

Additional authentication will be required for anyone accessing any Encore / PSAV Office 365 application (Outlook, Teams, Yammer, OneDrive, SharePoint, etc.). Encore is taking extra steps to make sure you are who you say you are when you sign in. This extra verification, also known as two-factor verification, is done through a combination of your username, your password, and a mobile device or phone. These authentication methods will also be used to recover lost passwords or resetting passwords via Microsoft's O365 Password Reset program.

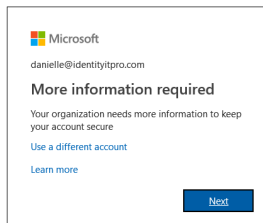
First Time Set Up

Before you can activate your MFA account, it is recommended that you install the Microsoft Authenticator app. Visit [Microsoft Authenticator](#) page to easily send an install link to your Android or iOS device. *Installing this APP will make MFA easier for you – even if you do not use your phone for any Encore / PSAV applications.*

- When you are notified that you are moving to MFA, make sure that the Microsoft Authenticator is installed on your phone.
- When your integration day arrives – visit <https://aka.ms/mfasetup> where you will be prompted for “**More information required**. *Your organization needs more information to keep your account secure.* “
- Select **Next**
- The **Microsoft Authenticator App** is the preferred method from Encore / PSAV for 2-factor authentication – follow the instructions on the **next page**.
- Alternatively, you can use the phone/mobile device authentication and instructions are located **here**.
- Either authentication method will require you to connect that device to your Encore / PSAV O365 account
 - The Microsoft Authenticator App will pop up and request “**Please type in the code displayed on your authenticator app from your device**”. (Note: the authenticator app code changes every 30 seconds.)
 - Authentication phone/mobile device will provide a code to be entered into the computer for logging in. The code will be delivered via SMS to a mobile device, or it will call your office phone.
- Once the initial set up is complete, you will be prompted for this additional security when you are using Encore / PSAV applications outside of a normal branch or corporate location.

 For more information visit our [MFA page](#) on Connect

After your organization turns on and sets up two-factor verification, you'll get a prompt telling you to provide more information to help keep your account secure.



Methods and Instructions for MFA Set Up – Set all

Authenticator App

Authenticator app generates a verification code that updates every 30 seconds. Enter the most current verification code in the sign-in screen.

[Set up an authenticator app as your two-factor verification method](#)

Authentication Phone

1. Phone call places an automated voice call to the phone number you provide. Answer the call and press the pound key (#) on the phone keypad to authenticate.
2. Text message ends a text message containing a verification code. Following the prompt in the text, either reply to the text message or enter the verification code provided into the sign-in interface.

[Set up a mobile device as your two-factor verification method](#)

Office Phone

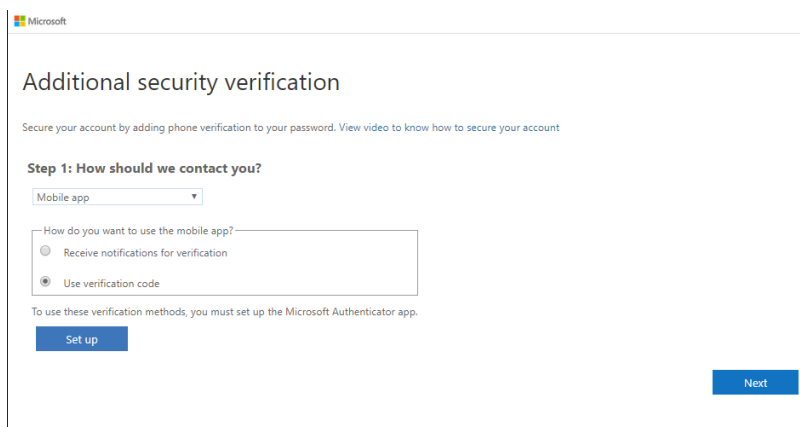
Places an automated voice call to the phone number you provide. Answer the call and press the pound key (#) on the phone keypad to authenticate.

[Set up your office phone number as your verification method](#)

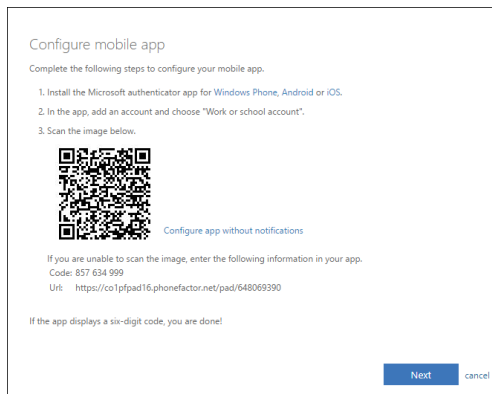
Set up the Microsoft Authenticator app to use verification codes

Before you can activate your MFA account, it is recommended that you install the Microsoft Authenticator app. Visit [Microsoft Authenticator](#) page to easily send an install link to your Android or iOS device. *Installing this APP will make MFA easier for you – even if you do not use your phone for any PSAV applications.*

1. On the Additional security verification page, select **Mobile app** from the **Step 1: How should we contact you** area.
2. Select **Use verification code** for verification from the **How do you want to use the mobile app** area, and then select **Set up**.



You will then see the Configure mobile app page

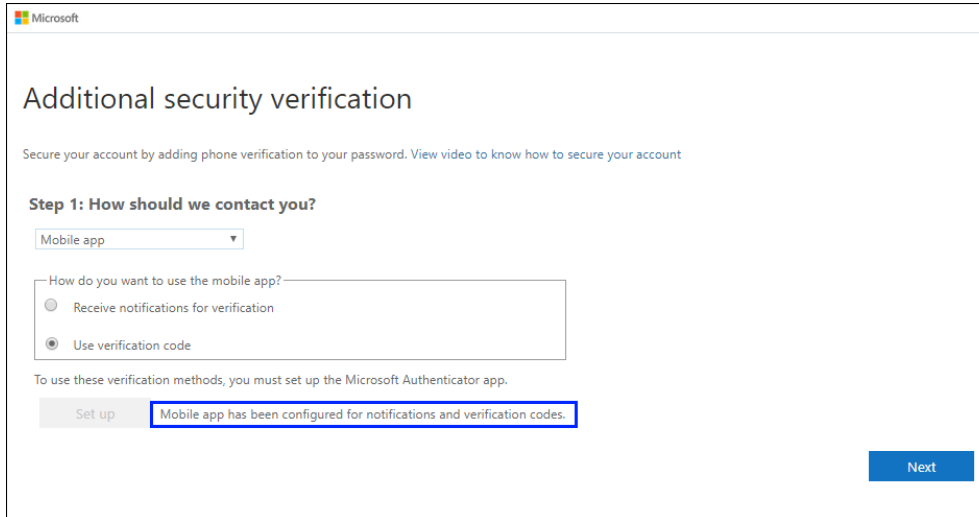


3. Open the Microsoft Authenticator app, select **Add account** from the **Customize and control** icon in the upper-right, and then select **Work or school account**.

Note: *If this is the first time you're setting up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select **Allow** so the authenticator app can access your camera to take a picture of the QR code in the next step. If you don't allow the camera, you can still set up the authenticator app, but you'll need to add the code information manually.*

4. Use your device's camera to scan the QR code from the **Configure mobile app** screen on your computer, and then choose **Next**.

- Return to your computer and the **Additional security verification** page, make sure you get the message that says your configuration was successful, and then select **Next**.



Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

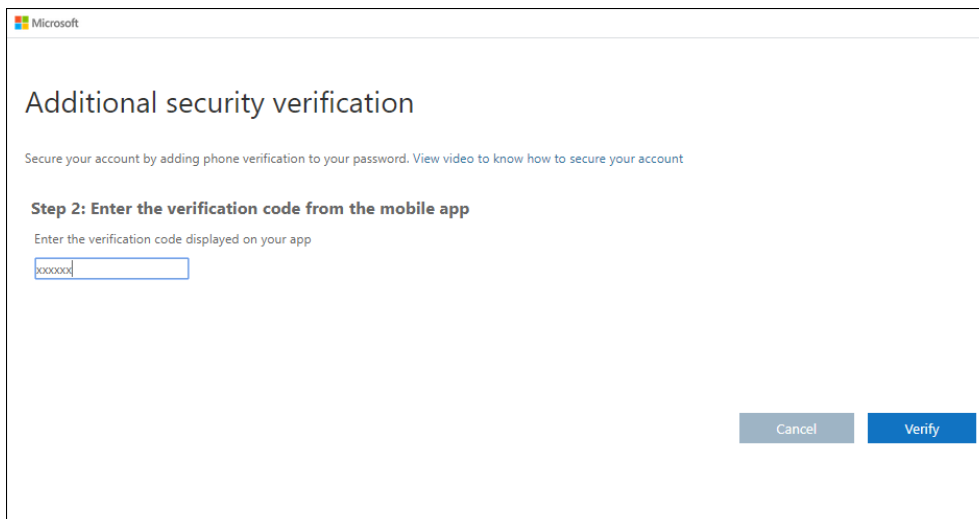
To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Mobile app has been configured for notifications and verification codes.

Next

The authenticator app will send a notification to your mobile device as a test.

- On your mobile device, select **Approve**.



Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

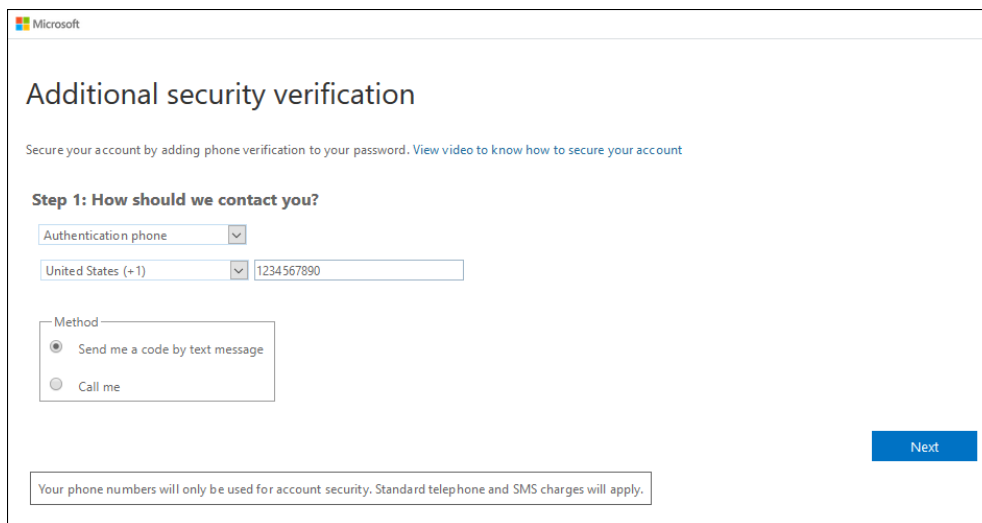
xxxxxx

Cancel Verify

- On your computer, add your mobile device phone number to the **Step 3: In case you lose access to the mobile app** area, and then select **Next**.
- Select **Done**.

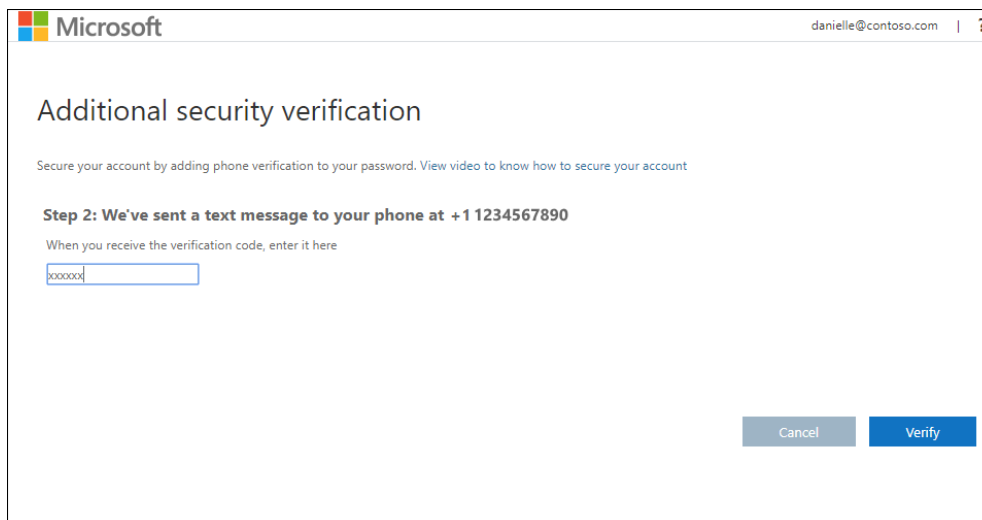
Set up a mobile device as your two-factor verification method

- A. Set up your mobile device to use a text message as your verification method
 1. On the **Additional security verification** page, select **Authentication phone** from the **Step 1: How should we contact you** area, select your country or region from the drop-down list, and then type your mobile device phone number.
 2. Select **Send me a code by text message** from the **Method** area, and then select **Next**.



The screenshot shows the Microsoft 'Additional security verification' page. The title is 'Additional security verification' with a subtitle 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. Under 'Step 1: How should we contact you?', there is a dropdown for 'Authentication phone' set to 'United States (+1)', a country dropdown set to 'United States (+1)', and a phone number input field containing '1234567890'. Below this is a 'Method' section with two radio buttons: 'Send me a code by text message' (selected) and 'Call me'. A blue 'Next' button is at the bottom right. A footer note states: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

3. Type the verification code from the text message sent from Microsoft into the **Step 2: We've sent a text message to your phone** area, and then select **Verify**.

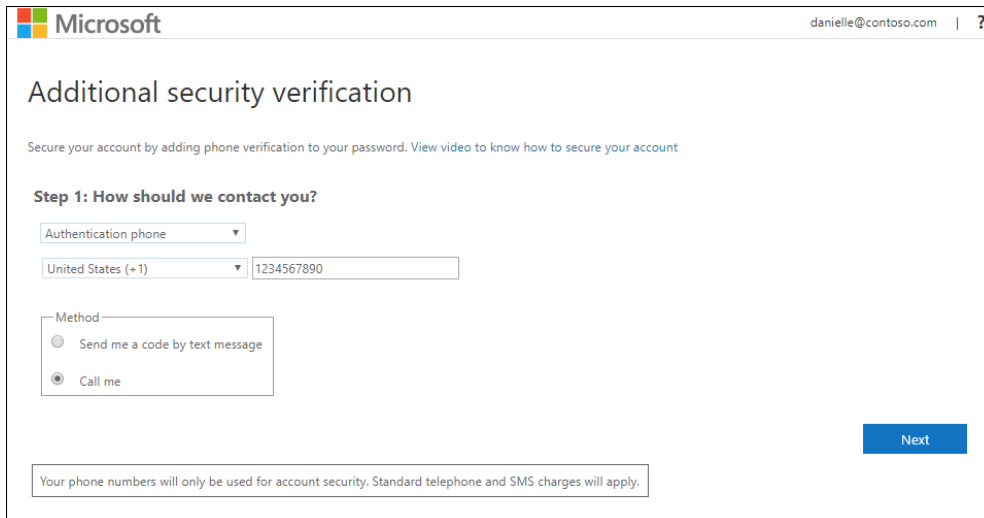


The screenshot shows the Microsoft 'Additional security verification' page at Step 2. The title is 'Additional security verification' with the same subtitle. Under 'Step 2: We've sent a text message to your phone at +1 1234567890', there is a prompt 'When you receive the verification code, enter it here' followed by a text input field containing 'xxxxxx'. At the bottom right, there are two buttons: a grey 'Cancel' button and a blue 'Verify' button.

4. Select **Done**.

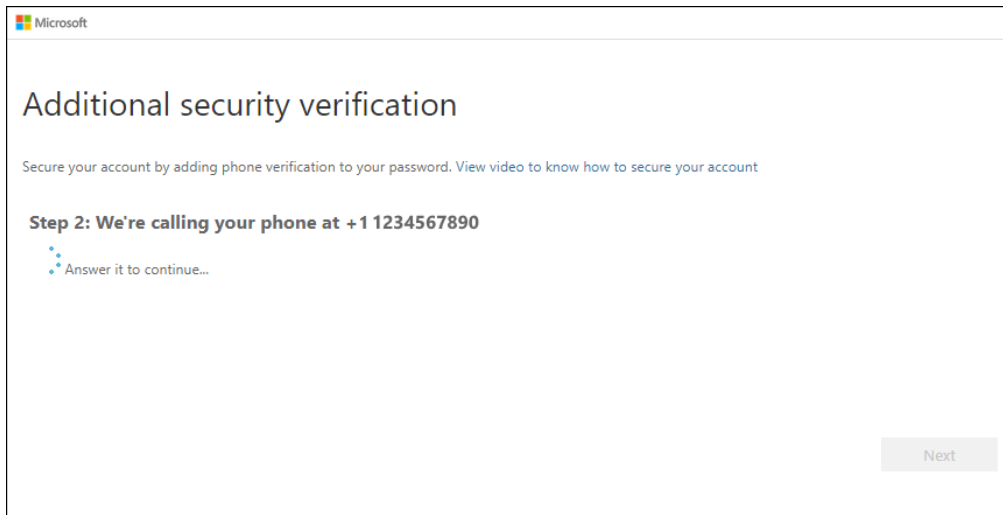
B. Set up your mobile device to receive a phone call

1. On the **Additional security verification** page, select **Authentication phone** from the **Step 1: How should we contact you** area, select your country or region from the drop-down list, and then type your mobile device phone number.
2. Select **Call me** from the **Method** area, and then select **Next**.



The screenshot shows the Microsoft 'Additional security verification' page. The title is 'Additional security verification'. Below the title is a sub-header 'Step 1: How should we contact you?'. There are two main sections: 'Authentication phone' and 'Method'. The 'Authentication phone' section has a dropdown menu for 'Authentication phone' (set to 'United States (+1)'), a dropdown for 'Country or region' (set to 'United States (+1)'), and a text input field for the phone number (set to '1234567890'). The 'Method' section has two radio buttons: 'Send me a code by text message' (unselected) and 'Call me' (selected). A blue 'Next' button is located at the bottom right. A small text box at the bottom left states: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

3. You'll receive a phone call from Microsoft, asking you press the pound (#) sign on your mobile device to verify your identity.

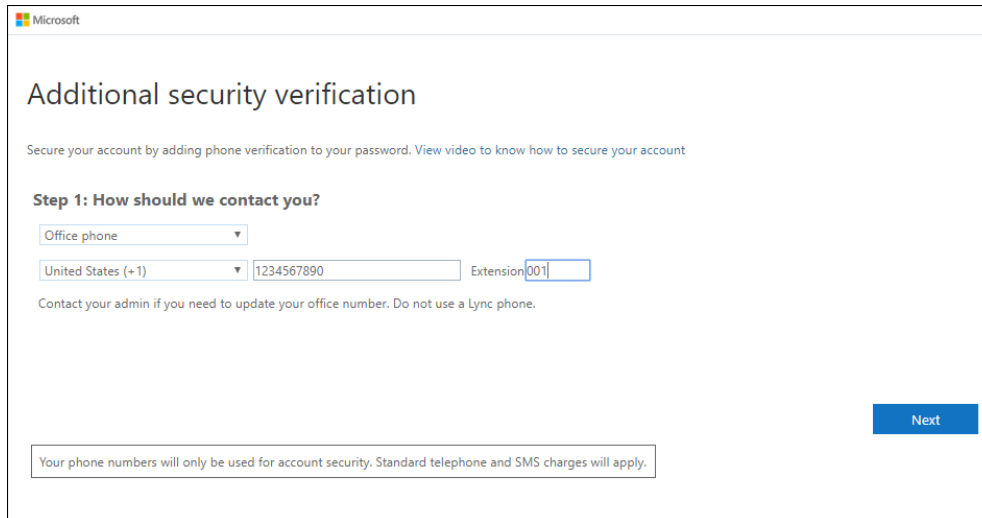


The screenshot shows the Microsoft 'Additional security verification' page. The title is 'Additional security verification'. Below the title is a sub-header 'Step 2: We're calling your phone at +1 1234567890'. There is a loading indicator (three dots) and the text 'Answer it to continue...'. A grey 'Next' button is located at the bottom right.

4. Select **Done**.

Set up your office phone number as your verification method

1. On the **Additional security verification** page, select **Office phone** from the **Step 1: How should we contact you** area, select your country or region from the drop-down list, type your office phone number, and then type your extension, if you have one.



Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Office phone

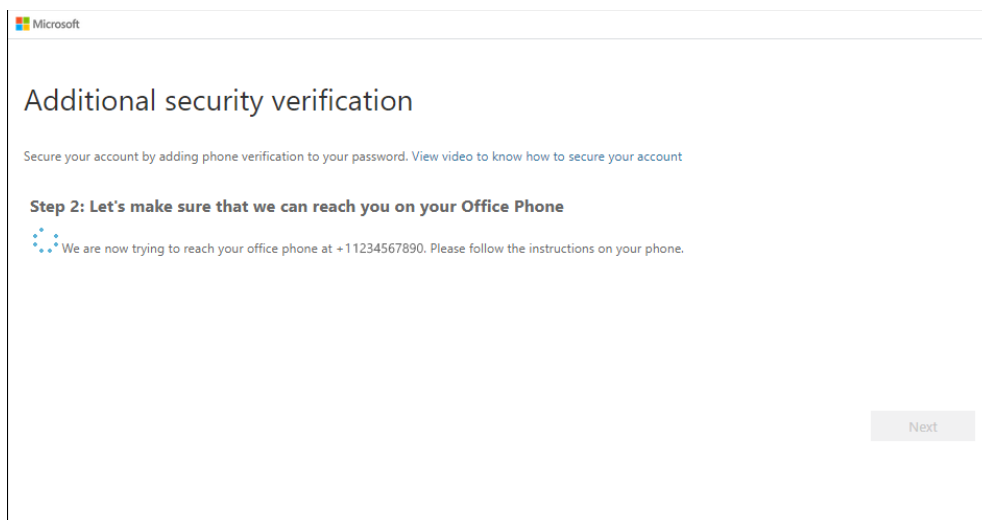
United States (+1) 1234567890 Extension 001

Contact your admin if you need to update your office number. Do not use a Lync phone.

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

2. You'll receive a phone call from Microsoft, asking you press the pound (#) sign on your office phone to verify your identity.



Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Let's make sure that we can reach you on your Office Phone

We are now trying to reach your office phone at +11234567890. Please follow the instructions on your phone.

Next

3. **Select Done.**