

Setup CPCS Microsoft Account Multi-Factor Authentication (MFA)

What is MFA?

Multi-factor authentication (MFA) is a security measure. You've probably experienced this when accessing your banking website, Google email, or other secure websites.

When you try to login to your CPCS accounts (Outlook, Zelly, OfficeSpace, etc.) from a different device, it will send a text to your cell phone (or an app) to verify it is you logging in. Just like your bank.

Purpose:

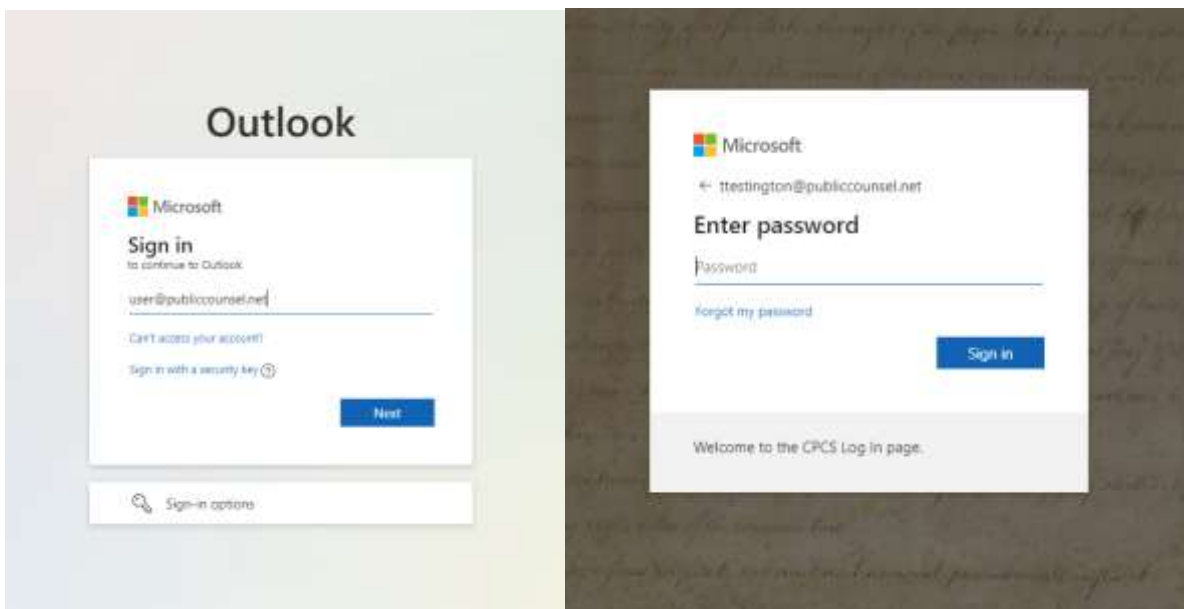
To confirm that it is you trying to access your account (and not a hacker who stole your username and password).

Setup MFA:

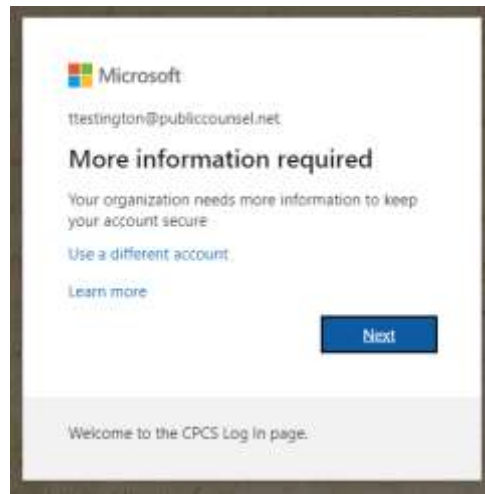
When MFA is activated on your CPCS Microsoft account, you need to immediately set it up to log into your email and other CPCS online services (Zelly, OfficeSpace, etc.).

Steps:

1. Go to **mail.office365.com** in any web browser (**DO NOT** use Internet Explorer)
2. Login with your **full email address** and the CPCS **password you use at the office**



3. Click **Next**



4. **Choose your authentication method, i.e., how the app provides you with a verification code.**

The (below) screenshot shows the method **where the verification is sent as a text message** to your cell phone. However, there are three options to choose from. #1 or #3 are recommended.

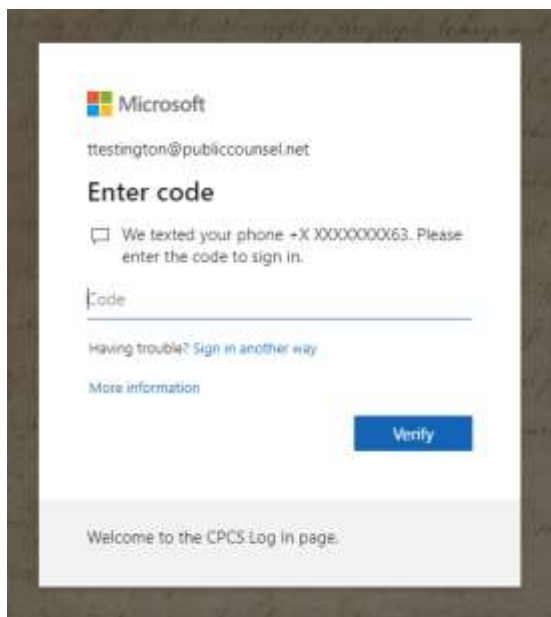
Your three options:

1. **Authentication Phone** (Receive code on your cell phone)
 - a. Receive a text message or
 - b. Receive a phone call. You will need to answer
2. **Office Phone** - Receive a call on your office phone. You will need to answer
3. **Mobile App** - Receive a code though the Microsoft Authenticator App installed on your phone (you must install it from your phone's app store)

Choose your preferred contact method, click **Next**, and confirm your setup. You are now setup with MFA.

Using MFA:

When accessing your CPCS Microsoft Account **from a different device** or **after logging-out of a CPCS account** (like logging out of Zelly or Outlook) or **randomly**, after you enter your username and password, you will see a screen, below, prompting you to enter your MFA code.



WARNING: Do not enter the code unless you are actively trying to access your account and were notified you would need an access code to start. If you receive a code when you are **not** trying to access your account, do **not** enter the code; immediately contact the helpdesk.

For questions, concerns or issues with MFA, please email helpdesk@publiccounsel.net