



Multi-Factor Authentication (MFA) Setup Tutorial Microsoft Authenticator

Effective August 21, 2026: Multi-Factor Authentication (MFA) will be required when logging into any system using Microsoft Entra ID, including Outlook, the acchlrefs.com website, and the Zoho Platform.

Already registered for MFA? No further action is required.

Not registered yet? Please follow the tutorial below to complete setup.

This document will guide you through the MFA setup process using the recommended verification option, Microsoft Authenticator. While SMS/text message verification is available as an alternative, please note that SMS verification will be discontinued in early February 2027.

Prerequisites Before You Start

- **Install the App:** Download **Microsoft Authenticator** on your mobile phone from the **App Store** (iPhone) or **Google Play Store** (Android).
- **Credentials:** Have your ACCHL email address and password ready.

Option 1: Setup Using a Computer & Phone: *Recommended for the easiest setup.*

1. **On your computer:** Open a web browser and go to <https://mysignins.microsoft.com/security-info>.
2. Sign in with your work email and password (click **Next** if prompted with "More information required").
3. Select **Authenticator app** as the method and click **Next** until a **QR code** appears on your computer screen.
4. **On your phone:** Open the **Microsoft Authenticator** app, tap the + (plus icon) or **Add Account**, choose **Work or school account**, and select **Scan a QR code**.
5. Point your phone camera at the QR code on your computer screen.
6. **Test & Approve:** A **2-digit number** will show on your computer screen. Enter that number into the Authenticator prompt on your phone and tap **Approve**.

Option 2: Setup Entirely on Your Smartphone: *If you don't have access to a computer.*

1. Open the **Microsoft Authenticator** app on your phone.
2. Tap the + (plus icon) or **Add account**.
3. Select **Work or school account**, then tap **Sign in** (do not select "Scan QR code").
4. Log in using your work email and password.
5. **If prompted to pair via browser:** Open Safari/Chrome on your phone, go to <https://mysignins.microsoft.com/security-info>, log in, tap **Add sign-in method > Authenticator app**, and tap **"Pair your account to the app."**

6. **Test & Approve:** When the **2-digit number** displays on your screen, type it into the Authenticator prompt and select **Approve**.

Security Tips & FAQ

- **Unrequested Approval Requests:** If you get a notification on your phone asking to approve a login when you are **not** trying to sign in, tap **Deny** immediately and report it to IT@acchokey.com.
- **Getting a New Phone?** Before wiping or trading in your old device, log into <https://mysignins.microsoft.com/security-info> to register your new phone or add an alternate recovery method.

Need Help with the Setup Process? Contact IT@acchokey.com