Setting up Alabama.edu Multi-factor Authentication

The Microsoft Authenticator App is the preferred authentication method. The Microsoft Authenticator App will ultimately replace the Cisco DUO App. SMS Text is the second preferred method and the wizard shown below will walk you through setting up both.

First attempts to access Alabama.edu Microsoft 365 will be met with the prompt above. When prompted "Action Required", click **NEXT** to configure Multi-factor Authentication.

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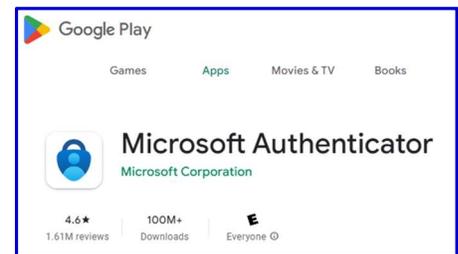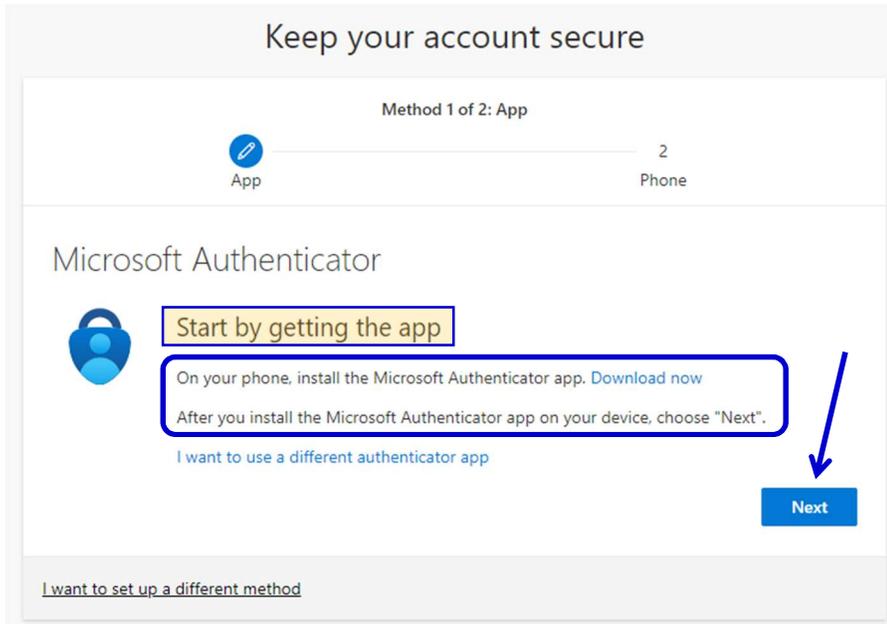
The illustrations here are from using a PC to configure Multi-factor Authentication and from an Android Phone to set up the Authenticator App on a mobile device. The Microsoft Authenticator App is available on the Apple App Store and on Google Play.

