

M365

MULTI-FACTOR AUTHENTICATION (MFA) GUIDELINE



Version 1.0

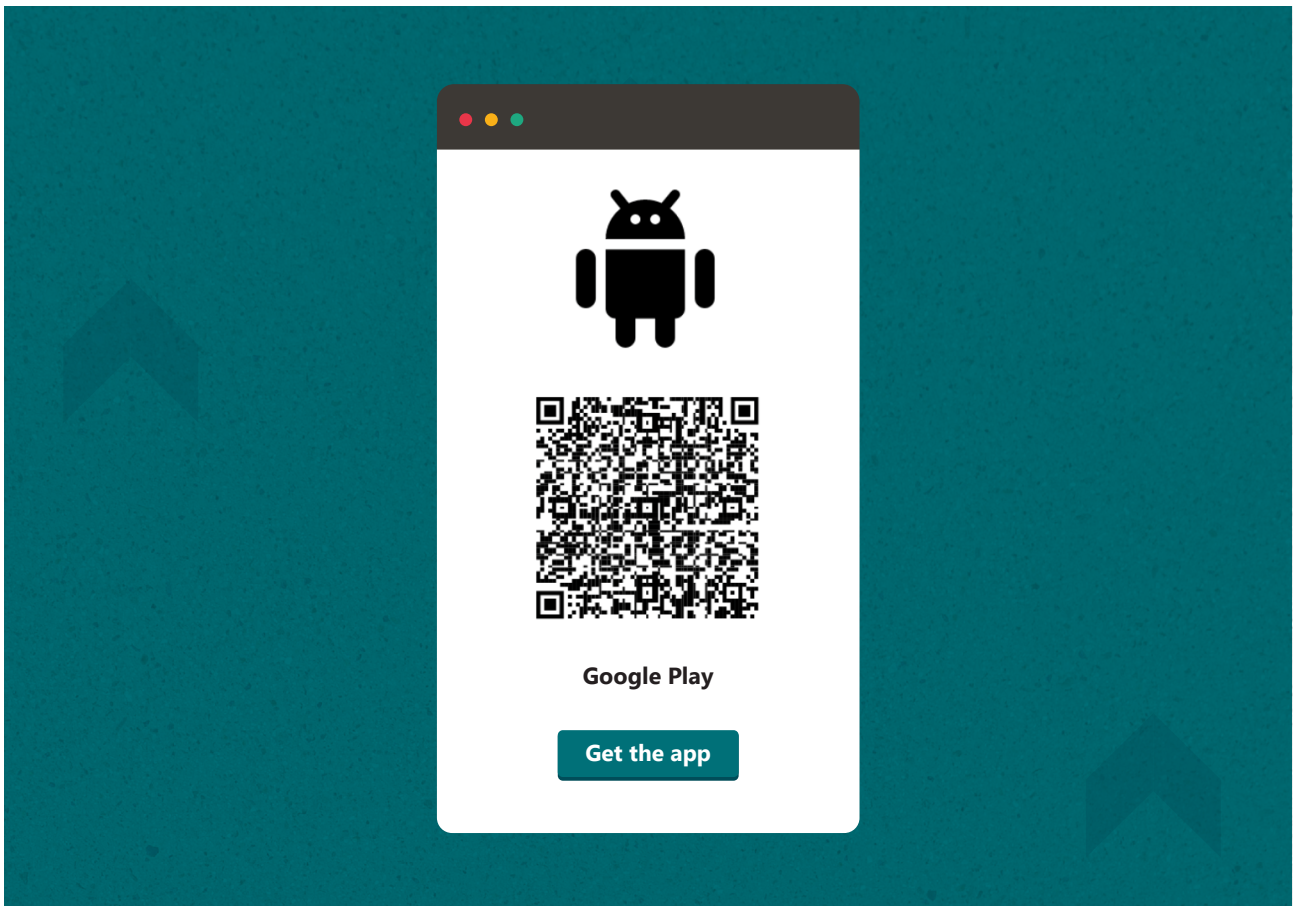
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1. Purpose

Multi-Factor Authentication (MFA) adds a layer of protection to the sign-in process. When accessing accounts or apps, users provide additional identity verification, such as scanning a fingerprint or entering a code received by phone.

2. Set up your M365 sign-in for Multi-Factor Authentication (MFA)

- 2.1. Install **Microsoft Authenticator** on your **Company Official Device** through the QR code below, but **do not add your account details to the app yet**.



