Step-by-step instructions: Activating your HAW user ID and HAW account using two-step verification

1. Go to the www.office.com website.

2. Click on the Sign in button.

3. You will be taken to the Sign in page. Enter your user ID (w..123@haw-hamburg.de) and click Next.
4. You will be taken to the **Enter password** page. Enter your initial password and click **Next**.

![Enter password page](image)

5. You will be then be taken to the page **More information required**. You will be requested to provide additional information to protect your account. Select **Next**.

![More information required](image)

6. You will be taken to **Step 1: How should we contact you?** A drop-down menu will allow you to select the two-step verification process you would like to use in future.

   There are three options for carrying out two-step verification:
   
   o An authenticator app (e.g. Microsoft Authenticator)
   o Text message
   o A phone call

   **Note:** We recommend using an authenticator app, as this is the most secure method and the app is also required for other login processes with the HAW account and for the single sign-on service.
If you would like to use an authenticator app for two-step verification: Select Mobile app in the drop-down menu. You will see the window How do you want to use the mobile app? Select Receive notifications for verification.

Or:

If you would like to receive a code via text message for two-step verification: Select Authentication phone in the drop-down menu. A box titled Method will appear. In this box, select the option Send me a code by text message.

Or:

If you would like to receive a phone call on your mobile phone for two-step verification: Select Authentication phone in the drop-down menu. A box titled Method will appear. In this box, select the option Call me.

If you would like to receive a phone call on your landline for two-step verification:

Select Office phone in the drop-down menu.

As you make your decision, please note that you need to be able to access the app, your smartphone or your phone at all times as you may be requested to provide two-step verification at irregular intervals.
7. The subsequent steps depend on which two-step verification method you have selected.

If you have selected the Microsoft Authenticator app, please proceed as follows:

- Download the authenticator app to your mobile phone.
- In the box How do you want to use the mobile app? Select either Receive notifications for verification or Use verification code.
- Select Set up to call up a QR code on your computer screen.
- In the Authenticator app, select [...] and then +add account.
- Select the account type and then Scan QR code.
- Scan the QR code shown on your computer screen.

- Select **Next** on your computer. Answer the message on your device or enter the verification code shown in the app.
• You will then be asked to provide an alternative way of contacting you in case you lose access to the app. This concludes the set-up process.
If you have chosen to receive a code by text message, please proceed as follows:

- Select **Your country/region**, *e.g. Germany (+49)*, from the drop-down menu, then enter your mobile number in the text box.

- Select **Next**.

- You will be taken to **Step 2: We've sent a text message to your phone at +49...** Enter the verification code from the text message in the text box.

- Select **Verify**.

- You will be taken to **Step 3: Keep using your existing applications**. Copy the app password provided and keep it in a safe place.
Note: You only need to use app passwords if you are continuing to use older apps that don't support two-step verification.

- Select Done to conclude the set-up process.

If you have chosen to receive a call on your mobile phone, please proceed as follows:

- Select Your country/region, e.g. Germany (+49), from the drop-down menu, then enter your mobile number in the text box.

- Select next.

- You will receive a phone call from Microsoft asking you to press the pound (#) sign on your mobile phone to verify your identity.

- You will be taken to Step 3: Keep using your existing applications. Copy the app password provided and keep it in a safe place.

Note: You only need to use app passwords if you are continuing to use older apps that don’t support two-step verification.

- Select Done to conclude the set-up process.
If you have chosen to receive a phone call on your landline, please proceed as follows:

- Select **Your country/region**, e.g. **Germany (+49)**, from the drop-down menu, then enter your mobile number in the text box. Please make sure that you don't fill in the ‘extension’ box. Enter your complete phone number in the first text box.

- Select **next**.

- You will receive a phone call from Microsoft asking you to press the pound (#) sign on your phone to verify your identity.

- You will be taken to **Step 3: Keep using your existing applications**. Copy the app password provided and keep it in a safe place.

  **Note:** You only need to use app passwords if you are continuing to use older apps that don't support two-step verification.

- Select **Done** to conclude the set-up process.

- Verification using a landline phone also works when you have forwarded the phone – for example, to your mobile phone.

8. Once you have set up your user account, you will be asked to select a new password. The set-up process is then complete.