

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

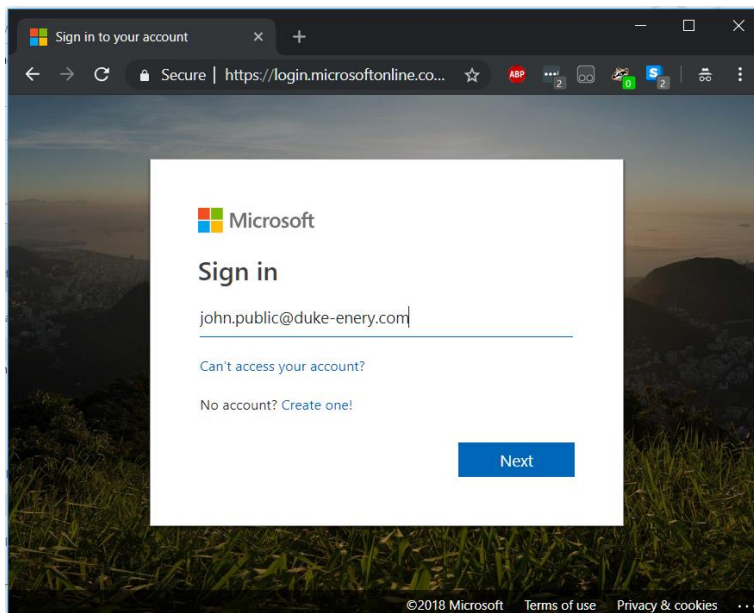
Accessing O365 Profile for setup or update

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 O365 sessions

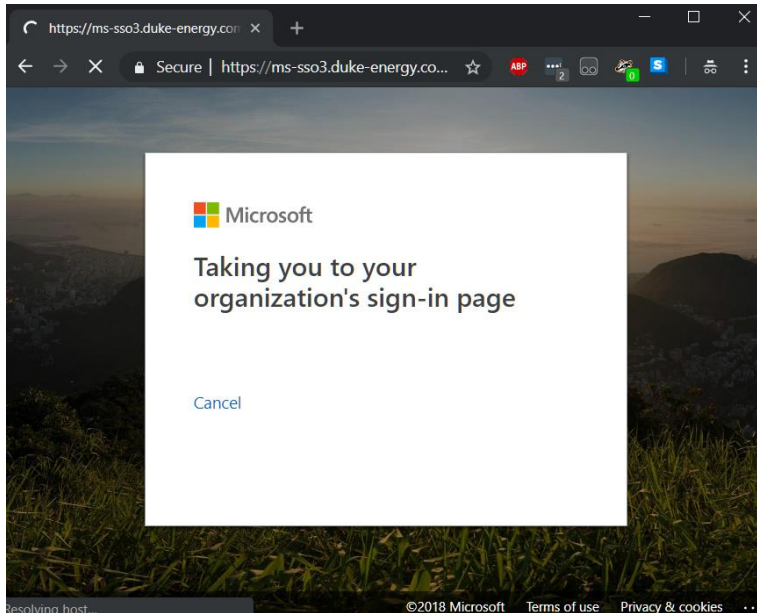
Note: If this step is not performed the Duke Energy profile link will not load.

- 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.

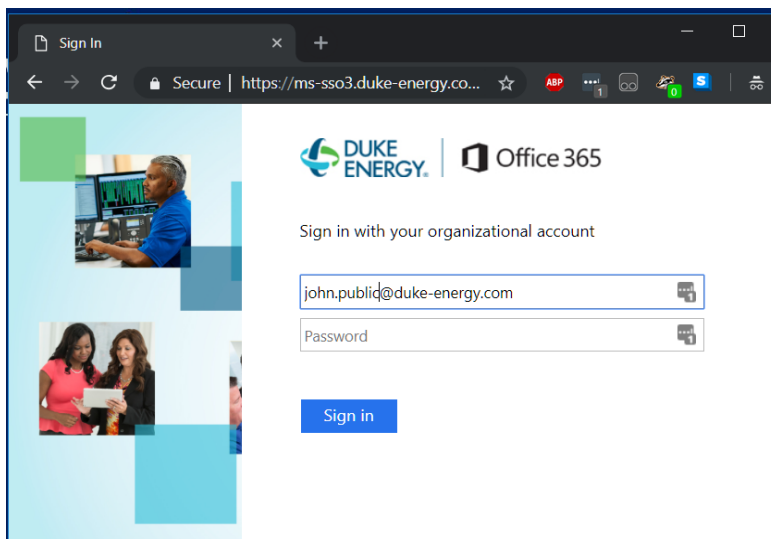


Enter your Duke Energy email ID (not case-sensitive) and click the **Next** button

