

Student Office365 Multi-Factor Authentication - FAQ

Common Issues

Frequently Asked Questions

- How do I register for Office365 Multi-Factor Authentication on my Lynn University Account?
 - [Configure Student Office365 Multi-Factor Authentication Registration Instructions](#)
- Why do I want to register my Lynn University Office365 account?
 - The **goal of MFA** is to create a layered defense and make it more difficult for an unauthorized person to access a target such as a physical location, computing device, network or database.
- What will be affected if I do not register my Lynn University Office365 account?
 - You will be unable to access your Lynn University Office 365 resources like, Outlook Online, OneDrive, PowerPoint and other Microsoft Applications.
- What if I am registered for Office365 Multi-factor Authentication with an account that is not my Lynn University Account?
 - This is not a big deal. You can have multiple accounts setup in your Microsoft Authenticator App. Please refer to the instructions linked above to register your Lynn University Account with Azure MFA.
- Do I have to use my phone to authenticate?
 - No. While we recommend you use the Microsoft Authenticator app, you may also authenticate via email, phone call, or text message. Please refer to the instructions linked above to register your Lynn University Account with Azure MFA.
- What is the best authentication method?
 - It is always best to have more than one means of authentication setup on your account.
 - We recommend using the Authenticator App on your mobile phone, iPad, or both, as well as setting up another device in case of an emergency or unexpected.
- What if I am unable to Authenticate?
 - Please confirm that you have the device you chose for multi-factor authentication with you to approve your login.
- What if I am not in the US?
 - We recommend that all users outside the US use the Microsoft Authenticator app on their internet connected mobile device and not to choose phone call or text message for authentication.
- I am receiving notification to authenticate, but I am not trying to login to my Lynn University Office 365 account. Should I be concerned?
 - Yes. If you are being asked to authenticate when you are not logging in to your account
 - DO NOT APPROVE the authentication!
 - Immediately change your password.
 - Reactivate your authentication methods.
 - Check your email inbox for Phishing emails that may have compromised your account and delete them.
 - If you are using a computer, scan your computer for malware using an anti-virus application approved for your device.
 - Check your Outlook for rules that you did not create and remove any that you do not recognize.
 - Contact IT Support Services if you think your account has been compromised.
 - [IT Support Services - Service Desk](#)
 - IT Support Services will not work on your personal devices, but we can make recommendations on next steps.