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Multi-Factor Authentication for Office 365

Rivier University has implemented multi-factor authentication (MFA) for its campus email and Office 365 web services. MFA greatly enhances the security of our email and data infrastructure. MFA is now enabled for all faculty, staff, students, and alumni.

MFA changes the login process to your campus email and Office 365 data. After you log in with your Rivier University email address and password, you will need to verify yourself by responding to a message on your mobile phone.

If you do not have a mobile phone, you can also authenticate using a voice call to your landline or office phone.

MFA Setup Instructions, One Page

1. Visit <https://aka.ms/MFASetup> from a computer (desktop, laptop, or VDI). Do not visit from phone or tablet.
2. Sign in by entering your Rivier email address and password. You will be asked to provide more information.
3. When you see **Start by getting the app**, click Next. When you see **Set up your account**, click Next.
4. When you see the **Scan the QR code** screen, pause and continue setting up MFA on your phone.
5. On your phone, download the **Microsoft Authenticator app** from the App Store (iPhone) or Google Play Store (Android/Samsung). Open the **Authenticator app**.
6. **Important:** You might receive a prompt asking to allow the app to access your camera or take pictures. You must select **Allow** so that your phone can take a picture of the QR code. If prompted to allow giving notifications, you must select **Allow** or the app won't work.
7. **Skip** through any welcome screens in the Authenticator app. From the Customize and Control icon (+), select **Add an account**. Choose **Work or school account**.
8. Aim your phone's camera at the QR code. The phone will scan the QR code and add your account to the app. You are ready to proceed to the next step when you see your email address and a rolling (changing) code.
9. **On your PC** (page with the QR Code), click **Next**. The next screen says "Let's try it out. Approve the notification we're sending to your app."
10. **On your phone**, you should receive a pop-up notification. Tap **Approve**. On your PC, click **Next**. You should be taken to a screen that says "Notification approved." Click **Next**, then click **Done**.
11. You're done setting up MFA! When you see a summary page, you can simply close your browser. Or, you can choose to add a backup/alternate MFA option such as a text message notification.

Sign-in Instructions with MFA Enabled

1. Enter your email address and your Rivier password.
2. One of 3 things will happen, depending on how you set up MFA:
 - a. You will receive a text message with a code. Key this code into the verification box.
 - b. You will be prompted with a notification on your phone. Click "Approve" on your phone.
 - c. You will receive a voice call. Answer the automated call from Microsoft. Press pound (#) when prompted.
3. You may optionally check the box that says "Don't ask again for 60 days". Click Next.
4. "Stay signed in?" If you see this prompt, it is safe to hit Yes unless it is a public (shared) computer.

MFA Setup Instructions – Authenticator App (Recommended)

1. Visit <https://aka.ms/MFASetup> (recommended from a PC or VDI)
2. Sign in by entering your Rivier email address and password. You will be asked to provide more information.



Sign in

rcarr@rivier.edu|

No account? [Create one!](#)

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

[Sign-in options](#)

Next



← rcarr@rivier.edu

Enter password

.....|

[Forgot my password](#)

Sign in



rcarr@rivier.edu

More information required

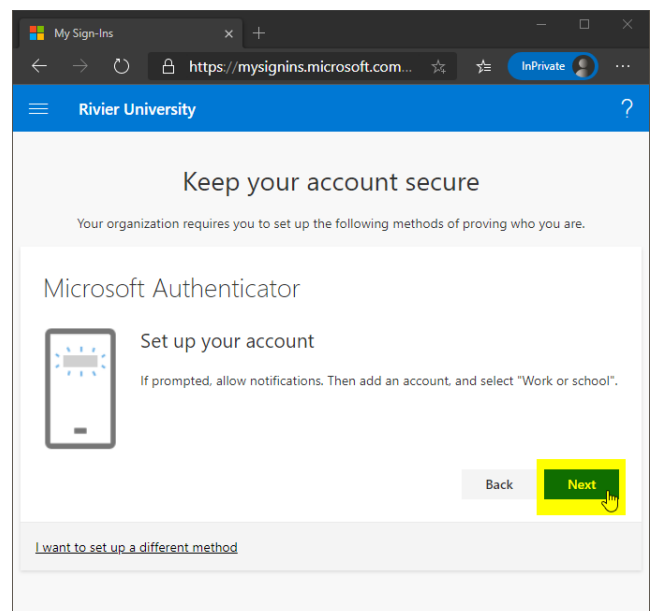
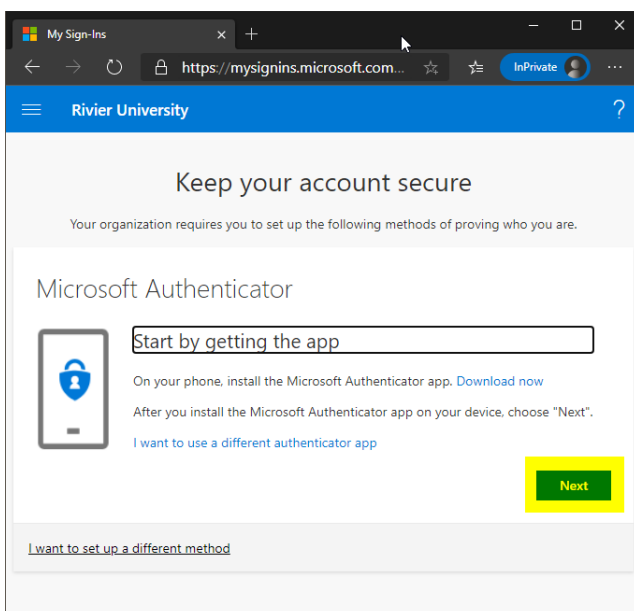
Your organization needs more information to keep your account secure

