

# I Need to Change My Verification Methods

## Description

This document describes how to change the Microsoft Account verification methods used to validate an account.

## Audience

This document applies to all Company Name employees with a computer login.

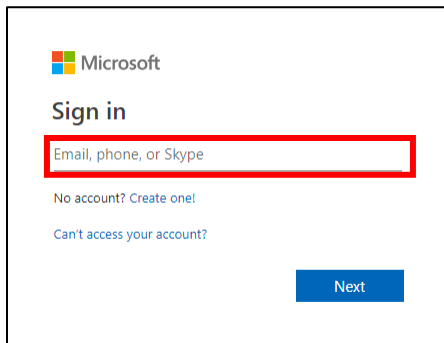
## Instructions

This section provides steps for specifying the verification methods.

1. From a computer, open a browser and navigate to the Microsoft Office Portal:

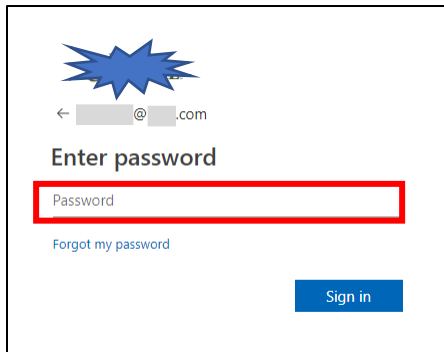
[portal.office.com](https://portal.office.com)

The **Microsoft Sign in** window opens:



The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the heading 'Sign in'. A text input field containing the placeholder text 'Email, phone, or Skype' is highlighted with a red rectangular border. Below the input field are two links: 'No account? Create one!' and 'Can't access your account?'. At the bottom right is a blue button labeled 'Next'.

2. Type an email address and then click **Next**. The **Enter password** window opens:



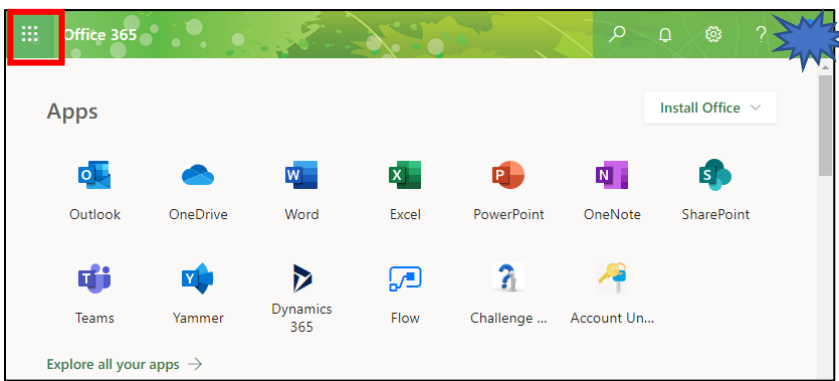
The screenshot shows the 'Enter password' window. At the top is a blue starburst graphic. Below it is a back arrow and a partially obscured email address ending in '@.com'. The heading 'Enter password' is centered. A text input field containing the placeholder text 'Password' is highlighted with a red rectangular border. Below the input field is a link that says 'Forgot my password'. At the bottom right is a blue button labeled 'Sign in'.

