

MS365 Platform Multi-Factor Authentication Setup and User Guide

Quick Links

Multi-Factor Authentication Settings - aka.ms/mfasetup

Reset a forgotten password - aka.ms/sspr

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1. What is Multi-Factor authentication?

Authentication is the process of verifying the identity of the user in the system.

Only a user name and password are used for regular authentication.

In addition to the user name and password, **multi-factor authentication** requires **additional confirmation** that you are actually the owner of this account. This is additional protection if another person has obtained your password.

It is most likely **that multi-factor authentication** is not an unknown process for you because you are already using it when you log on, for example, to an Internet bank or to other services using a SmartID, code calculator, code in a text message to a mobile phone, and so on.

All users are required to use multi-factor authentication when using MS Office services, such as Office 365, Teams or e-mail, provided by Vidzeme University.

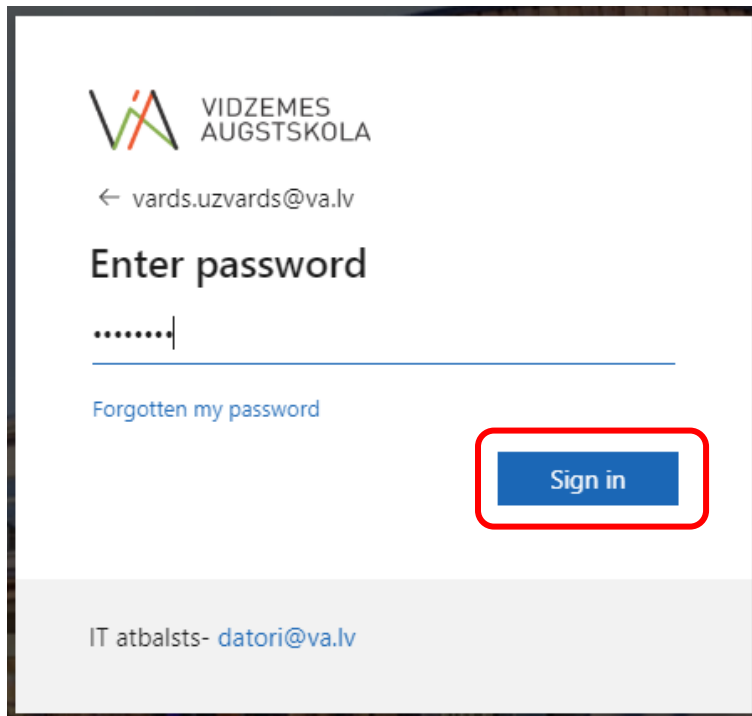
2. Setting up Multi-Factor authentication

! ViA currently offers 2 authentication methods – SMS (MANDATORY) and Mobile Application (optional)

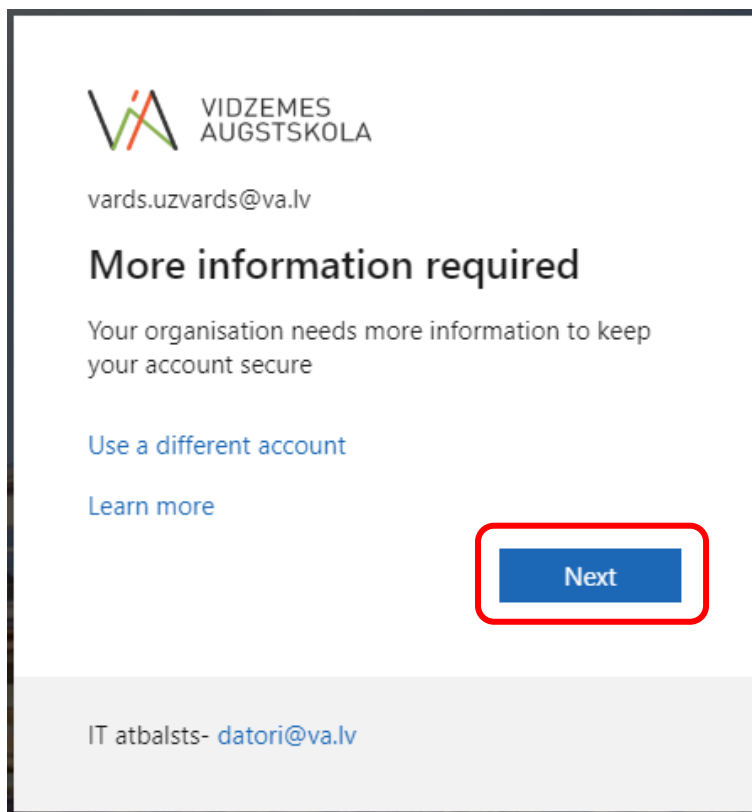
After activating multi-factor authentication on the MS Office services provided by ViA, you will be required to setup the multi-factor authentication that you will use in future when you sign in to the MS Office services provided by ViA. We recommend that you sign in to the <https://office.com> site for the first time to make the process of creating multi-factor authentication simpler. On your computer, go to the <https://office.com> website in your browser. Locate the “**Sign in**” button and click it.