Go ahead and download the Microsoft Authenticator App to your mobile device now in preparations for the steps that follow.
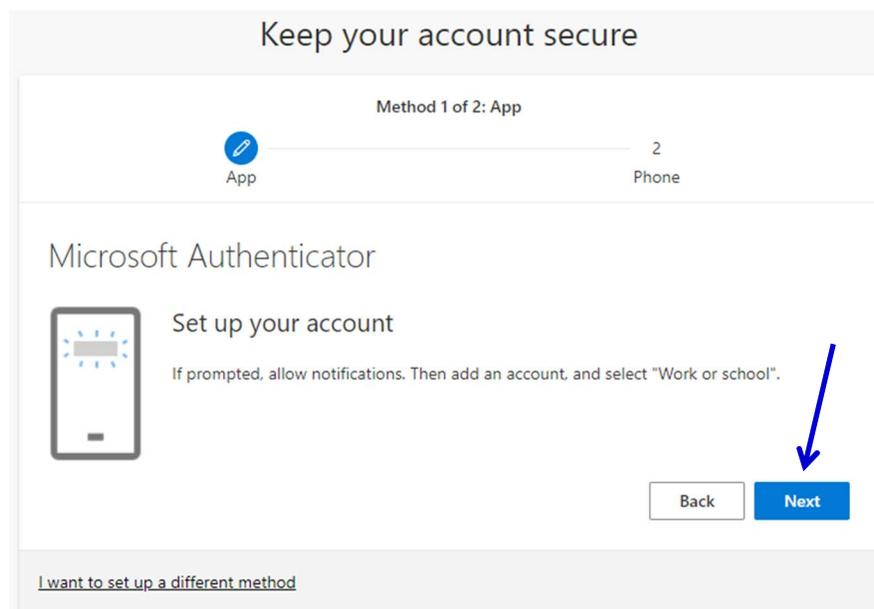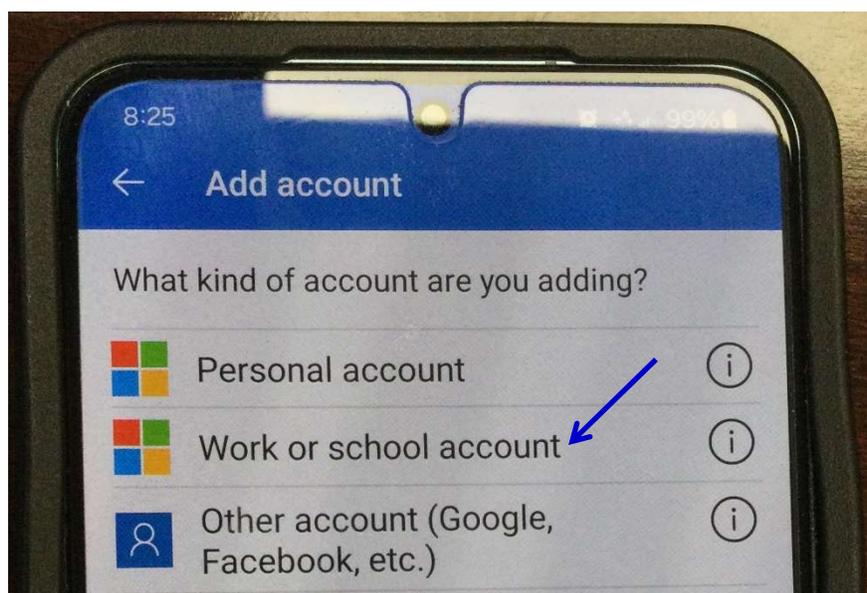

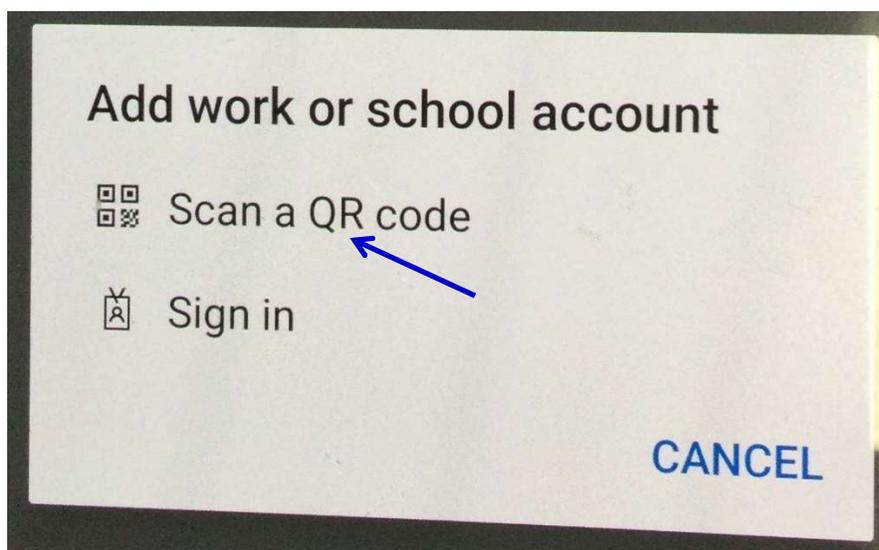Select **NEXT** to have a QR Code appear to aid in the setup process.

