

# Microsoft 365 Setup

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# Microsoft 365 2FA Setup

## Set up 2-step verification for Office 365

Office for business Office 365 Admin

Once your admin [enables](#) your organization with 2-step verification (also called multi-factor authentication), you have to set up your account to use it.

By setting up 2-step verification, you add an extra layer of security to your Office 365 account. You sign in with your password (step 1) and a code sent to your phone (step 2).

1. Check whether your Office 365 [admin has turned on multi-factor authentication](#) for your account. If they haven't, when you try to do these steps you won't see the options in Office 365.
2. Sign in to Office 365 with your work or school account with your password like you normally do. After you choose **Sign in**, you'll see this page:

**First Sign in screen**  
These links should be displayed

3. Choose **Set it up now**.
4. Select your authentication method and then follow the prompts on the page. Or, watch the video to learn more.
5. After you verify your alternate contact method, choose **Next**.
6. Once you complete the instructions to specify how you want to receive your verification code, the next time you sign in to Office 365, you'll be prompted to enter the code that is sent to you by text message, phone call, etc.

To have a new code sent to you, press F5.

When you sign in with 2-step verification, you'll be prompted for a code.

**We strongly recommend setting up more than one verification method.** For example, if you travel a lot, consider [setting up Microsoft Authenticator](#) for your verification method. It's the easiest verification method to use, and a way to avoid text or call charges.

# Microsoft 365 Change Password

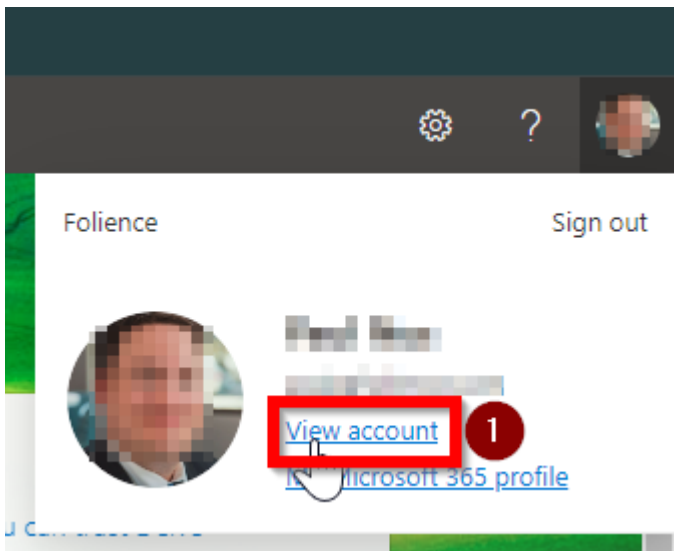
## About

This document describes the steps needed to reset password through Azure to write-back to domain controller.

## Microsoft Login

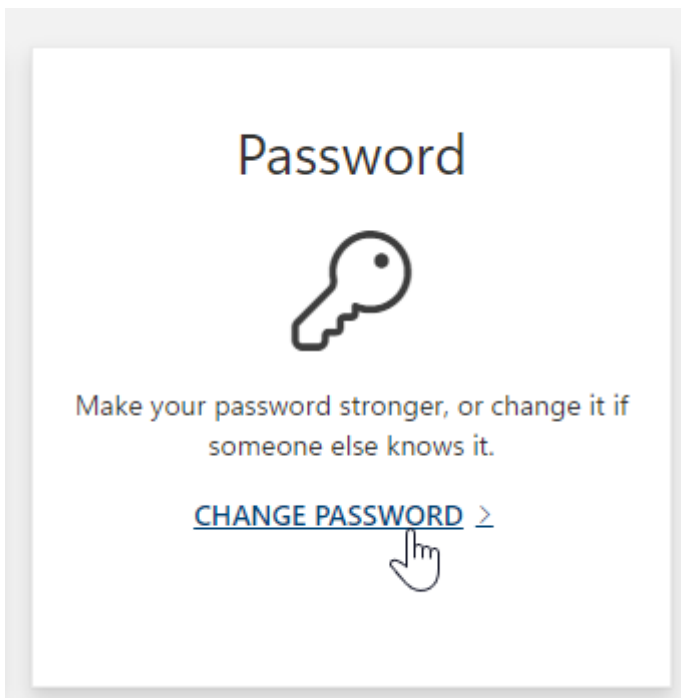
Login to <https://office.com> or simply go to <https://myaccount.microsoft.com/> to get to change password option.

You can click "View Account" if you are already logged in and want to click to the page.



## Change Password

Choose the change password option





Enter new password and submit.



Change your password

User ID

New password

Confirm new password

Cancel

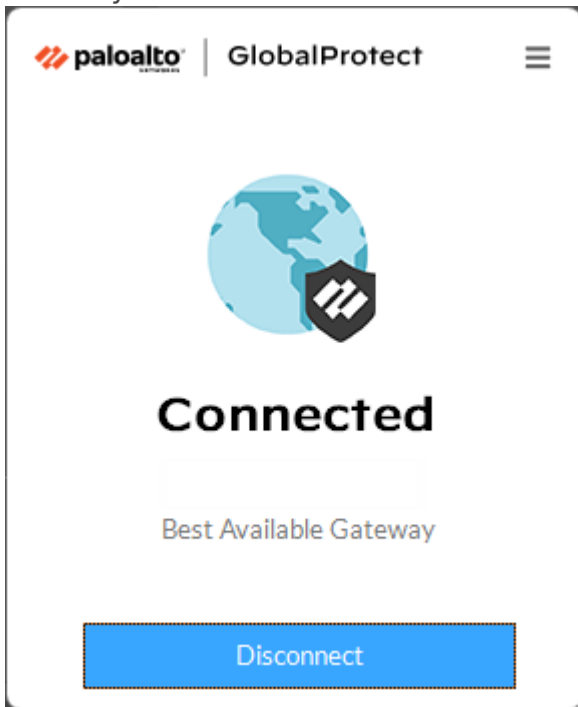
Submit

Please open a [help.desk@folience.com](mailto:help.desk@folience.com) ticket if you run into any issues. Upon success, you may need to re-authorize your Microsoft logins.

## Cache Your Password

Your password has been changed successfully and has been recorded. However, if you have a laptop and connect using the VPN, your laptop won't know you have changed your password the next time you go to unlock it or log into it.

1. Ensure you are connected to the VPN



2. Lock your PC by pressing the Windows Key and L at the same time
3. Immediately unlock the PC again by entering the new password you just created in the above step

You can now log into your laptop with the new password, even if it does not have an internet connection.

## Forgotten Password

If you have forgotten your password and need to change it, you can now reset your own password with Self Service Password Reset.

1. Navigate to <https://office.com> or simply go to <https://myaccount.microsoft.com/> to begin the process.
2. Click **Can't access your account?**



## Sign in

Email, phone, or Skype

No account? [Create one!](#)

[Can't access your account?](#)

Back

Next



Sign-in options

3. Click **Work or school account**



## Which type of account do you need help with?



Work or school account  
Created by your IT department



Personal account  
Created by you

Back

4. Enter your **e-mail address** and complete the **captcha** to prove you are human



## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: \*

keanu@folience.com

Example: user@contoso.onmicrosoft.com or user@contoso.com



6WWW

Enter the characters in the picture or the words in the audio. \*

Next

Cancel

5. Select the reason for your login issues



## Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

6. Complete verification of your identity. You must verify your ID through two separate channels. For example, a text to your mobile number *and* a code to your authenticator

app.

# Get back into your account

**verification step 1** > verification step 2 > choose a new password

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Please choose the first contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

☐ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

What phone number would you like to use for verification?

☐ Text me at \*\*\*\*\*41

☒ Text me at \*\*\*\*\*99

Next

Once you have completed both identity challenges, you can enter your new password. You should proceed with the steps to cache the password as before.



# Microsoft 365 Sharing Mobile Number With Coworkers

Employees who wish to be reachable by other employees while traveling, off work hours, or otherwise away from their computers may wish to make their mobile phone number known.

Feel free to mix and match from these options - they are not mutually exclusive. You may choose to do all or none of these.

There is no company requirement to share your mobile number with other employees.

Many members of staff have chosen to only be reachable at their company phone number and not to share their personal, private phone number with anyone. You may choose to install the Zoom app on your mobile device to allow you to make and receive calls from Zoom the same as you would from your computer. Alternatively, [Zoom can be configured to simultaneously ring through to another number of your choice](#), effectively forwarding calls to your personal number.

If there are any questions about the specific requirements for your job duties, please discuss them with your manager.

## Option 1 - Put your mobile number in your e-mail signature

Build your e-mail signature using [the Folience Signature Builder tool](#). When filling out your information, be sure to fill in the mobile number and check the box next to the field.

Shared Services ▼

Keanu Reeves

Demonstration User

keanu@folience.com

319-200-5555

555-843-1999 ✓

Enable COY: ☒

Enable Bookings: ☐

Enter Bookings URL

Copy Signature to Clipboard

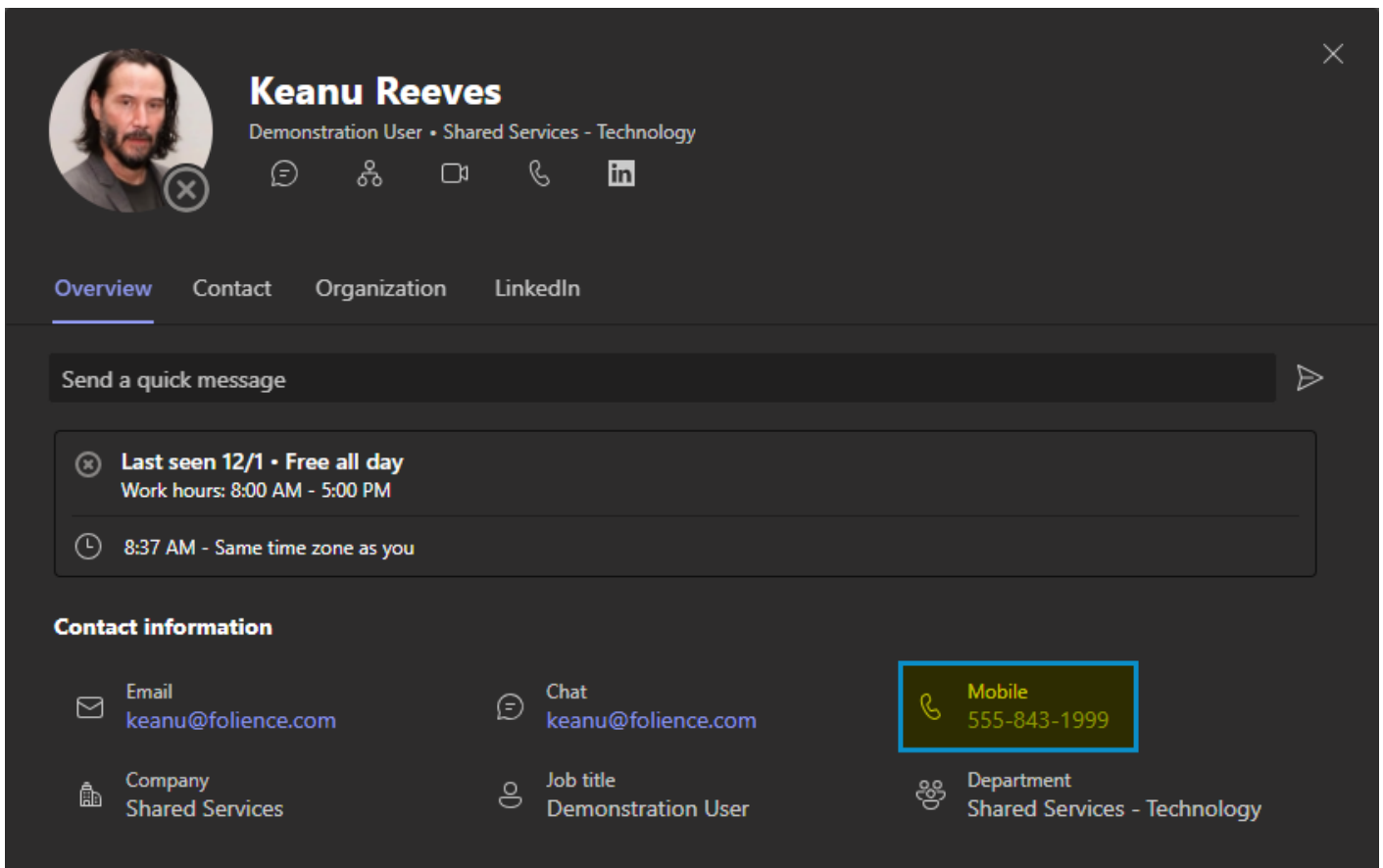
When the checkbox is checked, the mobile phone field is included in the signature and able to be copied into Outlook.



