

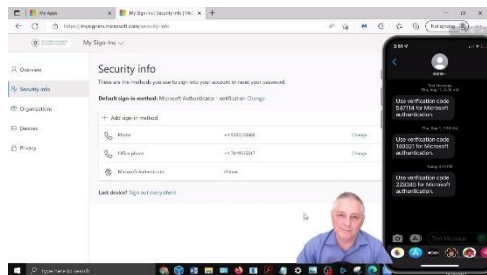


## Editing and Use of Your State MFA Methods

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This tutorial will guide you through the process of authenticating with an alternative method other than your default MFA sign-in, demonstrate how to change the default sign-in method, and edit your existing methods. A corresponding video tutorial to this job aid can be found at the YouTube link below.



Edit and Use of Your Existing State MFA Methods

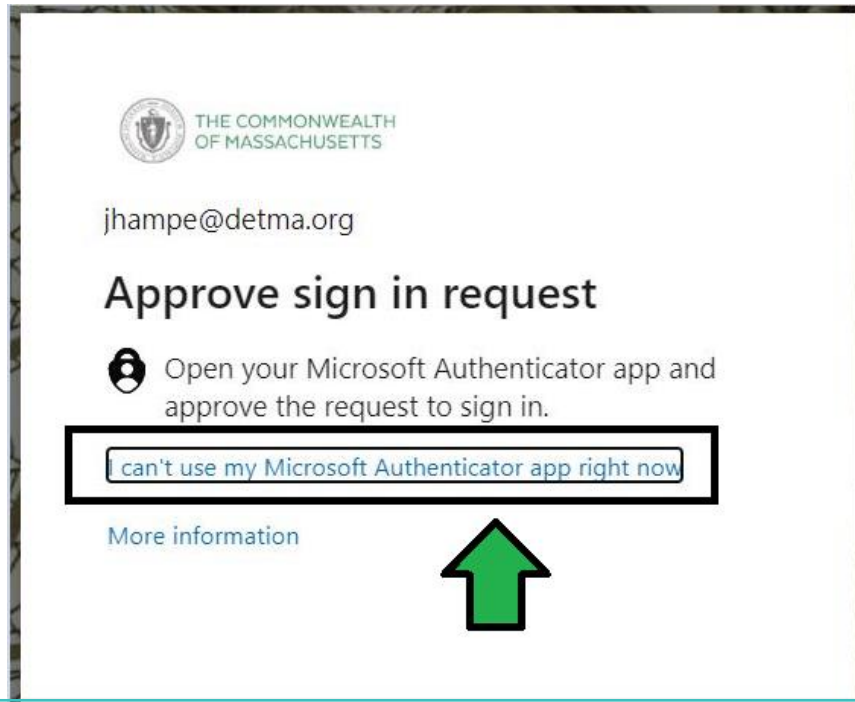
[www.youtube.com](http://www.youtube.com)

- To use one of your alternative MFA methods you registered, please login to your State AppStream account <https://myapps.microsoft.com> and start the multi-factor authentication (MFA) process. As always, if you are already using a local Career Center 365 account on either of those browsers listed above, please use the other supported browser not in use, for this State MFA process. Both local and State 365 accounts should be kept separate.

