

Multi-factor Authentication Setup

Microsoft Authenticator Mobile App

1. Download the Microsoft Authenticator mobile app using the QR code during the setup process at

4. Enter the number on the screen into the Microsoft Authenticator app and tap “Yes”

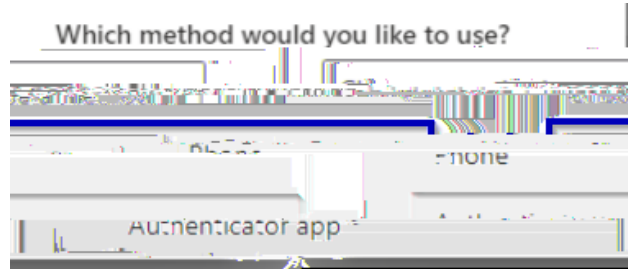
5. You should see a success message saying that the Microsoft Authenticator app was set up successfully and your account should now appear in the app

Receive A Text Message

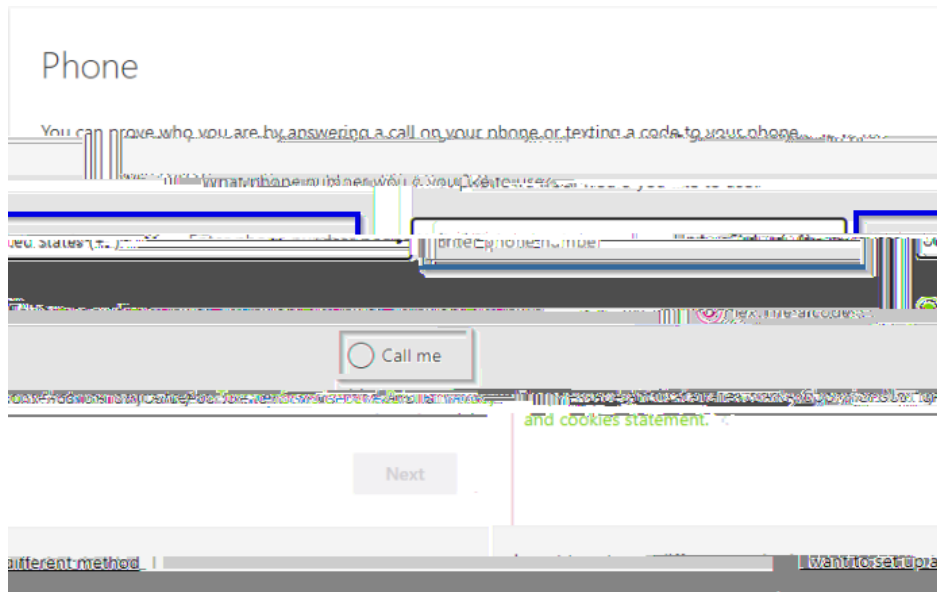
1. Select "Phone" from the dropdown list
2. Enter your phone number and select "Text me a code", then click "Next"
- 3.

Receive a Phone Call

1. Select “Phone” from the dropdown list



2. Enter your phone number and select “Call me”, then click “Next”



3. You will receive a phone call from a toll-free number (18XXXXXXXXX) at the number you entered, then you will be prompted to press the pound (#) key to accept the MFA prompt.
4. You should see a message stating that your phone number was added successfully

*NOTE: If you do not have service or cannot receive phone calls at the given number for any other reason, **you WILL NOT be able to complete MFA and sign in** if this is the only option you have configured. This means you will not be able to access your email, sign into Workday, or access any other resources that require you to sign in first. It is strongly recommended to set up another method in addition to phone calls such as the Microsoft Authenticator app or another phone number to receive an SMS message or phone call with your code. You can choose which method to MFA with each time you sign in, as well as set a default method.*

Choose a Default MFA Method

1. Visit <https://aka.ms/MFASetup>
2. Click the “Change” button next to the “Default sign-in method” description
3. Choose your preferred method to complete MFA prompts

NOTE: If you have multiple MFA methods configured, you will always be given the option to choose which MFA method to use each time you sign in, no matter what your default method is.