QR Code can also be found below:

<https://www.microsoft.com/en-us/security/mobile-authenticator-app>

- 2.2. If you would like to **register for MFA before 1st March 2022**, please scan the QR code below. Once you have received an email verifying your successful registration, please proceed to **Step 2.3**

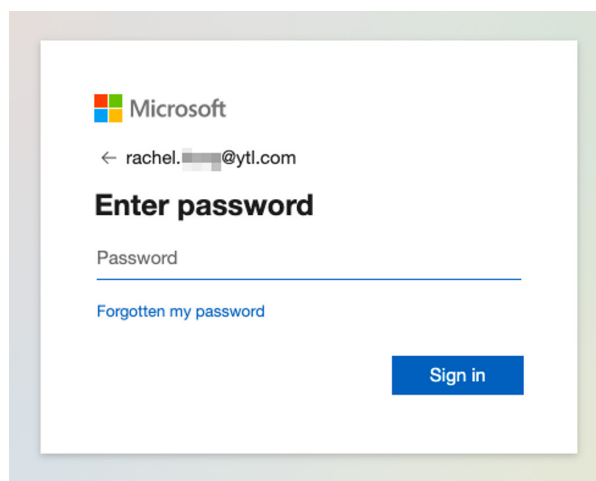


QR Code can also be found below:

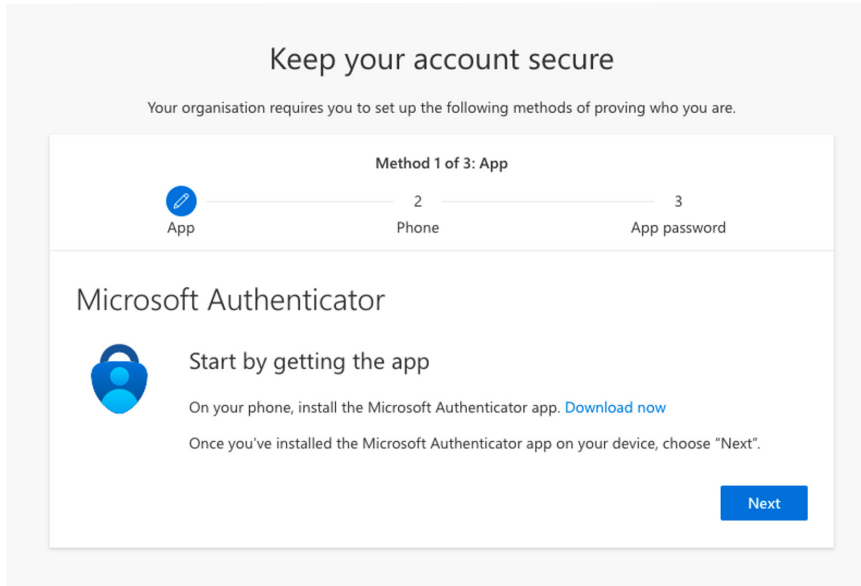
<https://forms.office.com/r/58t7iWUcZF>

If you are reading this guide after 1st March 2022, please proceed to **Step 2.3**

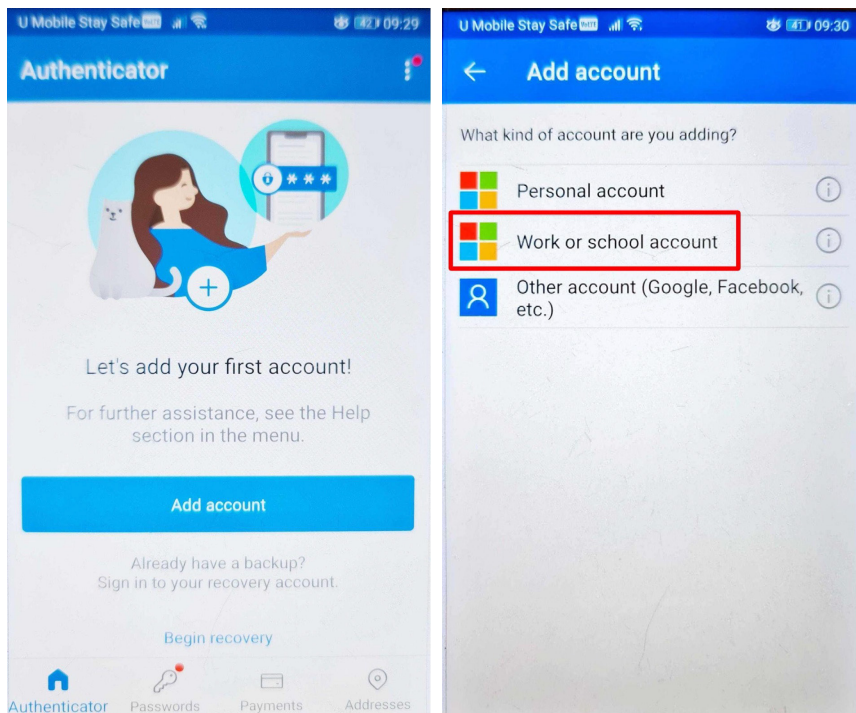
- 2.3. Open www.office.com from your desktop or laptop browser and sign in to your company account.

