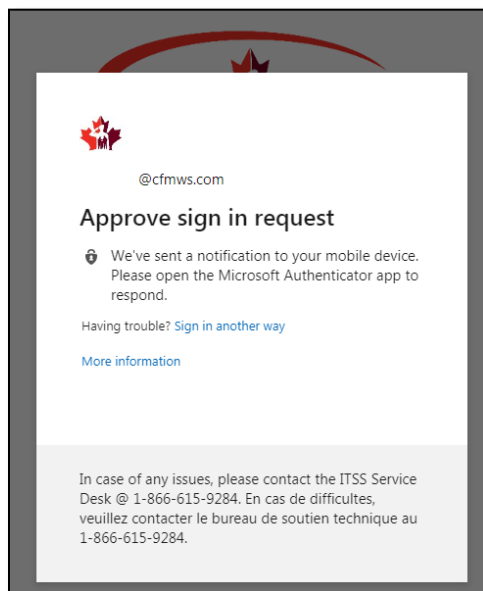
The Office 365 apps window may appear on your computer.



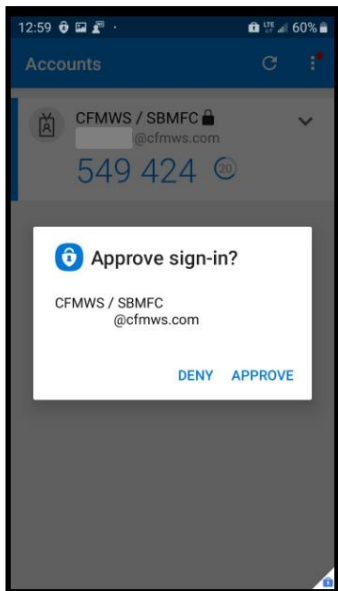
3. Using your computer after you've enrolled in MFA

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.



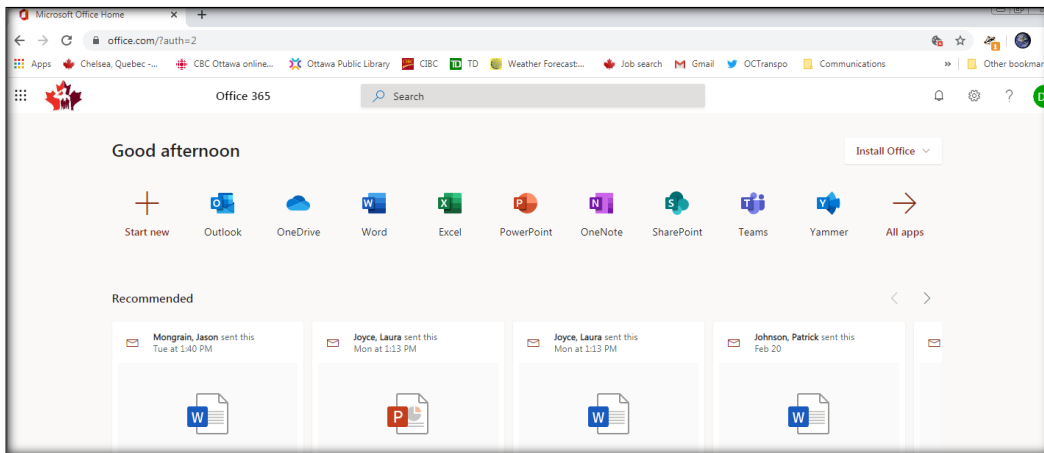
3. Go to your phone.
4. On your phone, open the Authenticator app.



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

The Office 365 apps window appears on your computer.

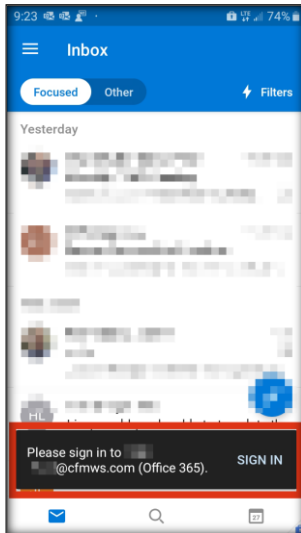
Note: If the Stay signed in window appears, select **No**.



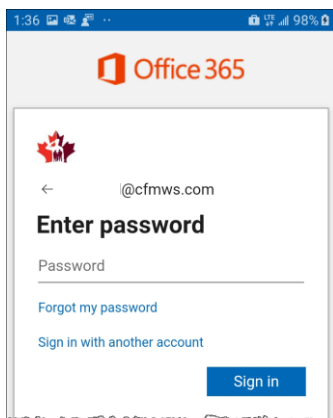
7. You can now use the Office app of your choice.

4. Accessing your work email on your phone

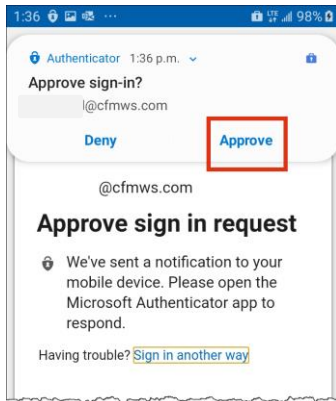
The first time you try to use your work email on your phone after enrolling in MFA, you may be asked to sign in or approve.



1. On your phone, select **Sign in**.
The Office 365 window appears.



2. Enter your password, and then select **Sign in**.
A notification is sent to your phone.



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.