

Multi-Factor Authentication (MFA) Verification

If you have never registered for MFA or are unsure as to your registration status:

1. Go to <http://aka.ms/mfasetup>
2. Complete the steps as indicated in the below guide.
3. During the registration process **it is imperative that you use your Personal or City issued Cell Phone Number. Please do not use your Desk Phone Number as the sole phone number or you will not be able to access your email remotely.**

MFA Registration Guide: <https://bcitguide.baltimorecity.gov/Default.aspx?p=10>

Note: During Step "3. Phone Number:" Choose **Call me** when you register your cell phone number instead of **text my phone number.**

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1)

Text me a code
 Call me

STEP 1: Enter your personal or City issued cell phone number. Do not enter your Desk phone number.

STEP 2: choose Call option.

STEP 3: You will receive a call from + 18553308653, press the # key to confirm the verification

If you have already registered for MFA and only your Desk Phone Number is currently used for MFA:

Please go to the next page and follow the steps provided in order to add your Personal or City issued Cell Phone Number as an alternate form of verification.

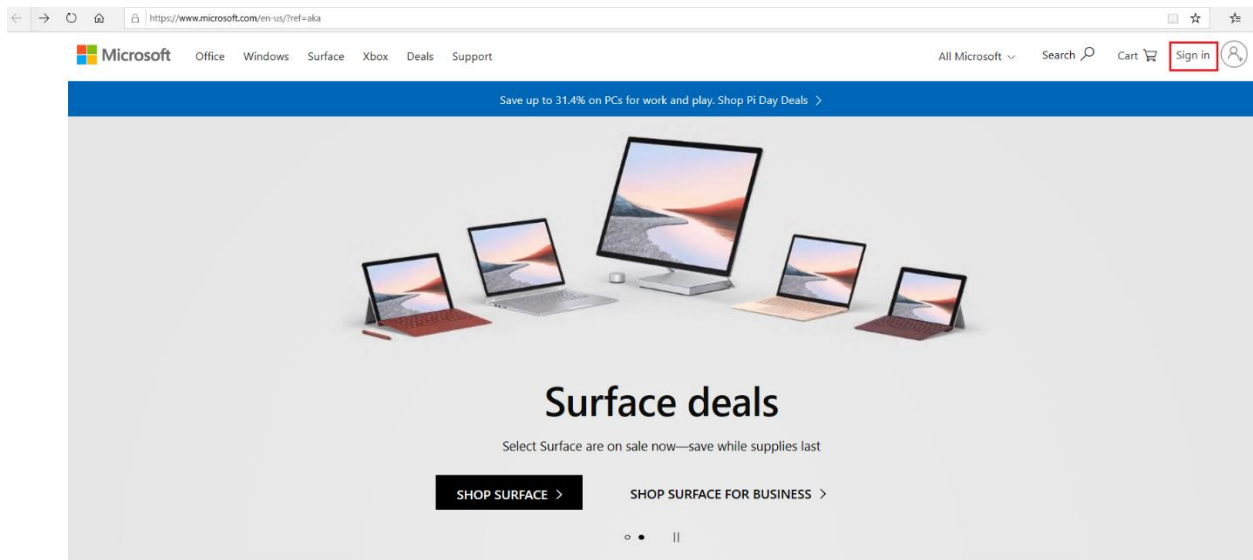
Add an Alternate Phone Number

Assumptions:

- I. These steps apply when you only have your desk phone set up in MFA and need to add your personal / City issued cell phone number as an alternate phone number.
- II. You have access to your Desk Phone Number.

1. Access SSPR / MFA Registration Service:

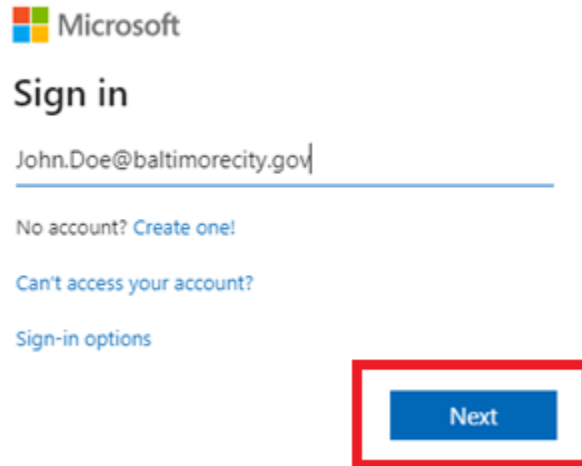
Using any device, open a web browser and access the SSPR/MFA registration URL <http://aka.ms/mfasetup> and click **Sign In**.



