

Microsoft 365  
Two-Factor Authentication Guide  
(Version 1.3)

Information Technology and Media Center

2024.7

**CONTENTS**

- ① **Authentication by Phone or SMS**..... 4
  
- ② **Authentication by Smartphone App**..... 7
  
- ③ **Changing Your Smartphone or Phone Number** .....11
  
- ④ **Frequently Asked Questions (FAQ)** .....12

## Two-Factor Authentication in Microsoft 365 at Setsunan University

This manual explains how to set up two-factor authentication using your smartphone or phone. The process takes about 10 minutes.

There are two types of two-factor authentication can be set up in Microsoft 365 at Setsunan University. **Please be sure to do type ①.**

### ①Authentication by Phone or SMS

In addition to your ID and password, this authentication method is based on short mail (SMS) and telephone response. Please be sure to set this option.

### ②Authentication by "Authentication App" on your smartphone

In addition to your ID and password, this authentication method requires you to enter the two-digit number displayed on your device into the smartphone application. Please set ② in case you cannot use a phone overseas.

Please note that if you do not set ① and only set ②, you will not be able to sign in when you change the device model or lose the device. If both ① and ② are set, ② will take precedence.

## What is Two-Factor Authentication?

In this manual, "authentication" refers to identifying whether a user accessing the system is legitimate. Traditionally, Microsoft 365 authentication involved only an ID and password. However, if the ID and password are compromised, third parties could impersonate the user and gain unauthorized access from outside the organization.

Two-factor authentication (2FA) is a security process that enhances account protection by requiring two forms of verification: a password and a secondary authentication factor (usually a code sent to your smartphone).



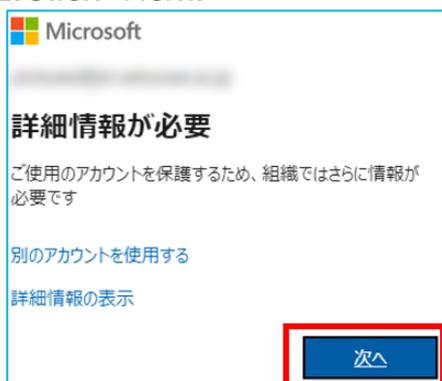
## ① Authentication by Phone or SMS

- ①-1. Sign in with your university account by clicking [the two-factor setup button](#) or using the QR code below.  
It also can be accessed through <https://www.setsunan.ac.jp/m365mfa/>



※The screen layout and wording may differ slightly depending on the model, but please read accordingly.

- ①-2. Click "Next."



- ①-3. Select "Set up another method."



- ①-4. Select "Phone" from "Add Method" and click "Add."



If you press "Next," you can still select "Set up another method" at the bottom of the screen.

①-5. Enter "Japan (+81)" and your phone number, select "Receive Code" and click "Next."

電話で呼び出しに応答するか、電話でコードを受け取ることにより、本人確認ができます。

どの電話番号を使用しますか?

Japan (+81)

000000000000

コードを受け取る  
 電話する

メッセージとデータの通信料が適用される場合があります。  
[次へ] を選択すると、次に同意したことになります: サービス使用条件 および プライバシーと Cookie に関する声明。

次へ

①-6. Enter the displayed alphanumeric characters in the text box and click "Next." Upper- and lower-case letters and numbers are detected. You may be asked for input several times.

電話

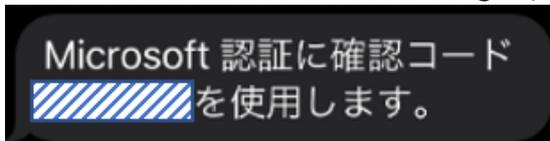
Please show you are not a robot.

次回

戻る 次へ

※This screen may not be displayed.

①-7. You will receive a short message (SMS) on your cell phone.



①-8. Enter the 6-digit number in [redacted] of the short message (SMS) you received and click "Next."