[Use a different account](#)

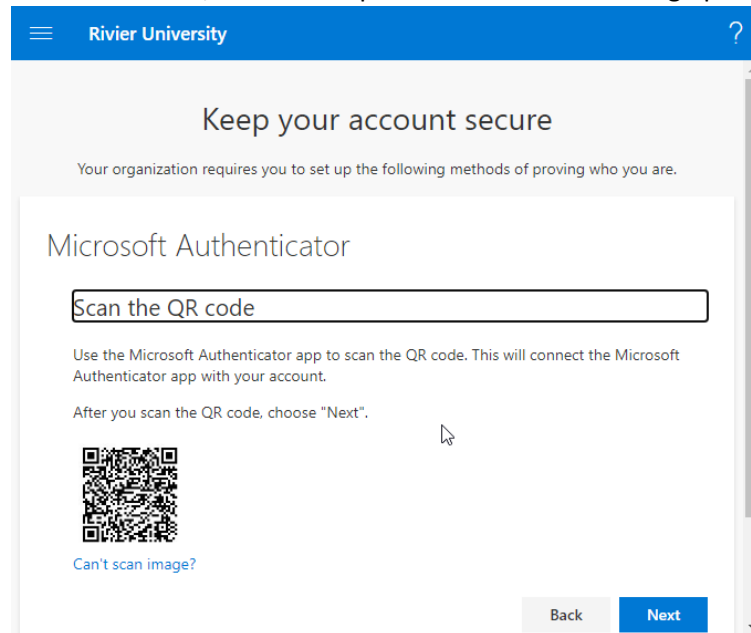
[Learn more](#)



Next

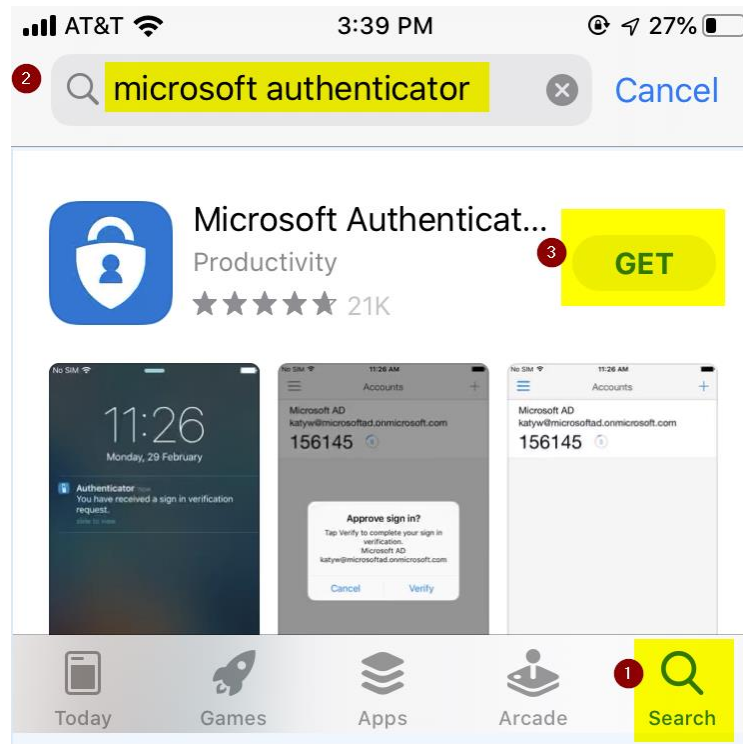
3. Microsoft Authenticator is now the default authentication method. Simply click **Next, Next**.