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On the mobile device, click the **+** icon to add the Alabama.edu account.
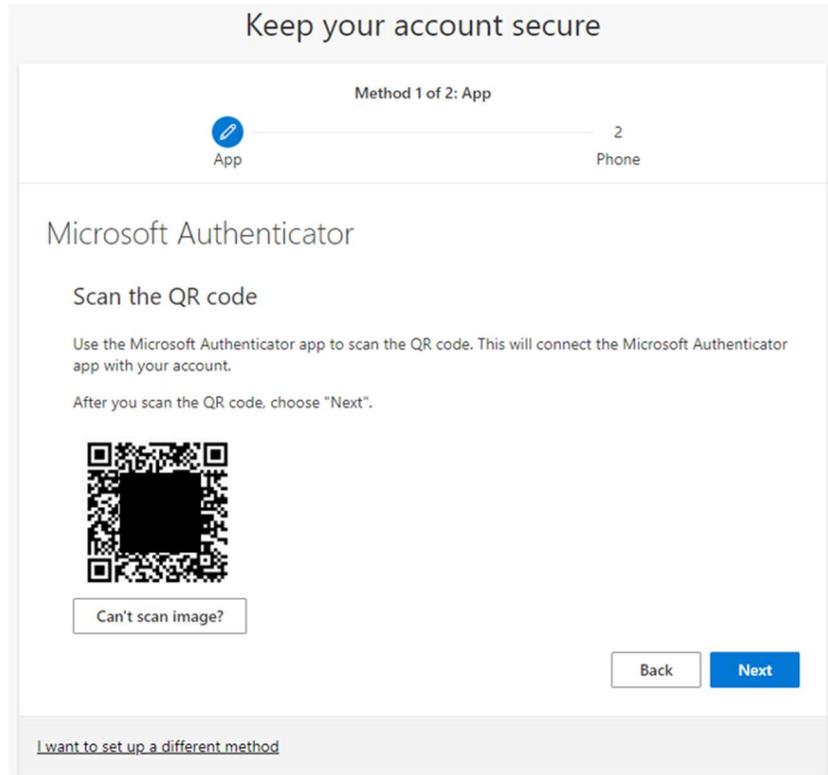

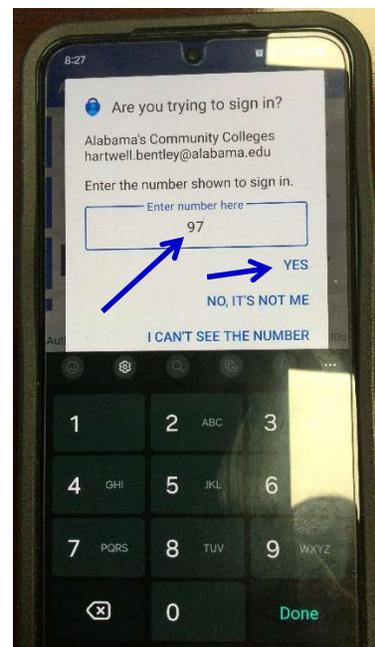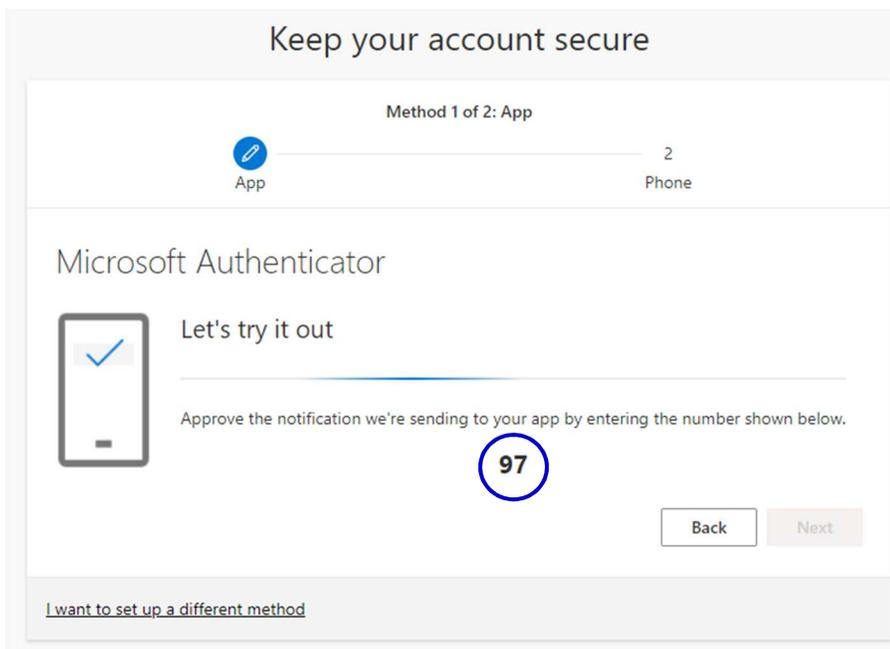Click **WORK OR SCHOOL ACCOUNT** to continue.

Click **SCAN A QR CODE** to continue.

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Scan the **QR code** on your PC using the camera on your mobile device.

The wizard will test that all is working correctly. Notice the "97" in the example on the left.
On your mobile device, enter "97" into the Microsoft Authenticator App and click **YES**.

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This is confirmation that the Authenticator App has been configured properly. Click **NEXT**.

Enter your phone number to configure SMS Text as a backup authentication method.

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Alabama.edu Microsoft 365 will send a code to your phone.

Enter the **code** from your phone here and this will complete multi-factor configuration.