HITS Reference Documentation

Manually Adding M365 MFA - SSPR

Introduction

Outlines procedure to manually add Microsoft 365 push-notification Multi-Factor Authentication and phone number for Self-Service Password Reset.

This procedure is to be followed when the automatic onboarding when first signing into Office 365 fails to prompt for registration of Microsoft Authenticator and Self-Service Password Reset.
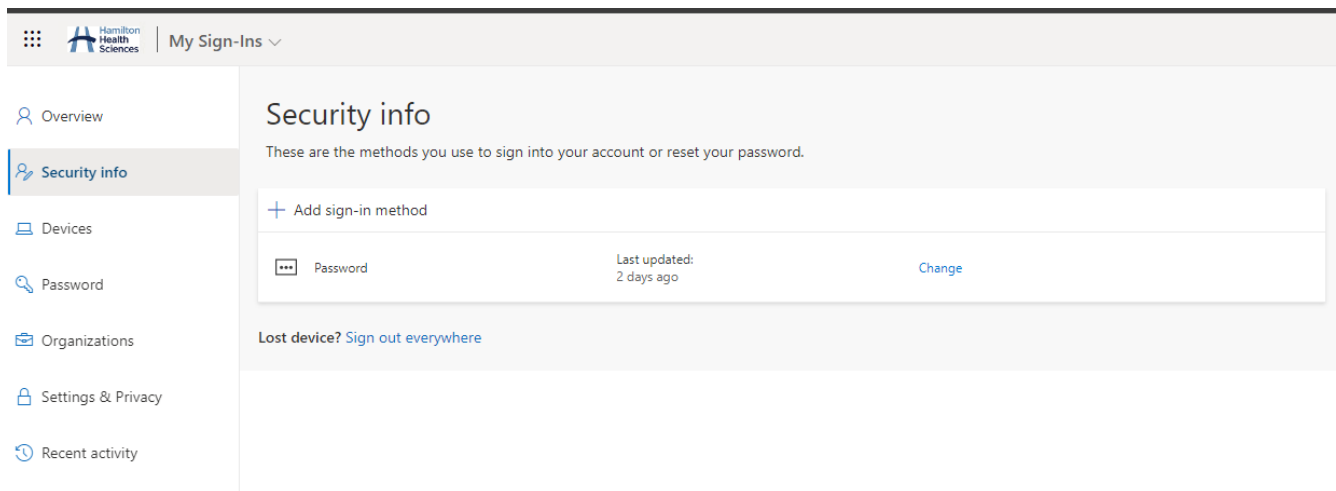
Procedure

Open a web browser inside of Citrix or while onsite, navigate to https://mysignins.microsoft.com/security-info.