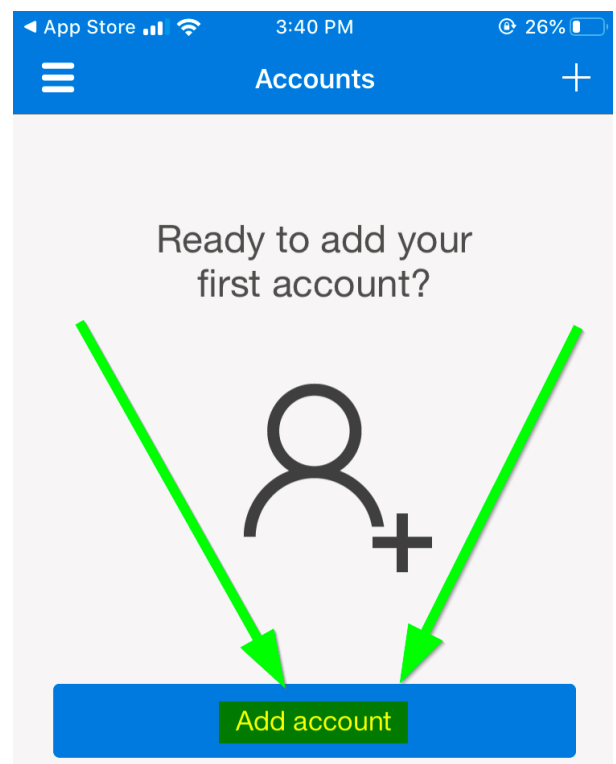
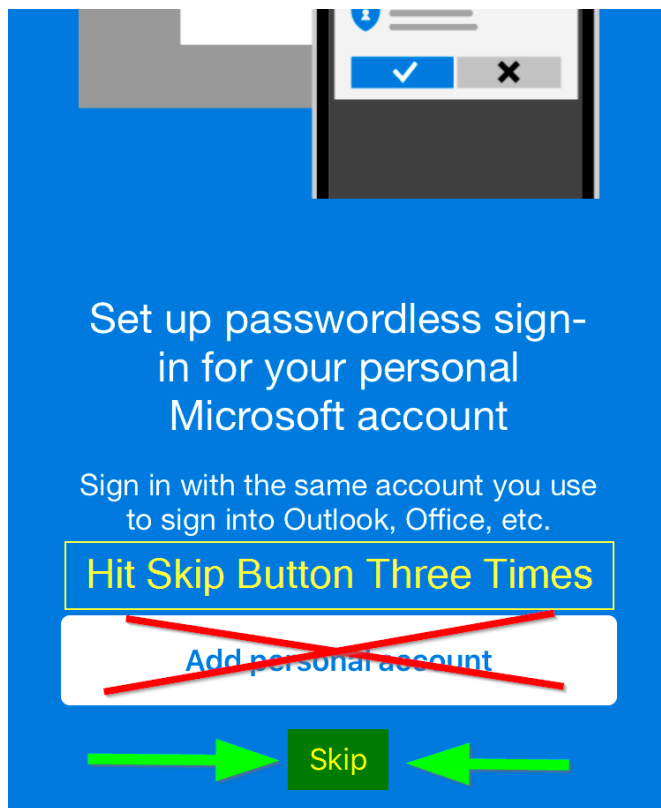
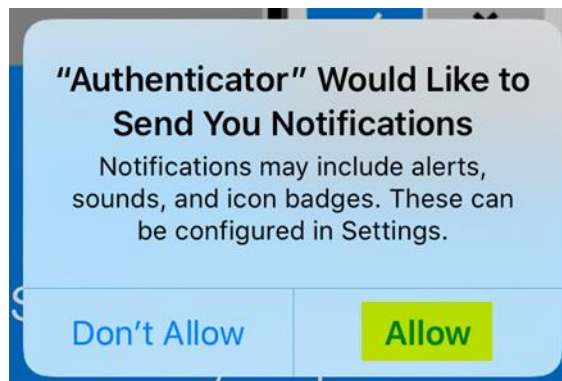
4. When you see the screen with a QR code, it is time to pause and continue setting up MFA on your phone.



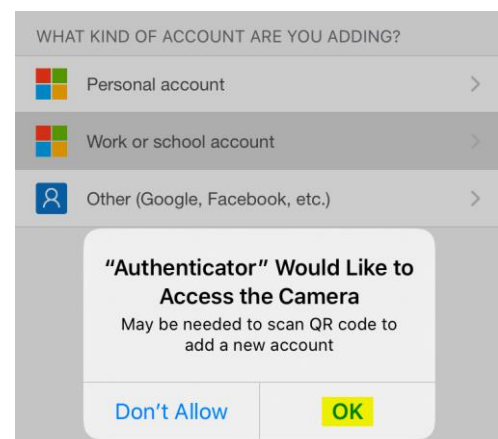
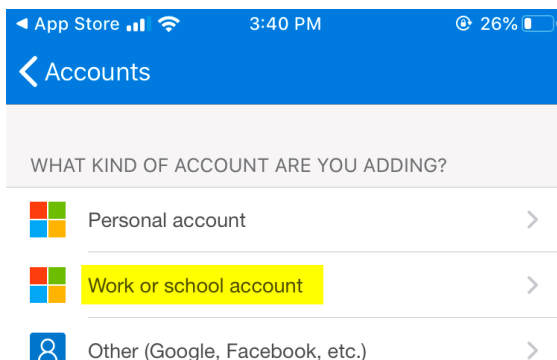
5. On your phone, download the **Microsoft Authenticator** app. iPhone users can find it in the App Store . Android (Samsung) users can find it in the Google Play Store .



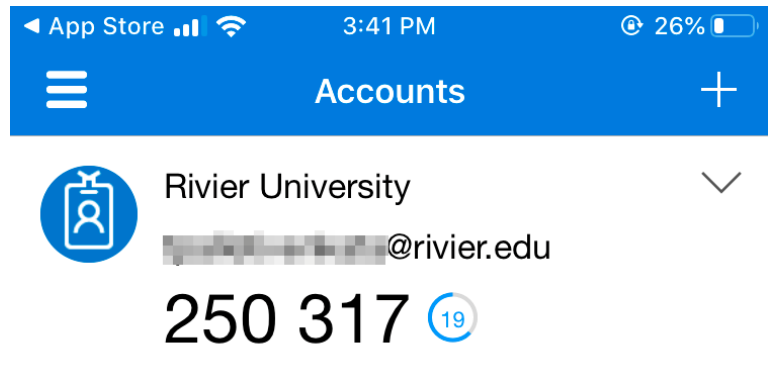
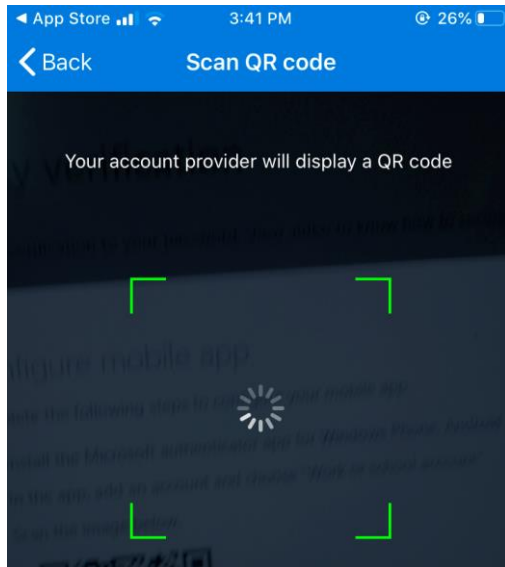
6. On your phone, open the **Authenticator** app. If prompted to allow sending notifications, select **Allow**. If prompted to allow taking pictures, choose **Allow**. You may also be prompted to tour the app. You can **Skip** these screens. Click the + to Add Account. [Note: Your phone screens may differ slightly.]



