Multi Factor Authentication (MFA) – alternative verification option
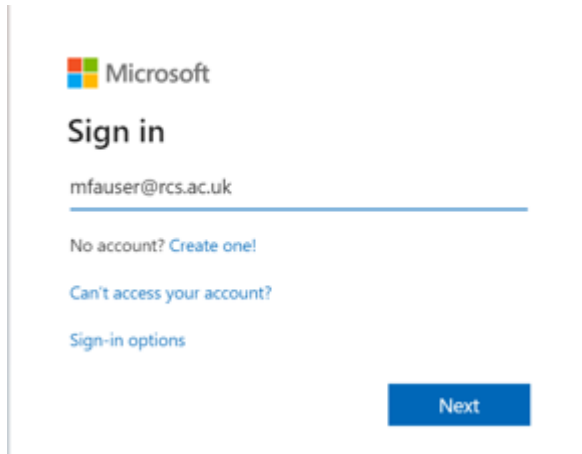
If you are unable to access the Microsoft Authenticator App, you can add a telephone number to receive a text or call with a code to enable Multi Factor Authentication.
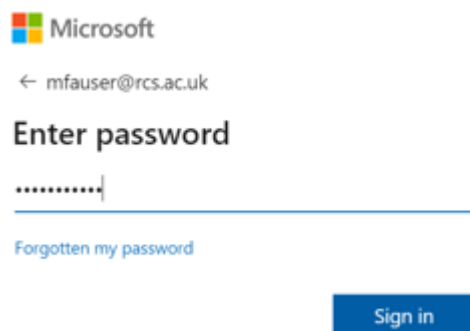
Log into your email using Outlook Web Access (https://outlook.com/rcs.ac.uk)

Enter your Office 365 username (staff – no dot between your initial and surname)
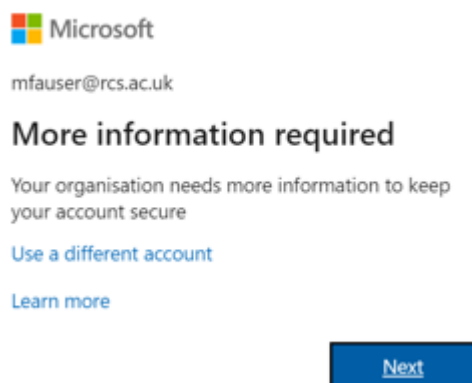
Microsoft

Sign in

mfauser@rcs.ac.uk

No account? Create one!

Can't access your account?

Sign-in options

Next

Enter your password

Microsoft

← mfauser@rcs.ac.uk

Enter password

••••••••••

Forgotten my password

Sign in

You will receive a message that says additional information is required, click Next to proceed

Microsoft

mfauser@rcs.ac.uk

More information required

Your organisation needs more information to keep your account secure
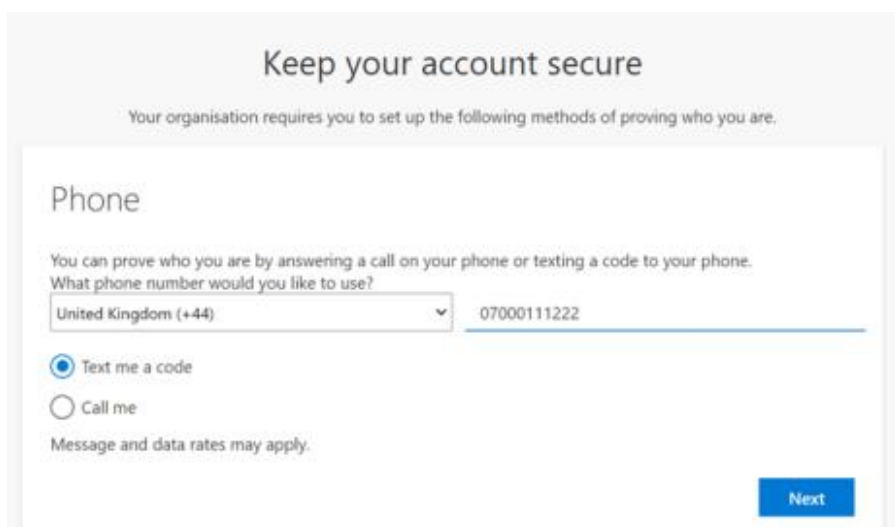
Use a different account