電話

+81 [redacted] に 6 桁のコードをお送りしました。コードを以下に入力してください。

[redacted]

コードの再送信

戻る 次へ

①-9. Click "Done."

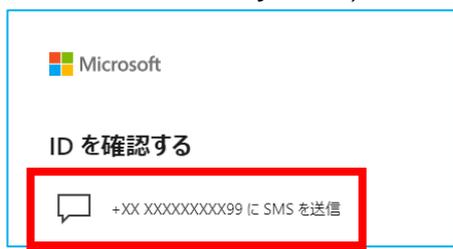
電話

✓ 検証が完了しました。電話が登録されました。

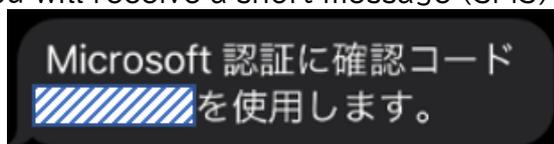
完了

After the start date of two-factor authentication, the following screen will appear when you sign in to Microsoft 365 from an off-campus network. Please authenticate using either the "SMS" or "Phone Response" method.

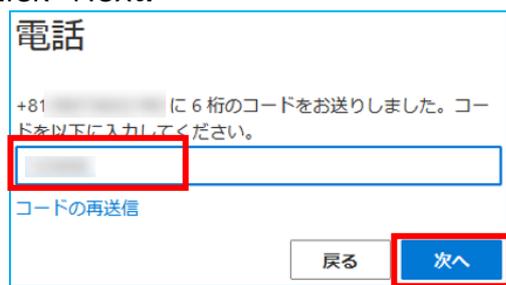
■ To authenticate by SMS, select "Send SMS to XXXXXX."



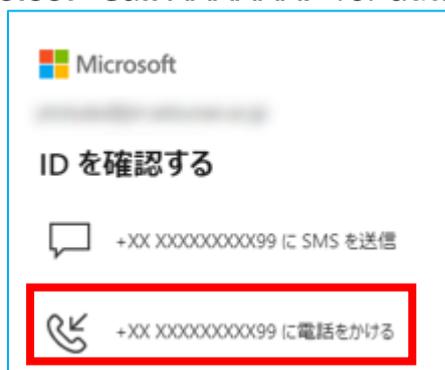
You will receive a short message (SMS) on your cell phone.



Enter the 6-digit number in [blacked out] of the short message (SMS) you received and click "Next."



■ Select "Call XXXXXX." for authentication by phone response.



You will receive a call from Microsoft at the phone number you registered and an announcement will be made, "Please press '#' to complete your confirmation." Please press "#" and hang up.

Suppose you don't enter any information for a while. In that case, you will receive a message saying, "You cannot sign in at this time. Please try again in a few minutes." then the call ends. In this case, please start over again from the beginning.

## ② Authentication by Smartphone App

②-1. Install Microsoft Authenticator by reading the following QR code depending on your OS.



②-2. After installation, start "Microsoft Authenticator"  
※The image below is for an iPhone. Click "Open."



②-3. Click "I accept."



②-4. Click "Continue."

**Microsoft Authenticator の品質向上にご協力ください**

このアプリの品質向上に協力するために、個人データ以外のデータをさらに Microsoft が収集できるようにすることもできます。

いつでも [設定] ページでこれをオンまたはオフにできます。

このアプリの品質向上に協力するためにアプリ使用状況データを共有する

**続行**

Microsoft プライバシー ステートメント

②-5. Select "Add a Work or School Account."

Microsoft アカウントでサインインすると、保存されているすべてのパスワード、アドレス、その他のオートフィル情報をこのデバイスで使用できます。

職場または学校アカウントの追加

QR コードをスキャンします

②-6. Sign in with your university account.

 Microsoft

**サインイン**

電子メールアドレスまたは電話番号

アカウントにアクセスできない場合

**次へ**

②-7. Select "Send SMS" to the phone number set in ①.



