

Setup Multi-Factor Authentication for YNU mail

Multi-Factor Authentication (MFA) is an additional step in the login process that verifies your identity when you log into YNU mail. (On YNU campus networks, however, the MFA verification is skipped, you won't be required it.) The setup of MFA also enable verification for the self-service password reset feature.

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YNU Mail sign in URL

<https://portal.office.com/>

Pre-Requisites

1. Check your YNU Mail account and initial password in the Account Management System <https://pw.ynu.ac.jp/> .
2. Install the "Microsoft Authenticator" app on your Mobile Phone in advance.



For iOS



For Android

* If you can't use the app, use "Receiving an audible phone call". Refer to page 4.

Notice

- When you get a new phone or device for authentication, you need to update MFA setting in advance. Refer to page 6.
- Faculty and staff members can't reset your password by receiving "Authentication Phone" call, so we recommend using the Authenticator app.

Setup Authenticator App on your mobile phone

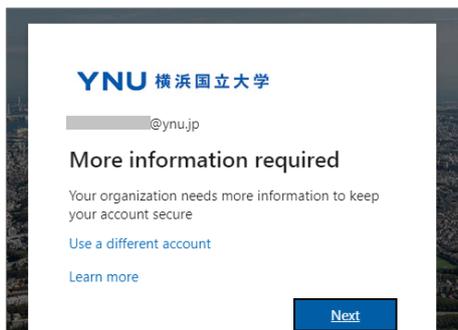
These instructions are for the first time/initial setup of MFA.



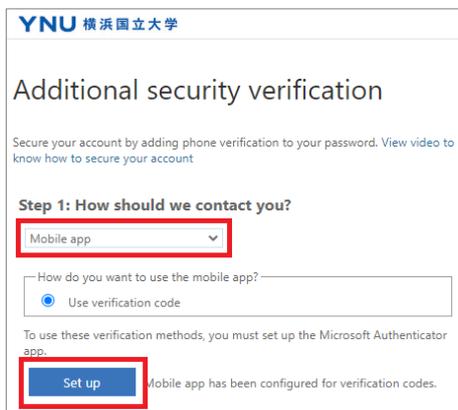
1. Open a web browser on a PC and navigate to <https://portal.office.com/>.

Enter your YNU mail account and password.

*** Open on a PC for setting of the app on a phone.**

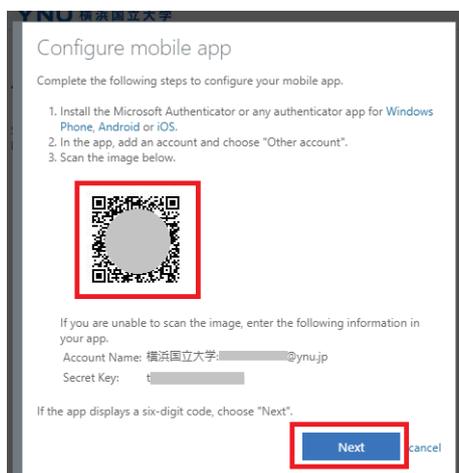


2. You will see a screen asking for more information. Click "Next".

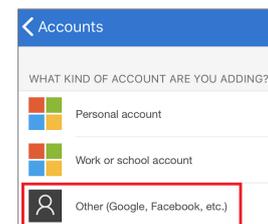


3. In the dropdown menu, select "**Mobile App**" and click "Set up".

* If you can't use the app, use "Receiving an audible phone call". Refer to page 4.



4. You will see the Configure mobile app dialog box on your computer. Open the app and click the "+" symbol to create your account link and Scan the QR code on the website. Click "Next".



* If you can not see the "Next" button, zoom out on the web browser.

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?

Mobile app

How do you want to use the mobile app?

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Mobile app has been configured for verification codes.

Next

5. Click "Next".

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

513170

Cancel **Verify**

6. Your computer will prompt you to enter a code from the app. Launch the authenticator app, and select your YNU mail account. You will see a six-digit code that you will enter into your computer before the countdown expires (generating a new code).

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 3: In case you lose access to the mobile app

Japan (+81) 09012345678

Next

7. Microsoft will ask for a backup phone number that can be used as an alternative MFA step in case you are unable to use the app.

*** When you get a new phone number, you need to update MFA setting in advance. Refer to page 6.**

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 4: 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:

XXXXXXXXXX

Done

8. Click "Done".

* You don't need to keep the app password as it is not used.

