
Frequently Asked Questions about Multi-Factor Authentication (MFA).

FAQ

How can I setup MFA on a PC computer?

See the corresponding MFA documentation and follow the steps.

[Multi-Factor Authentication Setup](#)

What if my phone is broken, lost, or stolen, or I get a new phone?

You can setup an alternate method of authentication that can be used when prompted to verify authentication under your account security settings at [Portal.Office.com](#). For help setting up alternate authentication methods or installing the Authenticator app on a new device, call the Help Desk at 214-333-5500.

Can I use my third-party authenticator that I already have for other sites?

Third-party authenticators that support two-factor authentication for Microsoft can be used to verify authentication. If you would like to use a third-party authenticator, we recommend Authy. For more information on installing a third-party authenticator, please call the Help Desk at 214-333-5500.

What if I accidentally hit "Deny" instead of "Approve" in my authenticator app?

If you accidentally press "Deny" instead of "Approve," you will need to select the option to "Send another request" and try to verify again.

What if I forgot my phone and I need it to verify authentication?

If you normally verify authentication with your mobile phone but your phone is inaccessible, you can choose to “sign in another way” when prompted to verify authentication or select “get a code a different way” once the approval request expires. Additionally, you should preemptively setup an alternate method of verification under your account security settings on [Portal.Office.com](https://portal.office.com)

Why do I need this?

Multifactor Authentication is a security measure to protect your personal files as well as your devices. Especially as we move towards storing your files in Microsoft OneDrive, it is important to ensure your privacy and security on any device that you use.

Can I setup my office phone to verify authentication?

While Microsoft does offer this feature when first setting up Multifactor authentication, we recommend using the Authenticator App as the most secure form of authentication.

Which email do I use to sign up?

Multifactor Authentication is automatically registered to your work email, you just need to complete setup of your account.

Do I need a specific browser to use this?

Multifactor Authentication will run on all web browsers as well as on Microsoft Office programs installed on the computer.

I don't see my question listed.

For any other questions, concerns, or issues involving Multifactor Authentication, please call the Help Desk at 214-333-5500.