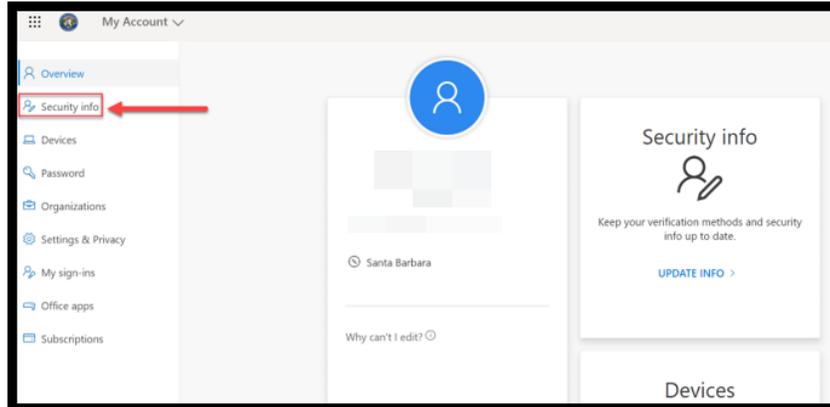


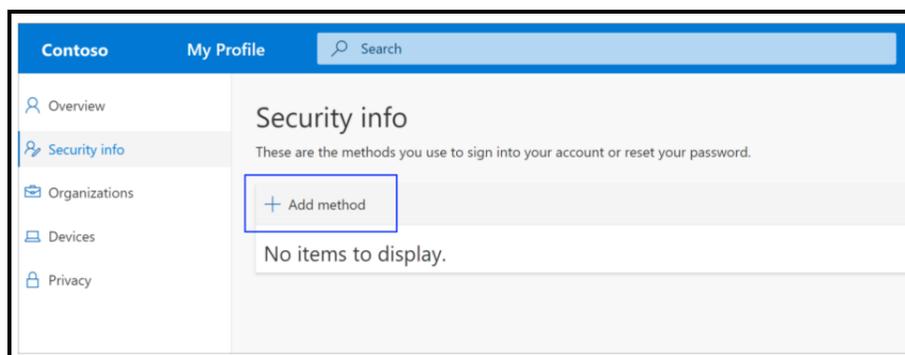
## Multi-Factor Authentication for Android Mobile App

The County of Santa Barbara has enabled Multi-Factor Authentication (MFA) for your Office 365 account. MFA is an authentication method that requires more than one verification method for users when signing into the Office Portal. When you log into your County Office Portal (i.e., Office 365 account) from outside the County network you will be required to enter your County username and password, as well as a verification code. To receive the verification code, a one-time setup of the MFA verification method is required.

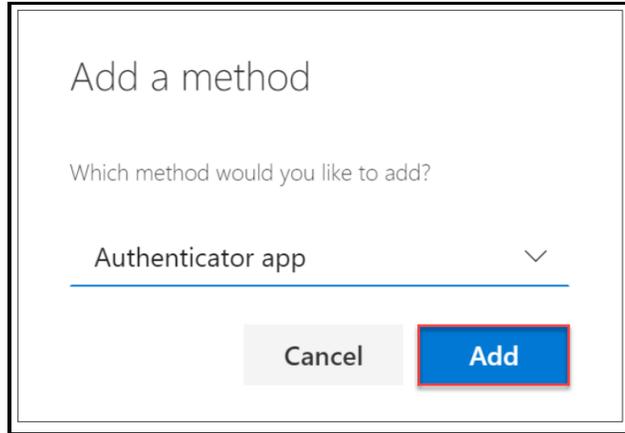
1. Sign out of your OWA email on personal desktop and close browser
2. Navigate to <http://myaccount.microsoft.com>
3. Click on **Security info**



