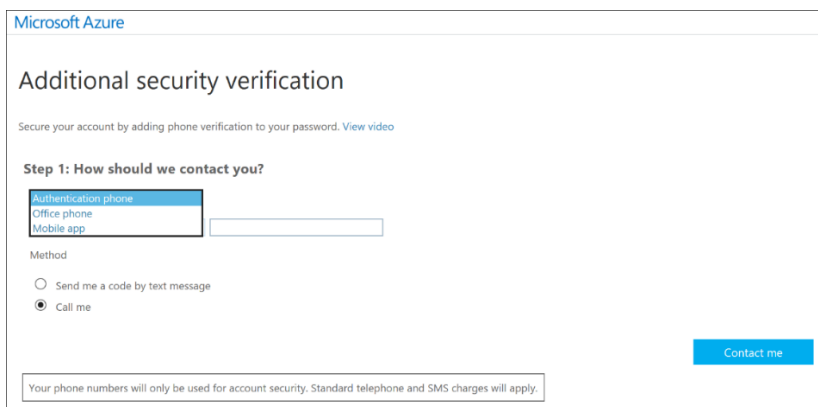


## Set up your Microsoft Office365 (Citymail) sign-in for Multi-Factor authentication

By setting up **Multi-Factor Authentication (MFA)** (also known as 2-step verification), you add an extra layer of security to your Microsoft 365 (Citymail) account sign-in. For example, you first specify your password and, when prompted, you type a verification code sent to your phone.

1. Sign in to **Microsoft Office 365 (Citymail)** ([login.microsoftonline.com](https://login.microsoftonline.com)) with your City College credentials
2. Click **Sign in**, you will be prompted for more information.
3. Choose **Next**.
4. Select your verification method and then follow the prompts on the page.



You have three choices for your verification method, **Microsoft Authenticator App verification** or the **Phone verification (Office Phone or Mobile)**

I. **Microsoft Authenticator Mobile App**

The following information describes the experience of using the Microsoft Authenticator app for two-step verifications. There are two different ways to use the app. You can receive push notifications on your device, or you can open the app to get a verification code:

- a. Sign in to an application or service such as Office 365 using your username and password.
- b. Microsoft sends a notification to the Microsoft Authenticator app on your device.
- c. Open the notification on your phone and select the **Verify** key. If your company requires a PIN, enter it here.
- d. You should now be signed in.

II. **Phone Verification (SMS text message to Mobile Phone)**

- a. Sign in to an application or service such as Office 365 using your username and password.
- b. Microsoft sends you a text message that contains a number code.
- c. Enter the code in the box provided on the sign-in page.

III. **Phone Verification (Phone call to Office Phone or Mobile Phone)**

- a. Sign in to an application or service such as Office 365 using your username and password.
- b. Microsoft calls you.
- c. Answer the phone and hit the # key.

5. After you test your additional verification method, choose **Next**.
6. Once you complete the instructions to specify your additional verification method, the next time you sign in to Microsoft Office 365 (Citymail), you will be prompted to provide the additional verification information or action, such as typing the verification code that is sent to you by text message.
7. To have a new code sent to you, refresh your browser tab.