

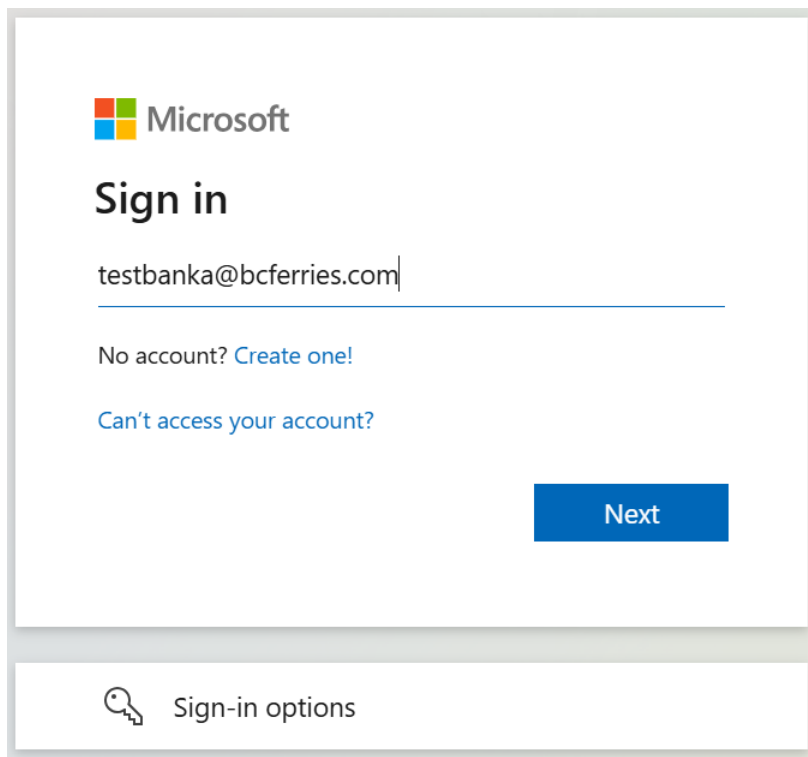
Multifactor Authentication (MFA) and Self-Service Password Reset Enrollment (SSPR)

Preparation

1. Before you start, ensure you have:
 - Smartphone has minimum IOS 17 and Android OS 14.
 - An Apple account for the Apple App Store or a Google account for the Google Play Store
 - A smartphone (iOS or Android) with the Microsoft Authenticator app installed. You can download it from the [Apple App Store](#) or [Google Play Store](#).
 - Access to your M365 account credentials (username and password).
 - A stable internet connection on your smartphone and computer.

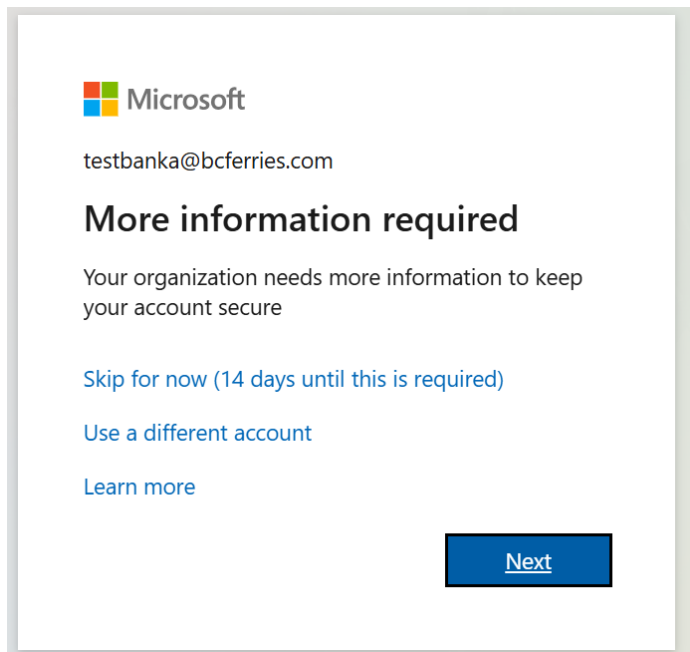
Set Up Microsoft Authenticator

1. Open a web browser on your computer and go to the **MyApps page**:
<https://myapps.microsoft.com/>
2. Sign in with your **M365 account credentials**.

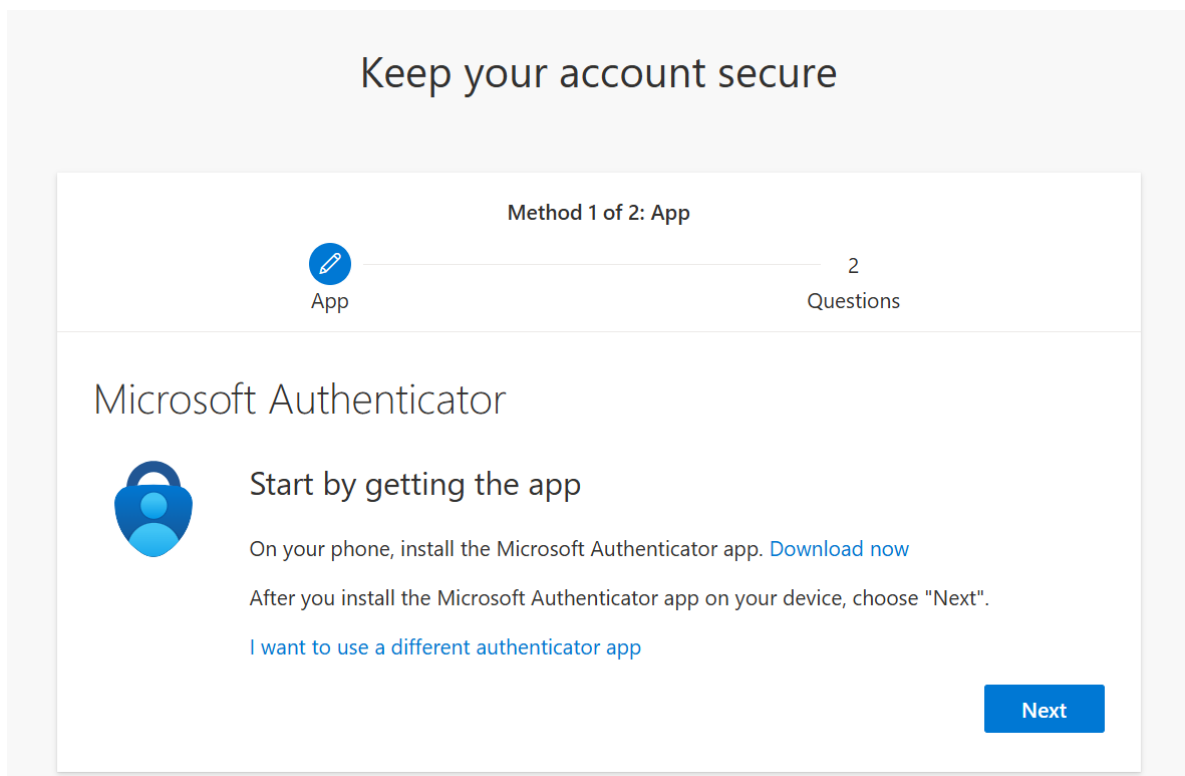


The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "testbanka@bcferries.com". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". A blue "Next" button is positioned to the right of the input field. At the bottom of the page, there is a section titled "Sign-in options" with a key icon.

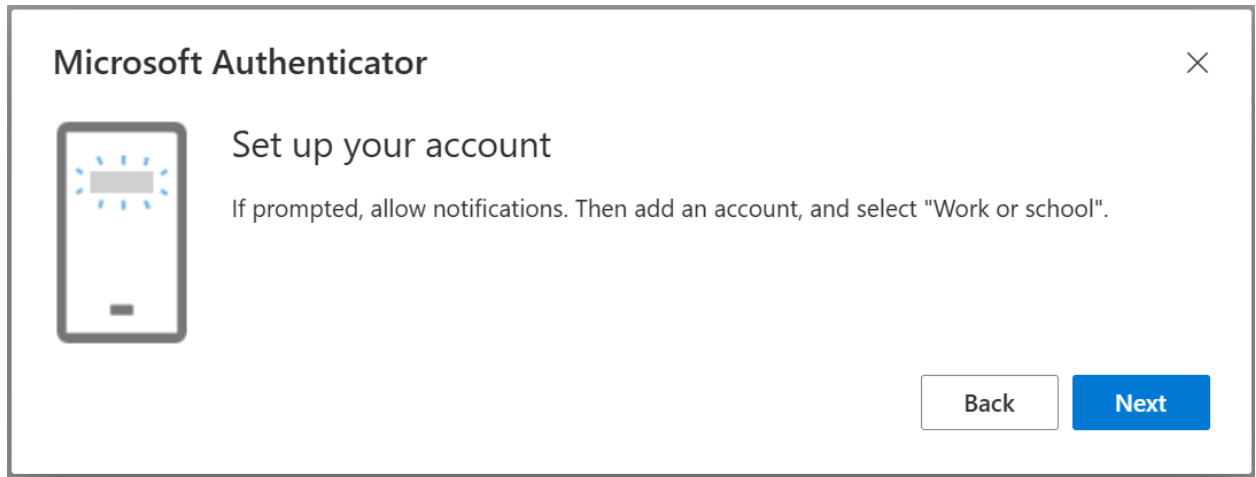
3. You will be prompted to secure your account.



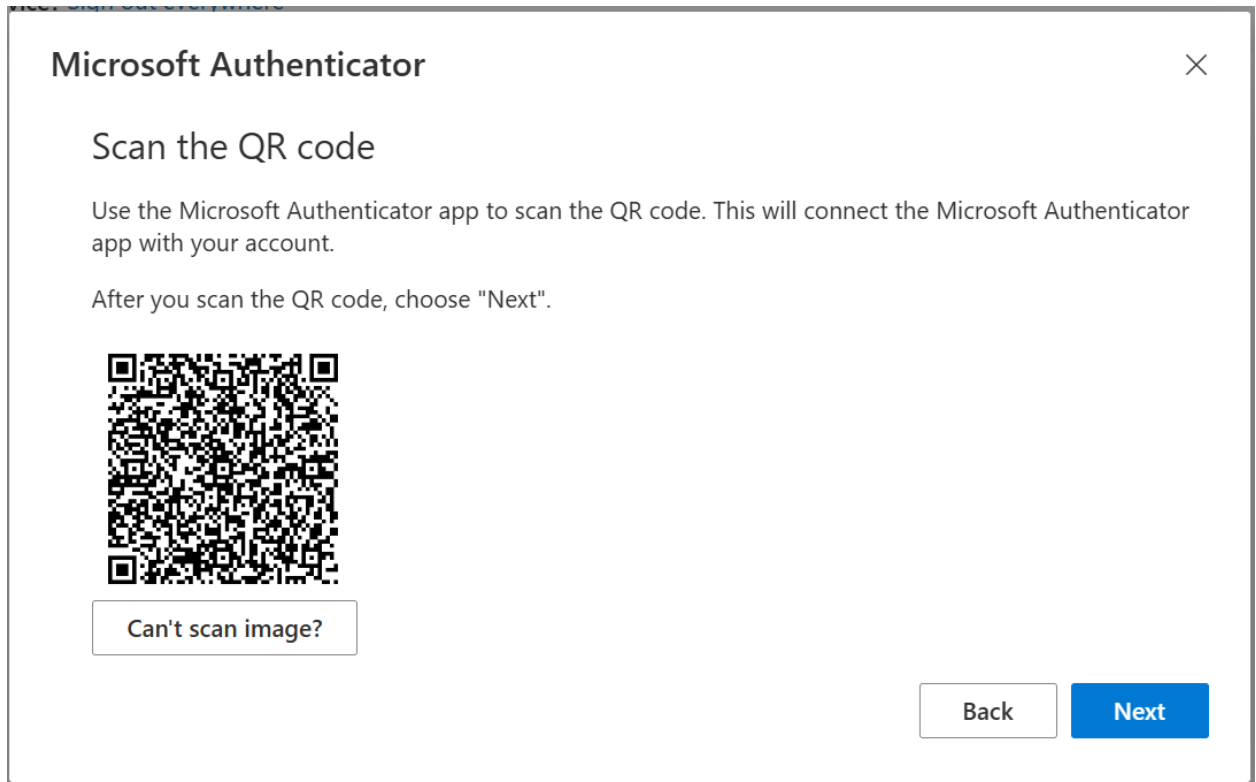
4. Click **Next**.
5. Click **Next**.



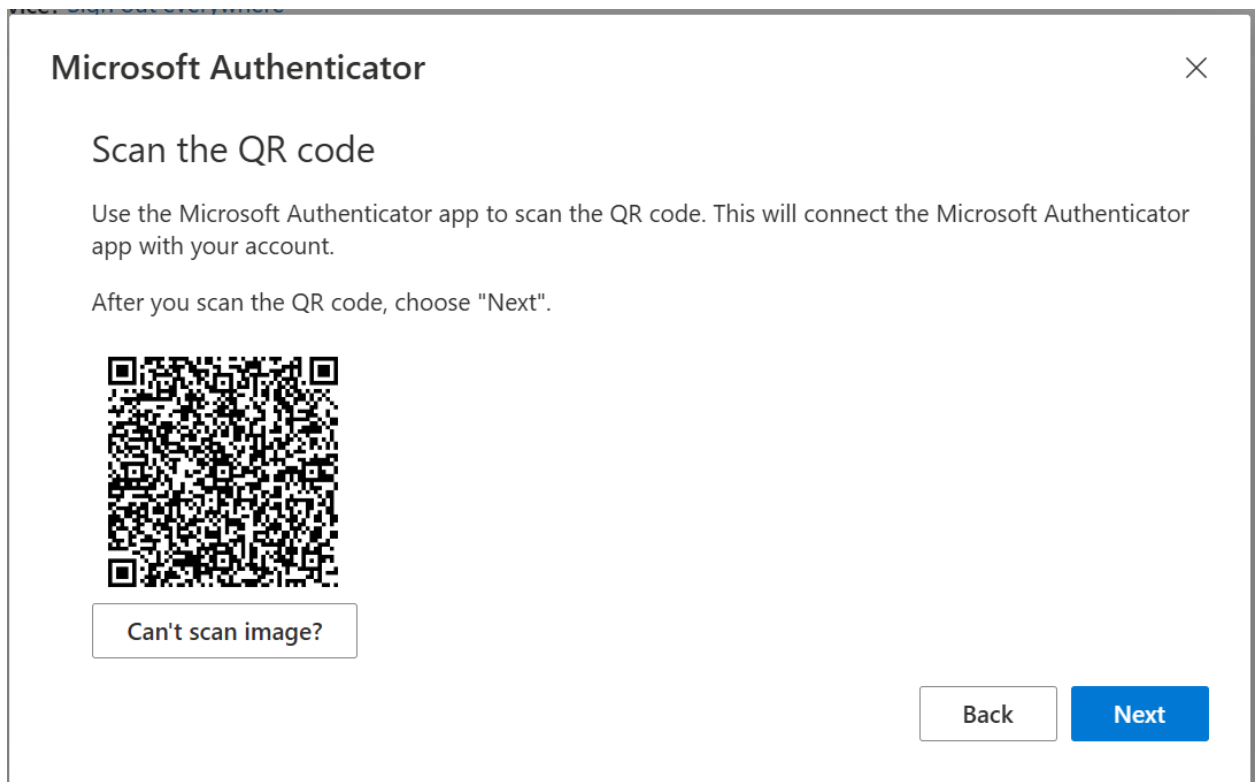
6. Click **Next**.



7. Open the **Microsoft Authenticator** app on your smartphone to scan the QR code shown on your computer screen:
 1. Open the **Microsoft Authenticator** app.
 2. Tap the "+" (**plus**) icon in the top-right corner.
 3. Select "**Work or school account.**"
 4. Choose "**Scan a QR code**" when prompted.
 5. A camera interface will open. (Allow camera access if it ask) Point it at the QR code displayed on your computer screen.
 6. The app will automatically recognize the QR code and add your **M365 work account.**