4. Select **Add method** in the **Security info** pane

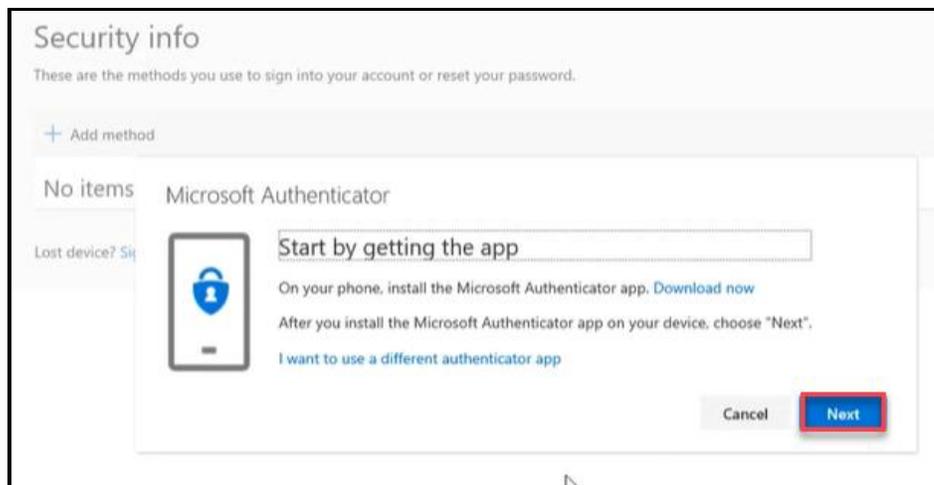


5. Select **Authenticator app** from the drop-down list, and then select **Add**



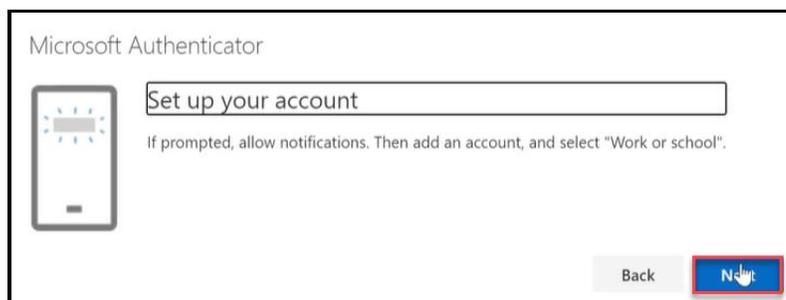
The screenshot shows a dialog box titled "Add a method". Below the title is the question "Which method would you like to add?". A dropdown menu is open, showing "Authenticator app" as the selected option. At the bottom of the dialog are two buttons: "Cancel" and "Add". The "Add" button is highlighted with a red border.

After the Microsoft Authenticator App is downloaded and installed on your mobile device, click **Next**



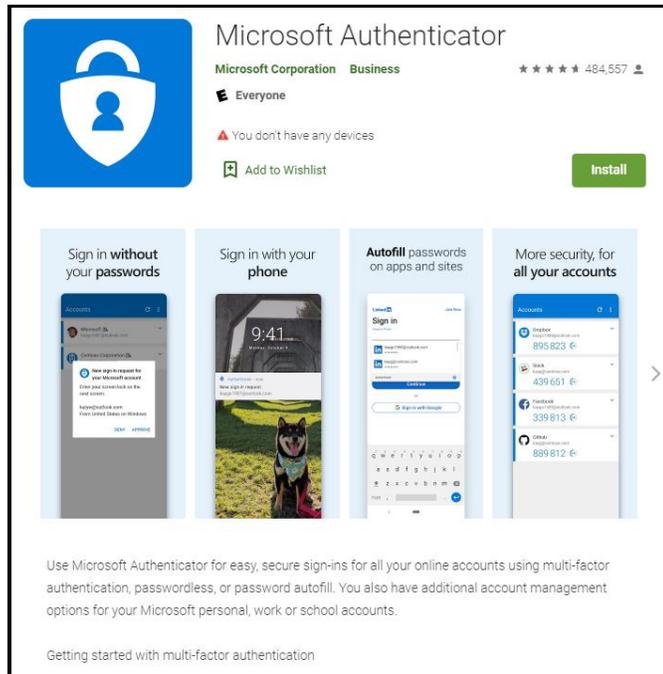
The screenshot shows a "Security info" dialog box. It contains a section for "Microsoft Authenticator" with the heading "Start by getting the app". Below this heading is a link "Download now" and instructions: "On your phone, install the Microsoft Authenticator app. Download now. After you install the Microsoft Authenticator app on your device, choose 'Next'." There is also a link "I want to use a different authenticator app". At the bottom right are "Cancel" and "Next" buttons. The "Next" button is highlighted with a red border.

