



Changing/Adding an MFA method

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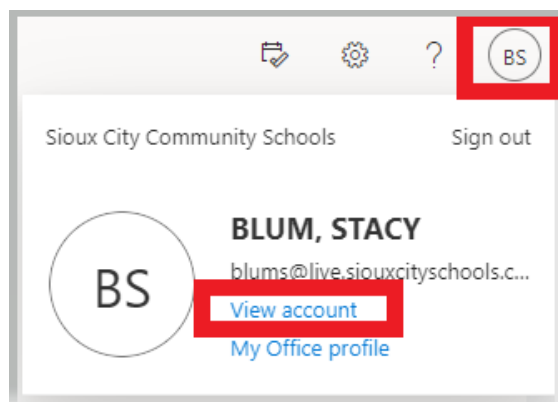
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Overview

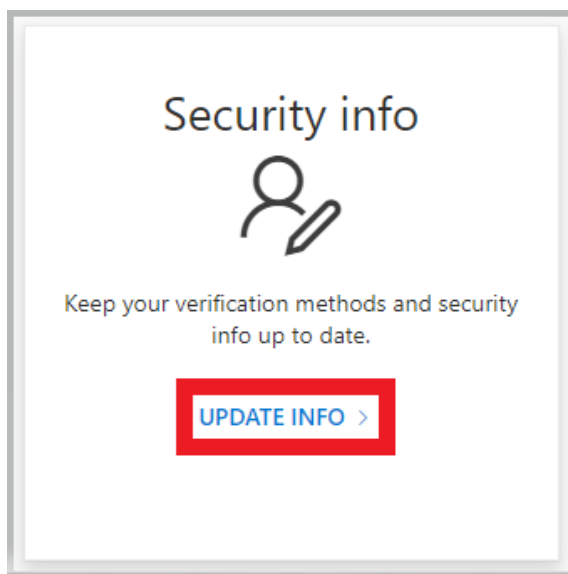
When accessing district email outside of a district building, you will be required to use two-factor authentication on any device, which may include your cell phone, district issued laptop or personal computer or tablet. These steps will help you add another method to your account in the event that you lose access to your primary method such as your desk extension in your classroom/office. In addition, if you setup your MFA to call the main office number of your school building, you MUST go through these steps to change your authentication method. The main office should not receive any MFA calls and all accounts using the office phone option should enter **712-279-6050** with extension.

Access the Security page for your Exchange email account

From your device, navigate to office.com and log into your account. Click on the circle at the top right corner for your Account Manager options and choose View account:



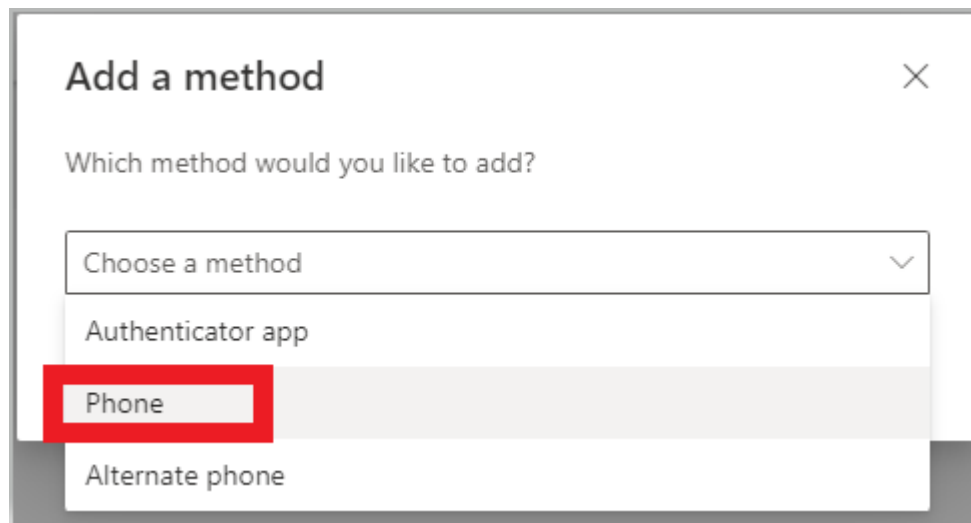
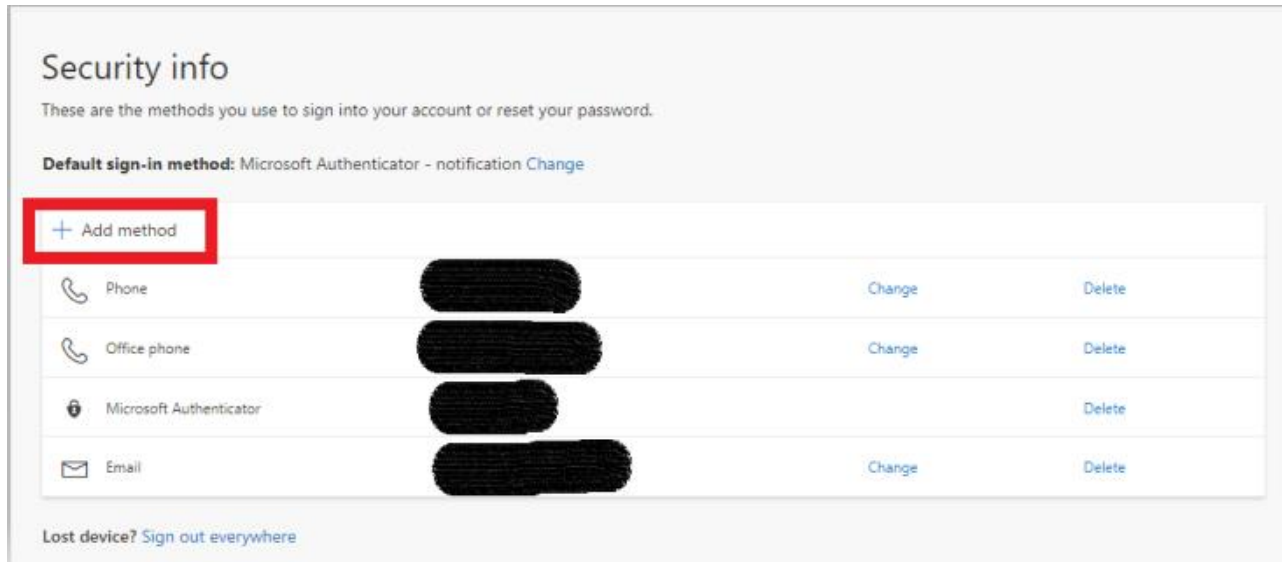
From your My Account page, Click on the Security info tile Update Info:



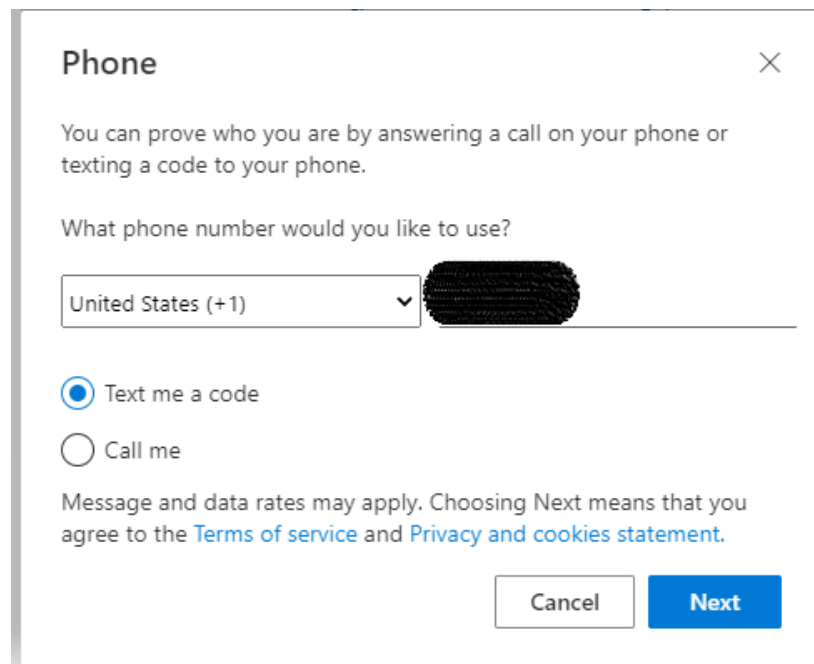


Add an authentication method

From the Security info page, click on + Add method and choose Phone:



Enter the phone number with area code you would like to add. Choose Text me a code if you are using a cell phone as your backup method. Choose Call me if you are using a landline for your backup method or do not wish to receive a text. Click Next.



Phone [Close]

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

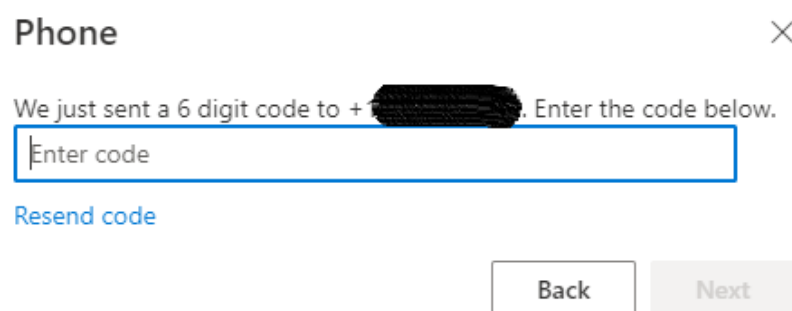
[United States (+1)] [Redacted]

☒ Text me a code
☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

[Cancel] [Next]

Enter the 6 digit code that is sent to your phone and click Next or follow the instructions on the call you receive.