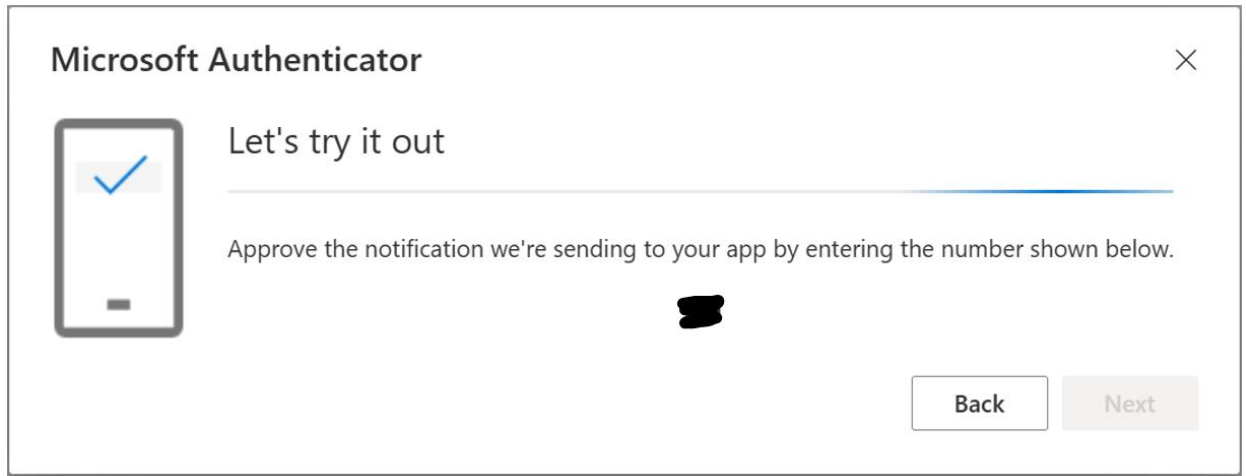


8. Once the account is added, you will see your M365 account listed in the app.
9. Return to your computer and click **Next** after scanning the QR code.

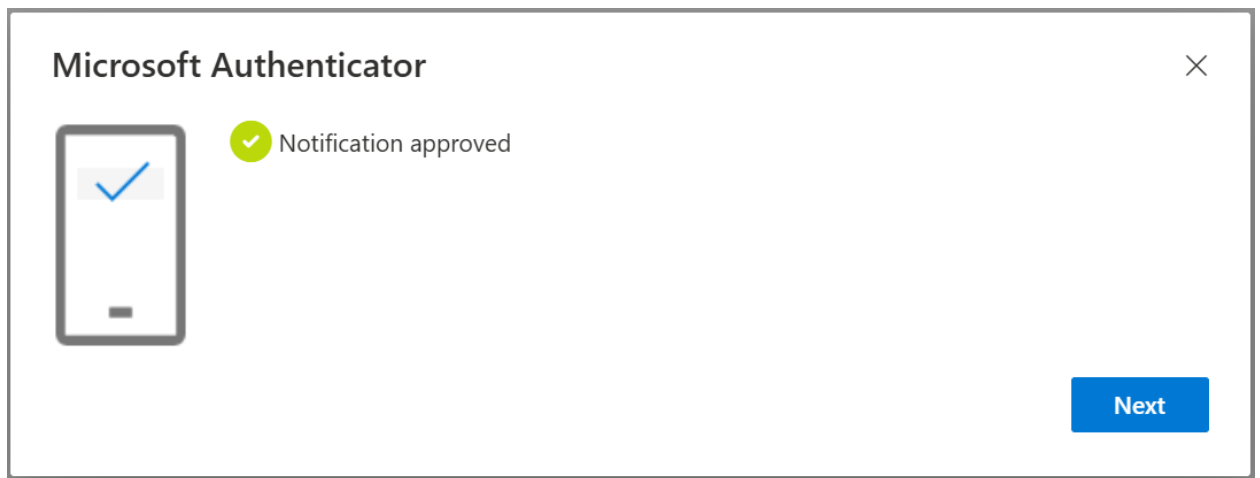


10. Microsoft will prompt you to test the setup:

- A notification will be sent to your Authenticator app on your smartphone.
- On your smartphone, approve the request by entering the number shown on your computer in the app and click **Yes**.



11. If the test is successful, you will see a confirmation message on your computer.



12. Click **Next** to proceed to Security Questions.

Set Up Security Questions (Required for SSPR)

1. Select your **Security questions** from the available list.

The screenshot shows a web interface for setting up security questions. At the top, it says "Keep your account secure". Below that, a progress bar indicates "Method 2 of 2: Questions". There are two options: "App" (with a green checkmark icon) and "Questions" (with a blue pencil icon). The "Questions" option is selected. The main section is titled "Security questions" and contains five identical rows. Each row has a dropdown menu labeled "Select a question" and a text input field labeled "Enter answer for security question". At the bottom right of the form is a "Done" button. At the bottom left, there is a link that says "I want to set up a different method".

2. Enter your answers carefully (answers are case-sensitive).
3. Click **Done** to complete the setup.

Keep your account secure

Method 2 of 2: Done



App



Questions

Success!

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

Default sign-in method:



Microsoft Authenticator



Security questions

Done

4. Click **Done** to confirm your MFA and SSPR setup.