After you click Next from above, click **Next** from the below screenshot

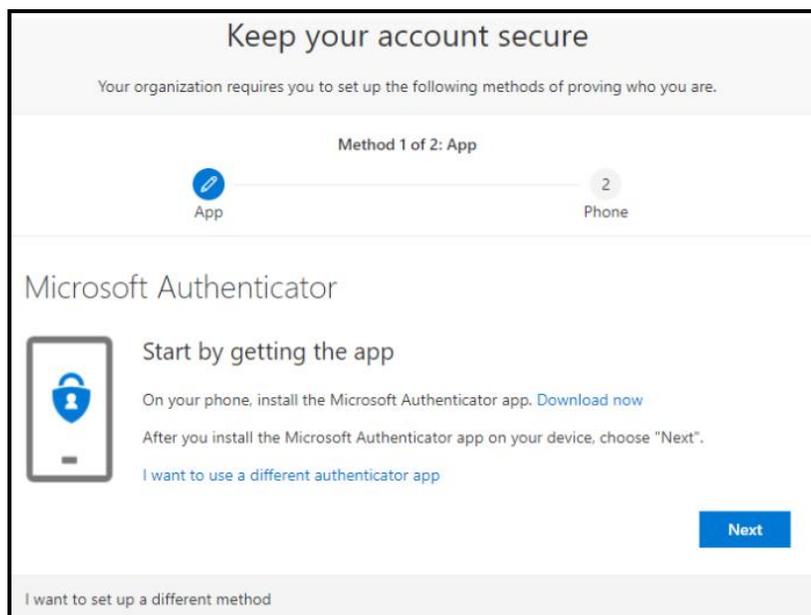


The screenshot shows the "Microsoft Authenticator" setup screen. It has a heading "Set up your account" and instructions: "If prompted, allow notifications. Then add an account, and select 'Work or school'." At the bottom right are "Back" and "Next" buttons. The "Next" button is highlighted with a red border.

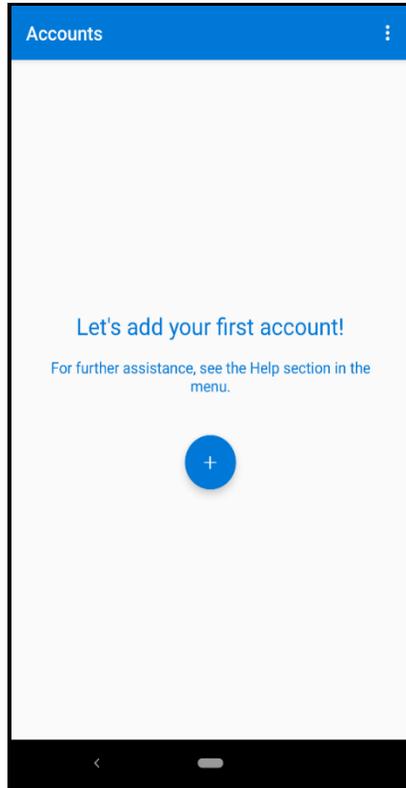
6. Download & Install *the Google Play Store – Microsoft Authenticator* app on your Android



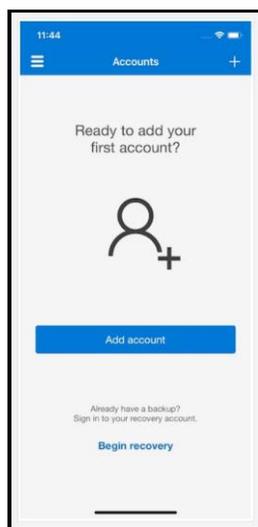
7. Click *Next* after installation of app is complete



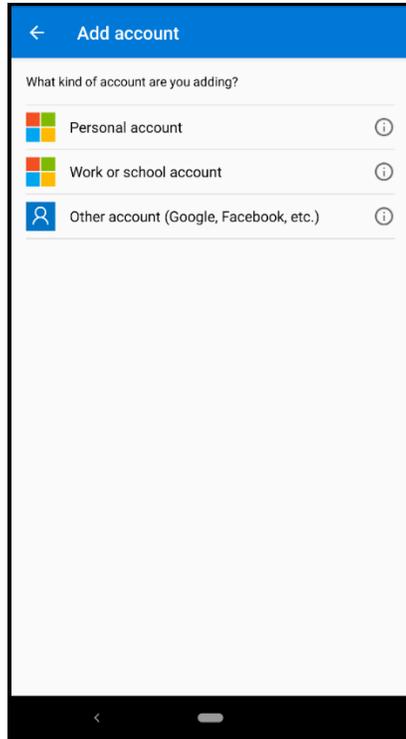
8. Open the Microsoft Authenticator app on your mobile device and touch “+” to add an account



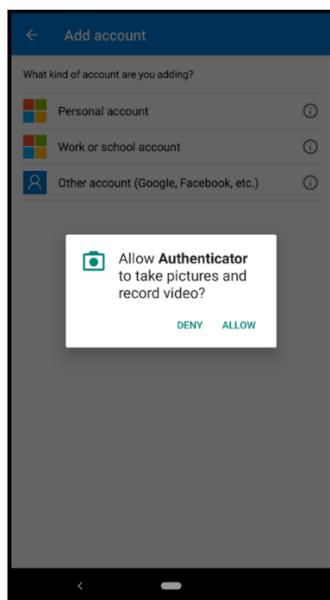
9. Select *Add account*



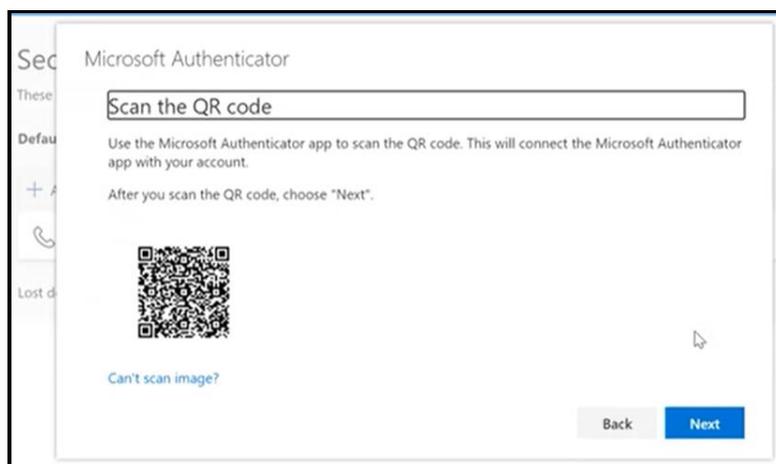
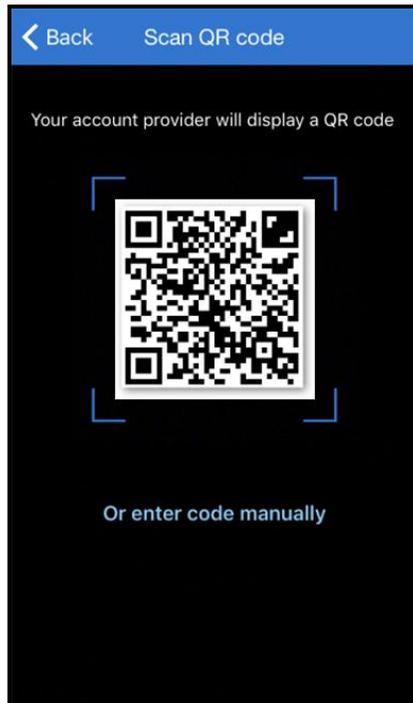
10. Click *Work or school account*



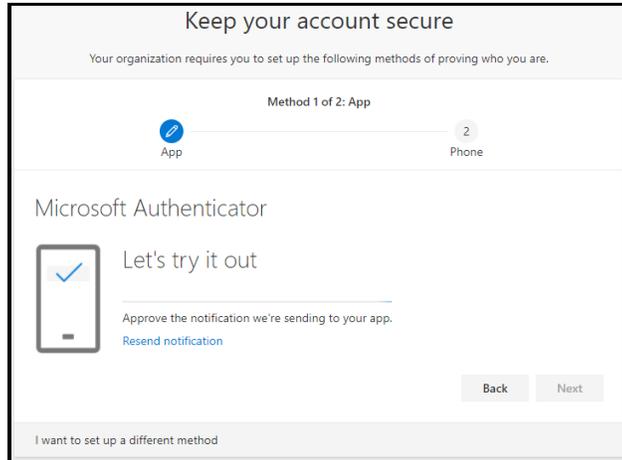
11. Tap *Allow* on your mobile device to allow the app to scan the QR code on your computer screen



12. Hold your mobile device's back camera over the QR code on the computer monitor. Once the scan is complete, click *Next*



