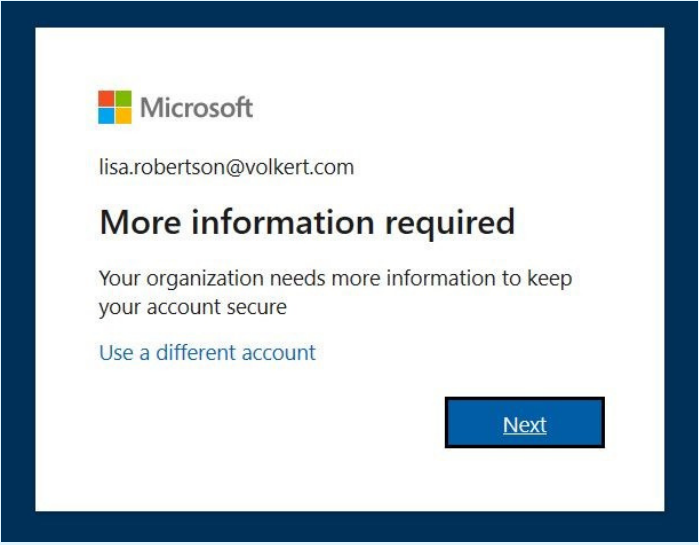# Multi-Factor Authentication

Multi-Factor Authentication (MFA) identifies an online user by validating two or more credentials presented by the user. This places additional security measures on your accounts to protect against hackers by ensuring that digital users are who they say they are.

Moving forward, you will use MFA to gain access to Volkert's online portals. For security purposes, this will verify your credentials every 30 days for each device you use to log into Volkert accounts. You will receive an initial prompt to configure your account.
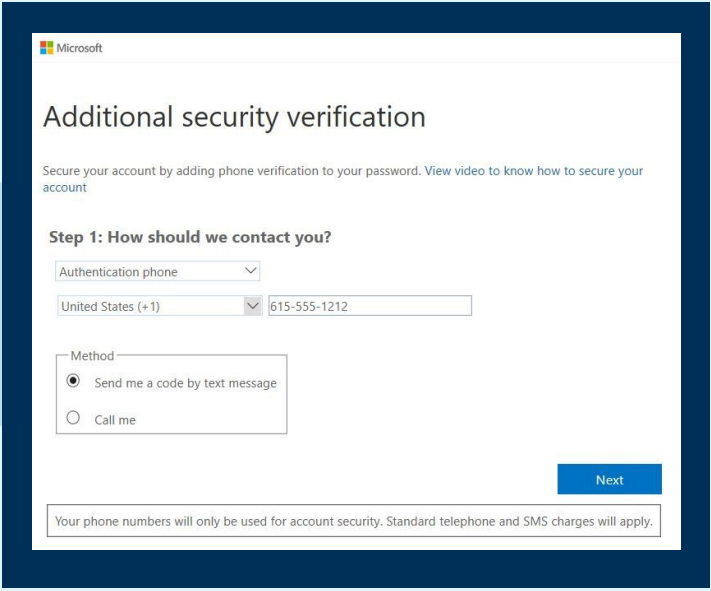
Instructions to setup MFA in Microsoft O365:

When setting up MFA on your phone, you may be asked to install an app called "Company Portal" this is a legitimate application and is part of the service that prompts the MFA codes.
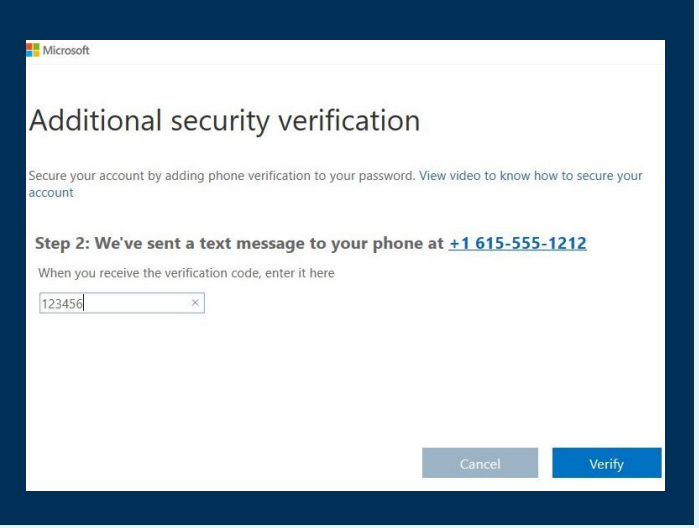

Microsoft

lisa.robertson@volkert.com

More information required

Your organization needs more information to keep your account secure

Use a different account

Next

1 Once you receive the prompt, click "Next" to enter your information.

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 1: How should we contact you?

