

How to set up Multi-factor Authentication (MFA) with your phone (phone call or text message).

Over the 2019-20 academic year the LSE will be rolling out Multi-Factor Authentication (MFA) for all LSE users (staff and students).

This means that when you log into Microsoft 365 – for instance your Outlook email – you will be required not only to log in with your username and password, but also with an additional method of authentication too.

The School are introducing MFA as an extra layer of security - to help protect accounts from being exploited by hackers.

Before you request to enable MFA for your account, we highly recommend you print the instructions on this page and print out the instructions from the LSE at <https://info.lse.ac.uk/staff/divisions/dts/help/guides-faqs/mfa>, so you have these to hand.

We also recommend you have a backup non-LSE email, e.g. gmail, yahoo, hotmail, so that the LSE can send you a confirmation message and MFA instructions, in case you temporarily lose your connection to your LSE email account.

Read ALL the instructions below carefully first.

You will need your **computer and your mobile phone** nearby.

Setting up MFA

1. On your computer open your browser and go to <https://info.lse.ac.uk/staff/divisions/dts/help/guides-faqs/mfa>
2. Click on the link for Enable or request to reset your MFA settings and fill in the simple form for your account:
 - Make sure you check "Enable MFA".
 - Check "Send me an email receipt of my responses."

The image shows a screenshot of a web form titled "LSE Multi-Factor Authentication". The form is set against a dark blue background with a faint pattern of numbers and letters. At the top left is the LSE logo, a red square with the letters "LSE" in white. To the right of the logo, the title "Multi-Factor Authentication" is written in white. Below the title, there is a line of text: "Update your Multi-Factor Authentication status." followed by the URL "https://lse.ac.uk/mfa".

The main content area of the form is white and contains the following elements:

- A greeting: "Hi Anita, when you submit this form, the owner will be able to see your name and email address."
- A red asterisk followed by the word "Required".
- A section header: "1. Please Choose an action to perform".
- A sub-header: "You will receive automated email informing you when your request has been processed."
- Two radio button options:
 - Enable MFA
 - Request MFA Reset
- A checkbox option: Send me an email receipt of my responses
- A dark blue "Submit" button.

At the bottom of the form, there is a light grey footer area containing the text: "This content is created by the owner of the form. The data you submit will be sent to the form owner. Never give out your password." and "Powered by Microsoft Forms | [Privacy and cookies](#) | [Terms of use](#)".

3. A second text box will appear in the form. Under "(Optional) Alternative email address", type your back up email address e.g. your gmail, yahoo or hotmail email.

This is useful because if you are locked out of your LSE email account during the MFA set up process you can access instructions from your backup email.

LSE Multi-Factor Authentication

Update your Multi-Factor Authentication status.

<https://lse.ac.uk/mfa>

Hi Anita, when you submit this form, the owner will be able to see your name and email address.

* Required

1. Please Choose an action to perform
You will receive automated email informing you when your request has been processed.

Enable MFA

Request MFA Reset

2. (Optional) Alternative email address
Access to your LSE office 365 account will be changed, you can specify an alternative email address for us to send a guide on how to set-up MFA.

