How to Setup Multi-Factor Authentication using Microsoft Authenticator App

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The Graduate Center has enabled Multi-Factor Authentication (MFA) for your Office 365 account. MFA is an authentication method that requires more than one verification method for users when signing in to the Microsoft Office Portal.

**Step 1** – Download and install the Microsoft Authenticator app for your mobile device - iOS, Android, or Windows Phone. Open the MS Authenticator App but do not configure it yet.

**Step 2** – Navigate to your browser and visit www.office.com. Sign in to your username@gradcenter.cuny.edu email. The dialog with More information required will appear:

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More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more

To report an issue, please email IT Services at itservices@gc.cuny.edu.
Step 3 – In the Security verification section - “How should we contact you”, select “Mobile app” from the dropdown menu and “Receive notifications for verification”. Click on Setup.

Note: DO NOT click on “NEXT”

Step 3. – Navigate to the MS Authenticator App and complete the following steps to configure your mobile app.

a) In the MS Authenticator app, add an account and choose "Work or school account".

b) Scan a QR the image below.
Step 4. Additional security verification:

1. Click on Next

Step 5. Approve sign-in on your mobile device

Step 6. Additional security verification

1. Enter your mobile phone number
2. Click on Next
Step 7 - 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

Step 8 - Once you enter your number and click done, the next screen will ask you to approve the sign in from the authenticator app. Click approve and your account will automatically log in.

Related articles:

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