Learn more

Next

Click on the link at the bottom of the page I want to setup a different method
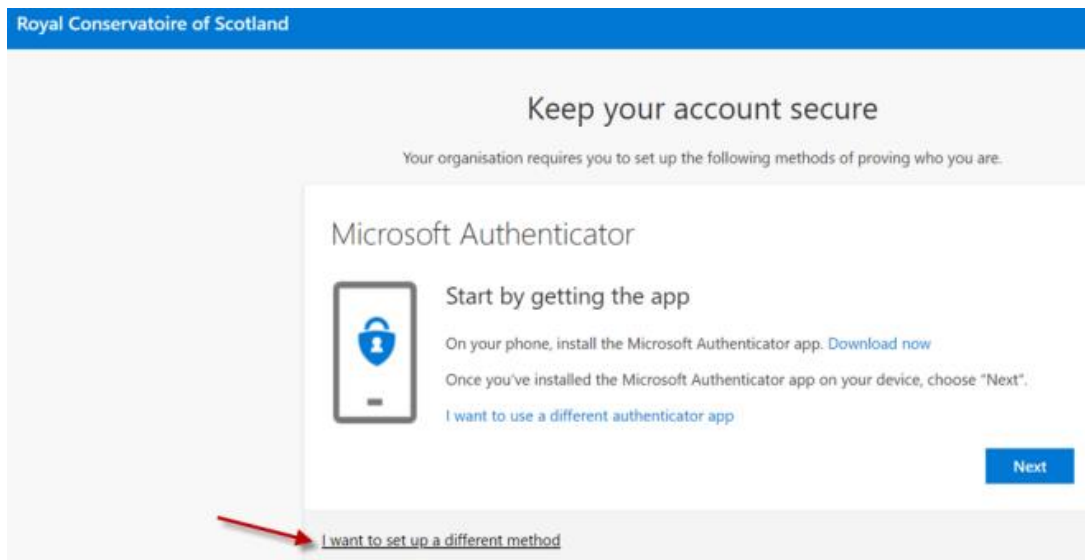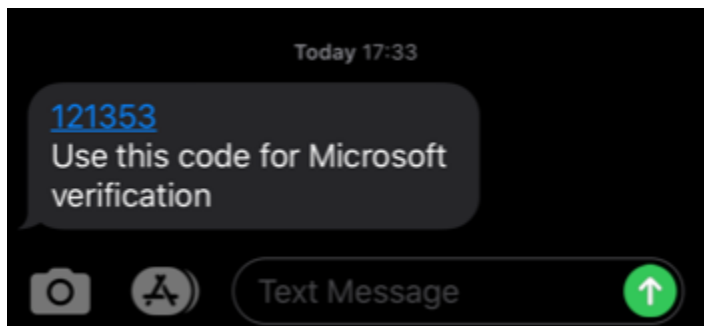

From the Choose a different method drop down menu, select Phone
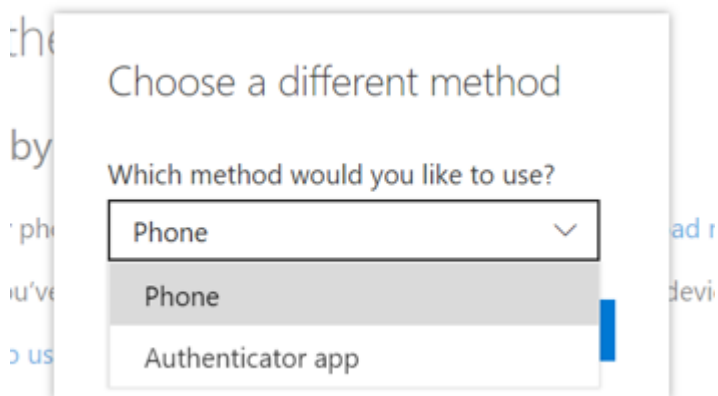
Enter your phone number and select whether to receive a text or phone call

You'll receive a text message or phone call with a 6 digit code
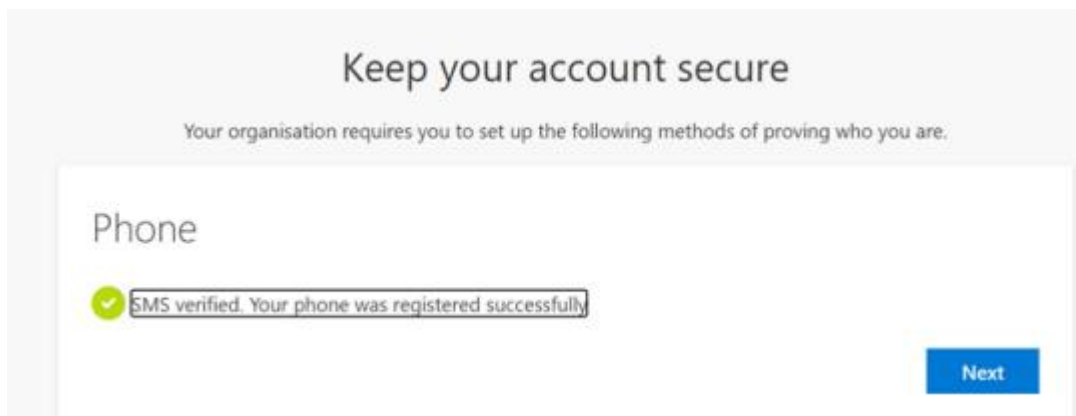

Enter this to proceed

You will get confirmation that your phone number has been registered

Whenever you are prompted for Multi Factor Authentication you will be sent a text / receive a phone call to approve.