4. The following screen will be displayed when you are being redirected to the Duke Energy sign in page

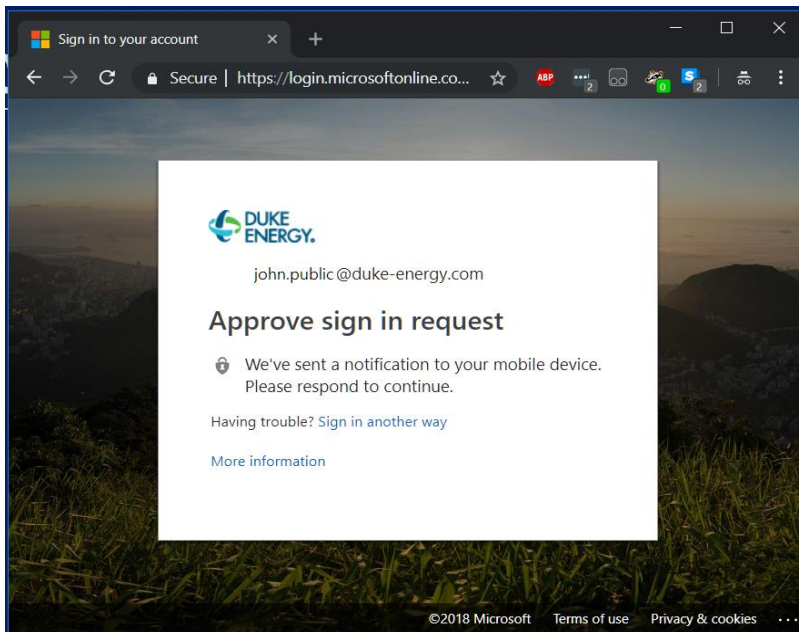


5. At the Duke Energy corporate sign in page; Enter your Duke Energy email address and LAN password as the primary authentication method to move to the next step



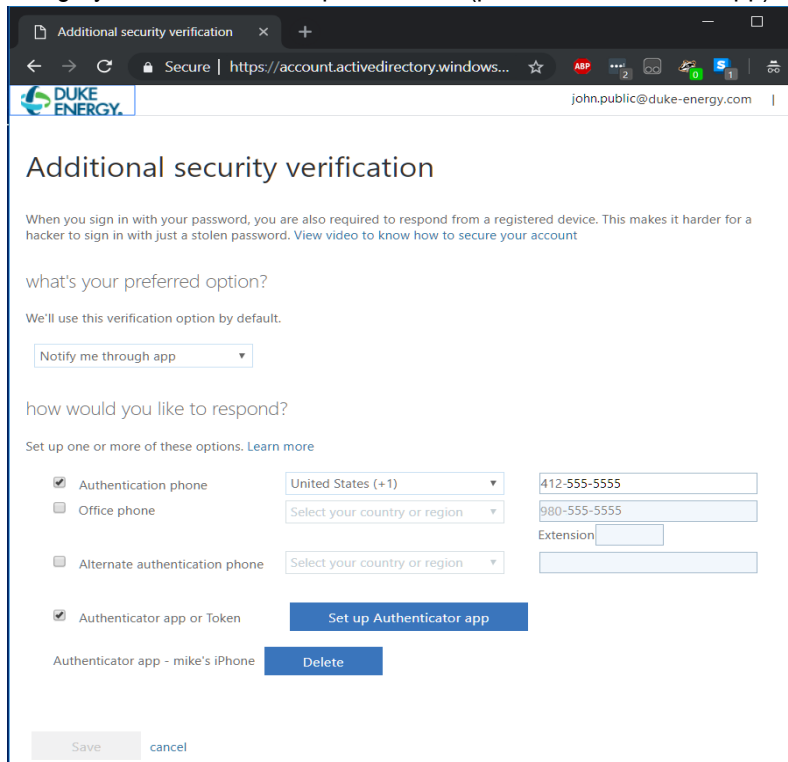
6. After successful O365 primary authentication, the following secondary authentication request screen is displayed

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).

- 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 recommended to use a mobile phone 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**

Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

☒ Call my authentication phone

how would you like to respond?

Set up one or more of these options. [Learn more](#)

☒ Authentication phone

☐ Office phone Extension

☐ Alternate authentication phone

☐ Authenticator app Mobile app has been configured.

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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 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**


The screenshot shows the 'Additional security verification' page in a web browser. The page title is 'Additional security verification'. Below the title, there is a paragraph explaining that signing in with a password also requires a response from a registered device. The page asks 'what's your preferred option?' and 'how would you like to respond?'. Under 'what's your preferred option?', there is a dropdown menu set to 'Call my authentication phone'. Under 'how would you like to respond?', there are three options: 'Authentication phone' (checked), 'Office phone', and 'Alternate authentication phone'. Each option has a 'Configure' button. A red arrow points to the 'Configure' button for the 'Authentication phone' option. At the bottom, there are 'Save' and 'cancel' buttons. A note at the bottom states: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

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

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



[Configure app without notifications](#)

If you are unable to scan the image, enter the following information in your app.
Code: 626 287 616
Url: <https://corporate.officeapps.microsoft.com/19C7988218>


If the app displays a six-digit code, choose "Next".

[Next](#) [cancel](#)

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

Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with your password.
[View video to know how to secure your account](#)

what's your preferred option? 

Call my authentication phone
Call my office phone
Notify me through app
Use verification code from app

fault.

how would you like to respond?

Set up one or more of these options. [Learn more](#)

☒ Authentication phone

United States (+1) 919-865-1516

☐ Office phone

Select your country or region 919 548-6436
Extension

☐ Alternate authentication phone

Select your country or region

☒ Authenticator app

[Configure](#) Mobile app has been configured for notifications and verification codes.

[Save](#) [cancel](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.