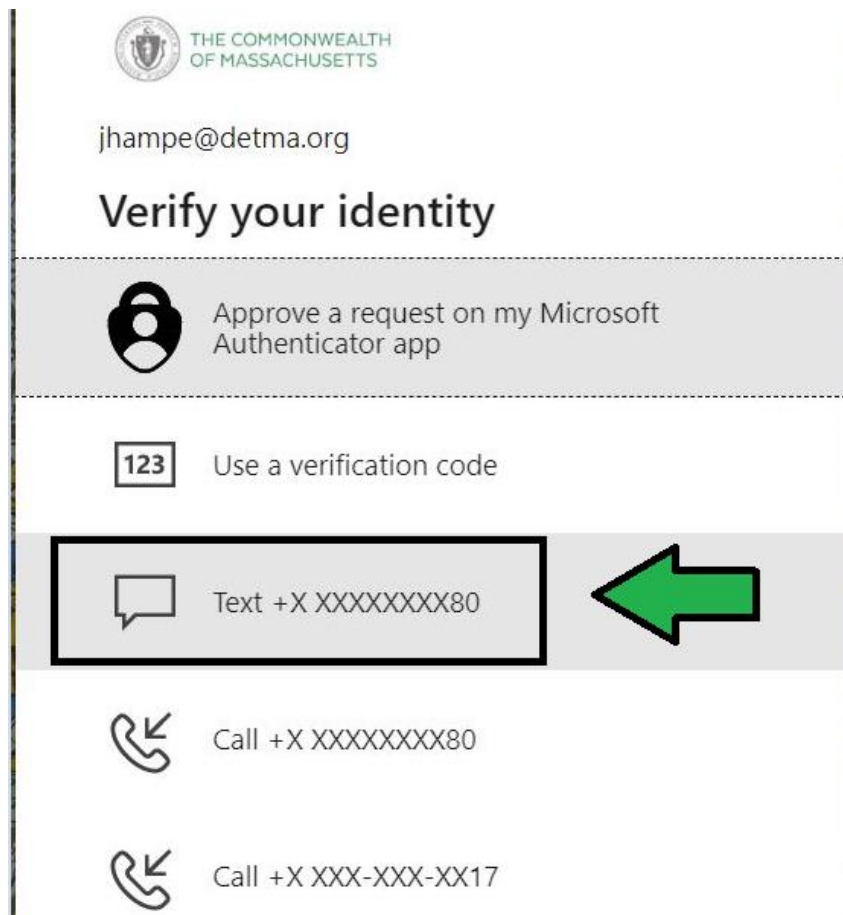


2. If your default authentication method is not available such as your authenticator app is not working or available, using the following procedure to provide access through the alternative methods you have setup when you first registered for MFA.

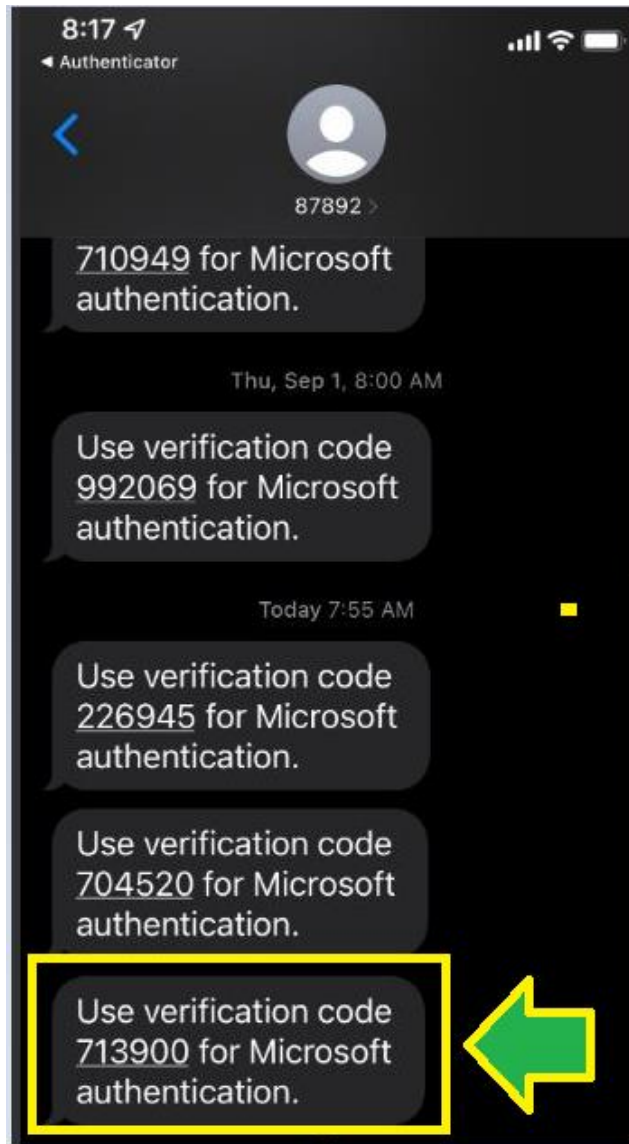
Click **"I can't use my Microsoft Authenticator App right now"**



3. Choose one of your other alternative methods you setup when first registering for the MFA.



4. You will receive a text message to your phone with the verification code.

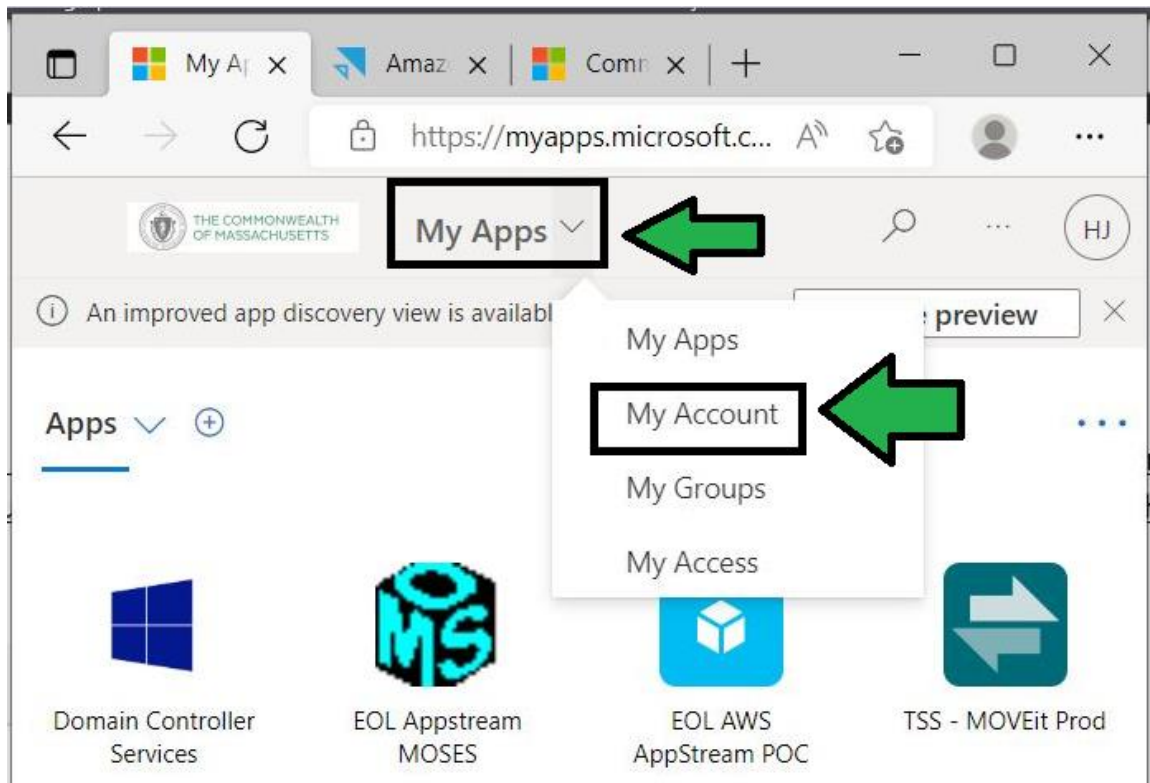


5. Enter the code into the field and click “Verify” to continue and finish the MFA process

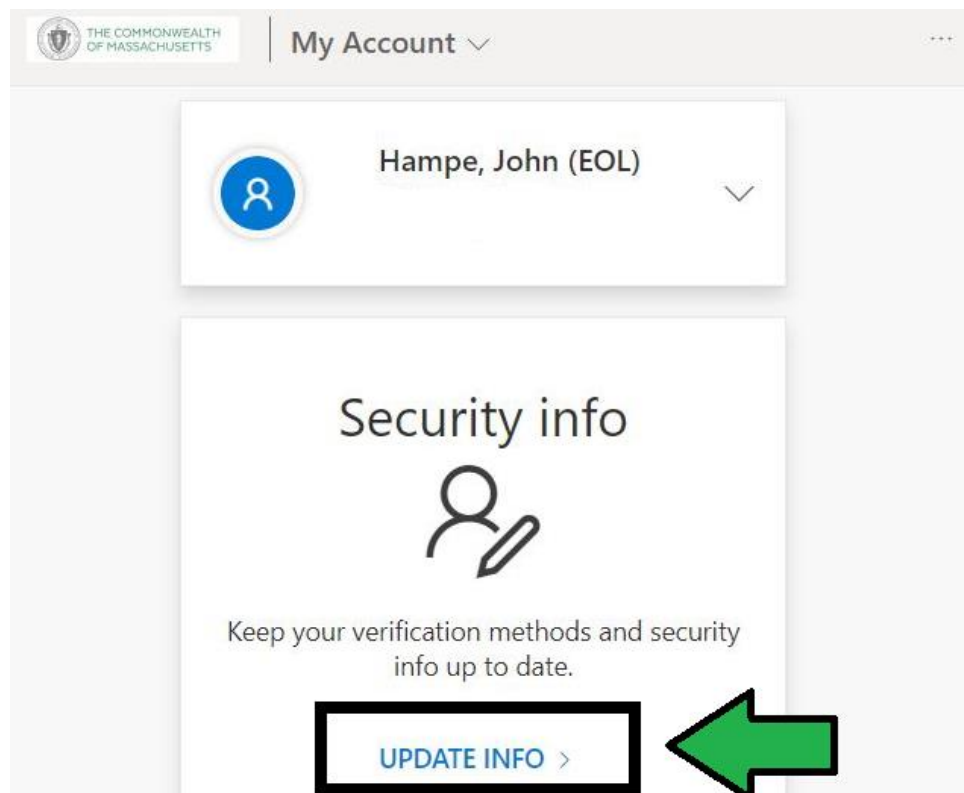