Authentication phone

United States (+1)   615-555-1212

Method
- ⦿ Send me a code by text message
- ○ Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

2 Add your phone number and select "Send me a code by text message".

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 2: We've sent a text message to your phone at +1 615-555-1212

When you receive the verification code, enter it here

123456

Cancel   Verify

3 A code will be sent to the mobile number you listed. Enter the code you recieved and click "Verify".

Microsoft

lisa.robertson@volkert.com

Enter code

💬 We texted your phone +X XXX-XXX-XX43. Please enter the code to sign in.

611305

Having trouble? Sign in another way

Verify

4 Enter the code you recieved on the line for successful verification.

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 2: We've sent a text message to your phone

Verification successful!

Done
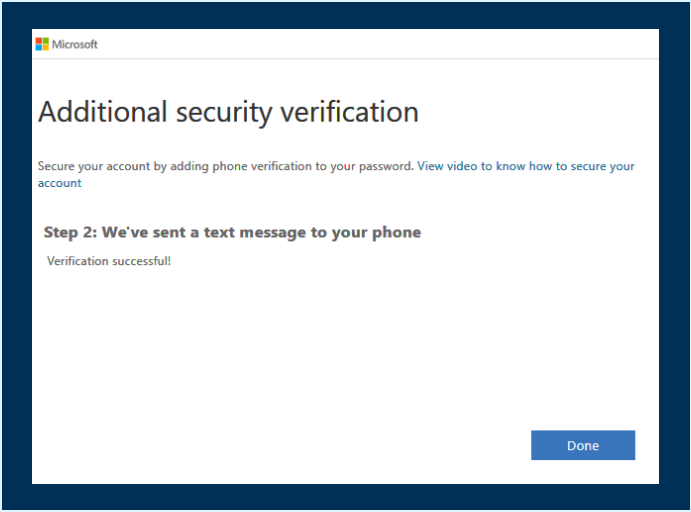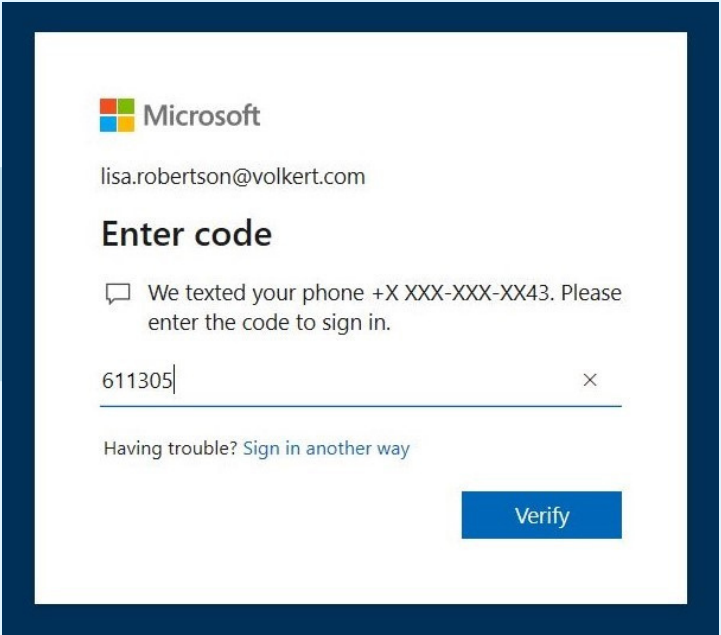
If you need to change your phone number:
- Login to O365.
- Click on your name or photo in the upper right corner.
- Click "View Account".
- Click "Security Info" on the left navigation bar.
- Select the box with your current phone number and click "Change" to enter your new phone number.
- Follow the O365 prompts.

Questions?
Submit an IT Support Ticket or email support@volkert.com.

VOLKERT