2. Enter your Baltimore city login address and click on “Next.”

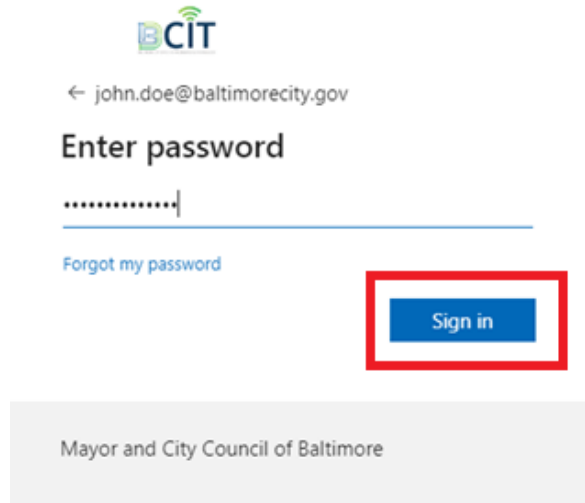
Format: UserID@baltimorecity.gov

Example: John.Doe@baltimorecity.gov



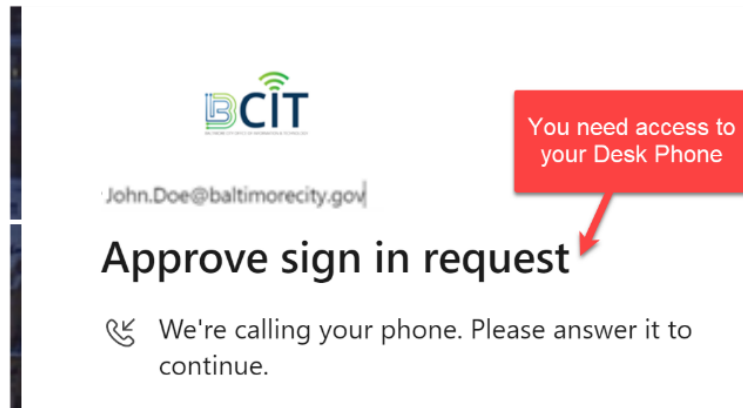
3. Authentication:

Enter the current password you used to login to your Baltimore city computer and click on “Sign in.”



4. Verification:

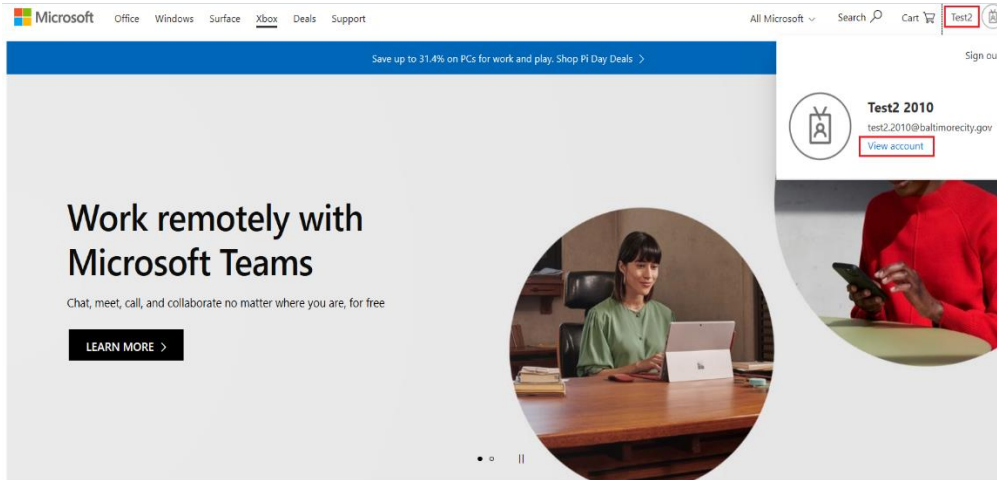
Assuming your desk phone is your only verification method, you will receive a call from **+1 (855) 330-8653** to your desk phone number, pick up the call and press “#” key.



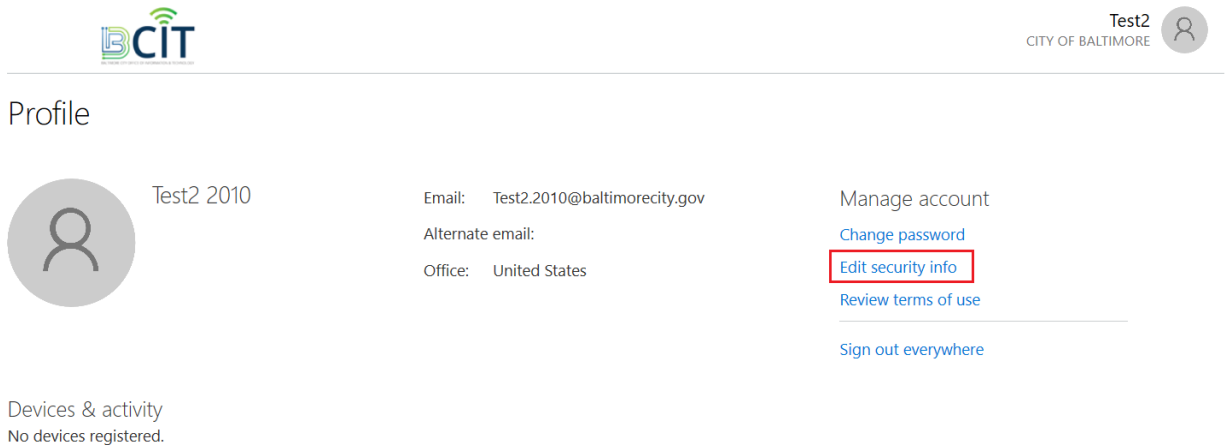
- If you do **not** have access to your desk phone number, please contact the BCIT service desk at service.desk@baltimorecity.gov and ask them to add an alternate phone number for you.
- If you do not get a call to your desk phone number, contact the service desk for help. If possible, please include screenshots.

5. Accessing the Security page to edit your account:

You will be redirected to the below page if you successfully verify. Click on your account name in the upper right-hand corner. Then click on **“View account”**.



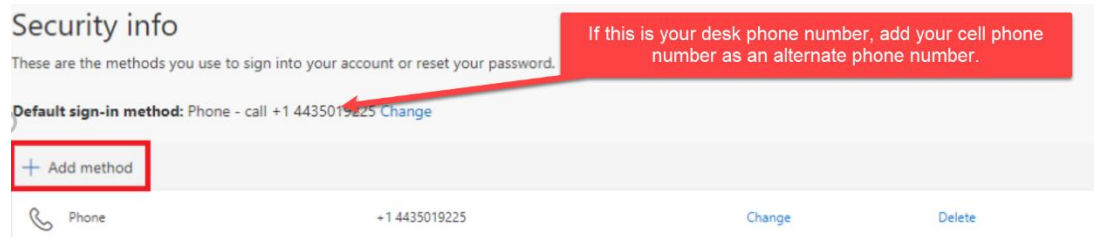
Click on **“Edit Security info.”**



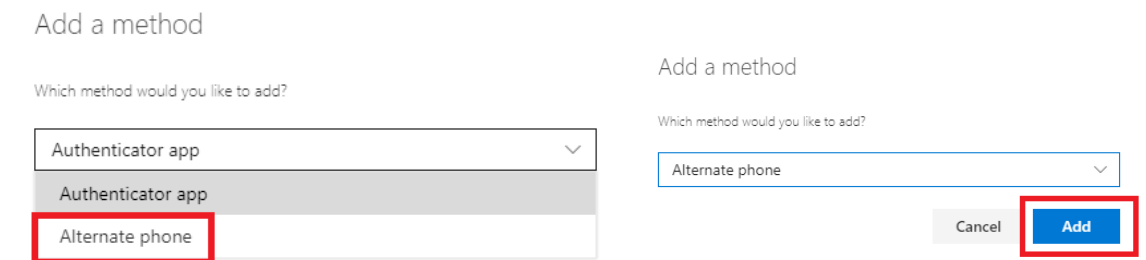
6. Add an Alternate MFA Phone Number

If you previously registered Desk Phone number as your MFA phone number, you should add your cell phone number as an alternate phone number. **This is required for remote work capability.**

- a. To change the MFA Phone number, click on **“+Add method.”**



- b. On the pop-up screen click on the drop-down arrow and choose **“Alternate Phone.”** Click **“Add”** to confirm your selection.



- c. Enter your Alternate phone number.
- Enter the 10-digit phone number **without dashes, spaces or parenthesis.** Click **“Next.”**

Phone

You can prove who you are by answering a call on your phone.
What phone number would you like to use?

United States (+1) 4103330000

Call me

Message and data rates may apply.

Cancel **Next**

- You will receive a call from **+1 (855) 330-8653** to your new alternate phone number you just entered, pick up the phone and press the **“#”** key.

Phone

We're calling +1 4103330000 now.

Back

- Click **“Done”** on the pop-up window.

Phone

✓ Call answered. Your phone was registered successfully



Done

- d. You can see that the Alternate phone number has been added to the list.

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - call +1 4435019225 [Change](#)

+ Add method			
	Alternate phone	+1 4103330000	Change Delete
	Phone	+1 4435019225	Change Delete

- e. Make sure your default sign in method is **“Phone – call to your cell phone”** number. If it is still your previous desk phone number, click “change” and choose “Call [insert cell phone number]”.

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - call +1 [redacted] [Change](#)

Change default method

Which method would you like to use to sign in?

- Phone - call +1 [redacted]
- Phone - call [redacted]
- Phone - call +1 [redacted] Your cell phone number**
- Phone - text +1 [redacted]

Note: A red callout box labeled "Desk Phone Number" points to the "Change" link in the background. Another red callout box labeled "Your cell phone number" points to the selected option in the dialog.

Final Note:

Next time you are signing into your account to access email and other Office 365 applications and are not getting a call to your cell phone number click **sign in another way** – to make sure you are using the correct verification method.