Phone [Close]

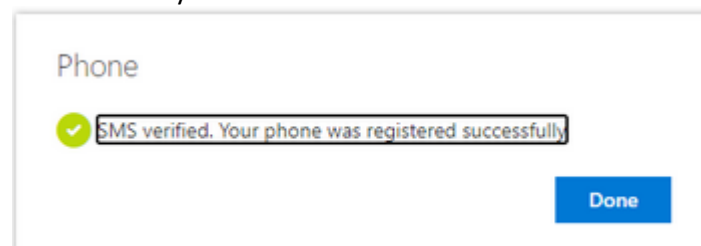
We just sent a 6 digit code to + [Redacted]. Enter the code below.

[Enter code]

[Resend code](#)

[Back] [Next]

Click Done when you have successfully added the method.



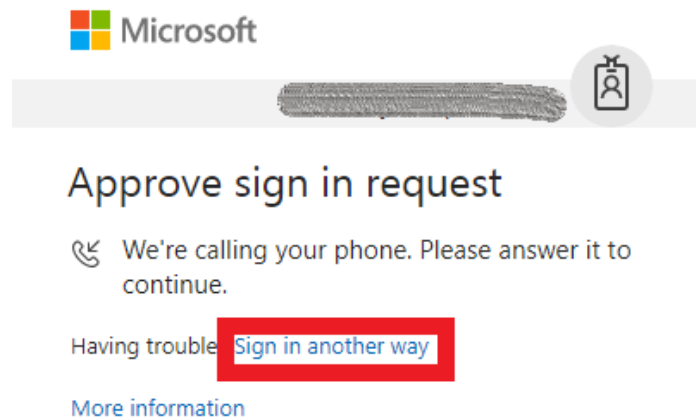
Phone

✓ SMS verified. Your phone was registered successfully

[Done]

Using your new method

When signing into your district email account from a device outside the district network SCSCHOOLS, you will be prompted to authenticate. If you have set your primary method to your desk phone but have entered an alternative phone number in your Security Info, you can choose Sign in another way:



You can then choose the method you setup in the previous steps to access your account:

Verify your identity



Approve a request on my Microsoft Authenticator app



Use a verification code from my mobile app



Text +XX XXXXXXXXXX19



Call +XX XXXXXXXXXX19

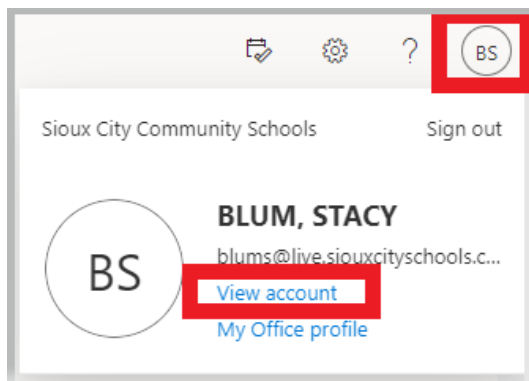
[More information](#)

Cancel

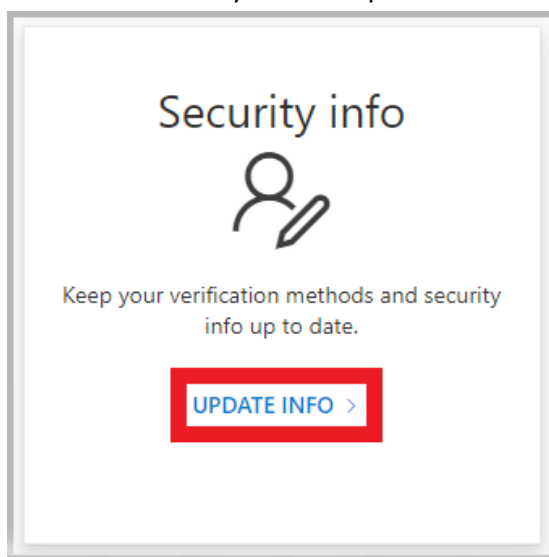
You will then authenticate as you normally would do. Please remember to never approve an authentication request unless YOU are attempting to access your account. All other requests should be ignored. Never approve a request for someone else.

Changing your primary method

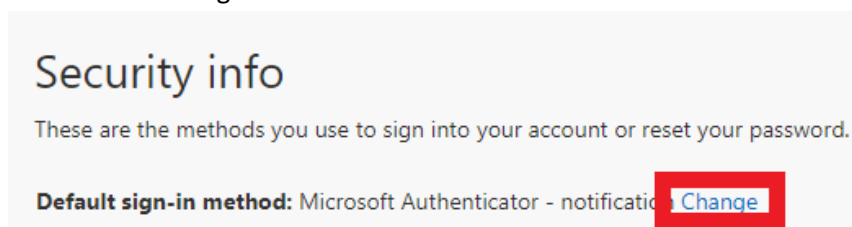
At any time, you can change the method in which you approve authentication requests on your account. From your device, navigate to office.com and log into your account. Click on the circle at the top right corner for your Account Manager options and choose View account:



From your My Account page, Click on the Security info tile Update Info:



Click on Change next to Default sing-in method:



Choose the method you would like to make your primary method and click Confirm.



Assistance

If at any time you experience issues with your two-factor authentication, please enter a help desk ticket at this [link](#).