Initial Verification Setup – First-time setup only

Note: Your account must already be opted in / enrolled for MFA, prior to continuing with your factor set-up.

Step 1 – Navigate to https://portal.office.com/ and enter your LUC email address. If prompted to “Pick an account”, select your LUC account.

Step 2 – Enter your Loyola username and password.
Step 3 – If you have not previously set up MFA, the screen below will appear. Click Next.

Microsoft

@luc.edu

More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more

Next

Step 4 – Set up your primary contact method

➢ To use the Mobile App as the contact method (recommended), install Microsoft’s “Authenticator” app (available for Android and iOS) on your phone or tablet and complete the following steps.

1. Select Mobile app from the “Step 1: How should we contact you?” drop-down list.
2. Select either “Receive notifications for verification” (recommended) to receive push notifications in the Microsoft Authenticator app, or “Use verification code” to receive 6-digit codes that refresh periodically in the Microsoft Authenticator app. Then click Set up.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app?

☐ Receive notifications for verification
☐ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Please configure the mobile app.

Next
3. Open Microsoft’s Authenticator app on your mobile device. The first time you open the app, you may receive a prompt like the one below. Tap Allow.

4. Tap the plus (+) symbol or Add account. (On Android devices, select the three dots, then Add account.) If prompted for a backup, tap Continue.
5. Tap the **Work or school account** option.

![Screenshot showing the selection of Work or school account](image)

6. A QR code scanner will launch within the app. The first time you open the app, you may be prompted with **"Authenticator" Would Like to Access the Camera** - tap **OK** as you will need to scan the QR code using the device’s camera.

![QR code permission dialog](image)
7. Make sure that your camera is enabled and then scan the QR code on the “Configure mobile app” page using the **Scan QR code** screen on your phone to configure the mobile app. Click **Next** on the “Configure mobile app” page.

Example Only

8. After the phone and application have been verified, approve the notification sent to your phone (or enter the 6-digit code if that is what you chose).

9. Click **Done**.

**Note:** If your camera is not working properly, you can enter your code manually. To add your account to the mobile app manually, use the following steps instead of scanning the QR code:

1. Select **“Or enter code manually”** in the **Scan QR code** screen on your phone.
2. Enter the code and the URL that are provided on the “Configure mobile app” page underneath the QR code. This info goes in the **Code** and **URL** boxes on the mobile app.
3. Then select **Finish** to complete the activation.
4. After the phone and application is verified, approve the notification sent to your phone.
5. Click **Done**.
10. Choose your country/region from the drop-down list and enter your phone number. Click Next.

**Additional security verification**

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Step 3: In case you lose access to the mobile app

United States (+1)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

- If – instead of Microsoft’s Authenticator app – you would like to use your phone number as the primary contact method, select **Authentication Phone** from the drop-down list and complete the following steps. If you have already set up the app, please skip to “Step 5”.

1. Choose your country/region from the drop-down list and enter your phone number.

**Additional security verification**

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 1: How should we contact you?

Authentication phone

United States (+1)

Method:

- Send me a code by text message
- Call me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

2. Select the preferred method for your mobile phone – either “Send me a code by text message” or “Call me”, then click Next.
3. Follow the instructions provided on the screen, then click Verify.
4. Click Done after the verification is complete on the next screen.
**Step 5** – An initial application password will be provided to you. If needed, this type of password can be used with an application that does not support MFA. Please see the guide on App Passwords for more information. Click **Done**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 4: Keep using your existing applications**

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can’t use a phone to secure your account. To use these apps, you’ll need to create a new “app password” to use in place of your work or school account password. [Learn more](#)

Get started with this app password: