
Self-Service: Update Authentication Method

Purpose

This Quick Reference Guide describes how to update your Authentication method when:

- You received an [expiration reminder](#) for your authentication method
- You have a [new](#) phone number or want to [change](#) the number used for authentication
- You want to [add](#) another method of authentication, such as the MS Authenticator app (see also: *QRG Installing the MS Authenticator app*)
- You want to use a [different](#) authentication method than you originally set.

Intended User

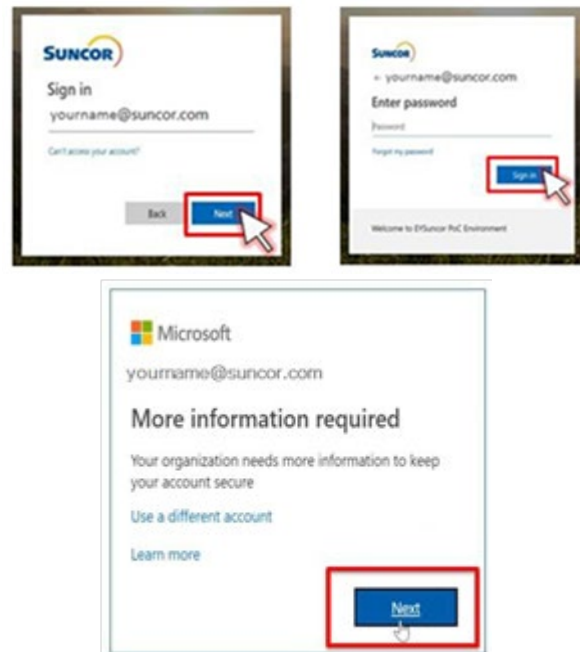
This guide is intended for users that are currently registered for Microsoft Multifactor Authentication and can access the SSPR tools.

Procedure Steps

Sign-In

Note: If you are already signed in, this link will take you directly to the **Security Info** page of the SSPR tool. You can bypass these 4 steps and go to [Access Password Management](#) on the next page.

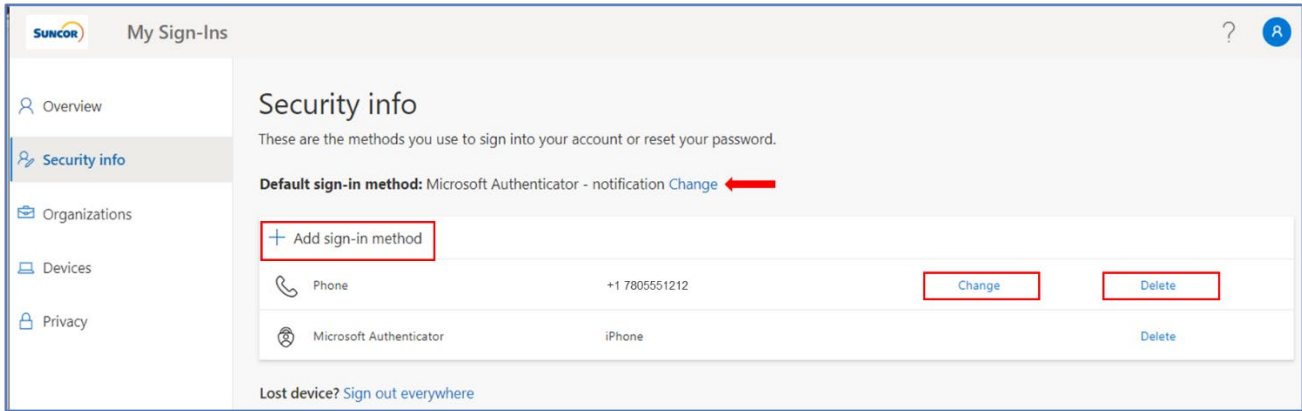
1. Copy & paste this link into your computer's internet browser and press **Enter** on your keyboard <https://aka.ms/setupsecurityinfo>
2. Enter your account and click **Next**.
3. Enter your password and click **Sign in**.
4. You are directed to the Microsoft "More information required" window. Click **Next**.



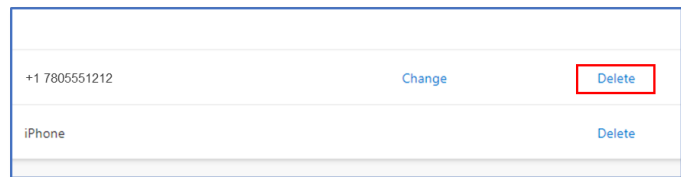
Access password management

From this page you can [Add](#), [Change](#), [Delete](#) an authentication method.

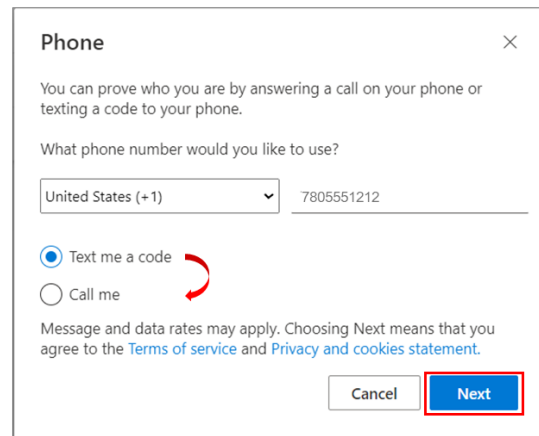
Note: You cannot functionally use your Teams phone number (DID) to validate MFA. Only Landline and mobile phone numbers will work properly as MFA Authentication methods.



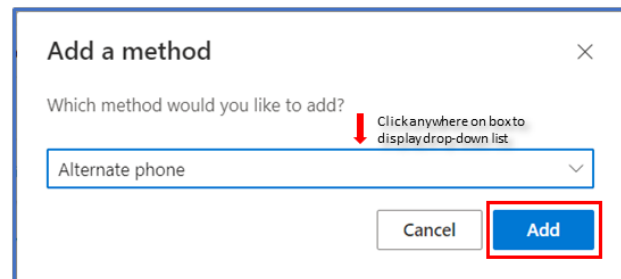
1. To **Delete** a method, click **Delete** on the line of the method to delete.
2. When you confirm the delete, the method is removed from the list.



3. To **Change** a method, click **Change** on the line of the method
4. From the dialog box that opens, choose which information you want to change, (*number, Text me...; Call me*).
5. When you click **Next**, the application will verify the changes.
i.e. if you changed from 'Text me..' to 'Call me.', you would receive an automated call from the Microsoft system.
6. After you have confirmed the change you can log out.



7. To **Add** a sign-in method, click **Add sign-in method**.
8. From the **drop-down** select from one of three available options:
 - Authenticator app *
 - Alternate phone
 - Office phone



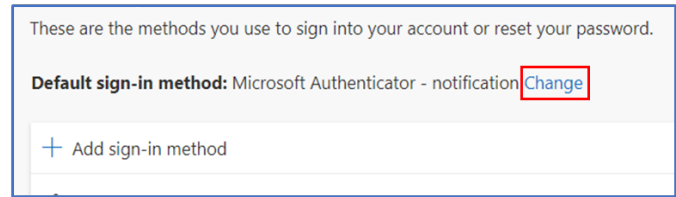
*Requires installation of app based on phone type.
See QRG Installing the MS Authenticator app.

9. Click **Add**.

10. Provide the required information for the additional method and click **OK**.

Note: You may require additional setup or to verify the new method.

When complete, the new method will be listed in your **Security Info** list of methods.
11. If required, you can update your **Default sign-in method** by clicking **Change** to the right of this line.



Authentication Expiry Notification

Your authentication methods are valid for 364 days. When they are about to expire you will receive a notification asking you to either change or confirm your methods.

1. From the notification screen, if your authentication methods are still valid, click **OK**.
2. If you need to update your methods, then click **Edit info**.
3. Update as documented in the previous steps above under **Access Password Management**

