

# National Yunlin University of Science and Technology

---

## Microsoft Multi-Factor Authentication (MFA) Download, Installation and First-Time Use Guide

Applicable Users: Individuals who are enabling Microsoft MFA (Microsoft Authenticator) for the first time.

### 1. What is Microsoft Multi-Factor Authentication (MFA)?

Microsoft Multi-Factor Authentication (MFA) is a security mechanism that enhances account protection. In addition to entering a username and password, users must verify their identity through a smartphone app, significantly reducing the risk of account compromise.

### 2. Prerequisites

1. A smartphone with Internet access (Android or iPhone).
2. A Microsoft account that can sign in successfully.
3. An available network connection (Wi-Fi or mobile data).

### 3. Download and Install Microsoft Authenticator

Android users: Open Google Play Store and search for Microsoft Authenticator to install it.

iPhone users: Open the App Store and search for Microsoft Authenticator to install it.

### 4. Initial Setup

Step 1: Open Microsoft Authenticator on your smartphone. Tap the + icon or Add Account, then select Work or School Account and stay on the Scan QR Code screen.

Step 2: On a computer, sign in to Microsoft 365 at <https://portal.office.com> using your Microsoft 365 account and password.

Step 3: When the Protect Your Account screen appears, click Next. On the Install Microsoft Authenticator screen, click Next again.

Step 4: On the Set Up Your Account in the App screen, click Next. A QR Code screen will be displayed.

Step 5: Return to your smartphone, tap Scan QR Code, and scan the QR code displayed on the computer screen to add the account to Microsoft Authenticator.

Step 6: On the computer, click Next. A number-matching verification screen will appear. Enter the displayed number in Microsoft Authenticator on your smartphone and approve the request.

Step 7: When the Authenticator Added screen appears, click Finish to complete the setup.

## 5. First Sign-In Verification

Step 1: Sign in to Microsoft 365 (Outlook) from a web browser.

Step 2: A number will appear on the Approve Sign-In Request screen.

Step 3: On your smartphone, open the Microsoft Authenticator notification, enter the displayed number, and tap Yes to approve the sign-in.

Step 4: After verification is completed, you will be signed in successfully on the computer.

## 6. Frequently Asked Questions

Q1: What should I do if my phone is lost?

A: Contact the IT department immediately to reset MFA.

Q2: What if I do not receive a verification notification?

A: Ensure your phone has Internet access and that app notifications are enabled.

Q3: How do I switch to a new phone?

A: Install Microsoft Authenticator on the new phone and re-register your MFA account.

## 7. Security Recommendations

1. Do not approve MFA verification requests that you do not recognize.
2. Change your password immediately if you notice suspicious sign-in activity.
3. Keep your smartphone operating system and apps updated.

## Appendix: Benefits of Enabling MFA

- Reduces the risk of account compromise.
- Protects against social engineering and phishing attacks.
- Enhances Microsoft 365 and Exchange Online security.
- Supports information security and ISMS compliance requirements.