3. Type the password and then click **Sign in**. The **Stay signed in?** window *may* open.

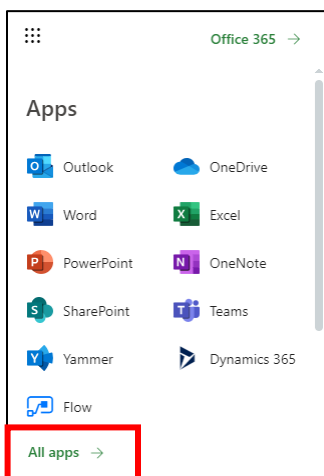


4. Click one of the following. The Microsoft **Office 365** home window opens:

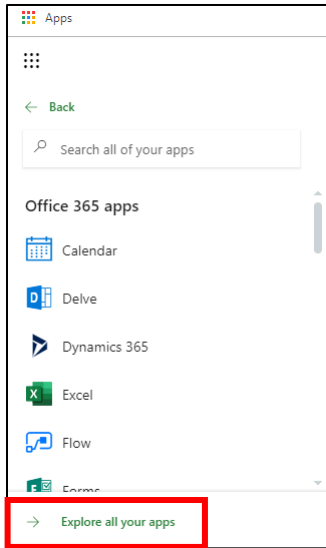
- **Yes** – Remember this login and do not ask for sign in again
- **No** – Require a sign in every time
- **Optional** – Select **Don't show this again** to bypass the **Stay signed in?** window in the future.



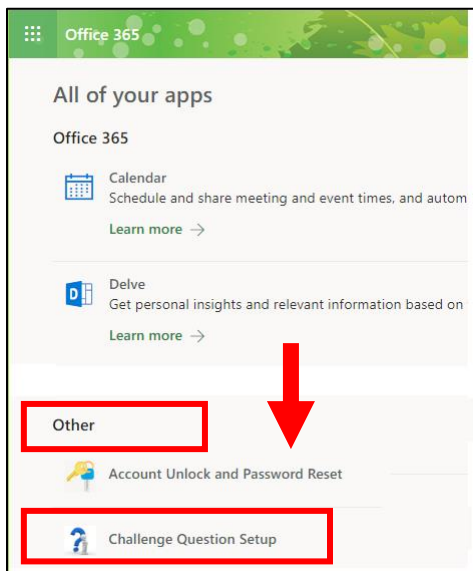
5. Click the **Apps grid**. The **Apps** window opens:



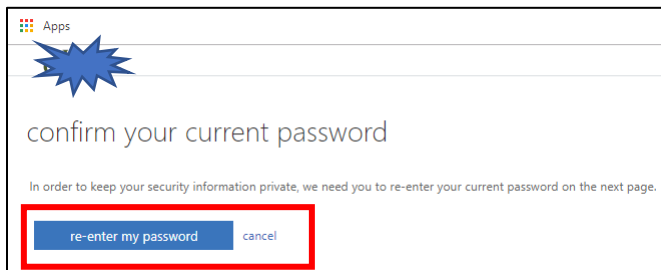
6. Click **All Apps**. The **Office 365 apps** window opens:



7. Click **Explore all your apps**. The **Your apps** window opens:






8. Scroll down to the **Other** section and then click **Challenge Question Setup**. The **confirm your current password** window opens:



9. Click **re-enter my password**. The **Enter password** window opens:

10. Type the password and then click **Sign in**. The **Stay signed in?** window may open. If it does, click **Yes** or **No**. The **don't lose access to your account!** window opens:

11. The symbols indicate the status of the verification method:

|   |                             |
|---|-----------------------------|
|  | Not configured              |
|  | Configured and verified     |
|  | Configured but not verified |

12. To make changes, click one of the following:

- **Set it up now** – Configure an item for the first time
- **Change** – Modify an existing configuration
- **Verify** – Verify an email address or a telephone number
- **Set them up now** – Set up the security questions

13. Follow the instructions for the selected item:

- **Authentication phone** – Type the number and then click **text me** or **call me**.

Type the verification code received as a text or call in the text box and then click **verify**.

We've sent a text message containing a verification code to your phone.

516929  [try again](#)

- **Authentication email** – Type the email address and then click **email me**.

Authentication Email

jd1112@gmail.com

Type the verification code received as an email in the text box and then click **verify**.

- **Security questions** – Click **Select a new question**, select a question from the list, type the answer, and then click **save answers**.

Please select questions to answer below. *Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.*

Security question 1

In what city was your first job?

14. Click **finish**.

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Reviewed by: