Adding an alternative phone number for 2 Factor Authentication on Microsoft 365

COUAEUE*I

1. Open a browser and go to <u>https://portal.office.com</u> and sign into your account.



2. After signing into your account click on your initials in the top right-hand corner (in the example it is the Convene IT logo). Click on this and select **View account.**



3. Select **Security info** and click **UPDATE INFO >.** On the next page click **Add method**, select **Alternative phone** from the drop down menu. Click **Add.**

	Security info These are the methods you use to	o sign in to your account or reset your passv	rord.	Add a method	
Security info	Default sign-in method: Phone	- text +44 123456789 Change	-iş	Which method would you like to add?	
Q ₂				Alternative phone	~
()	+ Add method			Authenticator app	
Keep your verification methods and security info up to date.				Alternative phone	
	& Phone	+44 123456789	Change	App password	
UPDATE INFO >	App password	App Password		Office phone	

4. Enter a phone number, either a mobile or landline (different to the one you have already provided) Click **Next**.

Phone			
You can prove who you are by an	swering a call on yo	ur phone.	
What phone number would you	like to use?		
United Kingdom (+44)	•		
 Call me 			
Message and data rates may app agree to the Terms of service and	ly. Choosing Next m Privacy and cookies	eans that you statement.	
	Cancel	Next	

5. Microsoft will call the given number. Listen to the message and **Press** # when prompted. You be notified that the phone number has been registered successfully. **Press** Done.

Phone	
Call answered. Your phone was registered successfully.	
Do	ne

6. Your **Alternative phone** number will now appear on the Security info screen.

Security info	
These are the methods you use to sign	in to your account or reset your pass
Default sign-in method: Phone - text	+44 123456789
+ Add method	
+ Add method	+44 1257272261
+ Add method Alternative phone Phone	+44 1257272261 +44 123456789