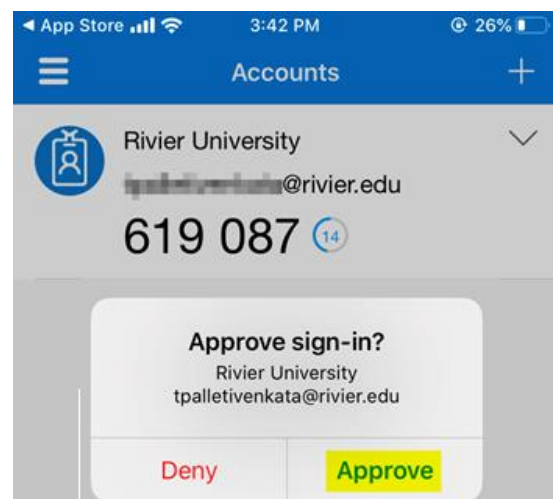
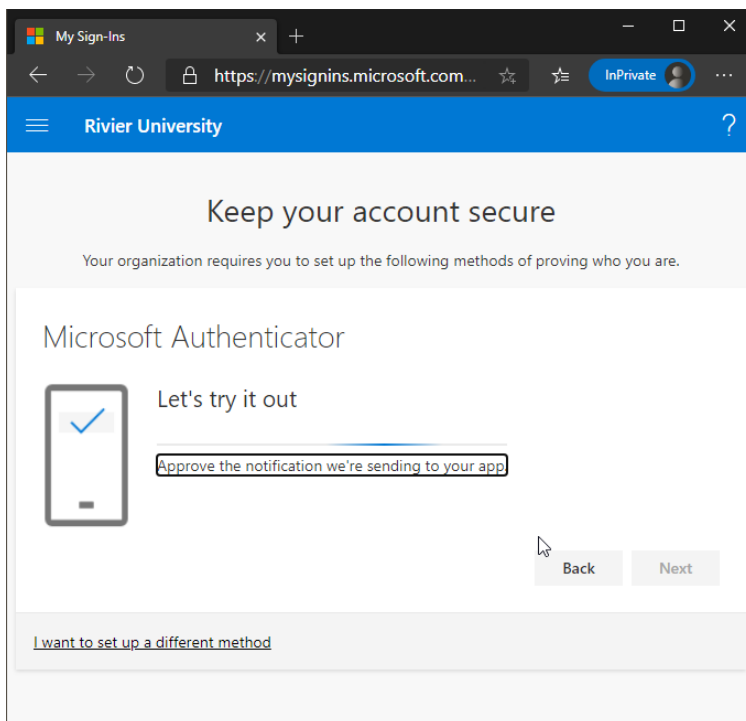
7. Choose **Add Work or school account**. If prompted, allow Authenticator to access the camera. This is needed so that the app can take a picture of the QR code on your computer (next step).