Enter your answer

Send me an email receipt of my responses

Submit

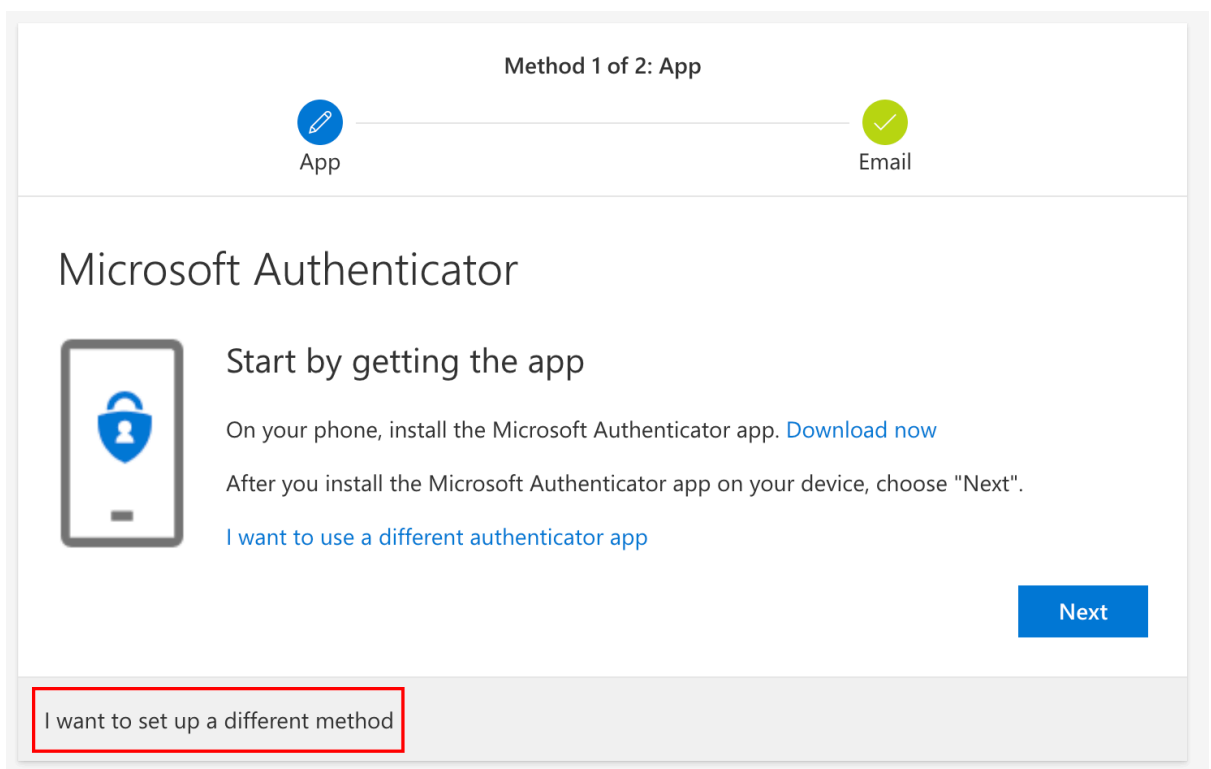
This content is created by the owner of the form. The data you submit will be sent to the form owner. Never give out your password.

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4. Make a note of the time you have done this. Then click Submit.
5. Once you have completed the form, you will have to wait approximately one to two hours before you can start using MFA.

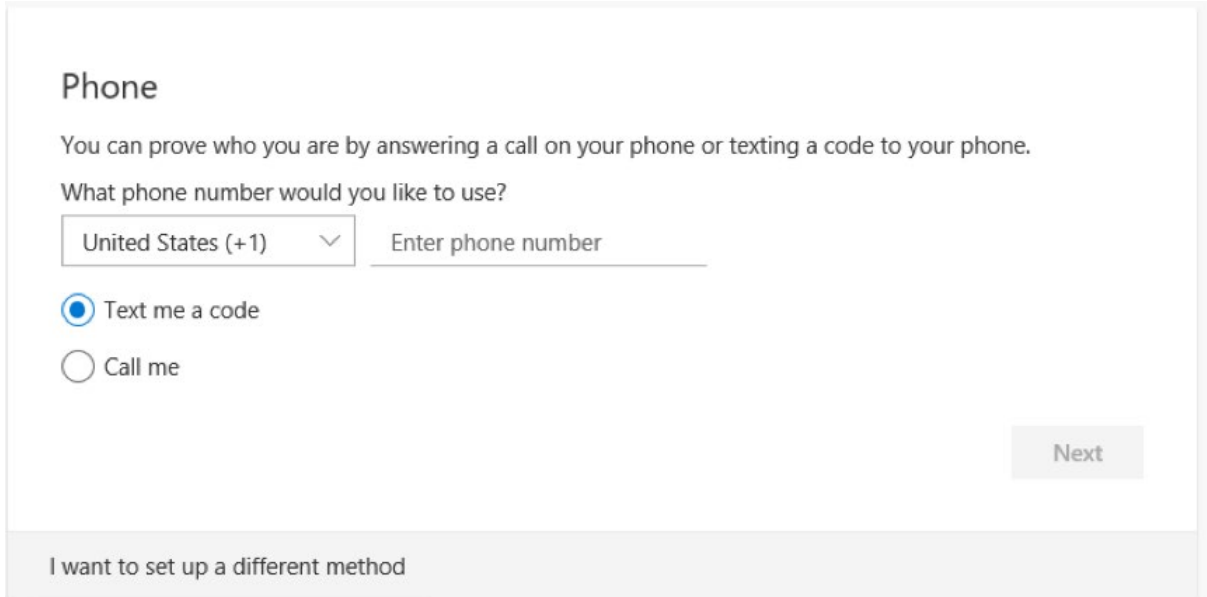
In our next steps we will set up **Phone** as your default method of verification.