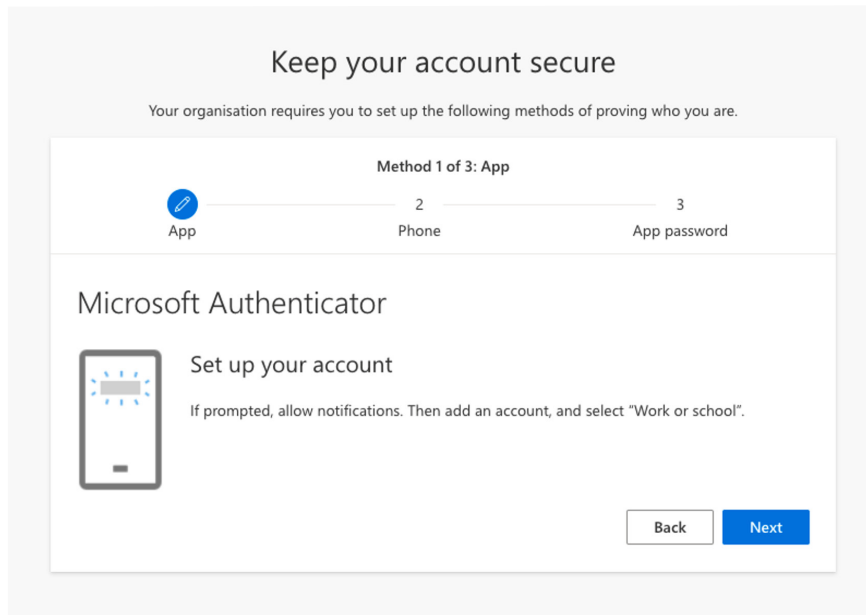


2.4. Once you have installed Microsoft Authenticator on your **Company Official Device** (refer **Step 2.1**), click “Next”.

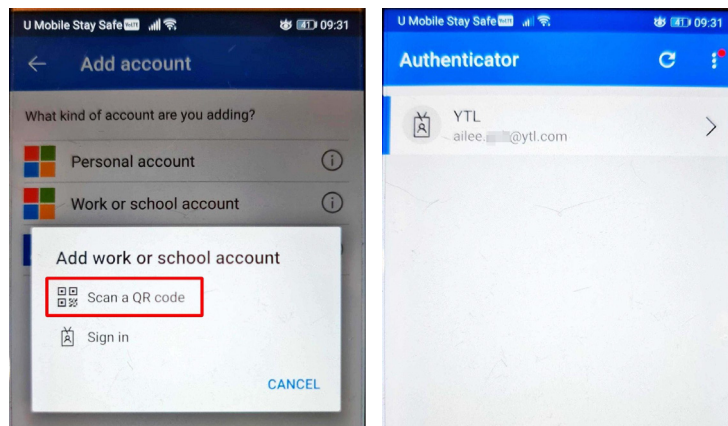
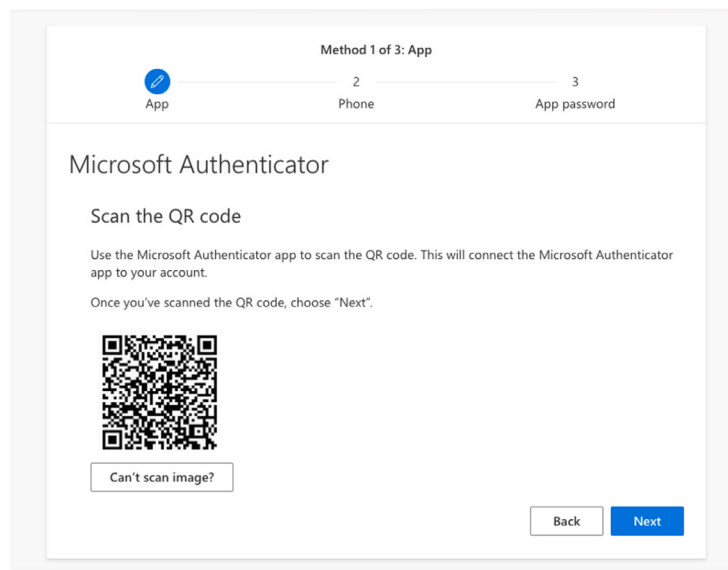


2.5. In the Microsoft Authenticator app, click “Add account” and select “Work or school account”. Click “Next” in your browser window.



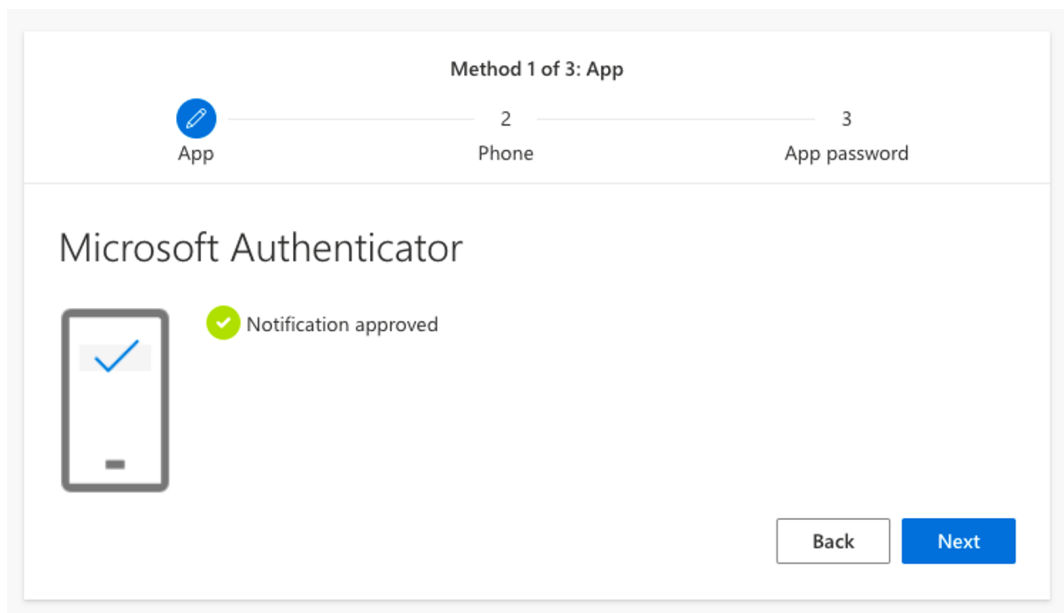
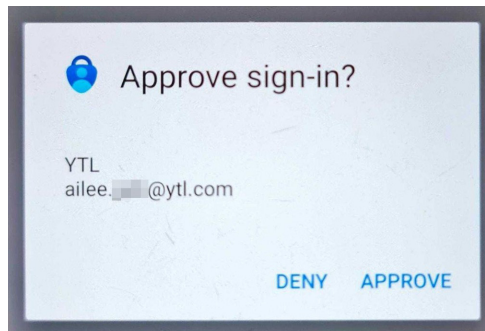
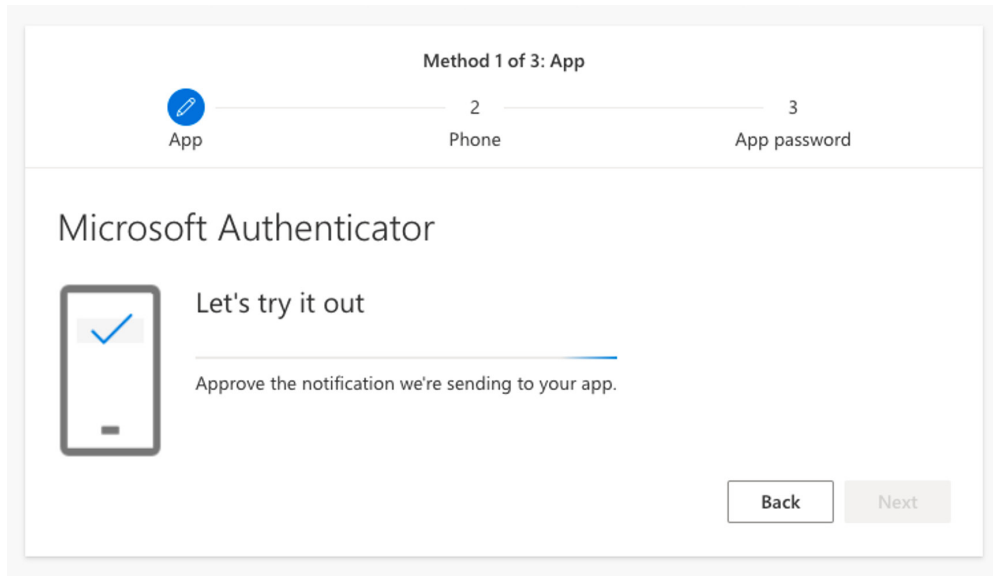