Enter your ViA user name and password

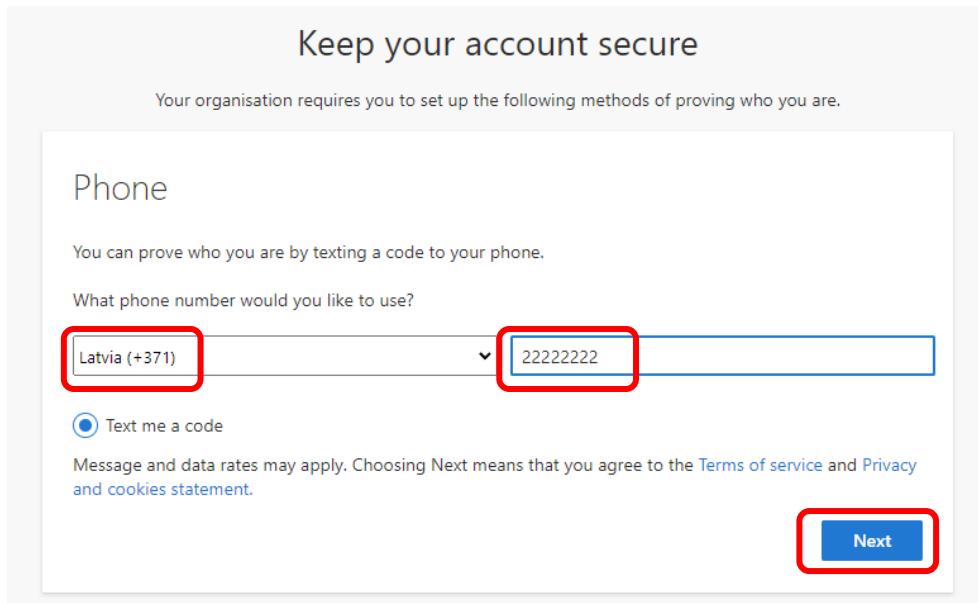


The **“More information required”** message window will appear. Click **“Next”**.



2.1 Multi-Factor authentication Setup - SMS

To create SMS authentication, specify **the country** and type your **mobile phone number**, click **“Next”**



Keep your account secure

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

Phone

You can prove who you are by texting a code to your phone.

What phone number would you like to use?

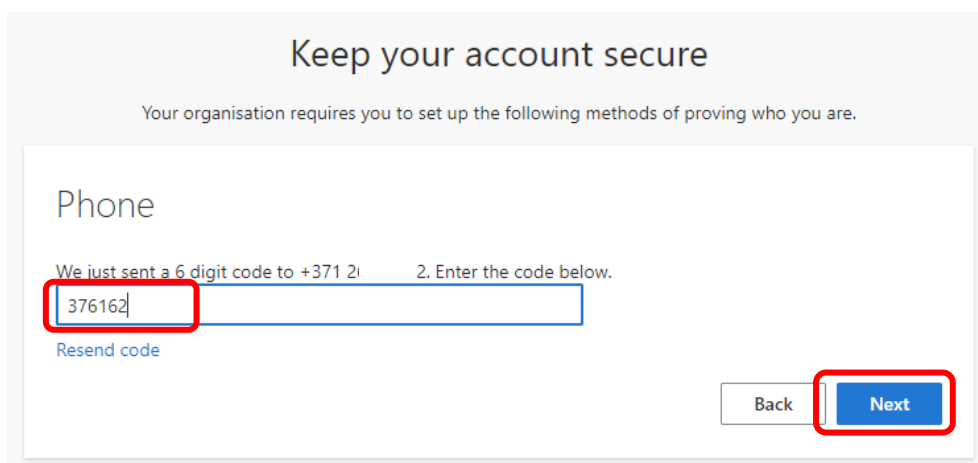
Latvia (+371) 22222222

Text me a code

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

You will receive a text message with a code on your mobile phone. Enter it and click **“Next”**



Keep your account secure

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

Phone

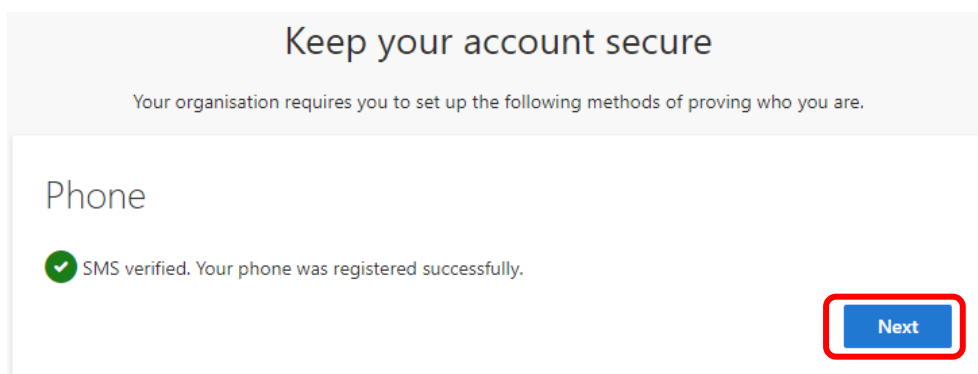
We just sent a 6 digit code to +371 21 2. Enter the code below.

376162

[Resend code](#)

Back Next

If the verification has been successful, confirmation will be shown. Click **“Next”**



Keep your account secure

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

Phone

SMS verified. Your phone was registered successfully.

Next

In the next window, you can verify the authentication methods that you have added. Click **“Done”**


Keep your account secure

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

Success!

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

Default sign-in method:

 Phone
+371 2 1234 5678

[Done](#)