6. You will NOT be notified when MFA is ready. Instead, after an hour has passed, open Outlook on your computer or go to Microsoft 365 on your browser.
7. You may be prompted to log in with your LSE email address. If not, you will see a dialog box showing your email address and prompting you to "Enter Password". Type in your LSE password and click Sign In.
8. You will see a Microsoft Authenticator dialog box, prompting you to download the Microsoft Authenticator App. At the bottom of the dialog box click **"I want to set up a different method"**.



9. On the next window, you will have a list of options. Choose **Phone**. Then click **Confirm**.

10. You will be prompted for your Phone details: Select your country code and enter your mobile phone number. Then select **Text me a code**. Finally click on **Next**.



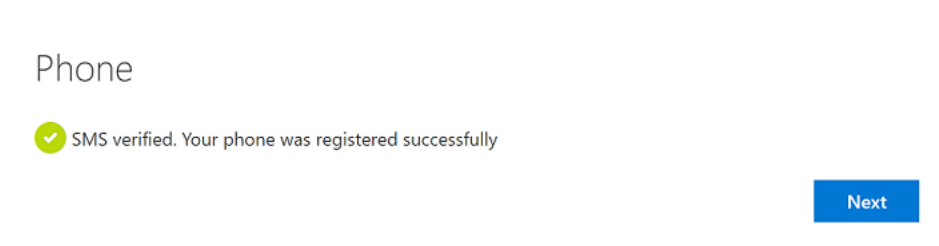
The screenshot shows a 'Phone' verification screen. At the top, it says 'Phone' and 'You can prove who you are by answering a call on your phone or texting a code to your phone.' Below this, it asks 'What phone number would you like to use?'. There is a dropdown menu for the country code, currently set to 'United States (+1)', and a text input field for the phone number. Two radio buttons are present: 'Text me a code' (which is selected) and 'Call me'. A 'Next' button is located at the bottom right. At the bottom of the screen, there is a link that says 'I want to set up a different method'.

11. An SMS message will be sent to your phone with a code number. On the computer you will be prompted to enter the code. Type the code and click **Next**.



The screenshot shows a 'Phone' verification screen where a code has been sent. It says 'Phone' and 'We just sent a 6 digit code to +1 4251234567. Enter the code below.' There is a text input field for the code and a 'Resend code' link. At the bottom right, there are 'Back' and 'Next' buttons.

12. You will see a notice that your account was verified and your phone registered to authenticate your sign ins. Click **Next**.





The screenshot shows a 'Phone' verification screen with a success message. It says 'Phone' and 'SMS verified. Your phone was registered successfully'. There is a green checkmark icon next to the message. A blue 'Next' button is located at the bottom right.

13. You will see another dialog showing the MFA set up has been successfully completed. Click Done to finish.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method: Microsoft Authenticator - notification

-  Phone
+1 4251234567
-  Microsoft Authenticator

[Done](#)