

Set up MFA with confidence

Add a second sign-in check to your work account and make a practical plan for a lost or replaced phone.

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BEFORE YOU START

Have your work sign-in details, your own phone and your IT team's contact details ready. Use your organisation's approved authentication method.

01 Start from a trusted place

Open mysignins.microsoft.com/security-info yourself, rather than following an unexpected email or text. Sign in with the correct work account.

Choose Add sign-in method and Microsoft Authenticator if your organisation permits it. If the option is missing or you cannot sign in, ask IT for help; do not change tenant settings.

02 Register and test

Follow the on-screen instructions to install Microsoft's Authenticator app from the official app store. In the app, add a work or school account and scan the setup QR code privately.

Complete the test requested by the setup screen. Check that the account name is right and that you can complete a fresh sign-in before closing the setup session.

03 Plan for the next phone

Ask IT which recovery or additional methods your policy allows. Before replacing a phone, agree how to transfer or re-register the account and confirm the new method works.

Approve only sign-ins you started. Deny an unexpected prompt and tell IT through a known channel. Never share a one-time code, setup QR code or an approval with a caller.

Your practical checklist

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- ☐ Correct work account confirmed
- ☐ Approved method registered
- ☐ Setup test and fresh sign-in completed
- ☐ Recovery route agreed with IT
- ☐ Lost-phone reporting contact recorded
- ☐ Unexpected-prompt reporting understood

Record the next action

Account owner and review date (no passwords or codes)

IT contact / recovery process

Outstanding action, owner and due date

MFA reduces account risk; it does not make every sign-in safe. The available methods and screens depend on your organisation's policy. Keep all authentication secrets off this worksheet.

OFFICIAL SOURCES & FURTHER READING

Microsoft: add accounts to Authenticator

Microsoft: set up security information

Links open the official source. Web edition: compurep.co.za/guides/set-up-mfa