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

9. Update your password.

Receiving an audible phone call

You can also choose "Authentication Phone", receiving an audible phone call to a trusted number with instructions.

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

Japan (+81) 09012345678

Method

Call me

Next

1. In the dropdown menu, select " Authentication Phone." and select the country and enter your phone number in the space provided. And click "Next."

*** When you get a new phone number, you need to update MFA setting in advance. Refer to page 6.**

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 +81 090

Answer it to continue...



2. You will receive a phone call from Microsoft asking you to press the "#" key on your phone. Once the # key is pressed, login will continue on your computer.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

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:

Done

3. Click "Done".

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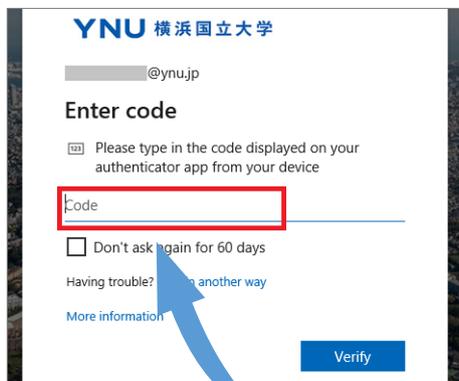
Sign in

4. Update your password.

Subsequent access

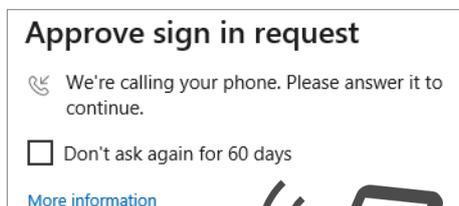
After MFA is enabled for your account, you may receive a secondary authentication request.

- On YNU campus networks you will not be prompted for the MFA verification for YNU mail. (You can sign in without MFA.)
- "60 days check box" needs to be selected for each different browser & computer/device you use - if you want to use the 60 days grace period.
- When you have added several methods, you can access with an alternate method from "Sign in another way".



Mobile App

Your computer will prompt you to enter a code from the app. Launch the authenticator app, and select your YNU mail account. You will see a six-digit code that you will enter into your computer before the countdown expires (generating a new code).



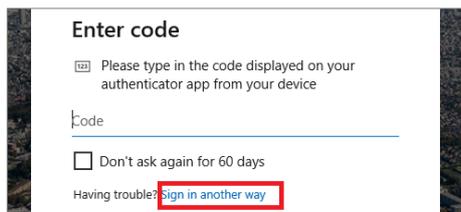
Authentication Phone

You will receive a phone call from Microsoft asking you to press the "#" key on your phone.

When you get a new mobile phone, update the MFA.

If you want to change your verification method from what you are currently using, follow the instructions.

* If you didn't set up an alternate authentication phone number you will need to contact the ITSC support desk for assistance.



1. On a computer, sign into <https://portal.office.com/> with your YNU mail account. This will include using the method of MFA that you are currently using.

* **Open on a PC for setting of the app on a phone.**

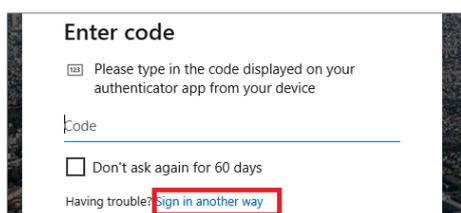
* Depending on how you have set up MFA you can choose another way.



2. Click on your portrait (or your initials in a circle) in the upper right and choose the option View account. <https://myaccount.microsoft.com/>

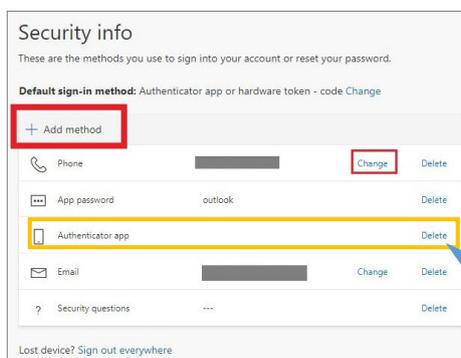


3. Click [Security info] or [UPDATE INFO] .



4. You will be prompted to verify with MFA.

* Depending on how you have set up MFA you can choose another way.



5. Set up the notification option.

- Authentication phone
- Alternate authentication phone
- Authenticator app (It is available up to 5 devices.)

* You should delete the app info on phone that is no longer needed.