## Changing Your Default Sign-In Method and Editing your Existing Authentication Methods

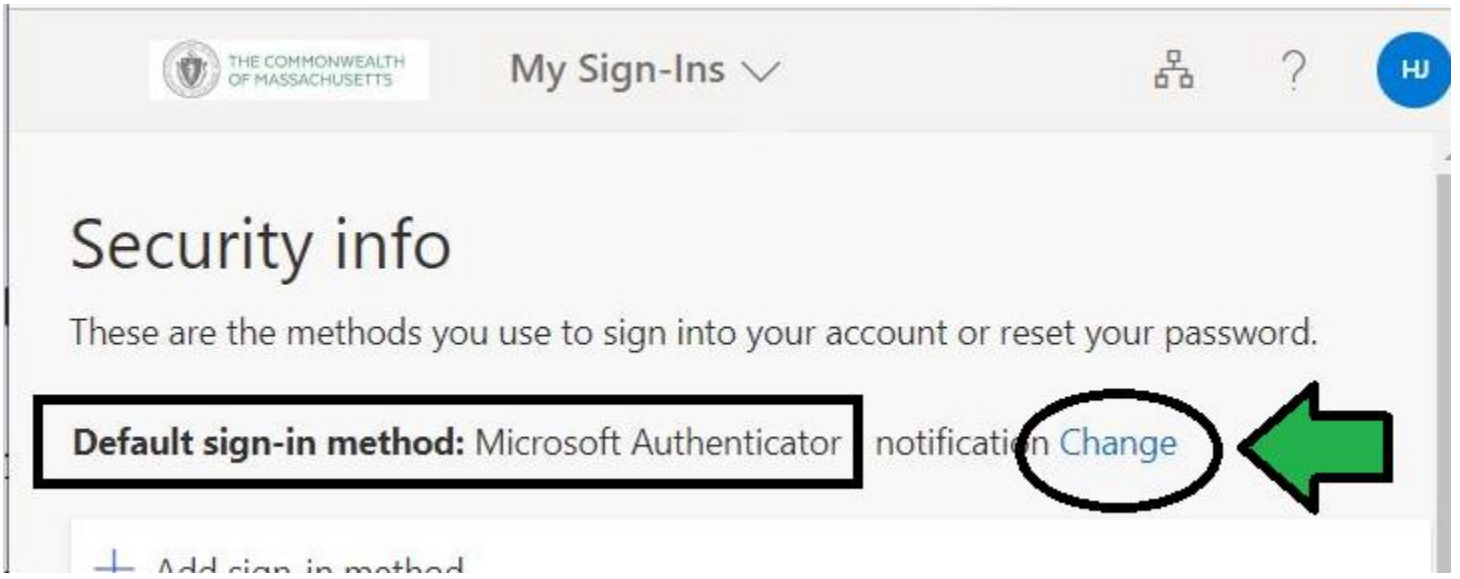
6. Once you have gone through the MFA process, on this screen navigate to the top of the screen and choose “My Apps”. Click the toggle down indicator and from the menu choose “My Account”.



