



## 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**.

The screenshot shows the Microsoft account security verification interface. At the top left is the Microsoft logo, and at the top right is the email address 'danielle@contoso.com' with a help icon. The main heading is 'Additional security verification'. Below it is a sub-heading 'Step 1: How should we contact you?'. There are three input fields: a dropdown menu for 'Authentication phone', a dropdown menu for 'United States (+1)', and a text input field containing '1234567890'. Below these is a 'Method' section with two radio buttons: 'Send me a code by text message' (unselected) and 'Call me' (selected). A blue 'Next' button is located at the bottom right. At the bottom of the form, there is a disclaimer: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

**Step 3.** You'll receive a phone call from Microsoft, asking you press the pound (#) sign on your mobile device to verify your identity.

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're calling your phone at +1 1234567890**

Answer it to continue...

Next

**Step 4.** From the Step 3: Keep using your existing applications area, copy the provided app password and paste it somewhere safe.

Microsoft danielle@contoso.com | ?


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**Step 3: Keep using your existing applications**

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#)

Get started with this app password:

xxxxxxxxxxxxxxxx 

Done

**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](mailto:ITHelpDesk@slu.cuny.edu) or give us a call at 646-313-8440