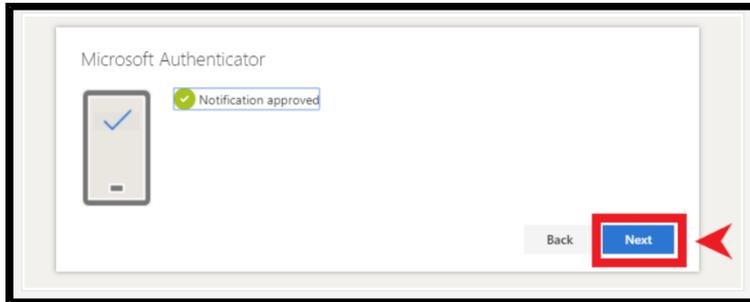
13. A push notification will automatically be sent to your mobile device to Approve



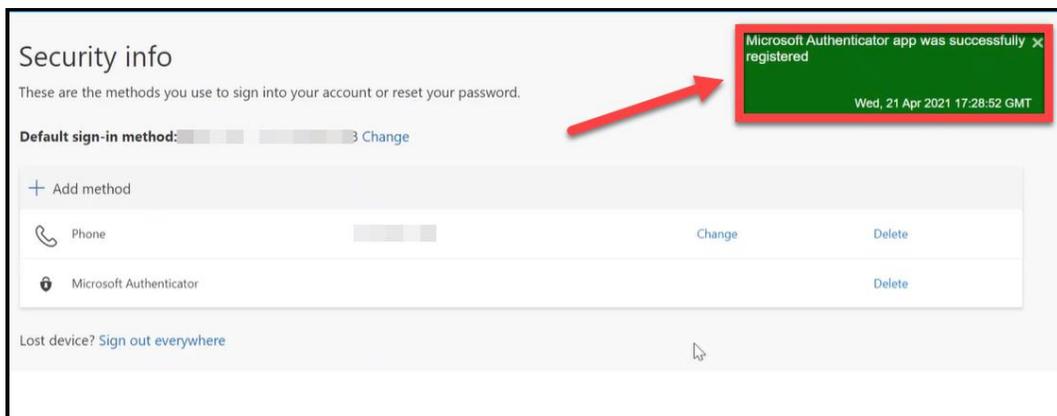
14. Touch Approve on your mobile device to finalize the Microsoft Authenticator app setup



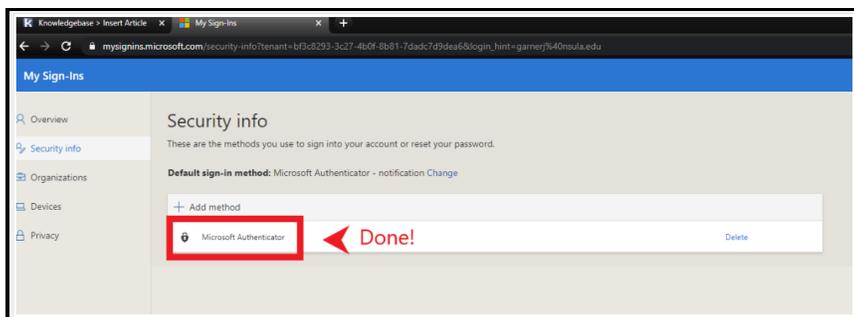
15. Click Next



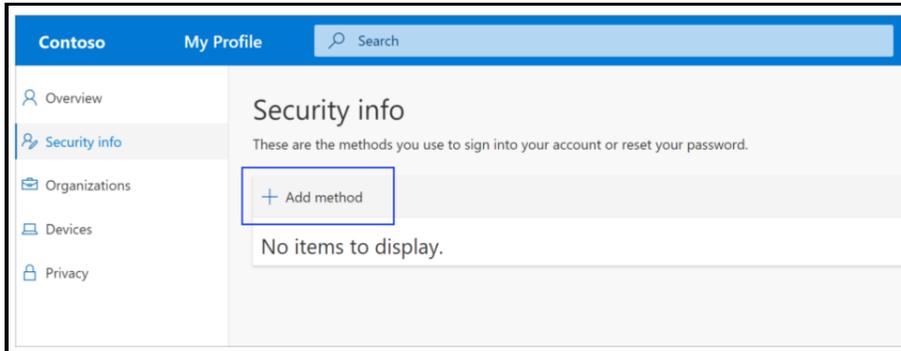
16. Confirmation that the Microsoft Authenticator App was successfully installed will appear



