How to Set-Up Multi-Factor Authentication Method

Multi-factor authentication is an authentication method that requires the use of more than one verification method and adds a second layer of security to user sign-ins and transactions. The following process provides instructions how you can setup multi-factor authentication.

Note: Once you have chosen your authentication method, this will be used automatically each time you are accessing O365 outside the office. Please set up two different MFA channels for yourself to have a back-up in case one of your devices gets lost. You can choose which of these options you want to use as default. Details:

1. Go to https://aka.ms/mfasetup

2. If this window pops up, please enter or select your corporate e-mail address.

3. You can now choose from several options to verify your account.

The following options are available. We recommend authentication via the Microsoft Authenticator app. If you do not have a business smartphone/landline phone and do not want to use your private smartphone, please select the option Use verification code from app or token -> "Software token via OTP Manager".

Call my authentication phone

You can use this option with both your business and private smartphone.

1. Select Call my authentication phone.

2. Check Authentication phone and enter your number.

3. Click on Save. You have successfully set up MFA.

4. You will receive an automatic call the next time you are asked to conduct MFA. As soon as you pick up, you will be prompted to press the hash key (#). Once you have done this, the MFA is successfully verified.

Textcode für mein Authentifizierungstelefon

You can use this option with both your business and private smartphone.

1. Select Text code to my authentication phone.

2. Check Authentication phone and enter your number.

3. Click on Save. You have successfully set up MFA.

4. The next time you are asked for MFA, you will receive an SMS with a code to your specified smartphone. Enter this code and click on Verify. You have now successfully performed the MFA.

Call my office phone

You can use this option with your office landline phone.

1. Select Call my office phone.

2. Check Office phone and enter your number.

3. Click on Save. You have successfully set up MFA.

4. You will receive an automatic call the next time you are asked to conduct MFA. As soon as you pick up, you will be prompted to press the hash key (#). Once you have done this, the MFA is successfully verified.

Notify me through app

You can use this option with both your business and private smartphone. Click here for a video on how to set up Multi-Factor Authentication via the Mobile App.

1. Select Notify me through app.

2. Check Authenticator app or Token and click Set up Authenticator app.

3. Follow the instructions that appear, and then click Next.

4. You will now receive a notification on your mobile device asking if you want to approve the login of the displayed email address. Select Approve to continue.

5. Click on Save. You have successfully set up MFA.

6. Each time you are asked to conduct MFA, you receive a notification within the application. In the Microsoft Authenticator application, select Approve to continue logging in to the account.

Use verification code from app or token

Under this option, you can either use the Microsoft Authenticator app (recommended) or use the OTP Manager via your PC/laptop.

Microsoft Authenticator App

Software Token via OTP Manager (no Smartphone needed)

1. Microsoft Authenticator App

Click here for a video on how to set up Multi-Factor Authentication via the Mobile App.

1.1 Select Use verification code from app or token.

1.2 Check Authenticator app or Token and click Set up Authenticator app.

1.3 Follow the instructions that appear, and then click Next.

1.4 You will now receive a notification on your mobile device asking if you want to approve the login of the displayed email address. Select Approve to continue.

1.5 Click on Save. You have successfully set up MFA.

1.6 The next time you are asked to perform MFA, open the Microsoft Authenticator app and enter the 6-digit code displayed in the Microsoft Authenticator app into the computer. Click Verify.

2. Software Token via OTP-Manager (No smartphone needed)

With OTP Manager, users with Windows 10 devices can perform MFA without using smartphones on their laptop or PC. If your device does not have Windows 10, please contact the Office 365 Support.

2.1 Download the OTP Manager. To do this, follow these steps: Open the Microsoft Store on your PC by clicking the Windows icon in the lower left corner of your screen and typing "Microsoft Store". Select the Microsoft Store application in the results bar.

2.2 Scroll down and click on the OTP Manager.

2.3 Click on Install. The OTP Manager is now downloading.

2.4 On your laptop/PC, select Use verification code from app or token.

2.5 Check Authenticator app or Token and click Set up Authenticator app.

2.6 Select Configure app without notifications.

2.7 Now a Secret key is being displayed.

2.8 Start the OTP Manager by clicking Launch in the Microsoft Store.

2.9 Click on Add manually.

2.10 Fill out the window as follows and click on save icon in the upper right:

Label: Type in your Fresenius email address. Secret: Paste the 16-digit code from the secret key in your MFA setup. Please note: If you copy and paste it, you need to delete the spaces in between. Issuer: Type in Fresenius.Allow exporting: No

2.11 A 6-digit code will appear in the OTP Manager. This code will renew itself every 30 seconds.

2.12 Go to the MFA setup and click on Next.

2.13 Select Verify now.

2.14 Enter the 6-digit code from the OTP Manager in the empty field and click on Verify. You have successfully set up your Multi-Factor Authentication via OTP Manager.

2.15 Click on Save. You have successfully set up MFA.

2.16 The next time you are asked to perform MFA, open the OTP Manager and enter the 6-digit code displayed in the OTP Manager into the computer. Click Verify to finish the MFA.

If this article did not resolve the issue, please contact O365 support.