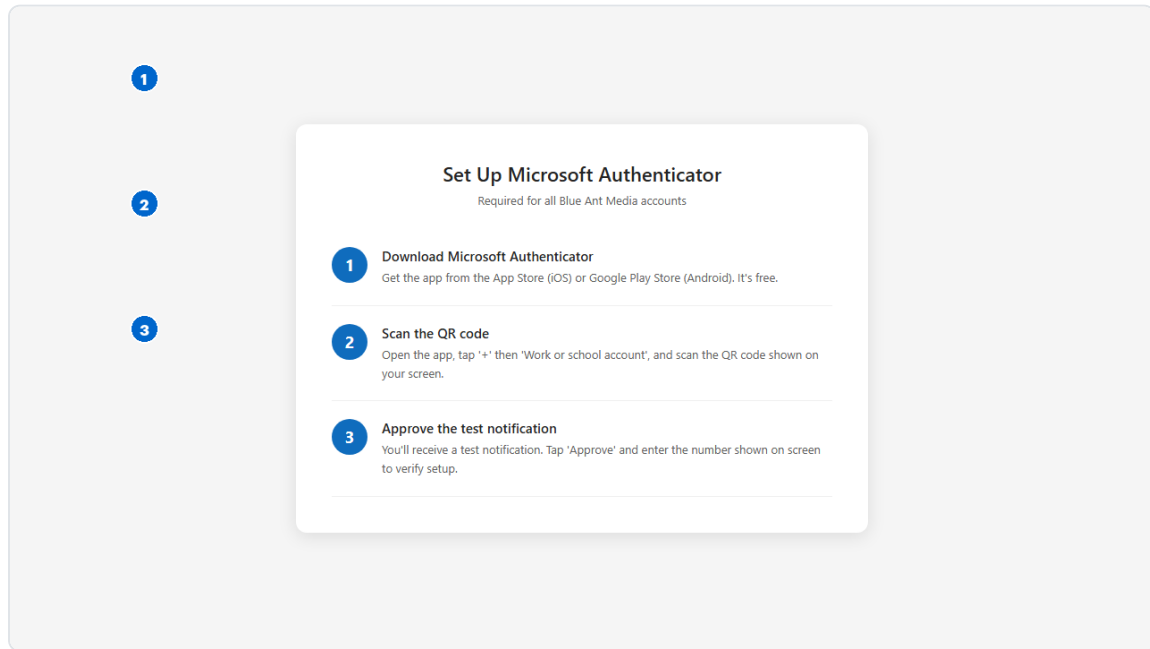


What is Multi-Factor Authentication (MFA)?



Step-by-step: Setting up Microsoft Authenticator

MFA adds a second layer of security to your account. After entering your password, you verify your identity with your phone. This protects your account even if your password is compromised.

REQUIRED FOR ALL USERS

MFA is mandatory for all Blue Ant Media @blueantmedia.com accounts. You will be prompted to set it up during your first sign-in after migration.

Before You Start

- Have your **smartphone** nearby
- Download **Microsoft Authenticator** from the App Store (iPhone) or Google Play (Android)
- Make sure your phone has a stable internet connection
- Allow approximately **5 minutes** for the setup process

Setup Steps

Step 1: Sign In

Go to **portal.office.com** and enter your @blueantmedia.com email and temporary password.

Step 2: MFA Prompt

After setting your new password, you'll see **"More information required."** Click **"Next"** to begin MFA setup.

Step 3: Choose Method

Select **"Microsoft Authenticator app"** (recommended). Click **"Next."**

Step 4: Open Authenticator App

On your phone, open **Microsoft Authenticator**. Tap **"+"** (add account) → **"Work or school account"** → **"Scan QR code."**

Step 5: Scan QR Code

Point your phone camera at the QR code displayed on your computer screen. The app will add your Blue Ant Media account.

Step 6: Approve Test

Click **"Next"** on your computer. A test notification is sent to your phone. Open it and tap **"Approve."**

Step 7: Complete

You'll see a confirmation: **"Notification approved."** Click **"Done."** MFA is now configured.

Daily Use

After setup, here's what to expect:

- When signing in from a **new device or browser**, you'll receive a notification on your phone to approve
- On **trusted devices**, you can check "Don't ask again for 30 days" to reduce prompts
- The approval takes **2-3 seconds** — just tap "Approve" on the notification

Alternative Methods

If you can't use the Authenticator app:

METHOD	HOW IT WORKS	WHEN TO USE
SMS text	A 6-digit code is sent to your phone	Authenticator unavailable
Phone call	Automated call — press # to approve	No data / no smartphone
TOTP code	6-digit rotating code in Authenticator	No internet on phone

Troubleshooting

"I'm not receiving the notification"

- Ensure notifications are **enabled** for Microsoft Authenticator in your phone settings
- Check your internet connection
- Open the Authenticator app directly — the approval request may be waiting there

- Use the **6-digit code** instead: click "I can't use the Authenticator app right now" → enter the code shown in the app

"I got a new phone"

1. Install Microsoft Authenticator on your new phone
2. Go to **mysignins.microsoft.com/security-info**
3. Remove the old phone method and add the new one
4. If locked out, contact **m365support@blueantmedia.com** for a temporary access pass

"I'm locked out"

- After 5 failed attempts, accounts are locked for 15 minutes
- If you can't complete MFA, contact **m365support@blueantmedia.com**
- IT can issue a **Temporary Access Pass (TAP)** to let you sign in and reconfigure MFA

Need help? Contact **m365support@blueantmedia.com** or visit the M365 Help channel in Microsoft Teams.