2.6. When prompted, scan the QR code through Microsoft Authenticator to connect the app.





2.7. You will receive a notification in Microsoft Authenticator, approve it to complete app registration.



2.8. Enter your phone number and click “Next” to receive a verification code.

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

Method 2 of 3: Phone

App Phone App password 3

Phone

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?

Malaysia (+60) Enter phone number

Text me a code
 Call me

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

Next

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

2.9. Enter the 6-digit code sent to you and receive confirmation of phone registration.

Keep your account secure

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

Method 2 of 3: Phone

App Phone App password 3

Phone

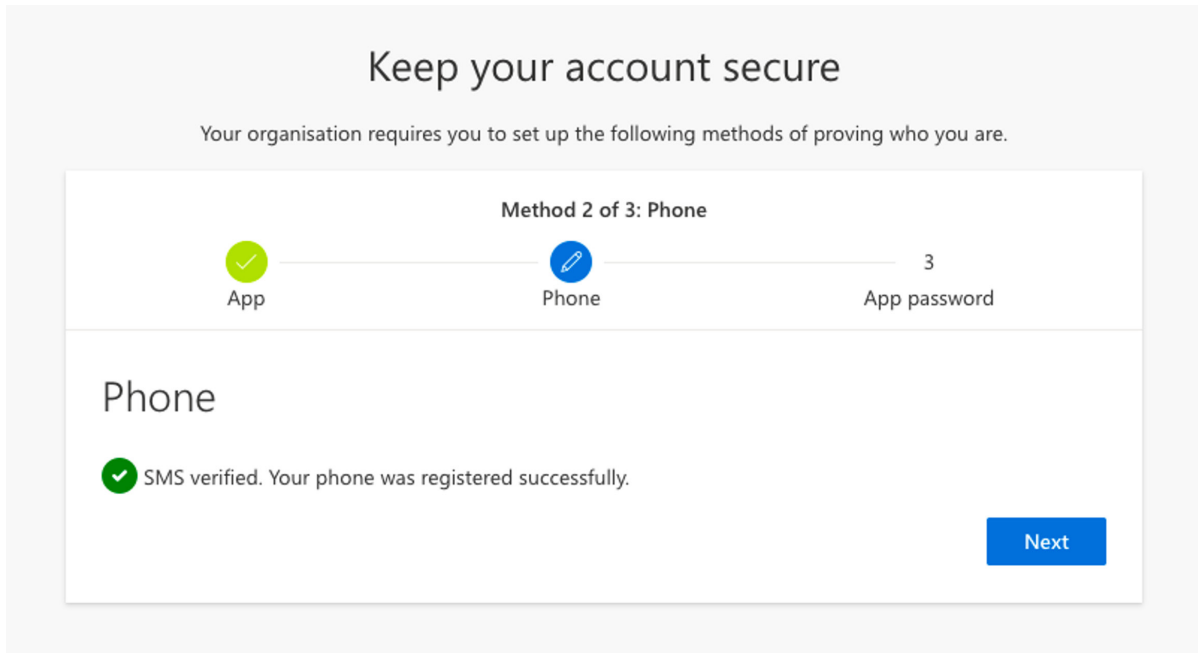
We just sent a 6-digit code to +60 [REDACTED]. Enter the code below.