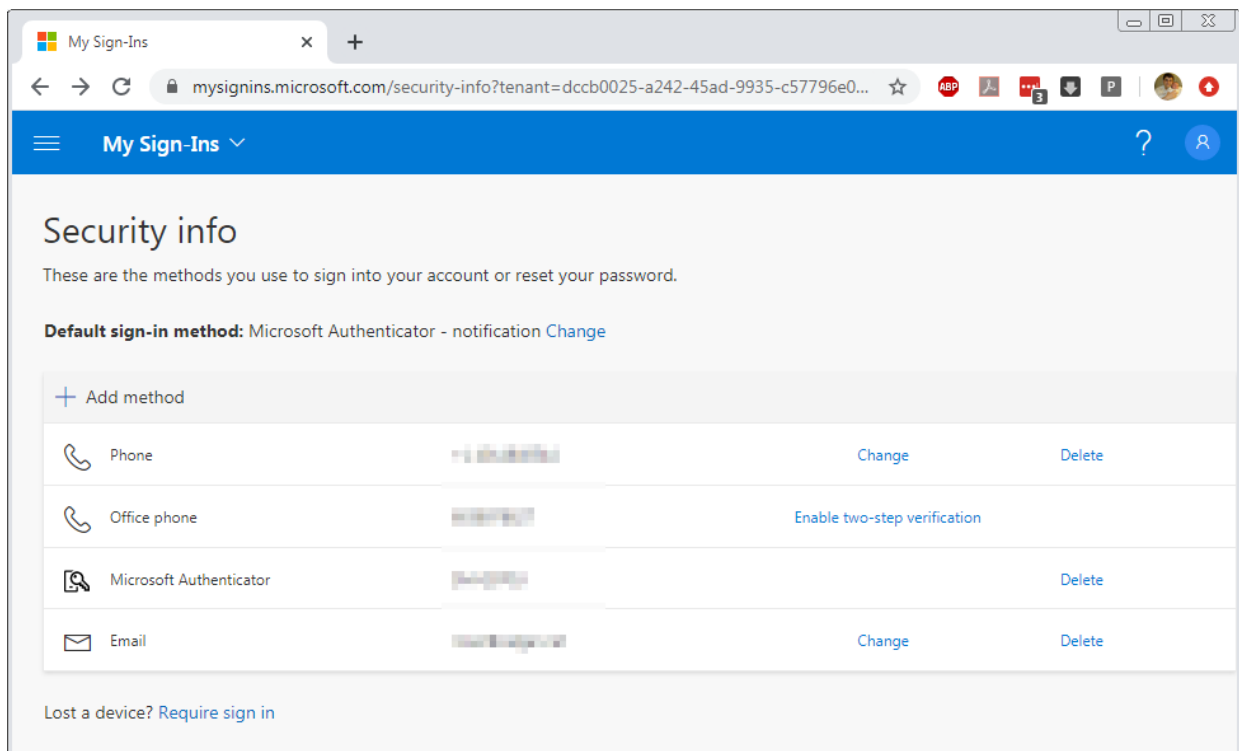
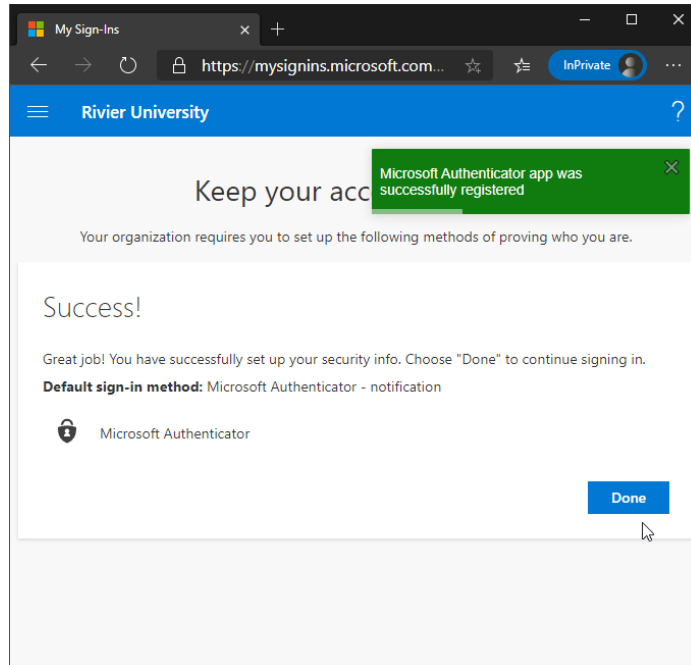
8. Aim your phone's camera at the QR code. The phone will scan the QR code and add your account to the app. You are ready to proceed to the next step when you see your email address and a rolling (changing) code.



9. On your PC (page with the QR Code), click **Next**. You will then see "Let's try it out—Approve the notification we're sending to your app."
10. On your phone, tap **Approve**. On your PC, you will see "Notification approved." Click **Next**.



11. You are done! You should see a page that says "Success!" Click Done. You can then optionally add additional alternate/backup MFA authentication methods. Or, you can simply close your browser.



MFA Setup Instructions – Text Message Option

1. Visit <https://aka.ms/MFASetup> (recommended from a PC or VDI)
2. Sign in by entering your Rivier email address and password. You will be asked to provide more information.



Sign in

rcarr@rivier.edu

No account? [Create one!](#)

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

[Sign-in options](#)

Next



← rcarr@rivier.edu

Enter password

.....

[Forgot my password](#)

Sign in



rcarr@rivier.edu

More information required

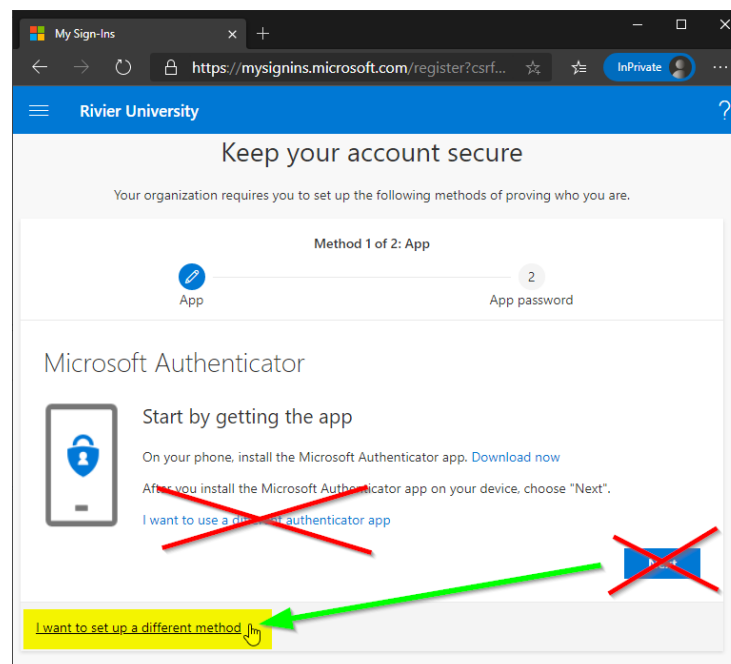
Your organization needs more information to keep your account secure

[Use a different account](#)

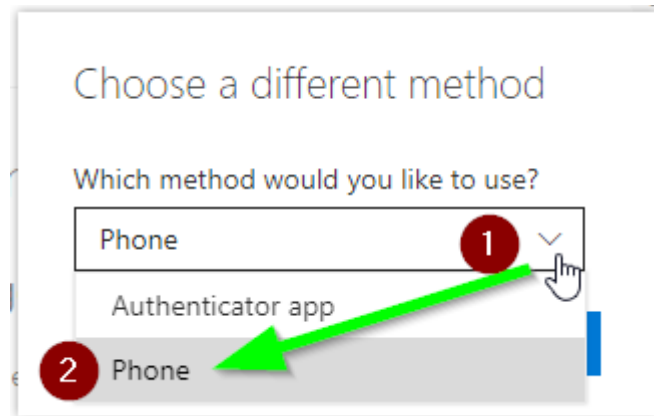
[Learn more](#)

Next

3. Microsoft suggests using Microsoft Authenticator app. If you prefer to use the text message option, you will need to click "I want to set up a different method" at the bottom of the page. Do not click Next.



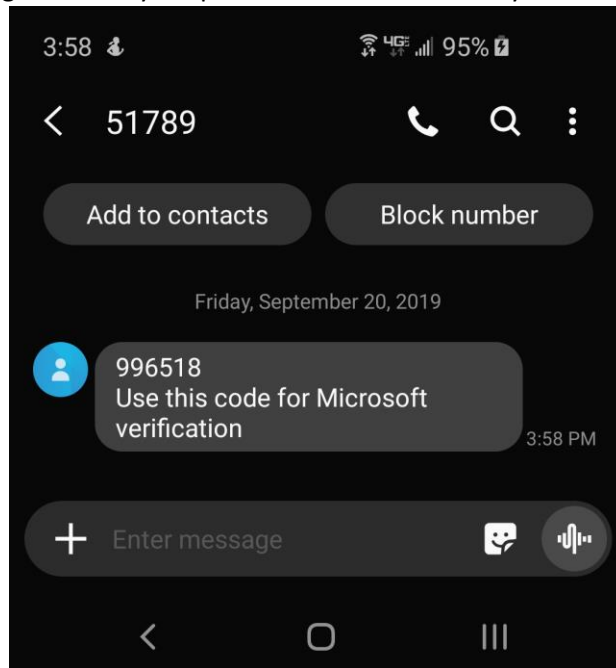
4. A dialog box will appear with a drop-down menu. Change the method to **Phone** (from app), then click **Next**.



5. Enter your 10-digit phone number, select "Text me a code" and then click Next.

A screenshot of a setup screen titled "Keep your account secure". Below the title is the text "Your organization requires you to set up the following methods of proving who you are." There are two methods listed: "Phone" and "App password". The "Phone" method is selected. Below the methods is a section titled "Phone". It says "You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use?". There is a drop-down menu for the country, currently set to "United States (+1)". To the right of the drop-down menu is a text input field for the phone number, with "603" entered. A red circle with the number "1" is next to the input field. Below the input field are two radio buttons: "Text me a code" (selected) and "Call me". A red circle with the number "2" is next to the "Text me a code" radio button. At the bottom right is a blue "Next" button. A red circle with the number "3" is next to the "Next" button.

6. You will then get a text message code on your phone. Enter the code on your PC and click Next.



Mobile Phone Showing Code Received from Microsoft

Method 1 of 2: Phone

1 Phone 2 App password

Phone

We just sent a 6 digit code to +1 603 [REDACTED]. Enter the code below.

1 916518

[Resend code](#)

Back 2 Next

[I want to set up a different method](#)

Enter the code from your mobile phone into the website

7. If the code was entered correctly, you will see a confirmation ("SMS verified."). Click Next.

Phone

✓ SMS verified. Your phone was registered successfully

Next

8. The next page forces you to create an app password. Most people do not need this app password. Simply type any 8 letters into the box and then click Next.

Method 2 of 2: App password

Phone App password

App password

Start by creating a name for your app password. This will help differentiate it from others.

What name would you like to use? Minimum length is 8 characters.

1 TypeAnythingHere

2 Next

9. Again, you do not need your app password. Ignore this screen and click Done. If you see "Success!" then you are done! Click Done.

Method 2 of 2: App password

Phone App password

App password

App password was successfully created. Then return here and choose 'Done'.

Name:
TypeAnythingHere

Password:
mdxosysm...dwpd

Note: Keep this password in a safe place, it will not be shown again.

Back Done

You don't need this password and there's nothing else you need to do on this screen. Just click Done.

Rivier University

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Done

Phone App password

Success!

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

Default sign-in method: Phone (text 603) [redacted]

Phone
+1 603 [redacted]

App password
TypeAnythingHere

Done

MFA Setup Instructions – Voice Call (Best For Those Without a Mobile Phone)

1. Visit <https://aka.ms/MFASetup> (recommended from a PC or VDI)
2. Sign in by entering your Rivier email address and password. You will be asked to provide more information.



Sign in

rcarr@rivier.edu

No account? [Create one!](#)

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

[Sign-in options](#)

Next



← rcarr@rivier.edu

Enter password

.....

[Forgot my password](#)

Sign in



rcarr@rivier.edu

More information required

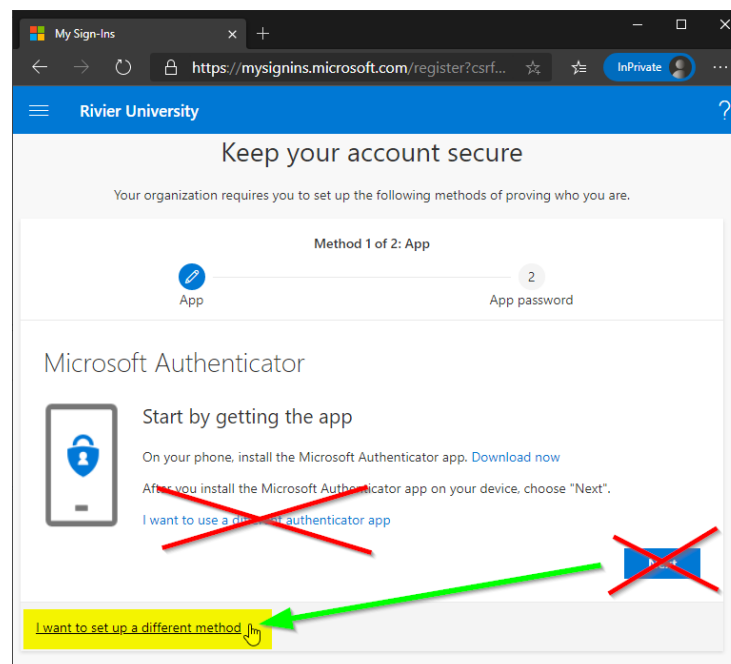
Your organization needs more information to keep your account secure

[Use a different account](#)

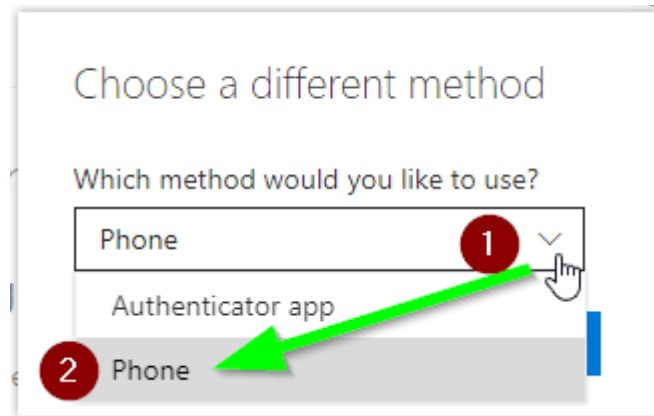
[Learn more](#)

Next

3. Microsoft suggests using Microsoft Authenticator app. If you prefer to use the voice call option, you will need to click "I want to set up a different method" at the bottom of the page. Do not click Next.



4. A dialog box will appear with a drop-down menu. Change the method to **Phone** (from app), then click **Next**.



5. Enter your 10-digit phone number. Select "Call me" and then click Next.

A screenshot of the "Phone" setup screen. It says "You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use?". There is a dropdown menu for the country, currently set to "United States (+1)", and a text input field for the phone number, currently showing "603". A red circle with the number "1" is next to the phone number input field. Below the input field, there are two radio buttons: "Text me a code" and "Call me". The "Call me" option is selected, highlighted with a yellow background, and has a red circle with the number "2" next to it. Below the radio buttons, it says "Message and data rates may apply." At the bottom right, there is a blue "Next" button with a red circle with the number "3" next to it. A hand icon is shown clicking the "Next" button.

6. You will receive a phone call. Answer the call. When prompted, press # to verify your number.

A screenshot of the "Phone" verification screen. It says "We're calling +1 603 [redacted] now." in a text box. At the bottom right, there is a grey "Back" button.

7. After the number was verified, you will see this on your screen. Click Done.

A screenshot of the "Phone" success screen. It says "Call answered. Your phone was registered successfully" with a green checkmark icon. At the bottom right, there is a blue "Next" button with a hand icon clicking it.

8. The next page forces you to create an app password. Most people do not need this app password. Simply type any 8 letters into the box and then click Next.

Method 2 of 2: App password

Phone App password

App password

Start by creating a name for your app password. This will help differentiate it from others.

What name would you like to use? Minimum length is 8 characters.

1 TypeAnythingHere

2 Next

9. Again, you do not need your app password. Ignore this screen and click Done. If you see “Success!” then you are done! Click Done.

Method 2 of 2: App password

Phone App password

App password

App password was successfully created. Then return here and choose "Done".

Name: TypeAnythingHere

App password: mdxxysjshndtypd

Note: Keep this password in a safe place. it will not be shown again.

Back Done

You don't need this password and there's nothing else you need to do on this screen. Just click Done.

Rivier University

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Done

Phone App password

Success!

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

Default sign-in method: Phone (text 603)

