Job Aid: Set up or Change Your O365 Authentication Profile

Your Authentication Profile (sometimes called Multifactor Authentication Profile or MFA) must be activated in Microsoft Office 365 (O365) to allow remote access to Duke Energy resources from Duke Energy and non-Duke Energy devices (e.g., home computer or personal devices via mobile apps). It is recommended to configure at least two profile options (e.g., 2 phone numbers or 1 phone number and the Authenticator app).

This document covers how to access the O365 profile and setup the two authentication methods:

- Accessing the O365 Profile setup
- Set up/Change Authentication via a call to a phone number
- Set up/Change Authentication to use the Microsoft Authenticator App on your mobile device

Accessing O365 Profile for setup or update

You can access the O365 Profile through the steps using the web browser (Google Chrome, Microsoft Edge/IE).

1. If you are using a **NON Duke Energy machine** follow this section. Otherwise go to **STEP 2**
   a. Sign out of any active 0365 sessions
   Note: If this step is not performed the Duke Energy profile link will not load.
      i. Go to https://portal.office.com
      ii. You maybe prompted to enter your credentials, please do so if prompted
      iii. Select your profile from the **Top Right** corner
      iv. Select **Sign Out** from the menu

2. On the web browser, Go to https://aka.ms/mfasetup

3. When the page loads, you are taken to the O365 login screen.
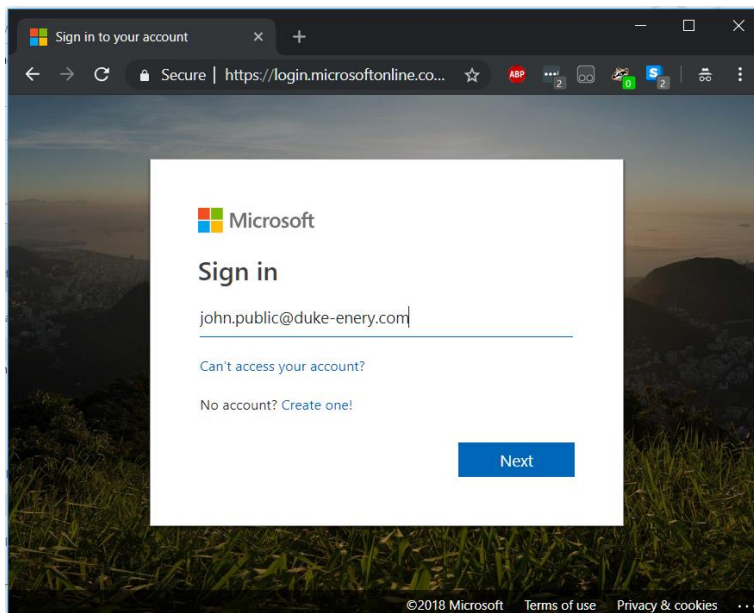
Enter your Duke Energy email ID (not case-sensitive) and click the **Next** button

4. The following screen will be displayed when you are being redirected to the Duke Energy sign in page
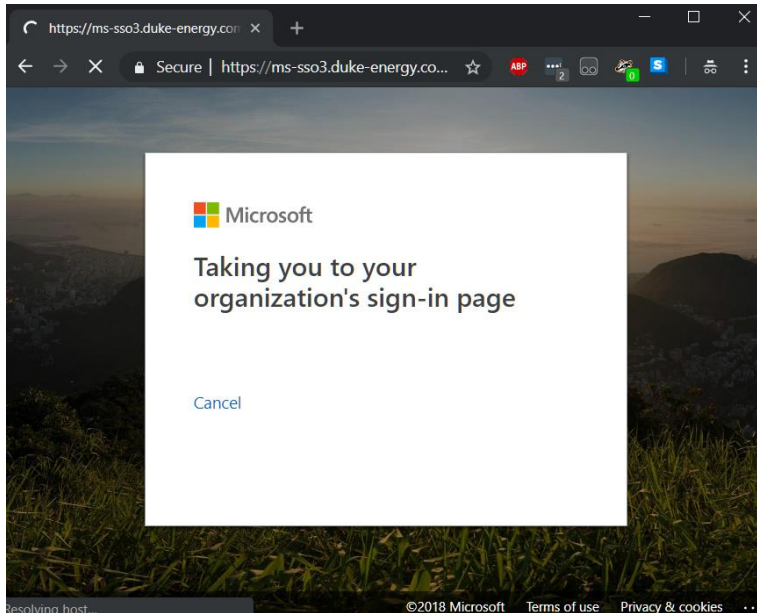
5. At the Duke Energy corporate sign in page; Enter your Duke Energy email address and LAN password as the primary authentication method to move to the next step
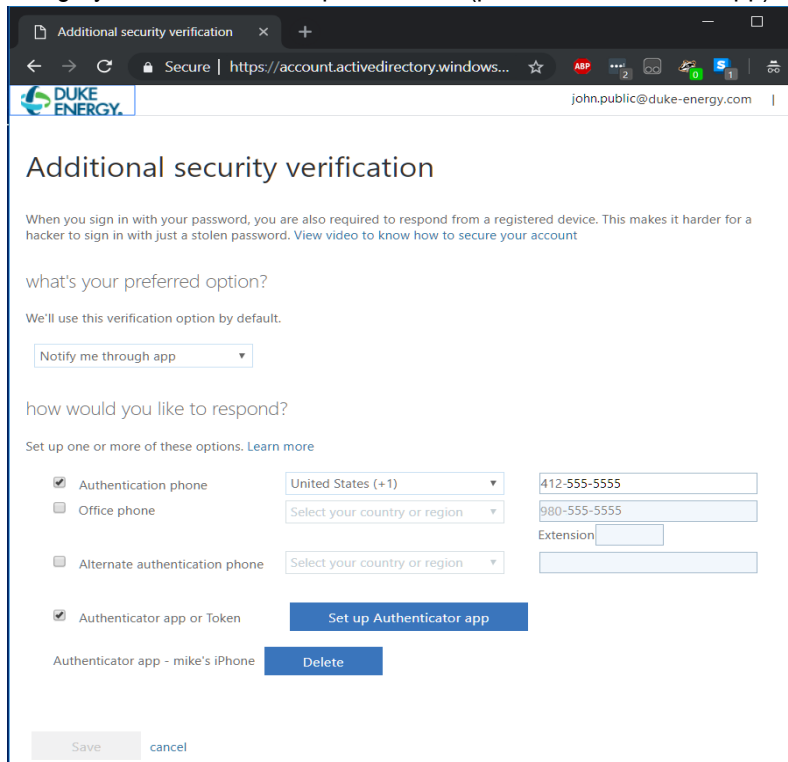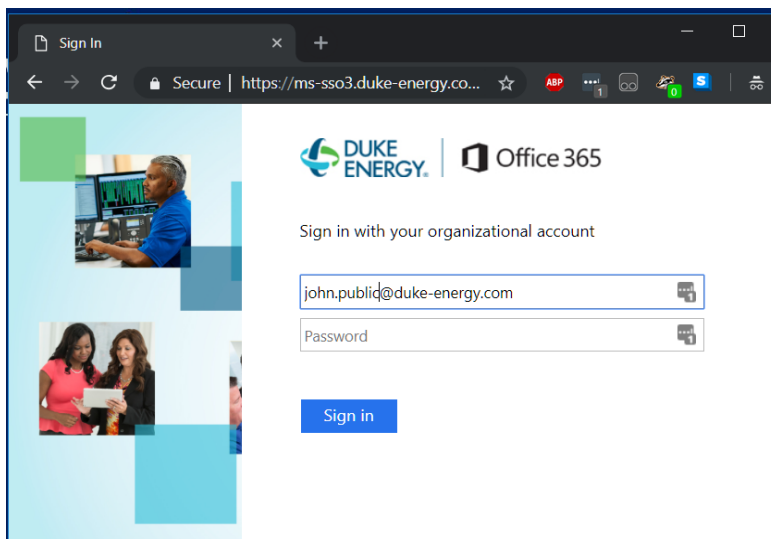

