


Multi-factor Authentication: Guide to Replacing a Device or Updating a Phone Number

1. Replacing your Device


No action is required if you use telephone voice calls or SMS text messages for multi-factor authentication.

If you have set up multi-factor authentication with the Microsoft Authenticator App, follow [Multi-factor Authentication Smartphone App Initial Setup Guide (Additional)] to redo the setup process on your new device.

 If the multi-factor authentication screen from ③ of STEP 2 in the above guide displays, select [Sign in another way] to sign in.

2. Updating your Phone Number: With Access to Previous Number

Do the following to update your phone number:

- ① Use a web browser on your PC to sign in to [Office 365 \(https://portal.office.com/\)](https://portal.office.com/).
- ② At the top right of the screen, click the following in order: [My account icon] (profile picture or your initials) > [My account] > [Security & privacy].
- ③ Click the following in order: [Additional security verification] > [Update your phone numbers used for account security].
 The multi-factor authentication screen should display. Follow the on-screen instructions to sign in.
- ④ Update your phone number.
- ⑤ After you are done inputting, click once somewhere outside telephone number field to make the [Save] button active. Click [Save].

3. Updating Your Phone Number: No Access to Previous Number

- ① Fill in the form “Application for Multi-factor Authentication Reset”, then submit it to the Information Systems Administrative Office (3rd Floor, Building D).
- ② Once we have completed processing of your reset, follow the Multi-factor Authentication: Initial Setup Guide to redo the setup process.