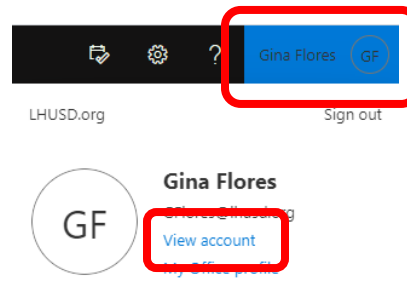


Change your phone number used for Microsoft Account MFA (multi-factor authentication)

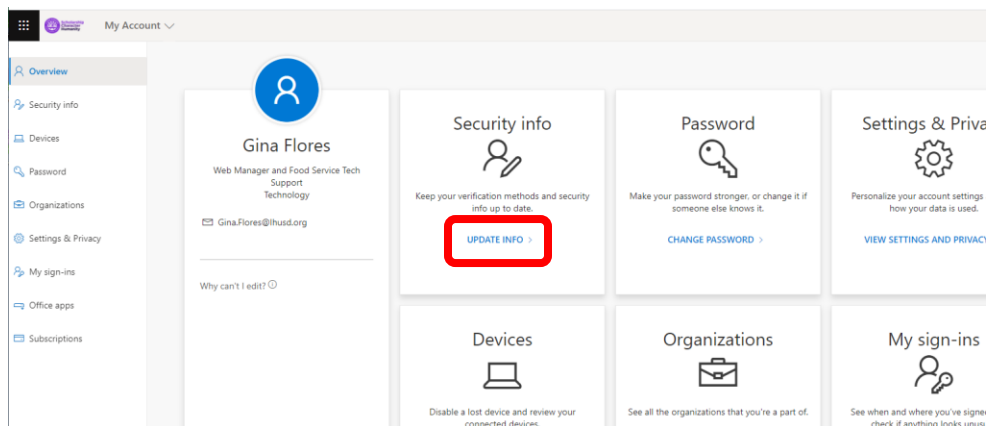
1. Go to the STAFF PORTAL and log in with your school district credentials

2. Click on your name in the upper right corner

3. Click the View Account link

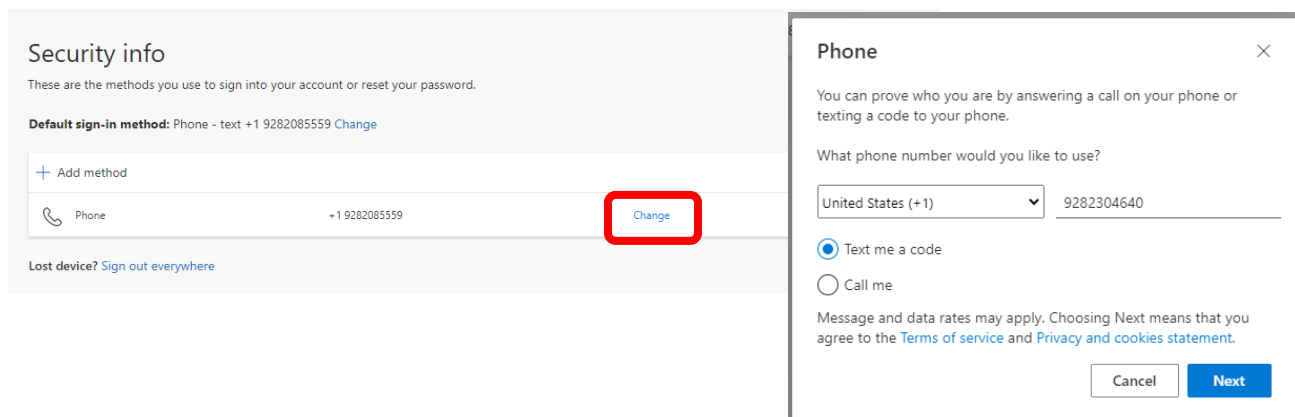


4. Once your account info appears, click on the UPDATE INFO link in the Security Info box

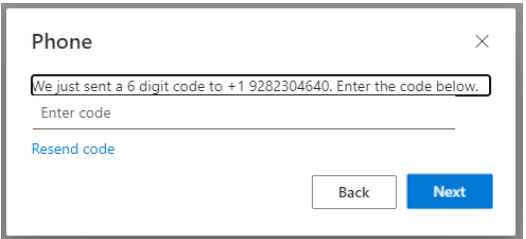


5. The Security info screen will list the phone number you set up for sending Text Message codes for authentication

6. Click the CHANGE link and enter a new/different number



7. Click NEXT and wait for a code to be sent to the new number
8. Enter the CODE and click NEXT.

A screenshot of a 'Phone' verification window. It contains a text input field with a placeholder message: 'We just sent a 6 digit code to +1 9282304640. Enter the code below.' Below the input field is a 'Resend code' link. At the bottom right are 'Back' and 'Next' buttons.

