

GSD. Outlook - How to Clear Multi-Factor Authentication in Outlook Web Access?

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General Information:

Possible symptoms/errors:

Users want to know how to Clear Multi-Factor Authentication in Outlook Web Access.

Alternative names of the system

Office 365MFA

IMPORTANT NOTICE:

N/A

Solution:

Multi-factor authentication is a method of authentication that requires the use of more than one verification method and adds a second layer of security to user sign-ins and transactions. There can be an instance where a user cannot log in to their office applications, and multi-factor, that has been set up, is not working. This article guides users how to clear the multi-factor authentication via Outlook Web Access.

Details:

1. Verify with the user if he/she received the prompt: Having trouble? Sign in another way.

Prompt appears In that case click on: Sign in another way. This will allow the user to try another verification option. If any of those does not work, ask the user to log on to Outlook web access and clear the multi-factor authentication that has been set up before.

In the Mail window screen, advise user to click the icon with their initials in the upper right-hand corner and to select View Account.

In the next window, ask user to select Security info on the left side panel. Here, user can choose to Add sign-in method, Delete an existing one or Change Default sign-in method. To delete an existing sign-in method user needs to click Delete and confirm by clicking Ok in the pop-up window. To add new sign-in method user needs to click Add sign-in method, select their desired method in the pop-up window, click on Add and follow further instructions on the screen.

Prompt does not appear

Proceed to next step. Assign the ticket to the
Ext_WW_OCC-User-Administration_SLS_Capgemini team to make them clear the user multi-factor authentication within the exchange console.

Assignment Group:

Ext_WW_OCC-User-Administration_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization: N/A

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

Outlook Web Access: <https://portal.office.com/outlook>