Find full information on using the Signature Builder Tool [by clicking here](#).

## Option 2 - Have IT put your mobile number in your Exchange Online profile

The mobile number that appears in Outlook and Teams can be set by the IT team. This is may be useful to have populated because it is the number that will appear when someone searches for you in the Outlook Mobile App on their phone.



The screenshot shows a user profile for 'Keanu Reeves' in a Microsoft 365 environment. The profile includes a circular profile picture, the name 'Keanu Reeves', and the role 'Demonstration User • Shared Services - Technology'. Below the name are icons for email, chat, video, phone, and LinkedIn. The 'Overview' tab is selected, showing a 'Send a quick message' bar, status information ('Last seen 12/1 • Free all day', 'Work hours: 8:00 AM - 5:00 PM', '8:37 AM - Same time zone as you'), and a 'Contact information' section. The contact information includes email (keanu@folience.com), chat (keanu@folience.com), a highlighted mobile number (555-843-1999), company (Shared Services), job title (Demonstration User), and department (Shared Services - Technology).

**Keanu Reeves**  
Demonstration User • Shared Services - Technology

Overview Contact Organization LinkedIn

Send a quick message

Last seen 12/1 • Free all day  
Work hours: 8:00 AM - 5:00 PM  
8:37 AM - Same time zone as you

**Contact information**

Email keanu@folience.com Chat keanu@folience.com Mobile 555-843-1999  
Company Shared Services Job title Demonstration User Department Shared Services - Technology

If you wish to have this number populated or updated, please send an [e-mail to the helpdesk](#) with the new number that you would like used and we will update it for you.

## Option 3 - Put your mobile number in your Delve profile

Delve is your personal profile page in Microsoft 365 Online.

1. To access this profile, navigate to <https://www.office.com>. Click your profile picture in the top right corner, then **My Microsoft 365 profile**.

Folience

Sign out



**Keanu Reeves**

Keanu@folience.com

[View account](#)

[My Microsoft 365 profile](#) 2



Sign in with a different account

2. Click the **Update Profile** button

**Update profile**

3. Click **Add mobile**

[Keanu Reeves](#) > Update your profile

Contact information

About me

Projects

Skills and expertise

Schools and education

Interests and hobbies



Contact information

Personal information

Keanu Reeves

Demonstration User

Shared Services - Technology

Contact me

[keanu@folience.com](mailto:keanu@folience.com)

Web links

[My OneDrive](#)



Add birthday



Add home phone



Add mobile

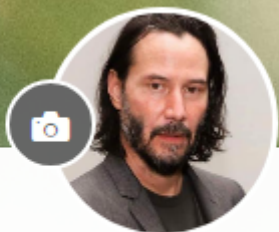


Add fax

4. Enter the number and click the check mark.



5. Anyone checking your Delve profile in Office 365 will see your Mobile Number.



Keanu Reeves

Demonstration User



[keanu@folience.com](mailto:keanu@folience.com)



[keanu@folience.com](mailto:keanu@folience.com)



555-843-1999



[My OneDrive](#)