Enter code

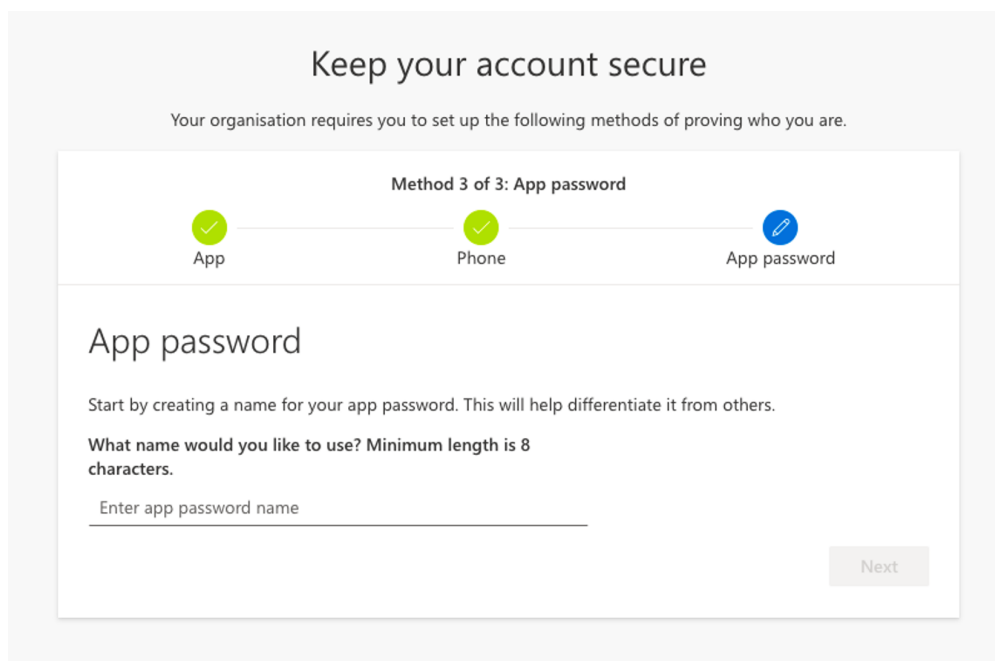
[Resend code](#)

Back Next

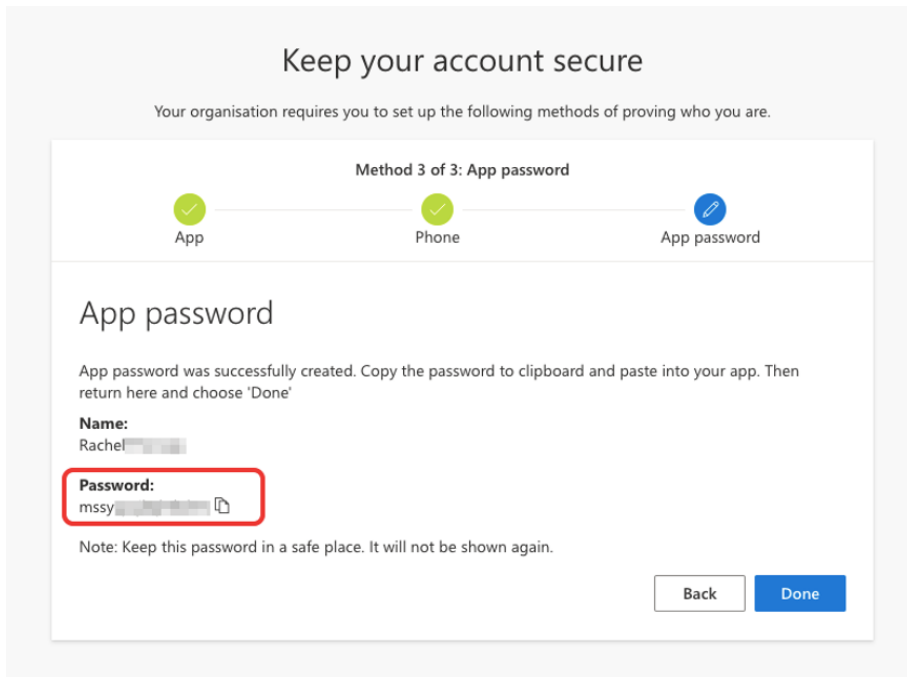
[I want to set up a different method](#)



