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.

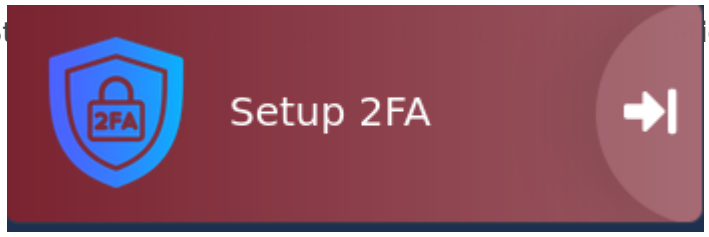
Why This is Important

- 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.

Step-by-Step Guide

Step 1: Access Security Info

1. From the St **icrosoft Account Security Info** page.

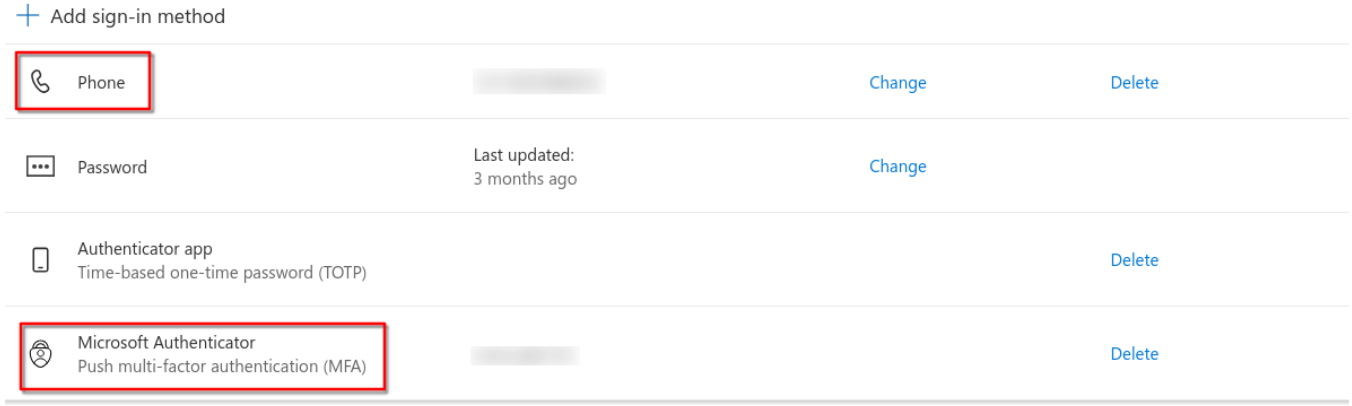


2. Sign in with your Education credentials.

> **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.



Step 3: Add Phone as a Sign-In Method

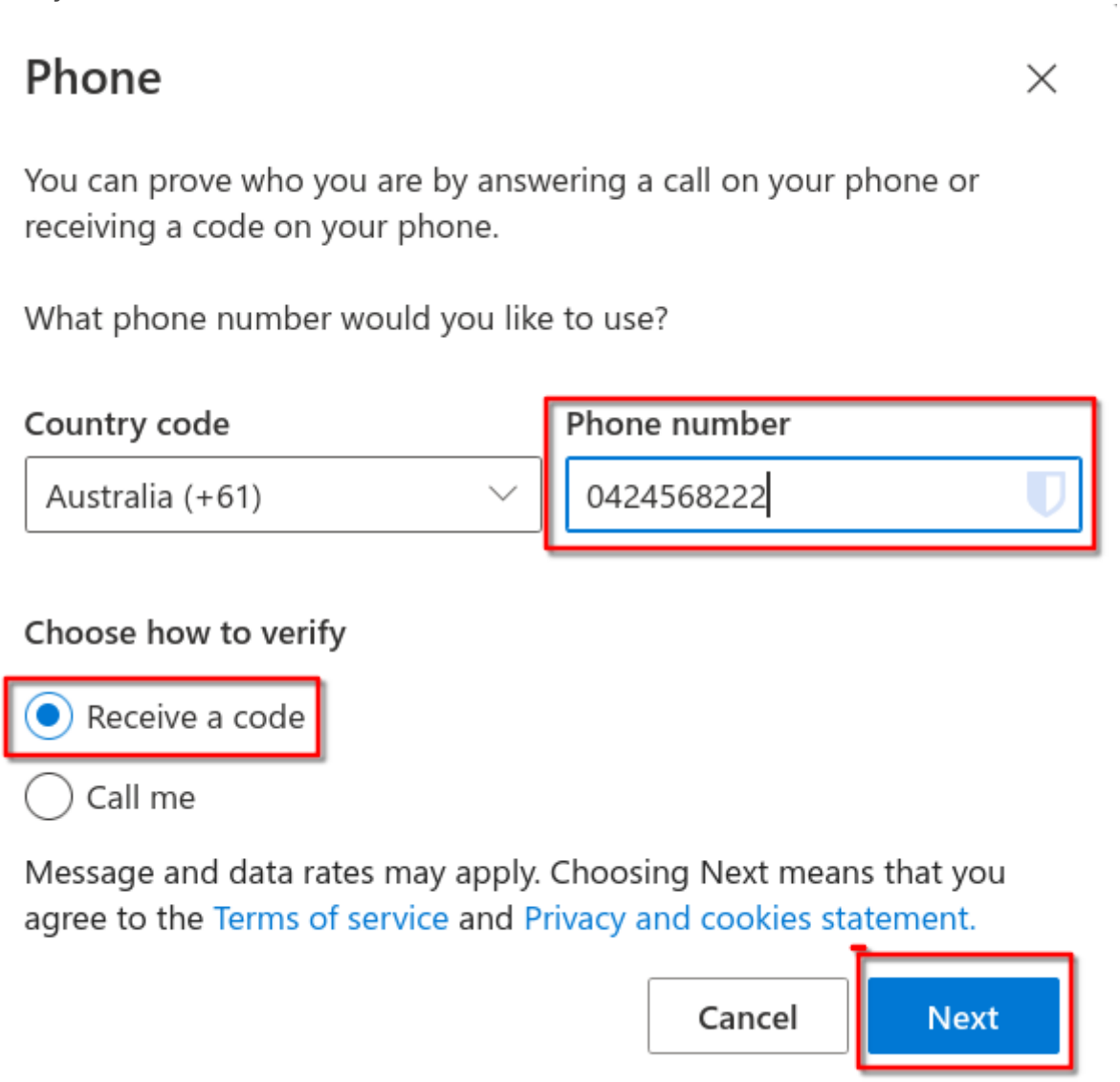
1. Click **Add Sign-in method**.



2. Select **Phone**.



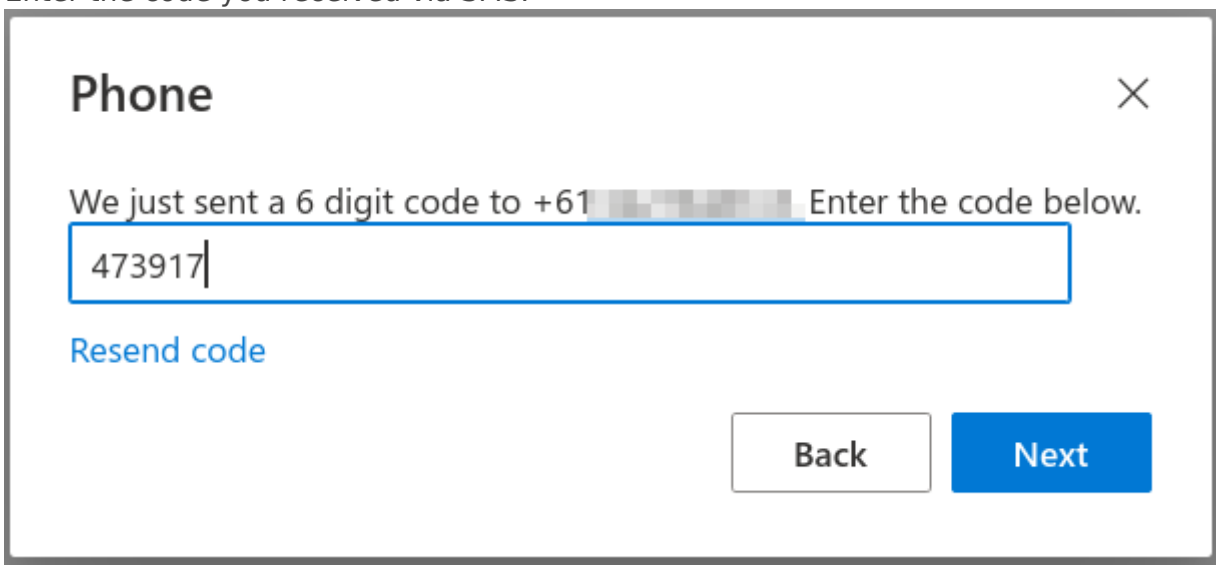
3. Enter your mobile number and set it to receive verification codes via SMS.



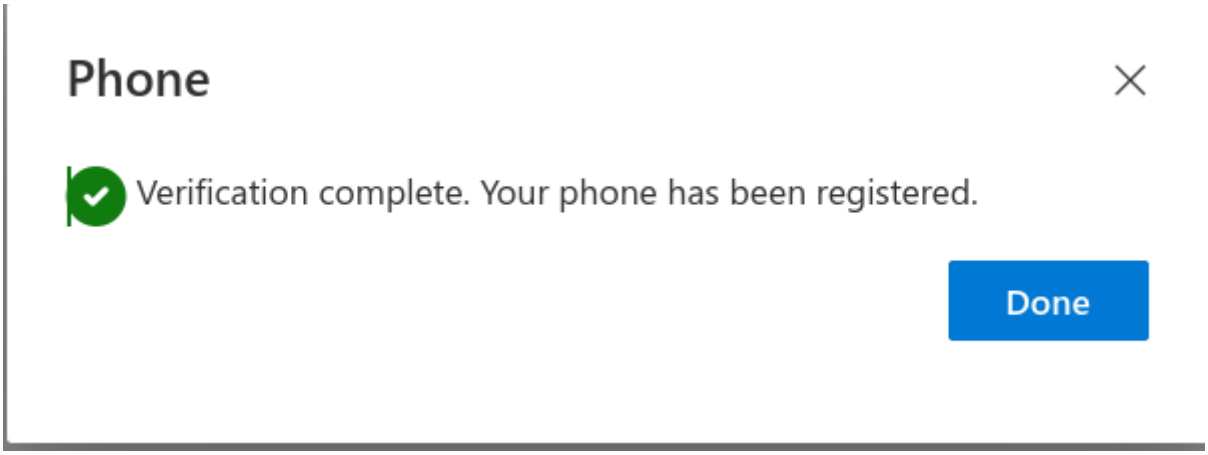
4. Click **Next**.

Step 4: Verify Your Phone

1. Enter the code you received via SMS.



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



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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