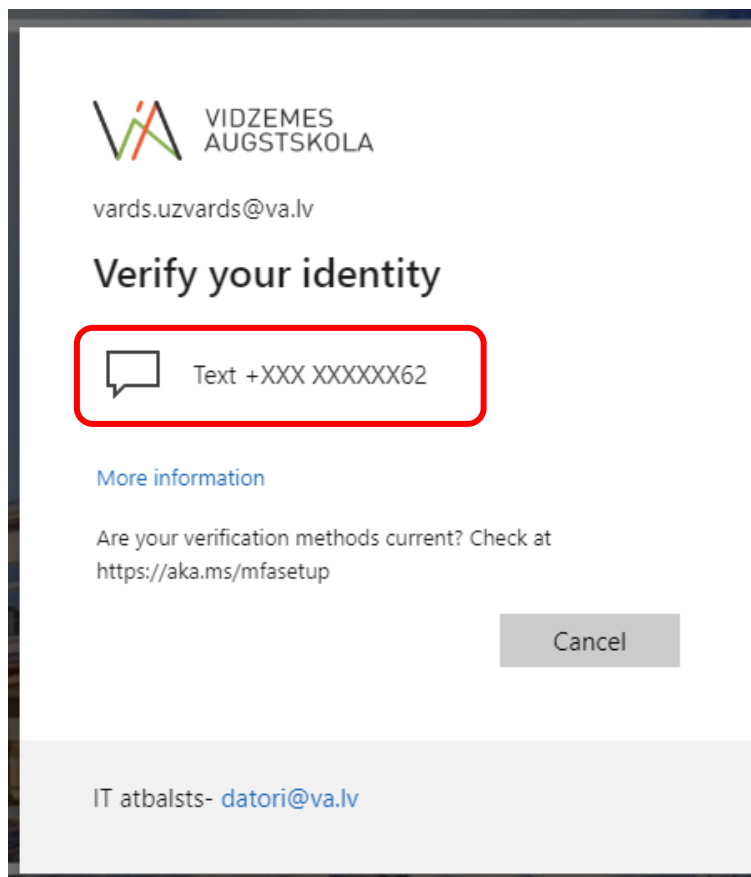


2.2 Multi-Factor authentication Setup - Mobile Application

! This method is optional. If you don't want to setup and use the mobile app, skip this section

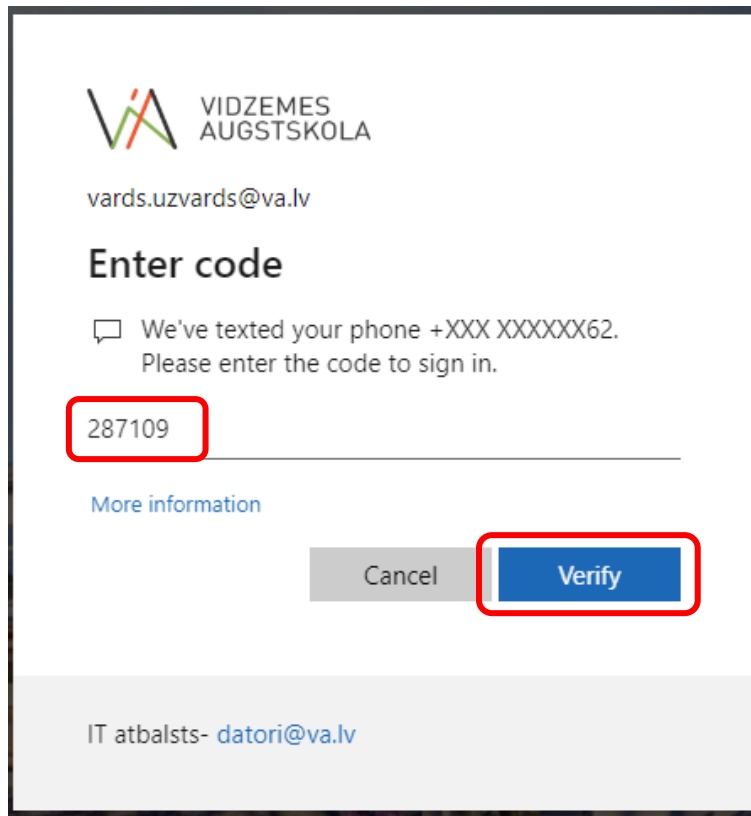
! A **smartphone** is required, as well as an Internet connection **each** time you connect.

To create authentication with your mobile app, go to aka.ms/mfasetup
If necessary, authenticate with your user name and password, and confirm your identity with the phone number added in previous steps - click **“Text”**

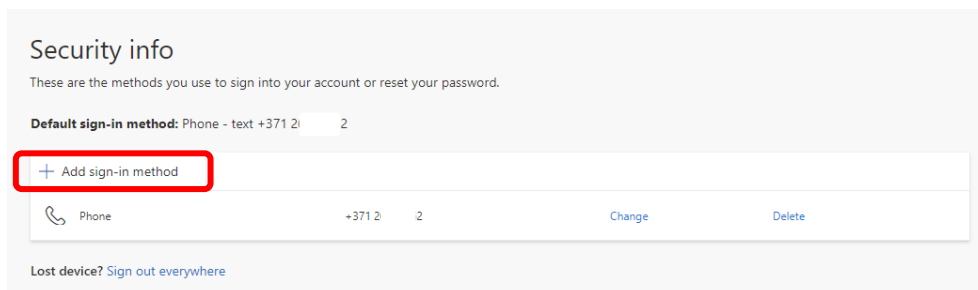


You will receive a text message with a code on your mobile phone. Enter it and click **“Verify”**

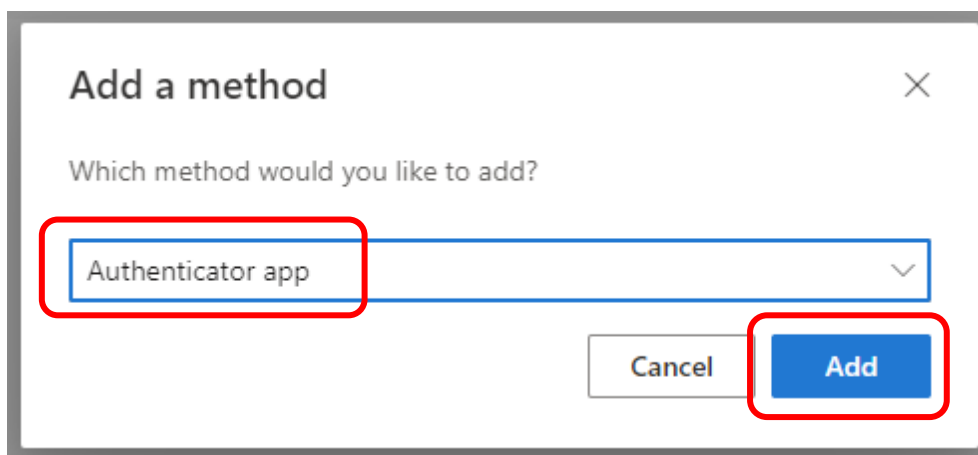




In this window, you can see the authentication methods that have already been added. Click **“Add sign-in method”**



Select **“Authenticator app”** from the list and click **“Add”**



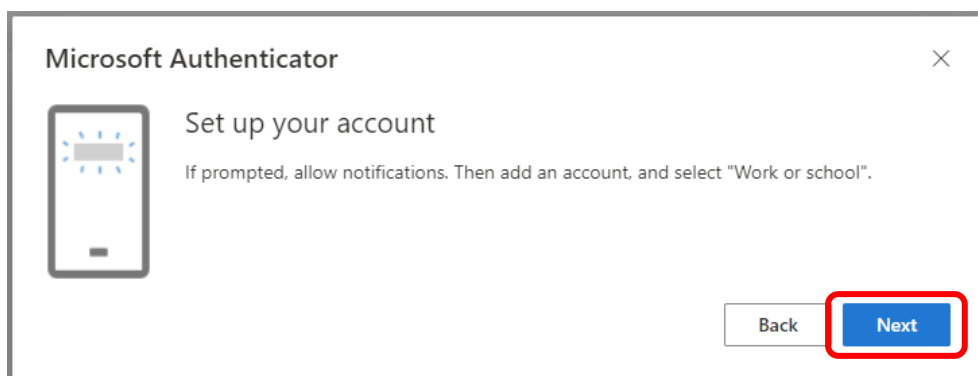
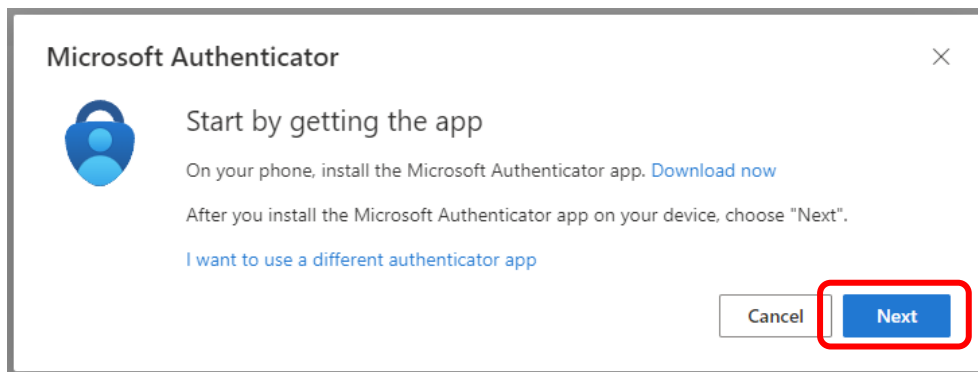
The next step is setting up the **Microsoft Authenticator app on your smartphone**. If the app isn't installed on your mobile phone, you'll need to do it now. Microsoft also supports other multi-factor authentication apps, such as Google Authenticator. If you have any of the supporting apps then you can use it.

! To install and use a “Microsoft Authenticator” mobile app, you need an Internet connection on your phone (Wi-Fi, mobile data, etc.).

The **Microsoft Authenticator** mobile app can be found in the Google Play store for Android devices and the Apple App Store for iOS devices. To install this app on your smartphone, type the words **“Microsoft Authenticator”** in the app store search and choose the app. **Install the app.**



When the **Microsoft Authenticator** application is installed on your smartphone, click **“Next”** in the window on your computer

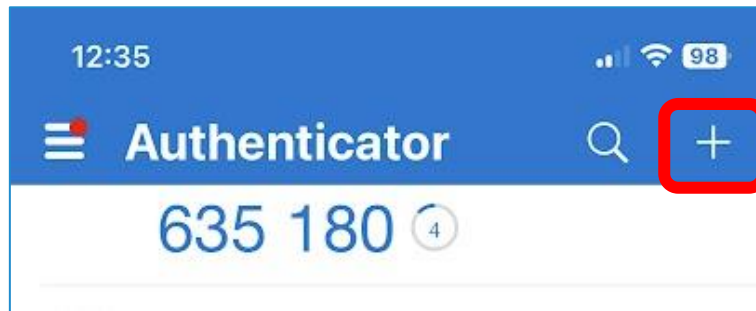


Open the **Microsoft Authenticator** app on your smartphone and follow the steps on your computer.

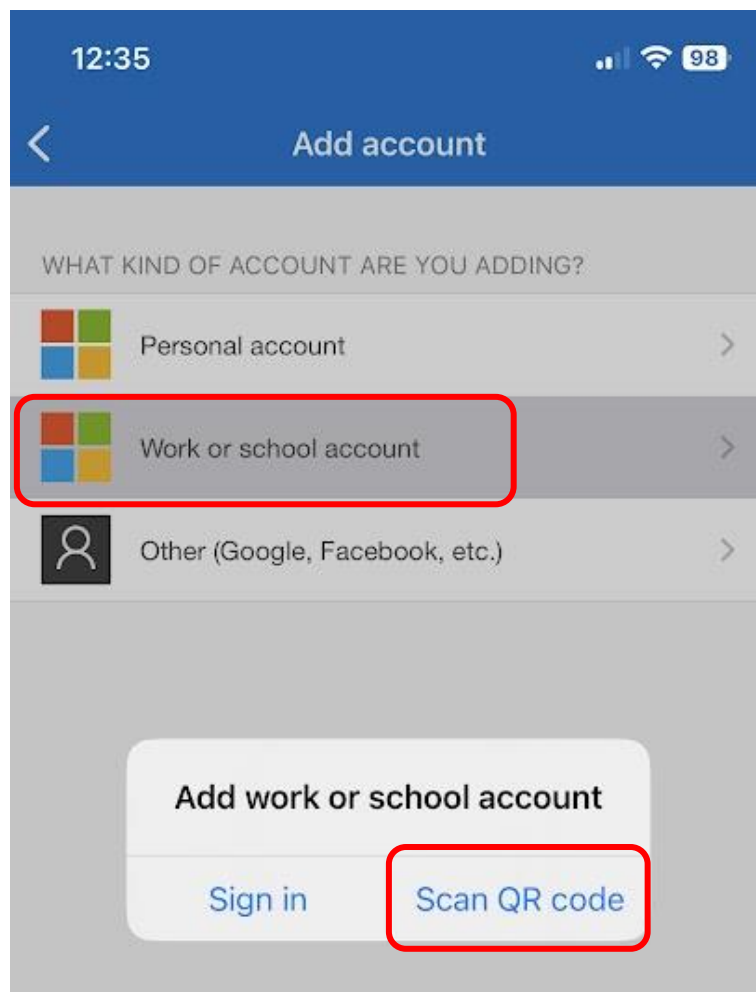
If you haven't used this app before, you'll see several of the following connection options. Select the **"Skip"** option in the upper-right corner of the screen if you want to follow the steps in this manual.

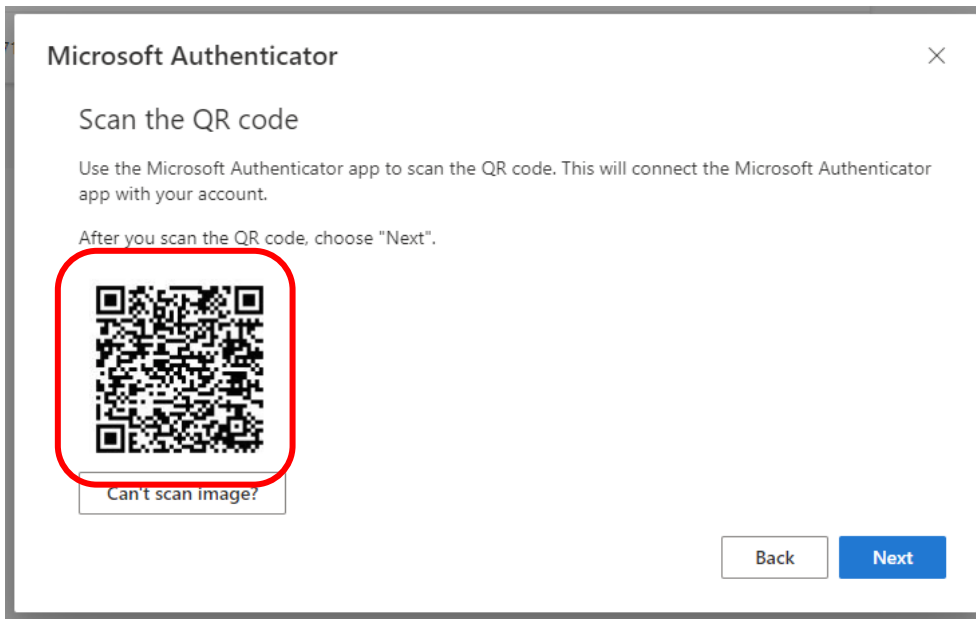
a) If this is the first account you add to the "Microsoft Authenticator" app, press the **"Add account"** button in the center of the window.

b) If you have already set up another account in the app, you must press the **"Add account"** icon in the upper-right corner of the application window.

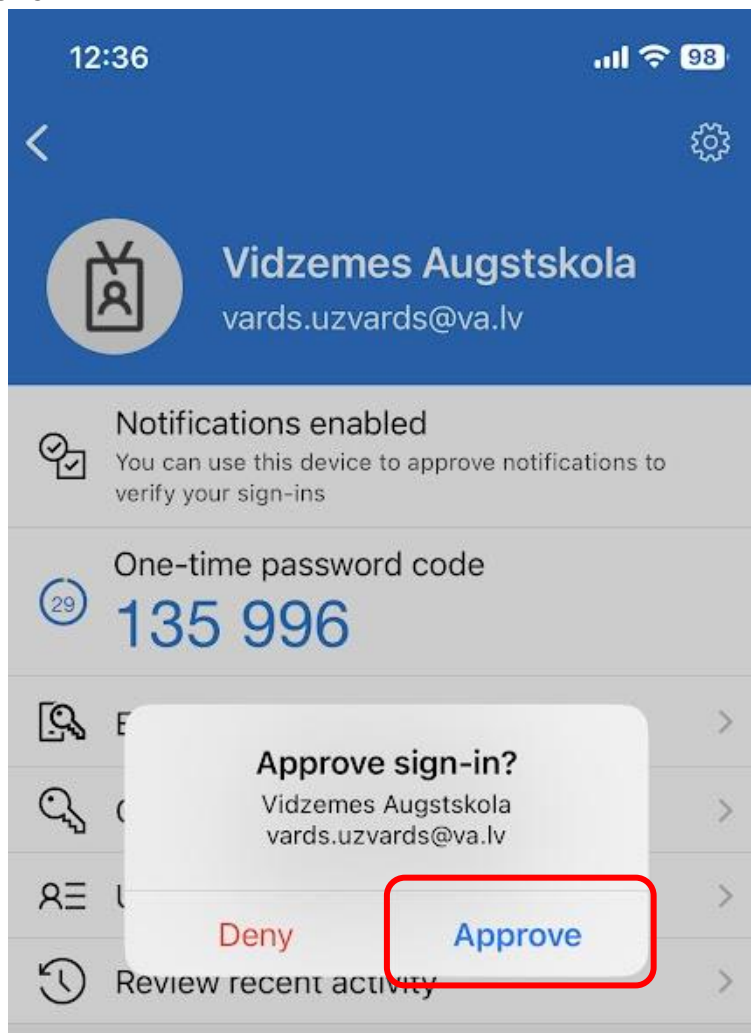


Select the **"Work or school account"** option. Select **"Scan QR code"** and scan the QR code on your computer's screen with your phone.