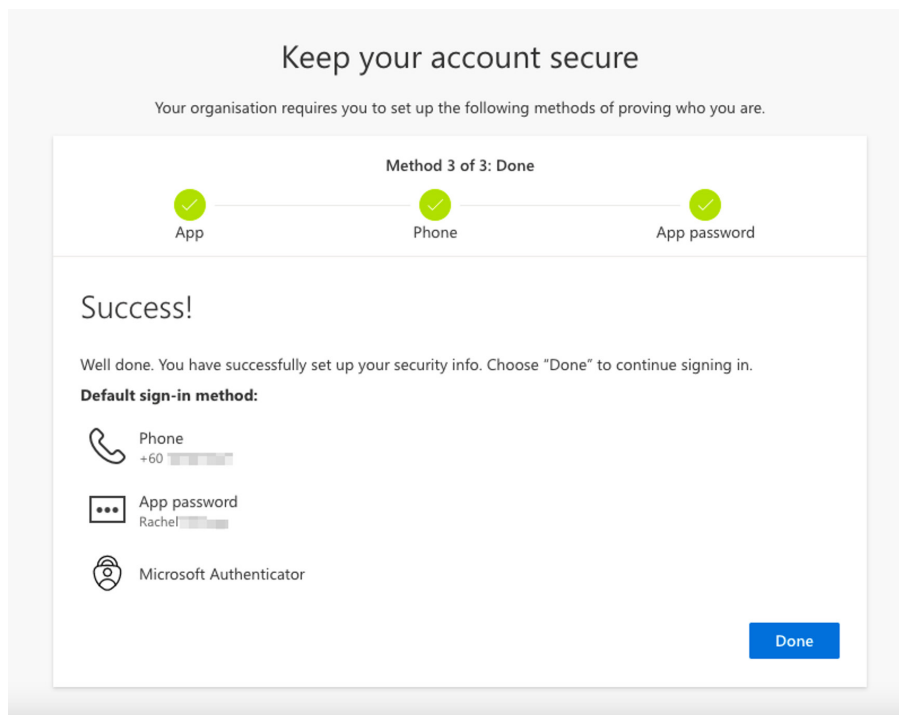
2.10. Create a name for your app password (minimum 8 characters, e.g. "YTL Construction"). If you have more than one company email address, this will make it easy to know which app password to use.



2.11. You will be provided with your **app password** which **must be saved** for future use. If you utilise desktop (not browser) apps such as Outlook or Teams, you may be periodically prompted for this password. Insert this password instead of your normal one.

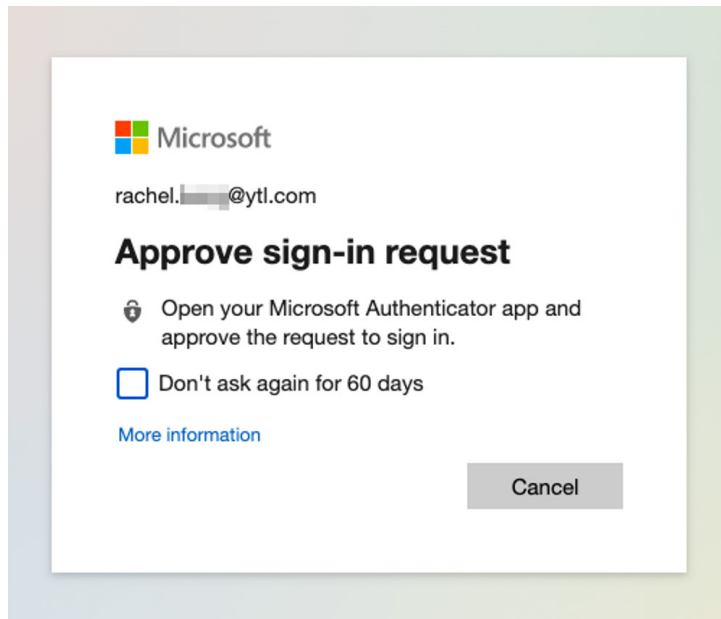


2.12. Receive confirmation of full MFA registration (app + phone + app password) and select "Done".



2.13. When signing in to your account, launch Microsoft Authenticator and click “Approve” in the app.

After you complete the verification, you will be signed into your M365 account safely.



3. Contact IT

Need more help to enable multi-factor authentication?

Please contact IT for assistance.

3.1. <https://helpdesk.ytl.com>

3.2. itsupport@ytl.com