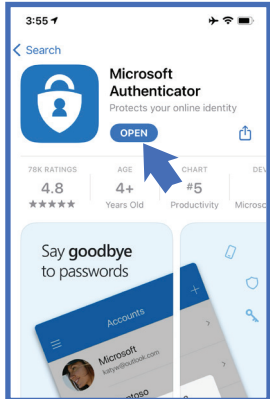
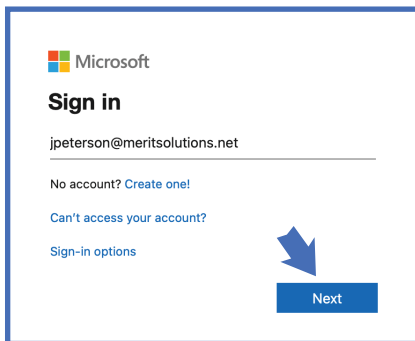


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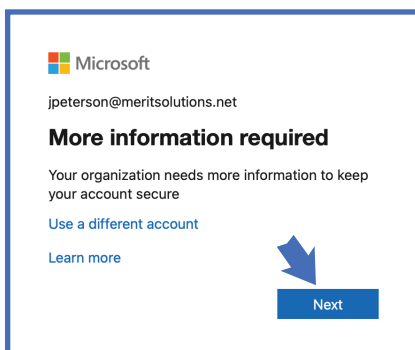
Before you use this document, your Support Team at MERIT will need to prepare your M365 account for MFA configuration. Once done, follow the steps below:



- 1** On your phone, open the Google Play Store (Android) or App Store (iPhone), and search for Microsoft Authenticator. Install the application.
- 2** Go to [portal.office.com](https://portal.office.com) on your computer.



- 3** Sign in with your M365 email address and password.



- 4** Click **NEXT** on the prompt.

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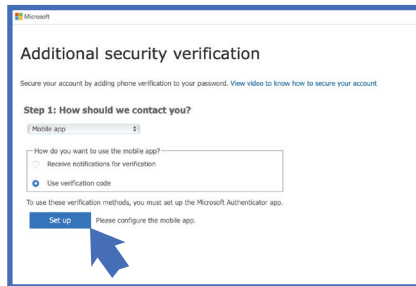
**SERVICE/REPAIRS/HELPDESK:**  
service@meritsolutions.net  
or call 757-420-5150

[www.meritsolutions.net](http://www.meritsolutions.net)

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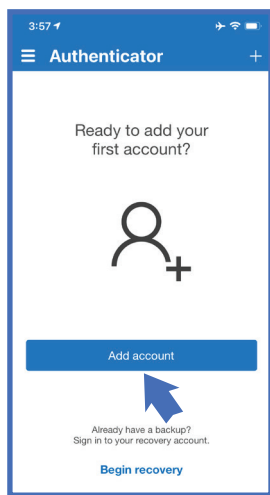
5



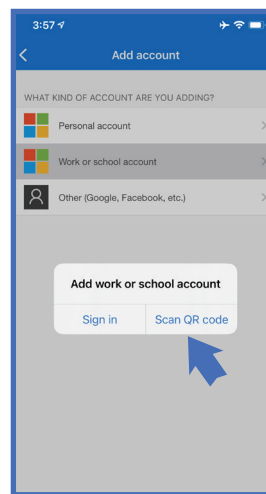
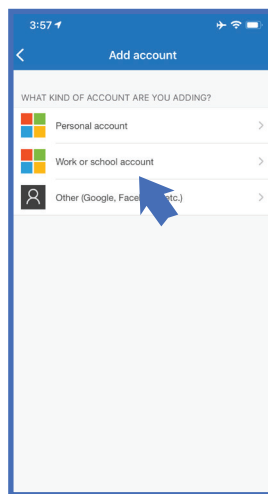
On the left screen, click **AUTHENTICATION PHONE**, then choose **MOBILE APP** from the drop-down menu. Select **USE VERIFICATION CODE**, then **SET UP**. You will then be met with this screen.



6



On your phone, open Microsoft Authenticator, then skip through any introductory screens. Select **ADD ACCOUNT**. This can also be found by clicking on the three dots (Android) or the plus (iOS) in the upper right-hand corner of the screen.



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Select **WORK OR SCHOOL ACCOUNT**, then **SCAN QR CODE**. If prompted, give the app permission to access your camera.

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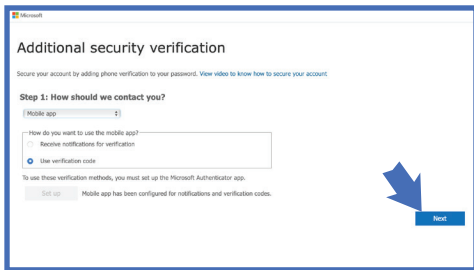
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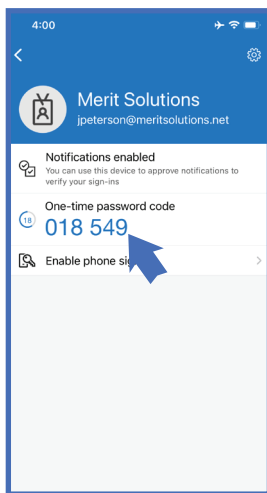
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8

Hold your phone up to the QR code on the **CONFIGURE MOBILE APP** window, and it should automatically add your account to the app. If prompted, give the app permission to send you notifications. On your computer, click **NEXT**, and then **NEXT** again.

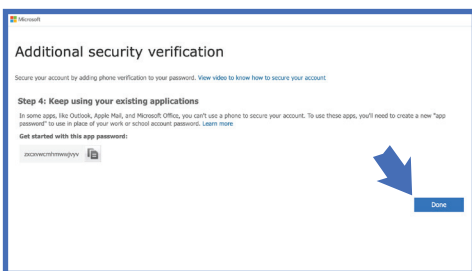


9

In the Microsoft Authenticator app, select your email, then enter the one-time password code when prompted on your computer.

10

Click **VERIFY**. Microsoft will prompt you to set up an additional MFA method, such as with your cell phone number.



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Next, write down the App Password that appears on the following screen before selecting **DONE** (try copying this password and email it to yourself for safe keeping). You will only use this password with certain apps that aren't compatible with MFA.

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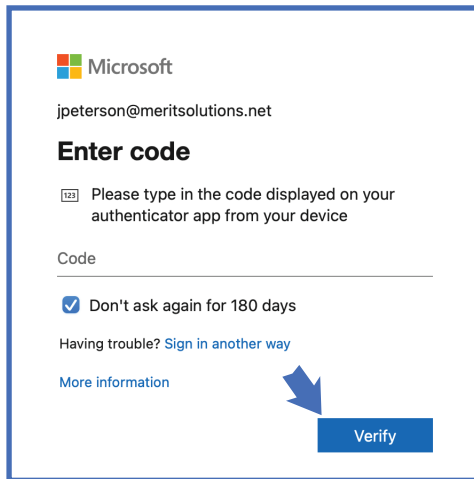
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12

Now, after you enter your O365 password when signing into applications, you will be met with the screen below:

13

Open the Microsoft Authenticator app, retrieve the code, enter it here, and click **VERIFY** to complete signing in.

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