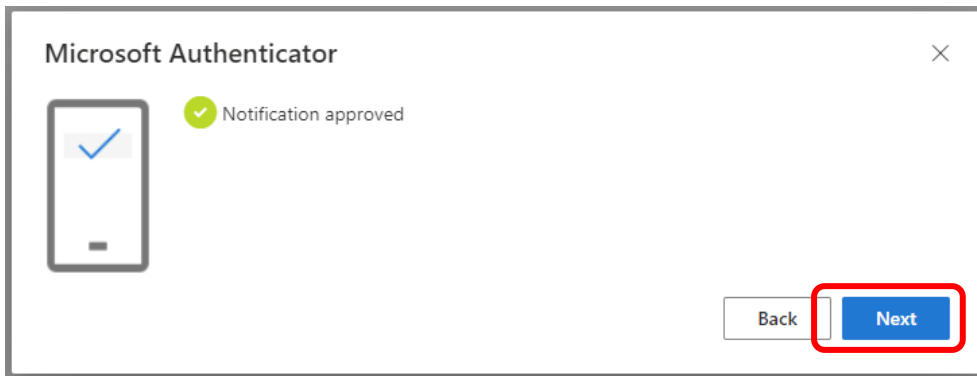




After you have scanned the code, you will receive a notification on your phone that needs to be confirmed. You will find the message in the notification bar on your mobile phone. If you don't see it, open the “**Microsoft Authenticator**” app and make sure you see a message in the app. Confirm it with “**Approve**”

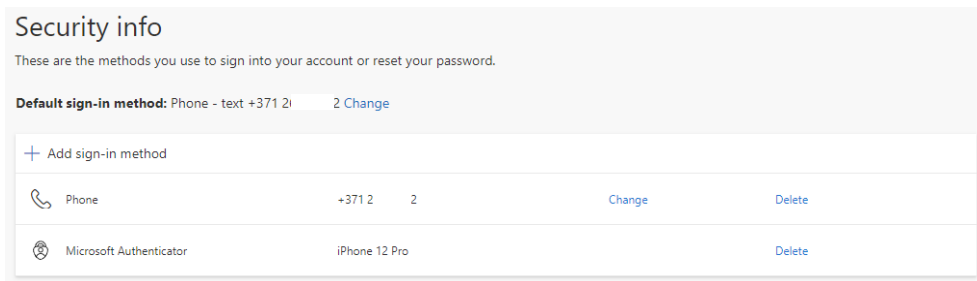


If setup is successful, click **“Next”** on your computer



In the Security info window, you will see the newly added “Microsoft Authenticator” authentication method.

Setup is done, you can close this page.



3. Using Multi-Factor authentication

When logging in to your MS Office account, you will be asked to confirm your identity using the type of multi-factor authentication that you choose.

VIDZEMES AUGSTSKOLA

Sign in

vards.uzvards@va.lv

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

Next

IT atbalsts- [datori@va.lv](#)

[Sign-in options](#)

VIDZEMES AUGSTSKOLA

← vards.uzvards@va.lv

Enter password

.....

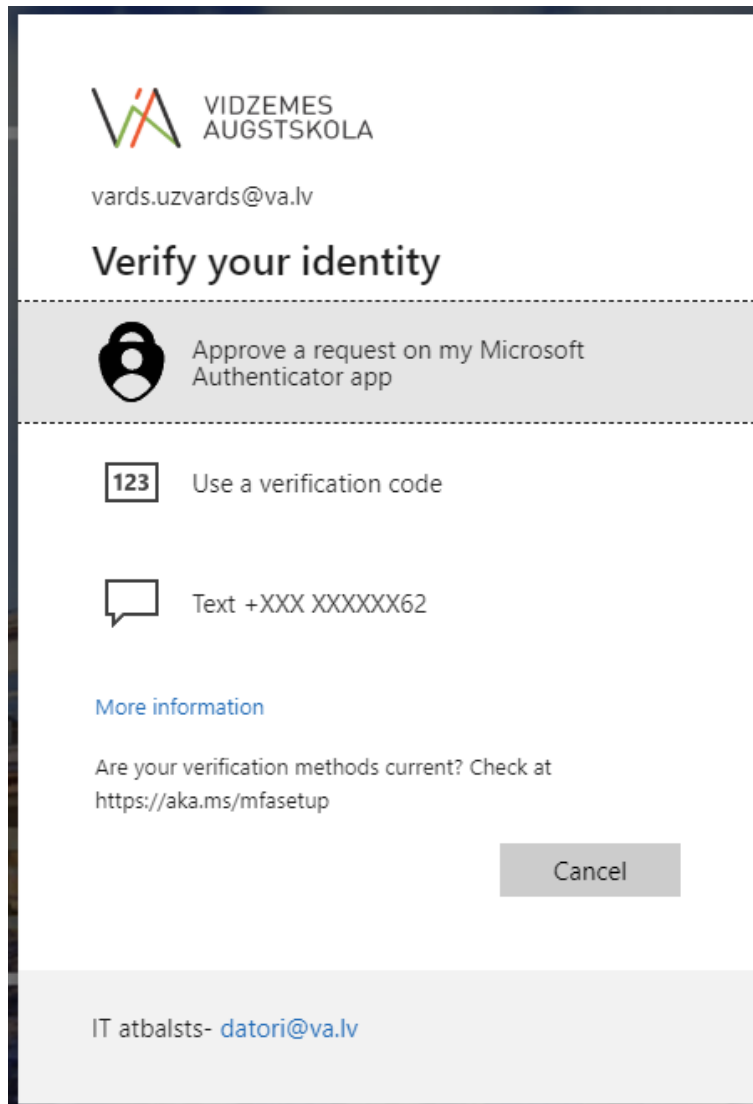
[Forgotten my password](#)

Sign in

IT atbalsts- [datori@va.lv](#)

In the next step, you will be asked to confirm your identity using your multi-factor authentication method.

- To use multi-factor authentication with **SMS**, follow steps in section **3.1**
- To use multi-factor authentication with the **mobile app**, follow steps in section **3.2**

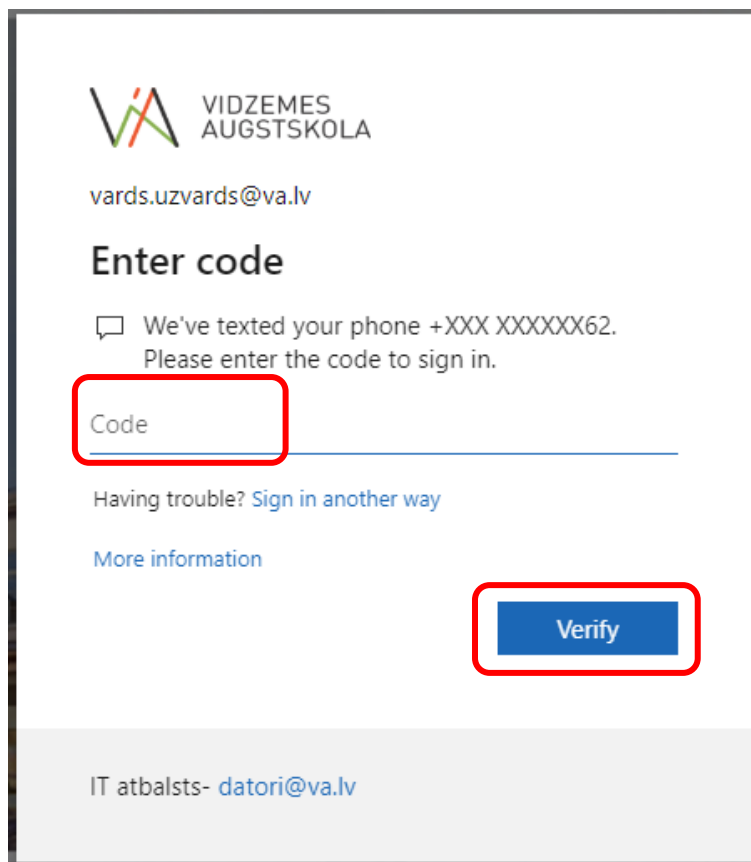


3.1 Using Multi-Factor authentication - SMS

If you select “Text”, you will receive a text message with a code



Enter the received code and click “Verify”

A screenshot of a web sign-in page for VIDZEMES AUGSTSKOLA. The page has a white background and a dark header. The logo is on the left, and the text "VIDZEMES AUGSTSKOLA" is on the right. Below the logo is the email address "vards.uzvards@va.lv". The main heading is "Enter code". Below it is a message: "We've texted your phone +XXX XXXXXX62. Please enter the code to sign in." There is a text input field labeled "Code" with a red border. Below the input field is a link "Having trouble? Sign in another way" and another link "More information". At the bottom right is a blue button labeled "Verify" with a red border. At the bottom left is the text "IT atbalsts- datori@va.lv".

You may be prompted **to save** sign-in information in your browser. You must **not use** this option on publicly available computers, but if only you use the device, you can choose “Yes”



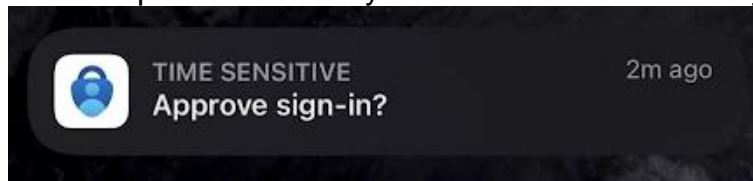
After the identity has been confirmed, the authorization is completed.



3.2 Using Multi-Factor authentication - Mobile Application

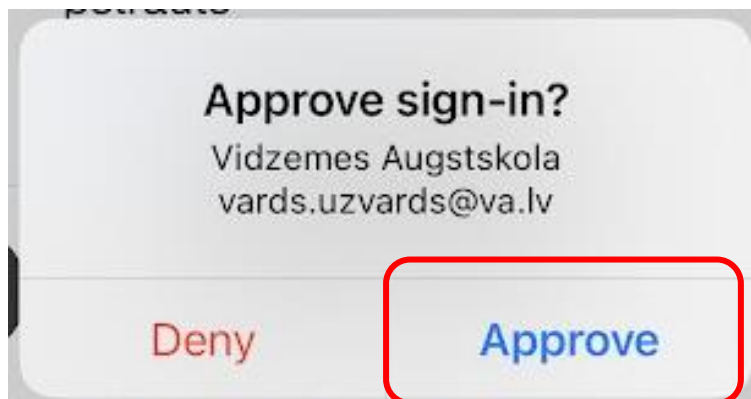
Select “**Approve a request on my Microsoft Authenticator app**”.

You will be **notified** of an attempt to connect to your MS Office account on your smartphone.

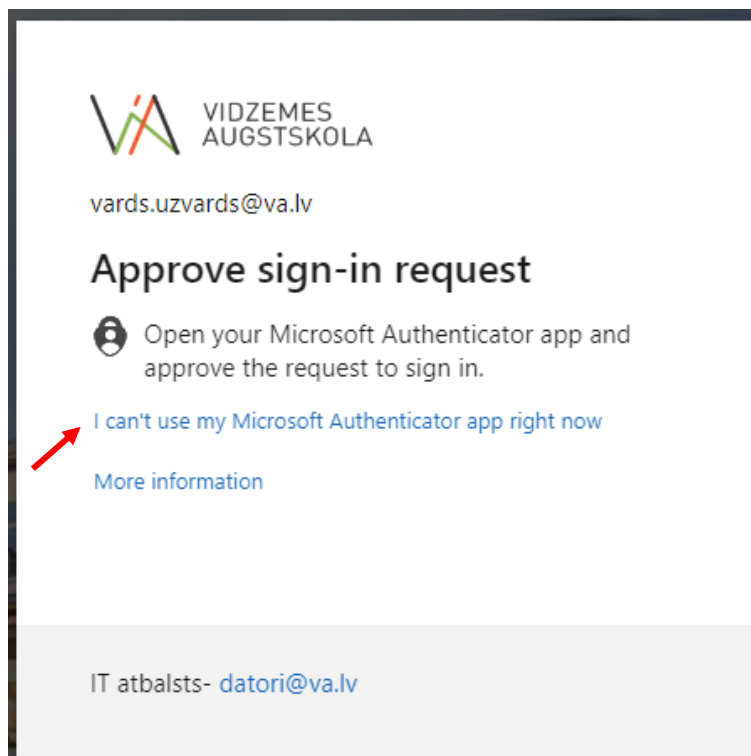


If you don't see this notification, open the **Microsoft Authenticator** app.

Confirm the request by selecting “**Approve**”



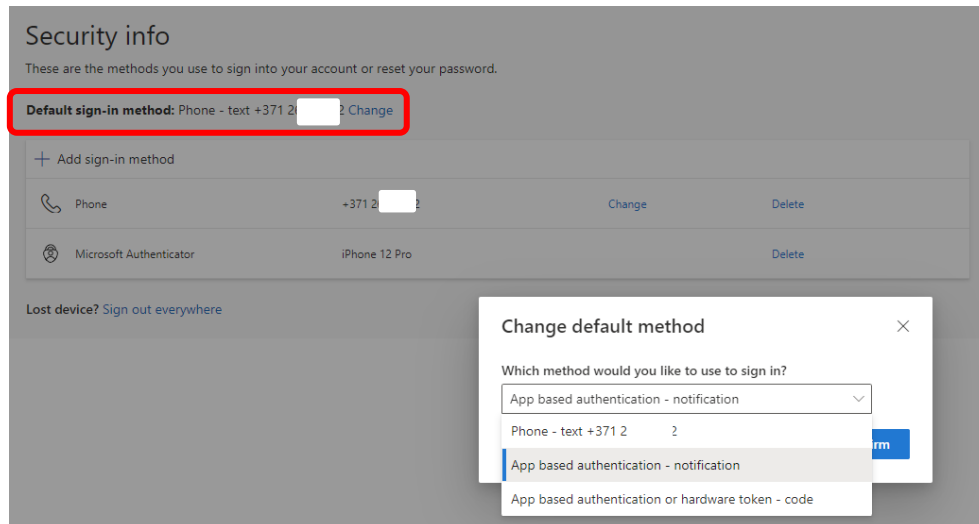
* If it is not possible to use a mobile app (for example, an Internet connection is not available), you can click “**I can't use my Microsoft Authenticator app right now**”. You will be given the opportunity to confirm your identity with another authentication method available (e.g. SMS)



4. Manage Multi-Factor authentication Settings

If you want to change the multi-factor authentication settings (add or delete the authentication type, change the phone number, or change other settings), you can do so in this link - aka.ms/mfasetup

Here you can also specify the **default** multi-factor authentication **method** –

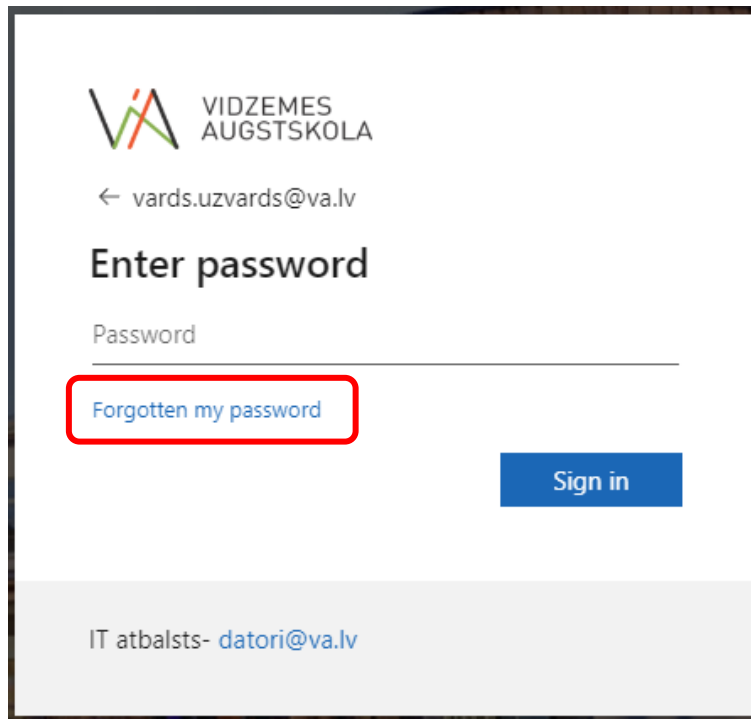


5. Reset your password

With enabled multi-factor authentication, users have the option **to reset their own password**.

Quick Link - aka.ms/sspr

If you cannot remember the password, click **“Forgotten my password”**



The screenshot shows a login form for Vidzemes Augstskola. At the top left is the logo, a stylized 'VA' in green and red, followed by the text 'VIDZEMES AUGSTSKOLA'. Below the logo is a back arrow and the email address 'vards.uzvards@va.lv'. The main heading is 'Enter password'. Underneath is a 'Password' input field. A red rectangular box highlights the text 'Forgotten my password' which is a link. To the right of this link is a blue button labeled 'Sign in'. At the bottom of the form, it says 'IT atbalsts- datori@va.lv'.

In this form, enter your **user name** and **the security code** that appears on the screen. Click **“Next”**




Get back into your account

Who are you?

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

Email or Username: *

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



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

In the next step, select **“Send a text to my mobile phone number”**, enter your phone **number** and click **“Text”**

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Send a text to my mobile phone number

Call my mobile phone number

In order to protect your account, we need you to enter your complete mobile phone number (*****62) below. You will then receive a text message with a verification code which can be used to reset your password.

You will receive a text message with a code on your mobile phone. Enter it and click **“Next”**

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Send a text to my mobile phone number

Call my mobile phone number

We've sent a text message to your phone number containing a verification code.

[Try again](#) [Contact your administrator](#)

Type **the new** password in both fields and click “**Finish**”

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

* Enter new password:

* Confirm new password:

Finish

Cancel

Password changed! Use your newly set password at the next login.

