

Adding a Mobile Phone as a Sign-In Method for 2FA

As all staff are required to have **Two-Factor Authentication (2FA)** set up on their @education accounts to access Compass and other services, IT strongly recommends **adding your mobile phone number** as an additional sign-in method alongside Microsoft Authenticator.

Why This is Important

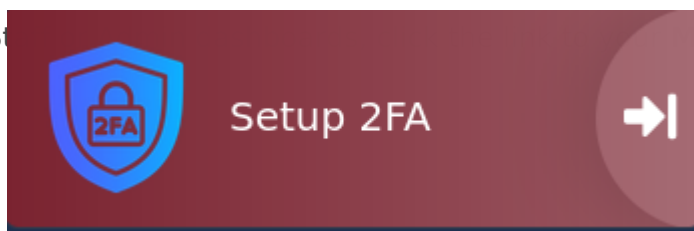
- If you get a new phone, IT will **not need to log a ticket with DE** to reset your 2FA.
 - Linking a mobile number allows you to **reset your password easily** using a verification code, without relying on security questions.
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Step-by-Step Guide

Step 1: Access Security Info

1. From the Security page, click on **Microsoft Account Security**

Info page.







2. Sign in with your Education credentials.

“ **Tip:** Once signed in, you will see your existing security methods listed.

Step 2: Check Existing Methods

- If both **Phone** and **Microsoft Authenticator** appear, you're all set.
- If not, continue to Step 3.

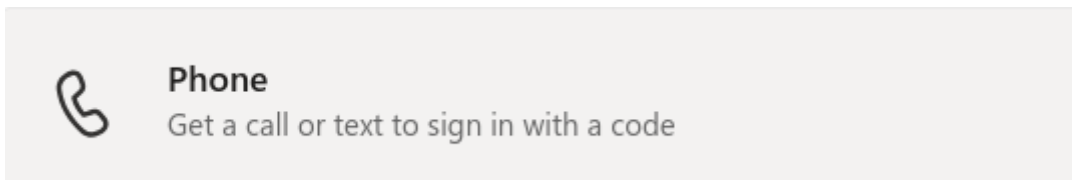
+ Add sign-in method

 Phone		Change	Delete
 Password	Last updated: 3 months ago	Change	
 Authenticator app Time-based one-time password (TOTP)			Delete
 Microsoft Authenticator Push multi-factor authentication (MFA)			Delete

Step 3: Add Phone as a Sign-In Method

+ Add sign-in method

1. Click **Add Sign-in method**.
2. Select **Phone**.



3. Enter your mobile number and set it to receive verification codes via SMS.

Phone



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

What phone number would you like to use?

Country code

Australia (+61)



Phone number

0424568222



Choose how to verify

Receive a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

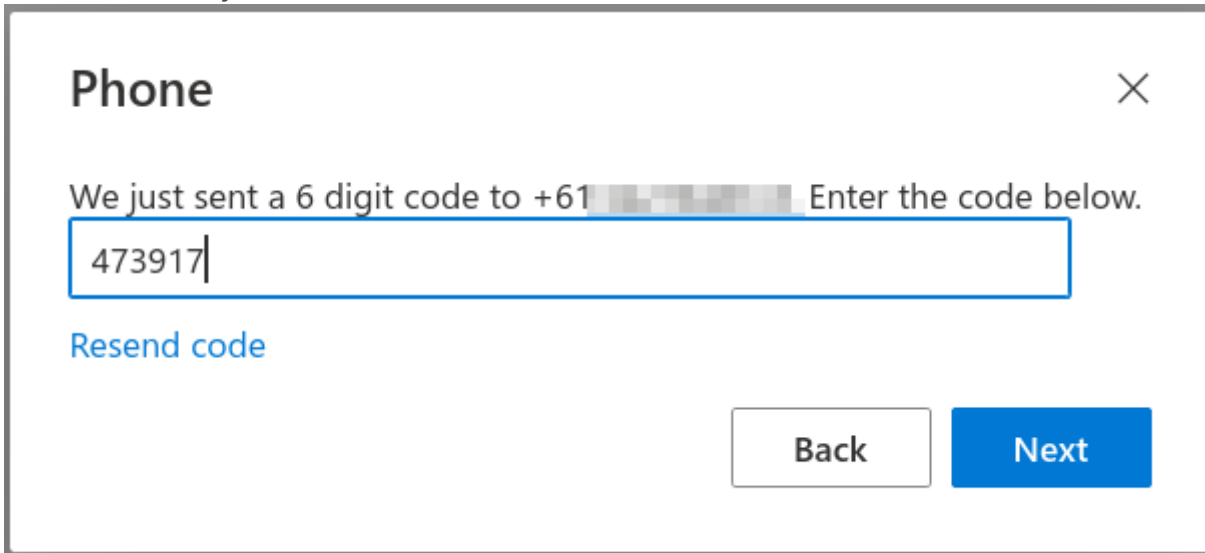
Cancel

Next

4. Click **Next**.

Step 4: Verify Your Phone

1. Enter the code you received via SMS.



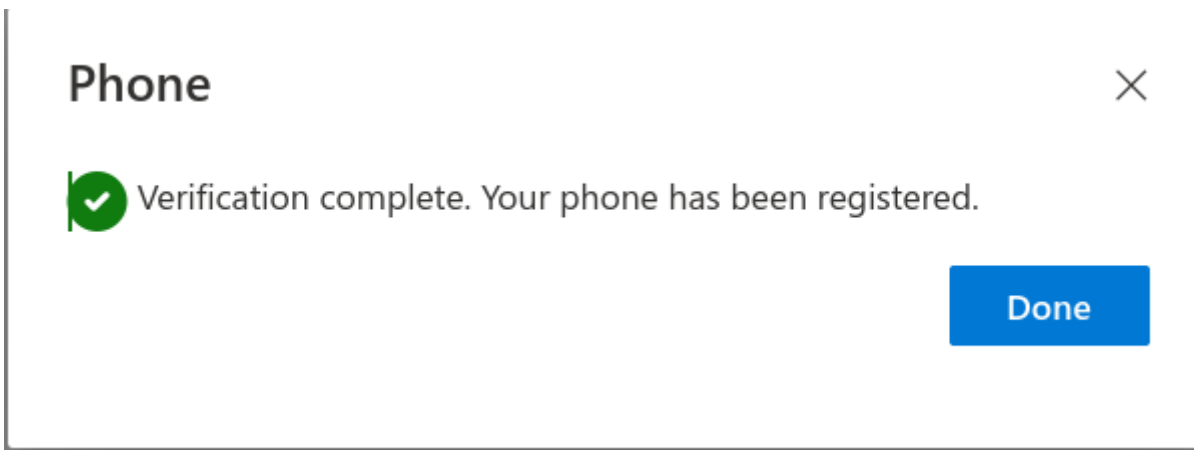
Phone ×

We just sent a 6 digit code to +61 [redacted] Enter the code below.


[Resend code](#)

Back **Next**

2. Click **Next** to continue.
3. Click **Done** to finish setup.



Phone ×

 Verification complete. Your phone has been registered.

Done

Important Notes

- If you **get a new phone or new phone number**, update your Microsoft Account security methods immediately.
- For a **new phone**, you will need to **remove and re-add the Microsoft Authenticator app**, as data does not transfer automatically.
- For a **new phone number**, update your security settings to continue receiving SMS codes without interruption.

“ Following these steps ensures you always have reliable access to your account and can reset your password without delays.

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