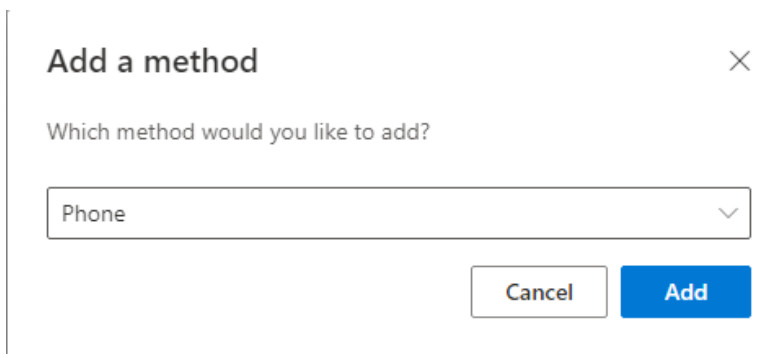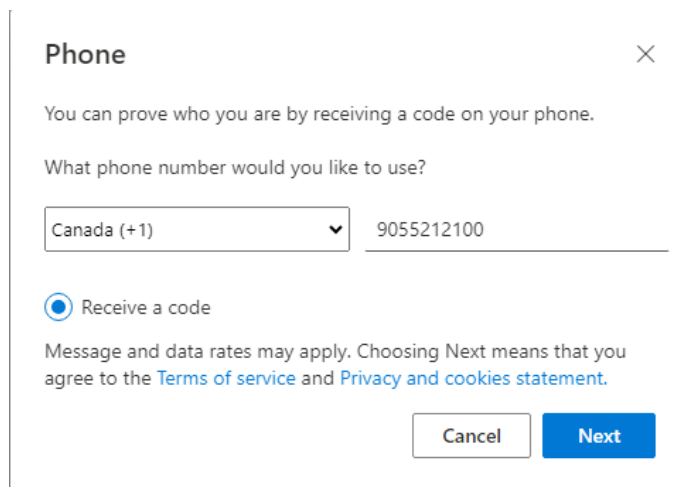Sign in with your HHSC credentials when prompted.
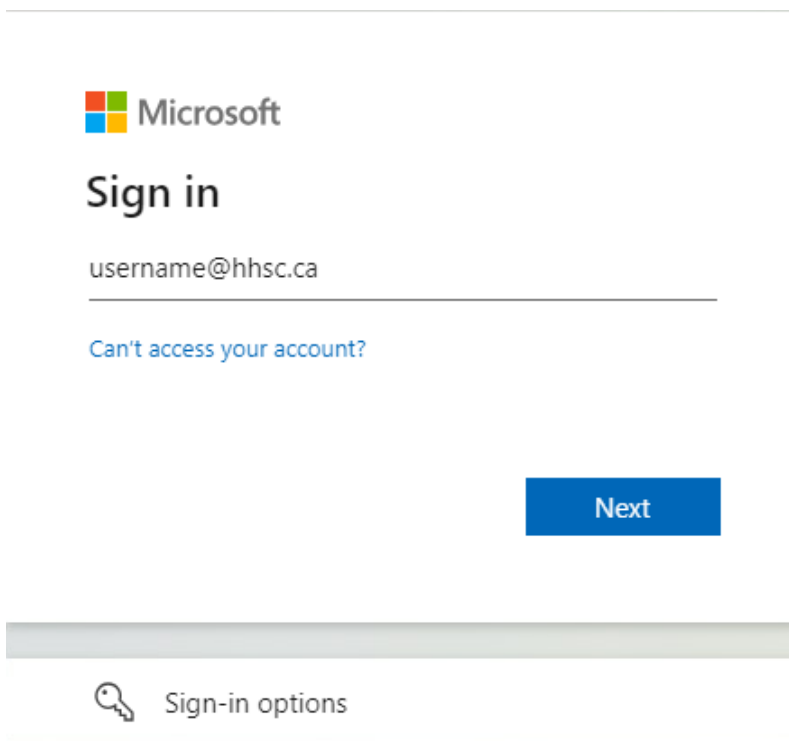
The following screen will appear. Select **Add sign-in method**.

Select **Phone number** as the option.

Add the phone number you will use for your **Self-Service Password Reset** (note this must be a unique phone number, the below is just an example).

On clicking **Next** a code will be sent to the phone number specified. Enter in the 6 digit code received via text message (SMS) and click **Next**.

It will show the verification has completed successfully, click **Done**.

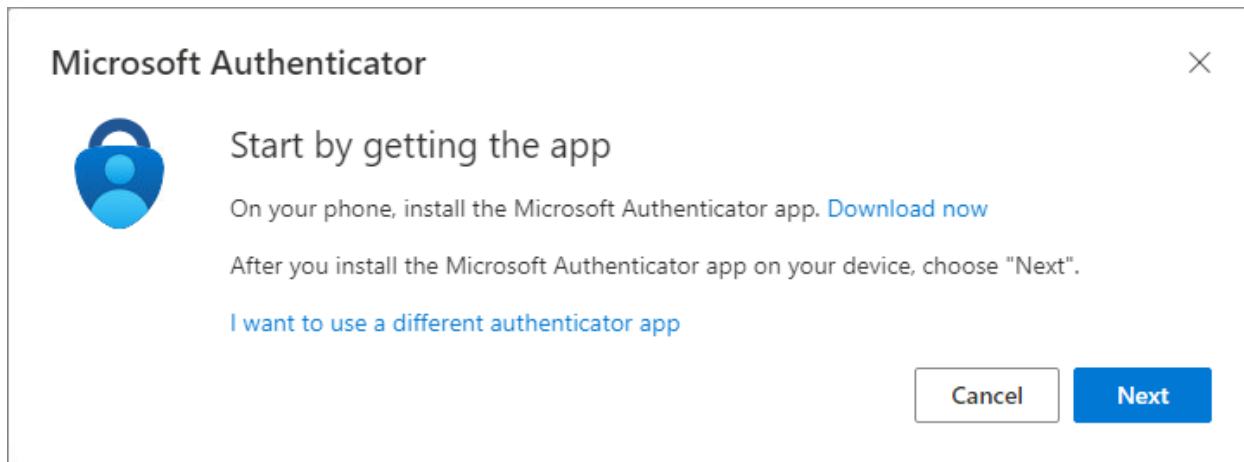Back at the main Security Info page, select **Add sign-in method**. This time, select **Authenticator app**, and click **Confirm**.
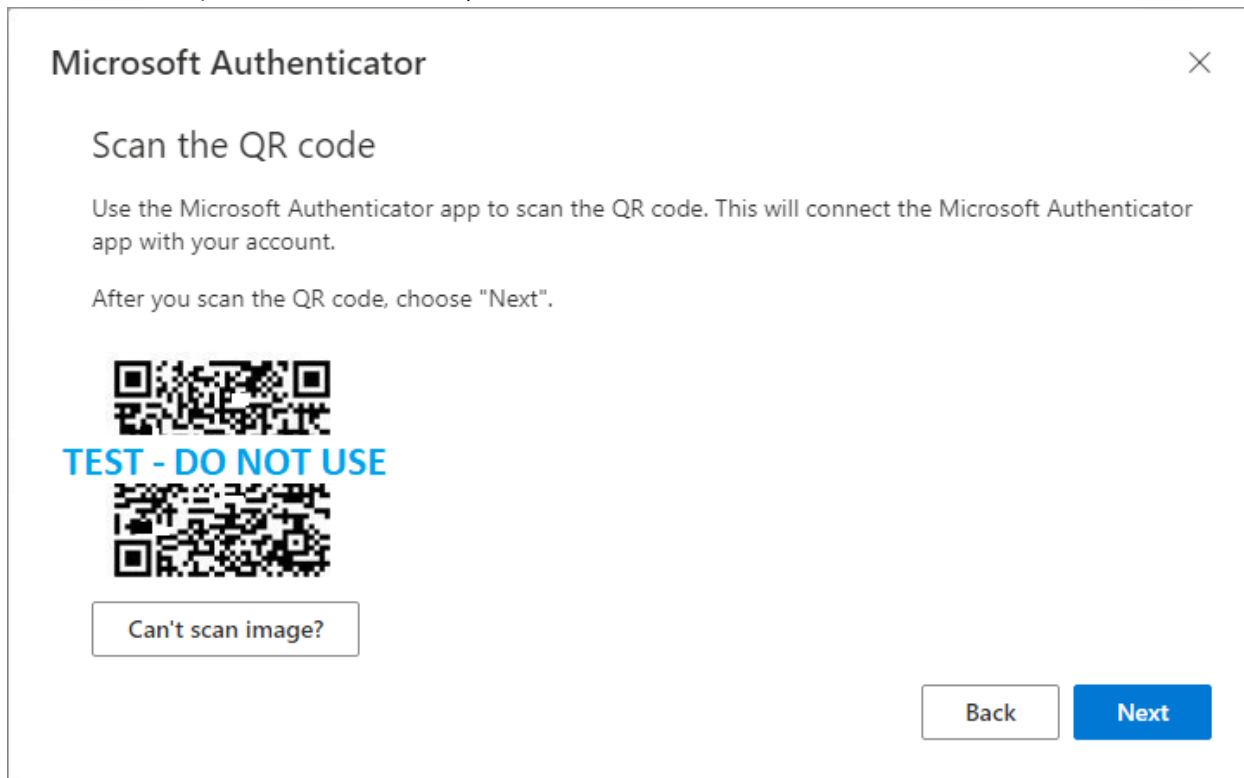
Follow through with the prompts to setup your Microsoft Authenticator. Install the application if not already downloaded, as per the instructions and click **Next**.