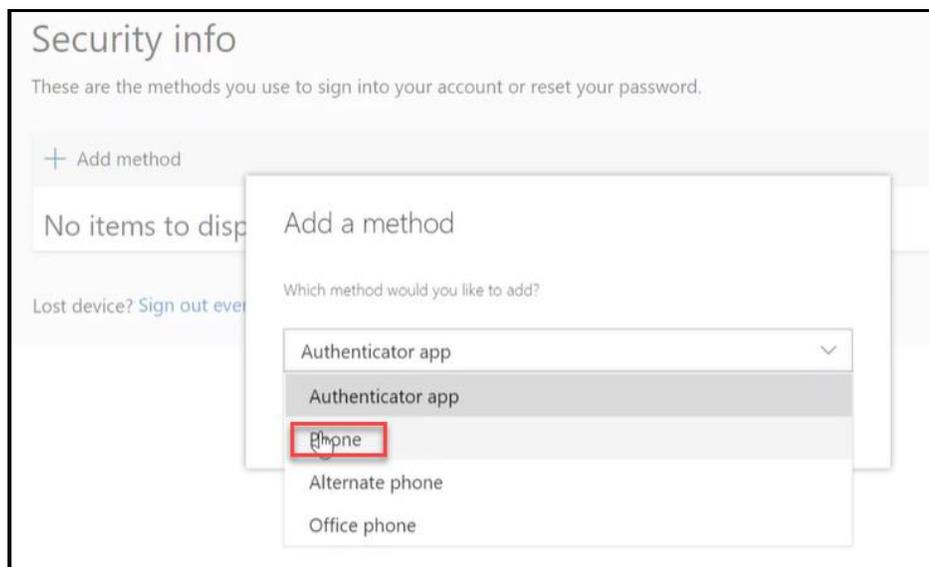
Make sure "Microsoft Authenticator" is shown as a sign-in method



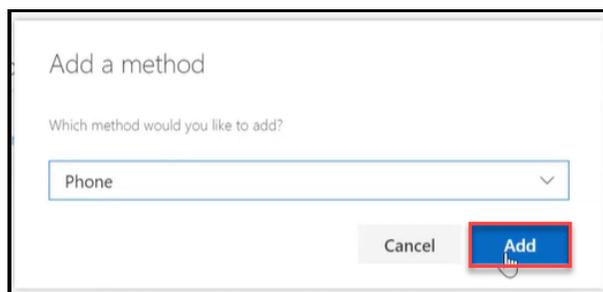
17. Select **Add method** in the **Security info** pane



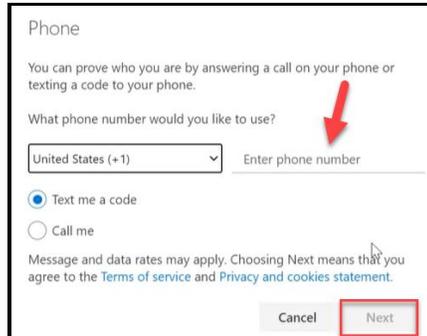
18. Select **Phone** from the drop-down list



19. Click **Add**



20. Enter in your mobile number and click **Next**



Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) Enter phone number

Text me a code  
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel Next

21. Enter the code you received on your mobile device and click **Next**



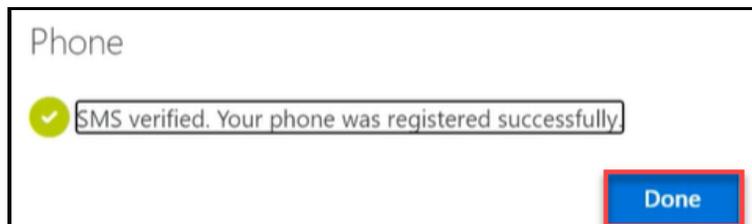
Phone

We just sent a 6 digit code to +1 [redacted]. Enter the code below.

Enter code

Back Next

22. Click **Done**



Phone

SMS verified. Your phone was registered successfully

Done

Once you complete the instructions to specify your additional verification method, the next time you sign into Microsoft 365, you will be prompted to provide the additional verification information or action, such as typing the verification code provided by your authenticator app or sent to you by text message.