②-8. Enter the code sent in the SMS and click "Verify."



②-9. Select "Allow."

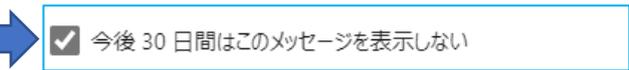


②-10. Click "Continue."



After the start date of two-factor authentication, the following screen will appear when logging into Microsoft 365 from an off-campus network. Each time, open the Authenticator app on your smartphone, enter the numbers shown, and tap "Yes."

You can skip the 30-day multi-factor authentication by checking the "Do not show this message for the next 30 days" checkbox.



※Do not display this message for the next 30 days.

## ③ Changing Your Smartphone or Phone Number

- ③-1. Sign in with your university account by clicking [the two-factor setup button](#) or reading the QR code below.  
It also can be accessed through <https://www.setsunan.ac.jp/m365mfa/>

Microsoft 365  
二要素設定ボタン



※The screen layout and wording may differ slightly depending on the model, but please read accordingly.

- ③-2. Open "Security Information" from the left menu. The procedure will change depending on what you are changing.  
If you are changing your phone number, go to "③-2.1"  
Go to "③-2.2" if you are changing your smartphone.

- ③-2.1 Click on "Change" in the "Phone" field.

+ サインイン方法の追加			
電話	+81 [redacted]	変更	削除
パスワード	最終更新日時: [redacted]年前	変更	
Microsoft Authenticator 多要素認証 (MFA) をプッシュする	iPhone		削除

The procedure thereafter is the same from ①-4.

- ③-2.2 Click on "Delete" for changes to the smartphone.

+ サインイン方法の追加			
電話	+81 [redacted]	変更	削除
パスワード	最終更新日時: [redacted]年前	変更	
Microsoft Authenticator 多要素認証 (MFA) をプッシュする	iPhone		削除

- ③-2.3 Click "OK."

認証アプリの削除

ご使用のアカウントでこの方法を削除しますか?

OK キャンセル

The procedure thereafter is the same from ②-5.

## ④ Frequently Asked Questions (FAQs)

Q.1 Is it necessary to set up both authentication by smartphone (mobile app) and phone or short mail (SMS)?

A.1 SMS must be set up. If necessary, also set up authentication by smartphone (mobile app).

Q.2 If authentication is set by smartphone (mobile app) and phone or short message (SMS), which has priority?

A.2 Authentication by smartphone (mobile app) has the priority. No changes can be made to the priority if both methods are set.

Q.3 I was asked for two-factor authentication even though I accessed the site from on campus; why?

A.3 Pocket Wi-Fi or carrier line tethering and “eduroam” connections do not constitute on-campus access.

Q.4 I forgot (or lost) my registered smartphone and cannot do mobile app authentication or phone authentication. I want to use it now, but how do I do it?

A.4 Two-factor authentication is the authentication by the person’s memory (password) and his/her property (e.g., smartphone). You must retain your property to authenticate. If this is unavoidable, please contact the Information Technology Media Center.

Q.5 I am authenticating using the Microsoft Authenticator app, but the authorization request is not reaching the app.

A.5 Please review your settings for the following possible causes.

The Microsoft Authenticator application has been deleted.

→Please go to ”②Authentication by Smartphone App”.

The Microsoft Authenticator app’s notification setting is disabled.

→Please enable notifications from the app in your device settings.

There is a possibility that you are accessing it from the campus network.

→Please use it as it is because two-factor authentication is not required.

Q.6 I have set up two-factor authentication, but I can still sign in.

I want to confirm that the settings were made by the start of the operation.

A.6 Please confirm that two-factor authentication is requested when opening the two-factor authentication setting screen from the link or QR code in Procedure ①-1.

Q.7 I already have Microsoft Authenticator installed; do I need to install it?

A.7 Reinstallation is not required. Please select the + (plus) button at the top of the screen and proceed from step ②-5.