Note: Notifications are required to be enabled for the Microsoft Authenticator application to function.
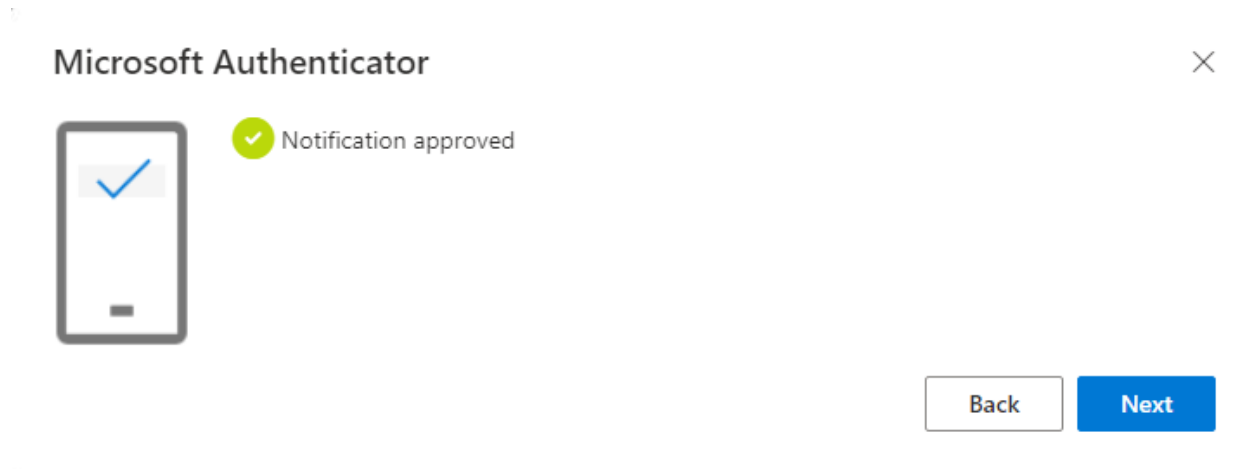
Microsoft Authenticator   ✕

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

Cancel   **Next**

Scan the QR code by clicking the ✛ icon in the Microsoft Authenticator, select **Work or School Account** and then **Scan QR code**. Once scanned, click **Next**.

Microsoft Authenticator   ✕

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

TEST - DO NOT USE

Can't scan image?

Back   **Next**

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A 2-digit number will be shown, and a notification will be sent to the Microsoft Authenticator app. Enter in the code from the computer into the pop-up that appears on the phone, and click **Yes** to proceed.
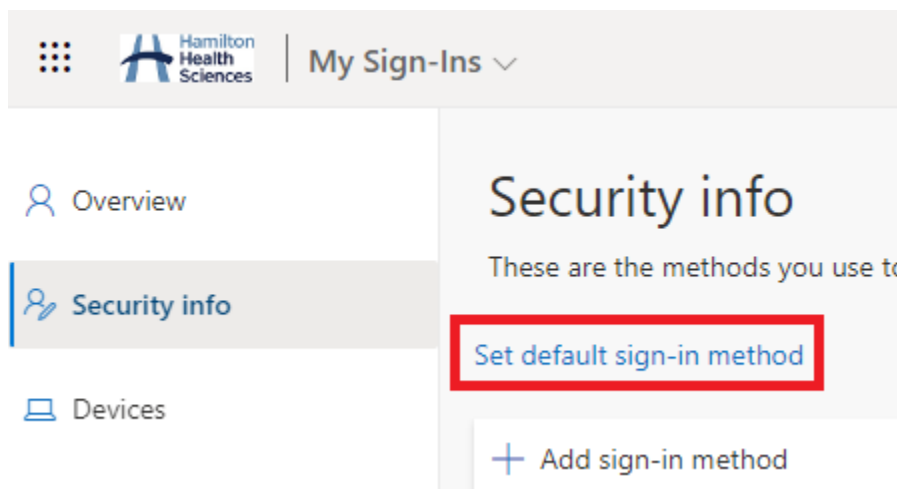
The dialog will show as notification approved, click **Next**.

A green pop-up will appear at the top right of the Security Info page, confirming that the Microsoft Authenticator has been successfully added.
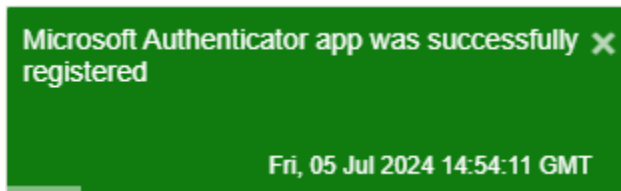
On the main Security Info page, select **Set default sign-in method**.

Choose the **App based authentication – notification** option from the list in the dialog that appears, and click **Confirm**.

Once this has been updated, all steps have been completed and all requirements for accessing Microsoft 365 applications will be met.