Phone

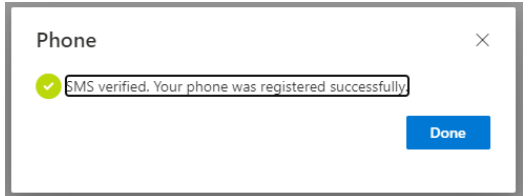
We just sent a 6 digit code to +1 9282304640. Enter the code below.

Enter code

Resend code

Back Next

9. When completed, you will see a message that the registration was successful
10. Click DONE

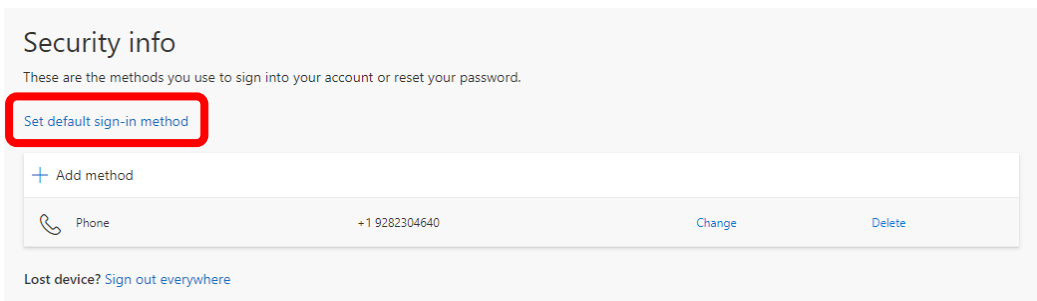
A screenshot of a 'Phone' verification window showing a success message. A green checkmark icon is followed by the text: 'SMS verified. Your phone was registered successfully'. A 'Done' button is located at the bottom right.

Phone

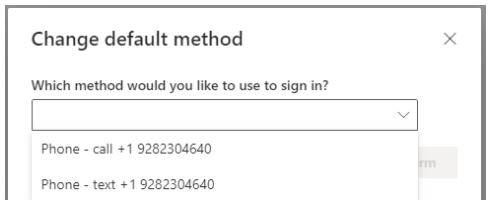
SMS verified. Your phone was registered successfully

Done

11. You will now see the new number listed
12. Click the link for "Set default sign-in method" link above the phone number list

A screenshot of the 'Security info' page. The title is 'Security info' with a subtitle: 'These are the methods you use to sign into your account or reset your password.' Below this is a link 'Set default sign-in method' which is highlighted with a red rectangle. Underneath is an 'Add method' button and a list of methods. The first method is 'Phone' with the number '+1 9282304640' and 'Change' and 'Delete' links. At the bottom is a link: 'Lost device? Sign out everywhere'.

13. Click the dropdown box and select whether you want the MFA to call or text the number and click CONFIRM

A screenshot of a 'Change default method' dialog box. It asks 'Which method would you like to use to sign in?' and has a dropdown menu. The dropdown is open, showing two options: 'Phone - call +1 9282304640' and 'Phone - text +1 9282304640'. A 'Confirm' button is visible on the right side of the dropdown.

Change default method

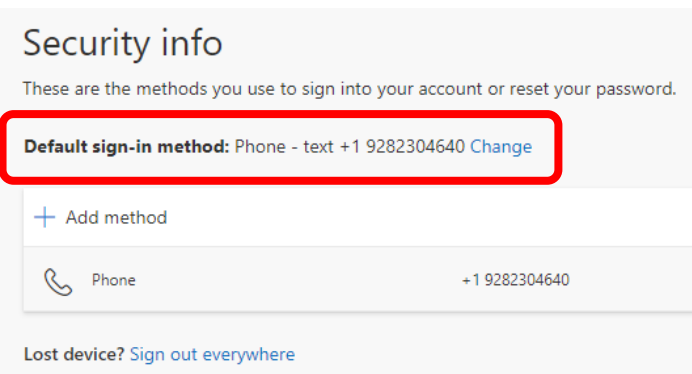
Which method would you like to use to sign in?

Phone - call +1 9282304640

Phone - text +1 9282304640

Confirm

14. The Security info will now list the new phone number as your default method for receiving the MFA codes.

A screenshot of the 'Security info' page. The title is 'Security info' with a subtitle: 'These are the methods you use to sign into your account or reset your password.' Below this is a link 'Set default sign-in method' which is highlighted with a red rectangle. Underneath is an 'Add method' button and a list of methods. The first method is 'Phone' with the number '+1 9282304640' and 'Change' and 'Delete' links. At the bottom is a link: 'Lost device? Sign out everywhere'.