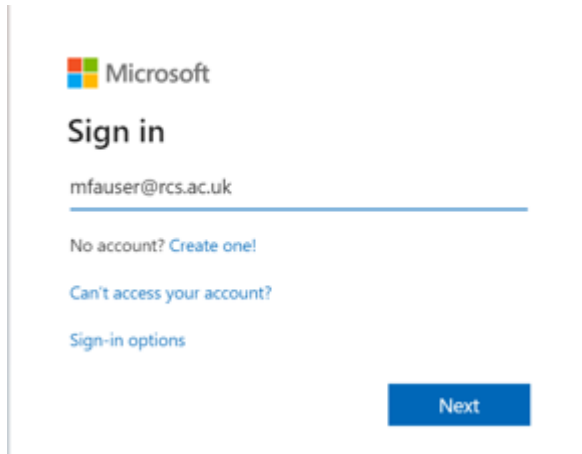


## Multi Factor Authentication (MFA) – alternative verification option

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.

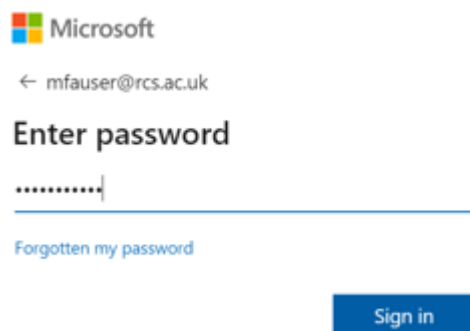
Log into your email using Outlook Web Access (<https://outlook.com/rcs.ac.uk>)

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



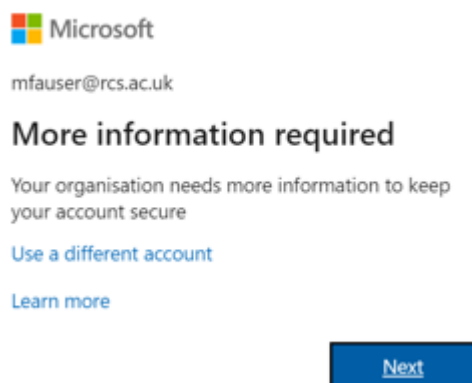
The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. Underneath, the email address "mfauser@rcs.ac.uk" is entered into a text field. Below the text field, there are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom right of the page is a blue button labeled "Next".

Enter your password



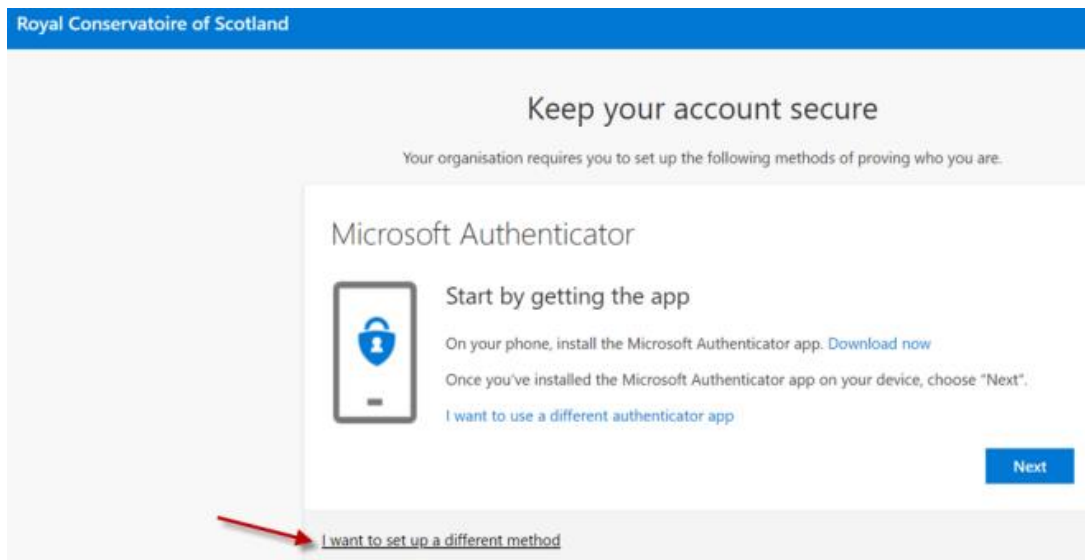
The screenshot shows the Microsoft "Enter password" screen. At the top left is the Microsoft logo. Below it, the text "Enter password" is displayed. Underneath, the email address "mfauser@rcs.ac.uk" is shown with a back arrow to its left. Below the email address, a password field contains several dots. Below the password field, there is a link "Forgotten my password". At the bottom right of the page is a blue button labeled "Sign in".