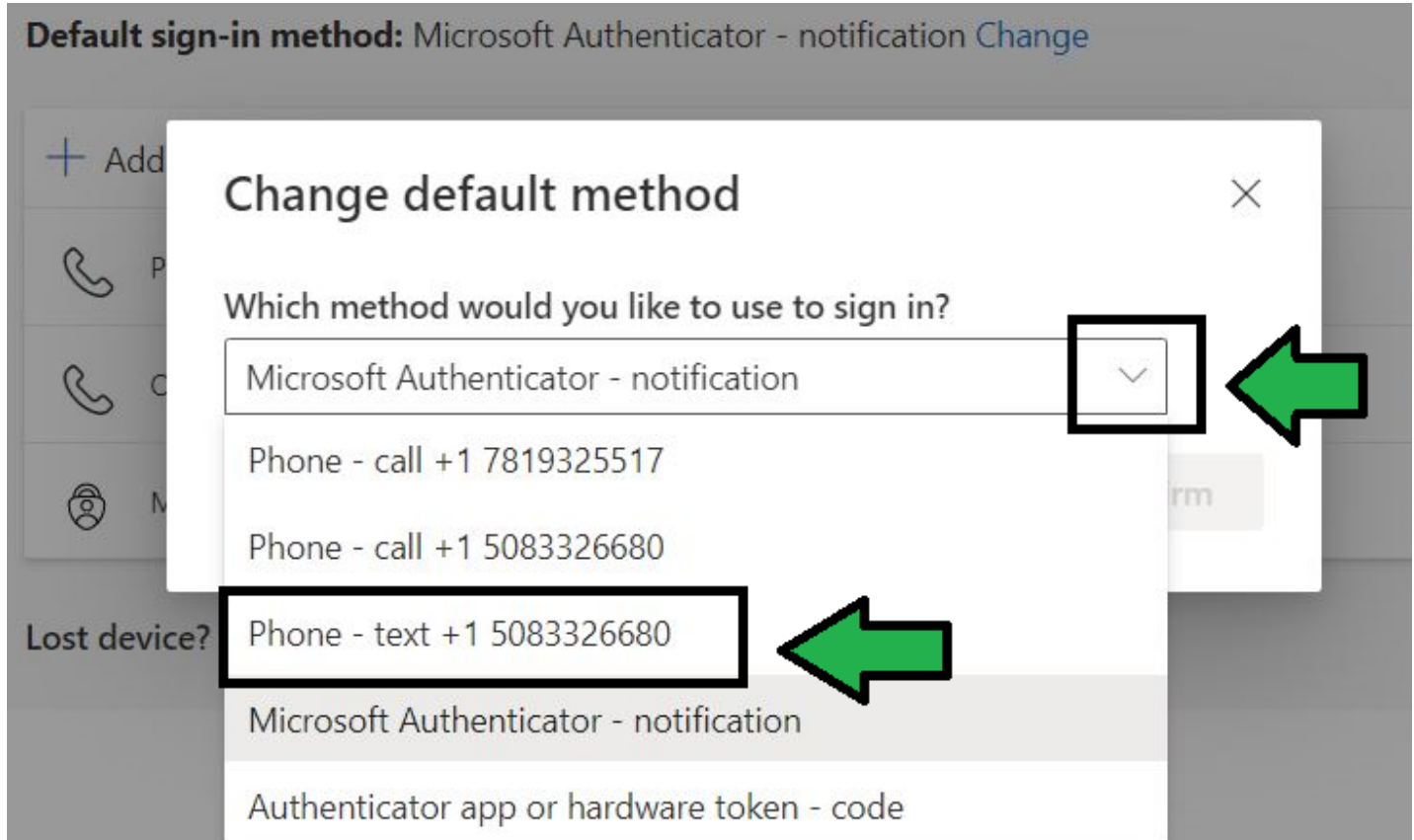
7. On the next screen scroll to the “Security Info” section and click “Update Info”



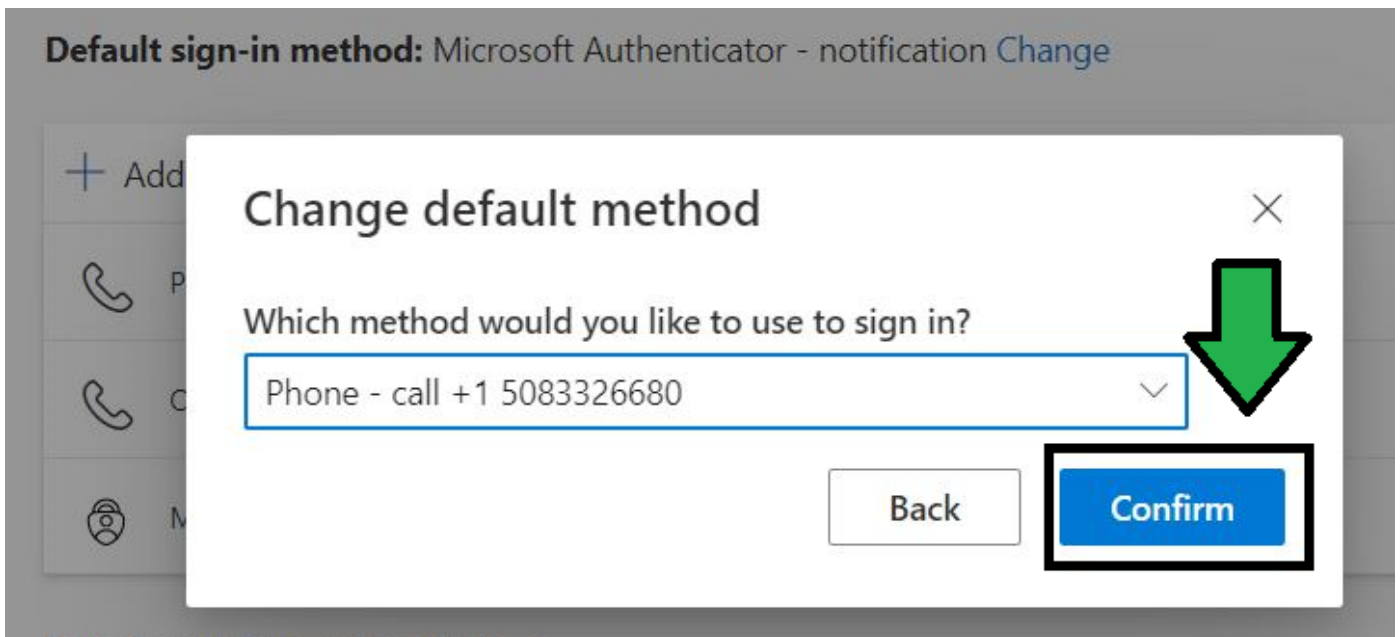
8. To change your default MFA sign-in method, at the “Default sign-in method:” Click “Change”



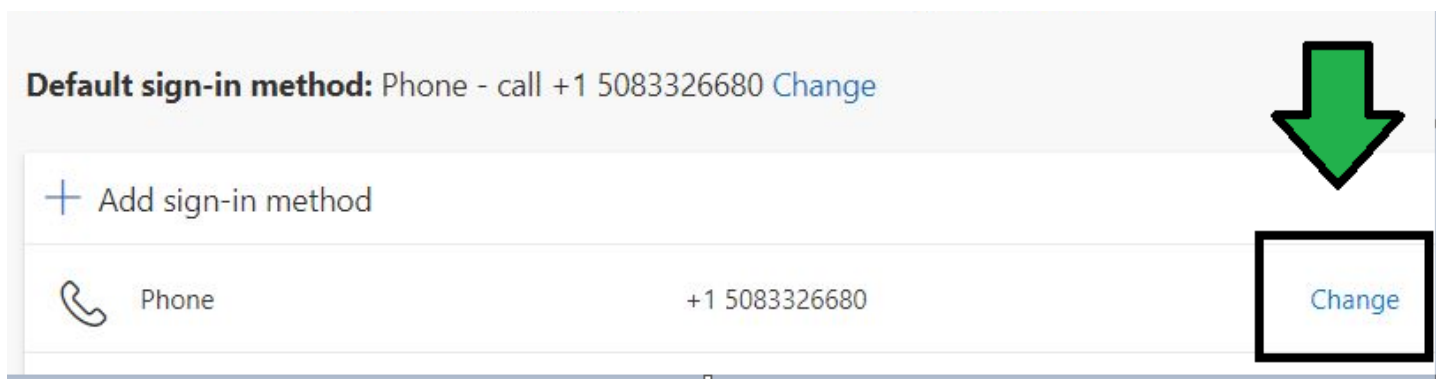
9. Click the down toggle icon and choose from your existing methods the new default sign-in.



10. Once you choose the default sign-in method, click “Confirm”



11. To edit a phone method, find the number on the list and click “Change”



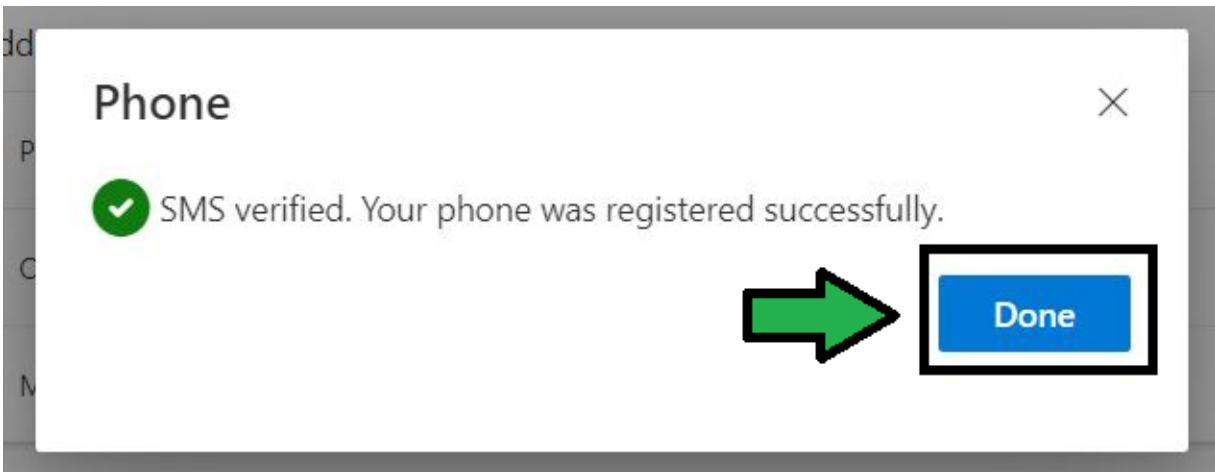
12. Enter in the new number, confirm the “Text me a code” option if desired, and click “Next”

The screenshot shows a 'Phone' dialog box with a close button (X) in the top right corner. The text inside reads: 'You can prove who you are by answering a call on your phone or texting a code to your phone.' Below this, it asks 'What phone number would you like to use?'. There is a dropdown menu for the country, currently set to 'United States (+1)'. To its right is a text input field containing '781-870-0009'. Below the input field are two radio button options: 'Text me a code' (which is selected) and 'Call me'. At the bottom, there is a 'Cancel' button and a blue 'Next' button. Green arrows point to the input field, the 'Text me a code' option, and the 'Next' button.

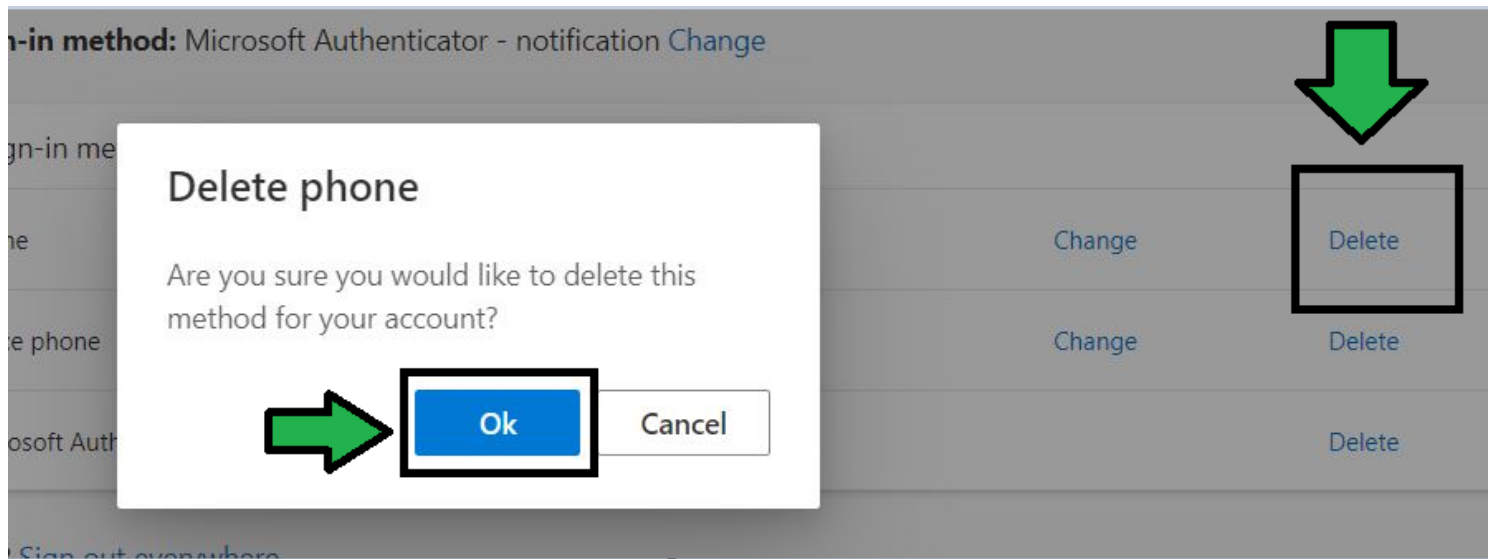
13. Edits require authentication for change. You will be sent a 6-digit verification code to the new number you entered. Retrieve the code and enter into the prompted field.

The screenshot shows a 'Phone' dialog box with a close button (X) in the top right corner. The text inside reads: 'Default sign-in method: Phone - call +1 5083326680 Change'. Below this, it says 'We just sent a 6 digit code to +1 781-870-0009. Enter the code below'. There is a text input field containing '793400'. Below the input field is a 'Resend code' link. At the bottom, there is a 'Back' button and a blue 'Next' button. Green arrows point to the input field and the 'Next' button.

14. You will receive a confirmation message that your phone was registered successfully. Click “Done”

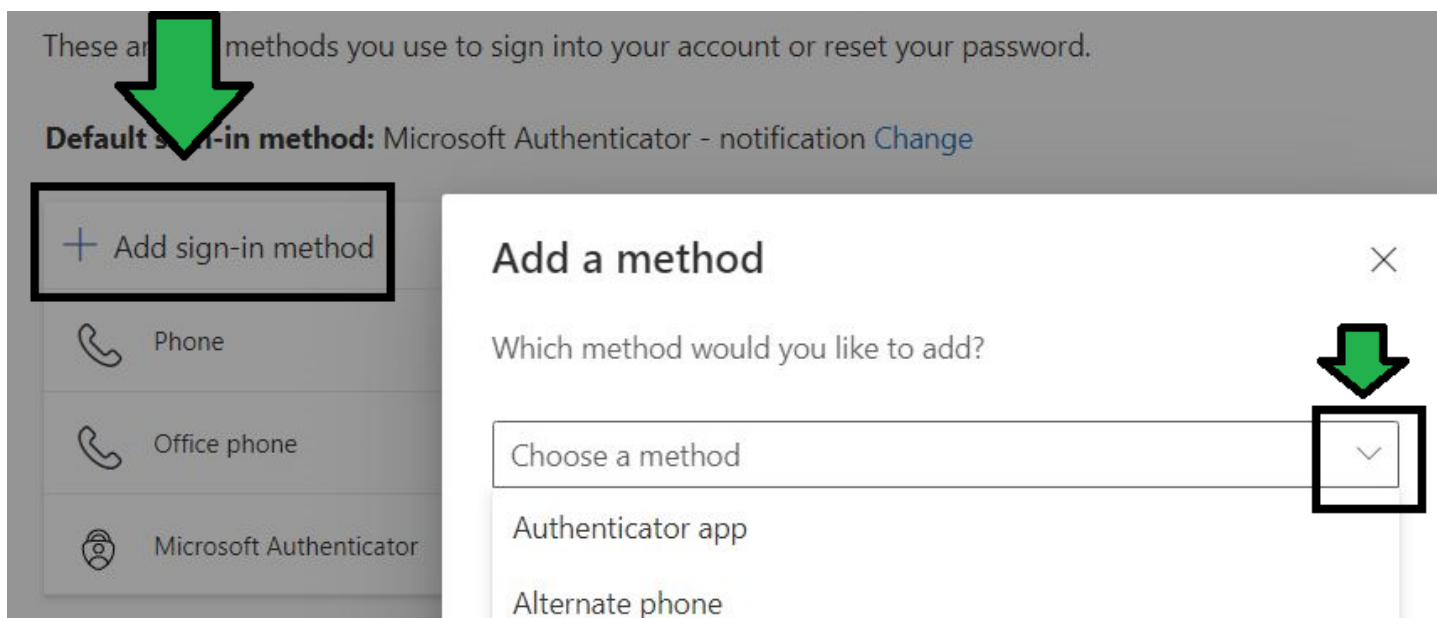


15. You have the option to “Delete” and registered method. Find the method in the list, click “Delete” and you will be prompted to confirm deletion. You can add this method back again with the “Add sign-in method” option, see Step #16.





16. To add back a deleted method or to just add an additional method, click “Add sign-in method” and using the down indicator toggle, choose from the available options in the menu.



17. Congratulations, we have reviewed the following: using an alternative authentication method if the default sign-in is unavailable to authenticate, set a new default sign-in method for MFA, and how to edit an authentication method.