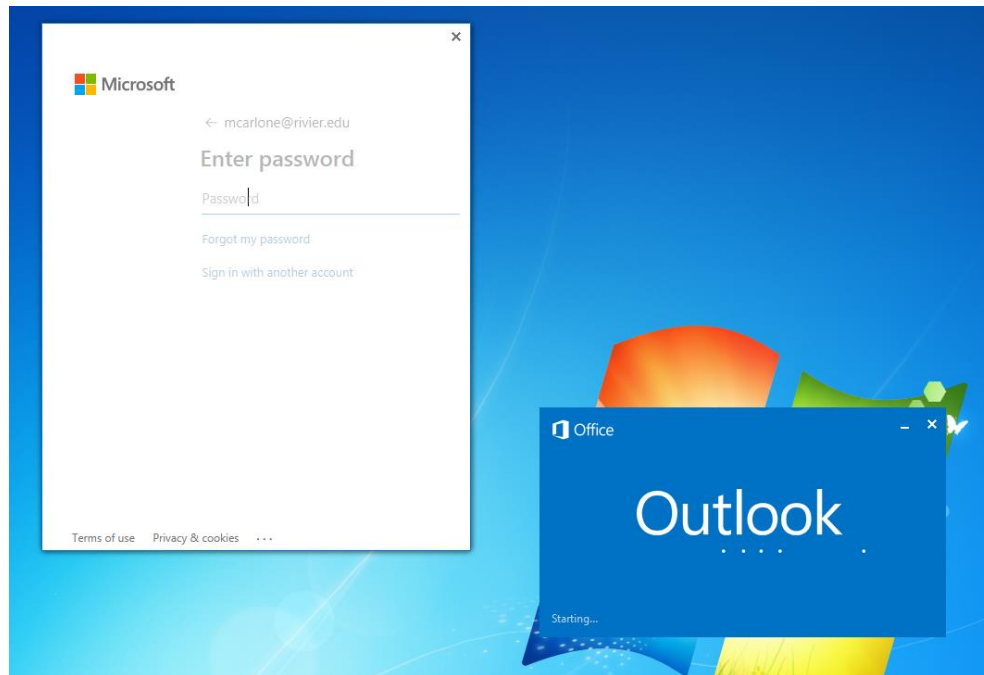
Phone +1 603

App password TypeAnythingHere

Back Done

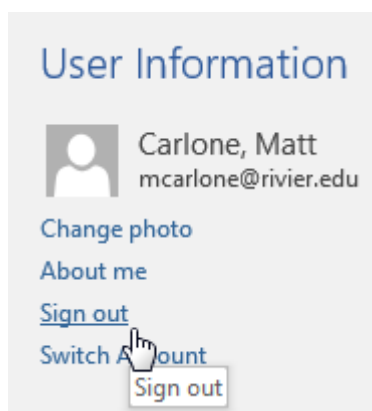
How to Fix Outlook 2016 When It Freezes at Startup (MFA Enabled)

Sometimes, after enabling MFA, Outlook 2016 will lock up at startup. You may see something like this:

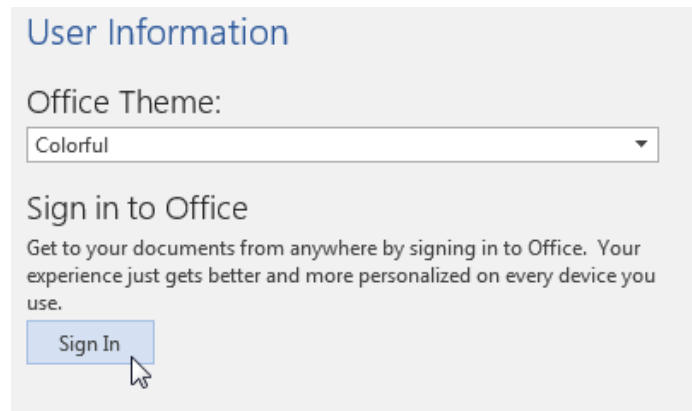


Here's how to resolve this by signing in through Word:

1. Close Outlook. Click the X in the blue, not the X in the white.
2. Open Word. Open a blank new document. Click File -> Account.
3. If it has your name in User Information, click the Sign out button. Hit "Yes" if prompted to confirm.
4. Click the "Sign In" button.
5. Enter your Rivier email address, click Next. Enter your password and click Sign in.
6. You will receive a text message. Enter the code from the text into the Word dialog box. Hit Next.
7. You are now signed into Office, which signs you into Outlook. The next time you open Outlook, you will not be prompted for a password.



Step 3



Step 4

MFA Questions and Answers

Q. Does MFA change the way I log into my computer/laptop/VDI?

A. No. MFA is only used for Rivier email and other Office 365 services such as OneDrive.

Q. Does MFA affect how I log into Canvas?

A. No. You can still log into Canvas with just your Rivier username and password.

Q. Will I need to enter a code from my phone every time I log into email?

A. No. You can choose to sign into your email for up to 60 days (per location) before it prompts you to re-verify.

Q. Will I need to use MFA to check email on my phone?

A. Yes. You will be prompted every 60 days to enter a code even on your mobile phone.

Q. What happens if I forget my mobile phone?

A. Contact itsupport@rivier.edu and we will temporarily disable MFA for you.

Q. How do I log into shared mailboxes?

A. Nothing changes. You can still find your shared mailboxes in Outlook, or open them through Outlook on the web.

Note: If you are using a separate username and password to log into a shared mailbox, please contact us right away!

Q. I don't have a mobile phone or do not wish to use it.

A. Not a problem. Please set up MFA by choosing "Call me" and enter your direct office number.

Note: You will not be able to check email from other locations with this method.

Q. Can I use a personal email address?

A. No. You cannot use a personal email address with MFA. However, you can download the free Microsoft Authenticator app to receive push notifications instead of text messages. If you are on our Rivier wireless network, there is no charge to use this app.

Q. I want to learn more about the Microsoft Authenticator app.

A. Microsoft Authenticator is a free app that can be found in the Apple App Store and the Google Play Store. After configuring the app, you can verify by receiving a "push" notification on your screen. Simply press "Approve" on your phone's screen and you are logged in! There are no codes to type and you don't have to receive any text messages. IT can help you set it up, or you can set it up yourself by visiting this site: <https://support.office.com/en-us/article/use-microsoft-authenticator-with-office-365-1412611f-ad8d-43ab-807c-7965e5155411>

For step-by-step setup instructions, please click [here](#).

Q. Does checking email on my phone change?

A. MFA may not support the iPhone built-in "Mail" app. iPhone will need to download the Outlook mobile app. You will also want to remove your Rivier account from Mail by heading to Settings -> Accounts & Passwords, selecting your Rivier email, and clicking Delete Account. NOTE: Some iPhones users have reported that they can make email work in the built-in Mail app by deleting their Rivier account (Settings -> Accounts & Passwords) and re-adding it.

Android phone users can continue using Outlook.

Q. Can Rivier University spy on my phone usage if I install the Authenticator app or use text messaging?

A. No. Rivier University does not and cannot monitor your phone usage or location history.