6. After successful O365 primary authentication, the following secondary authentication request screen is displayed
Note: You will not see this, if you are performing your "First Time Enrollment." Please go to Step 7.
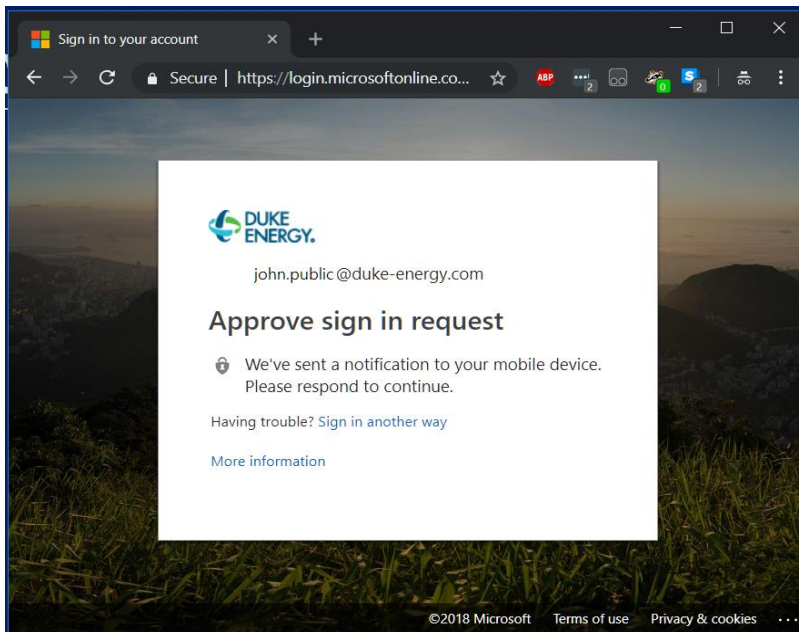
Approval request notification method is based on your choice the first time you set up your profile (i.e., Phone call, Authenticator app).

7. After authorizing access, you will be taken to the security verification page where you can set up or change your authentication preferences (phone call or mobile app).

Set up/Change Authentication via a call to a phone number

Set up a primary and secondary authentication.

1. Click the checkbox, **Authentication phone**, and enter the preferred phone number. It is <u>recommended to use a mobile phone</u> since you will likely be away from the office when you need authentication.

2. You may also set up a second phone number in the **Alternate authentication phone** section (again, a number where you will be working away from the office).

3. Click **Save**

Set up/Change Authentication to use the Microsoft Authentication App on your mobile device

To set up the authentication using the Microsoft Authenticator app on your mobile phone follow the steps below:

(You will first have to download and install the **Microsoft Authenticator** app for your device e.g. from the Apple Store, Google Play, Windows store.)

1. On the Additional security verification page, click the checkbox, **Authenticator app**
2. Click **Configure**

3. Follow the instructions on the pop up message shown below.

4. If you have configured more than one authentication method, choose your preferred verification option and click **Save**