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

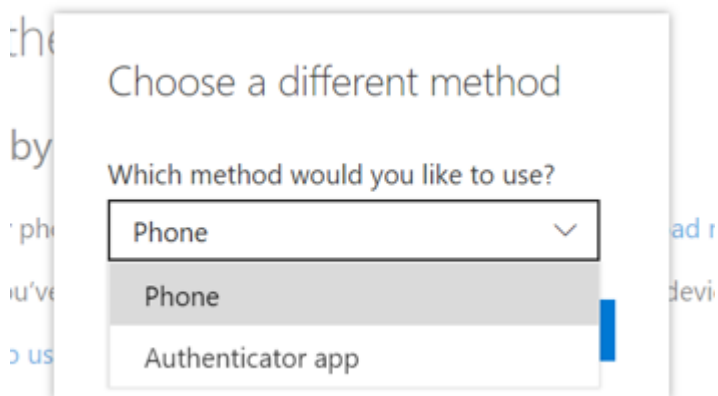


The screenshot shows the Microsoft "More information required" screen. At the top left is the Microsoft logo. Below it, the text "More information required" is displayed. Underneath, the email address "mfauser@rcs.ac.uk" is shown. Below the email address, there is a message: "Your organisation needs more information to keep your account secure". Below the message, there are two links: "Use a different account" and "Learn more". At the bottom right of the page is a blue button labeled "Next".

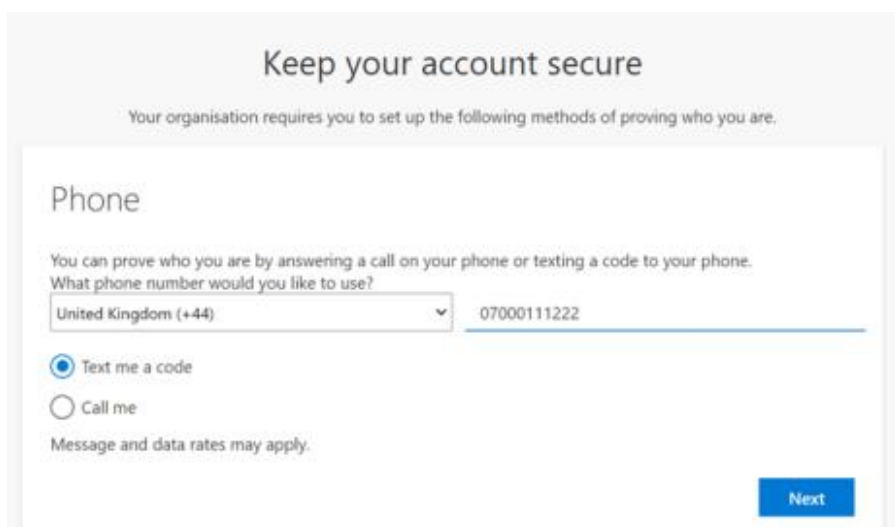
Click on the link at the bottom of the page [I want to setup a different method](#)



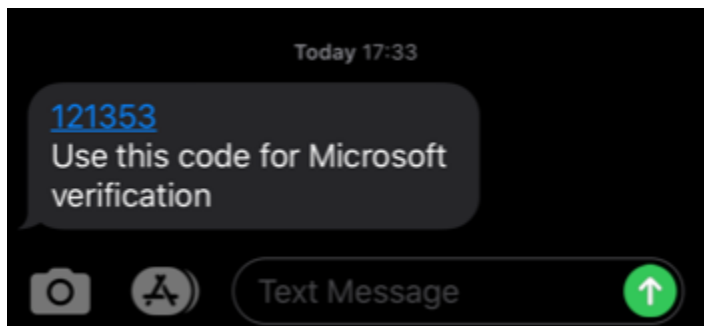
From the Choose a different method drop down menu, select Phone



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

Phone

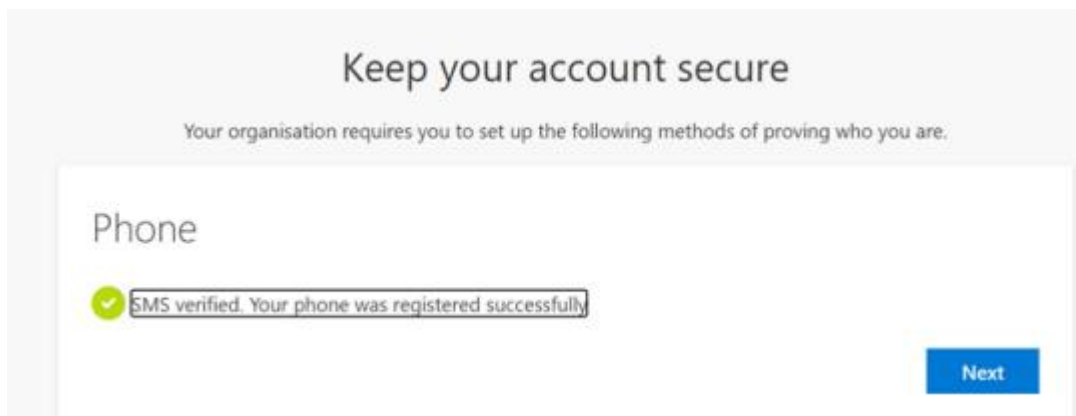
We just sent a 6-digit code to +44 079 . Enter the code below.

121353

[Resend code](#)

[Back](#) [Next](#)

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.