Setup Phone Call Multifactor Authentication

Setup your smartphone to receive a phone call to verify your identity when prompted for Multifactor Authentication.

**Step 1.** On the Additional security verification page, select Authentication phone from the Step 1: How should we contact you area, select your country or region from the drop-down list, and then type your mobile device phone number.

**Step 2.** Select Call me from the Method area, and then select Next.

**Step 3.** You'll receive a phone call from Microsoft, asking you press the pound (#) sign on your mobile device to verify your identity.
Step 4. From the Step 3: Keep using your existing applications area, copy the provided app password and paste it somewhere safe.

Step 5. Select Done.

Congratulations! You are now setup with Phone Call MFA and can receive phone calls for multifactor authentication verification.
Want to learn more?

- Visit the CUNY website or CUNY IT Help for general information about Microsoft Multi-factor Authentication,
- See also FAQs for Microsoft Multi-factor Authentication in CUNY IT Help for information specific to the CUNY implementation of Microsoft Multi-factor Authentication.

Thank you,

CUNY SLU IT Department

If you need IT help, please email us at ITHelpDesk@slu.cuny.edu or give us a call at 646-313-8440.