

Step-by-step instructions: Setting up two-step verification

Following the cyber-attack on HAW Hamburg's IT systems, the university's IT infrastructure is now being rebuilt. As part of this process, the Microsoft Office programmes are also being newly installed and a new user account is being set up for you. The following programmes will be available to you following the rebuild:

- An email account with your existing address (First name.Last name@haw-hamburg.de)
- MS Teams
- OneDrive
- Word, Excel, PowerPoint
- OneNote

To set up your user account, you will need your new **user ID** and **initial password**. The user ID and the initial password have been sent to you in two separate letters. In order to meet current security standards, in future you will only be able to log in to your user account using **two-step verification**.

What is two-step verification?

Two-step verification is an additional security measure to protect your user accounts. Even if unauthorised individuals obtain your password, they still can't access your user account.

Verification using more than one step begins with the entry of your user ID and your password. The system you want to sign in to confirms that the password entered is correct. However, this does not lead directly to the desired information – as is common in other systems – but rather to a further checkpoint. This prevents unauthorised parties from accessing user data or functions if they have obtained the password.

As a first step, you need to decide which process you want to use for verification in future. The following options are available for two-step verification:

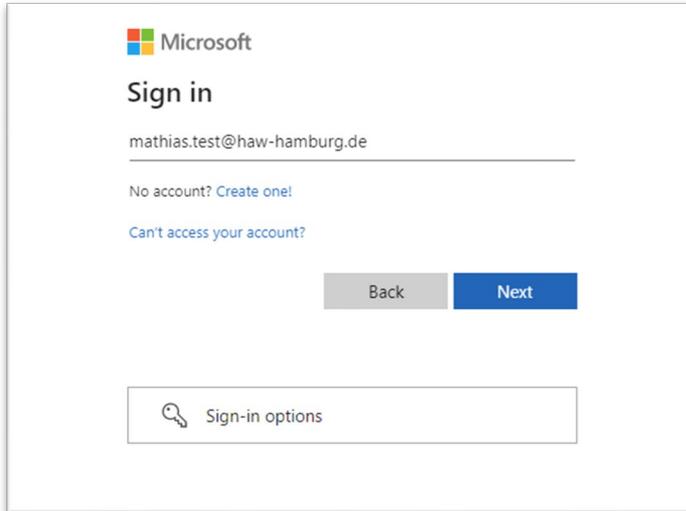
Step-by-step instructions

The following text provides step-by-step instructions to setting up two-step verification:

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

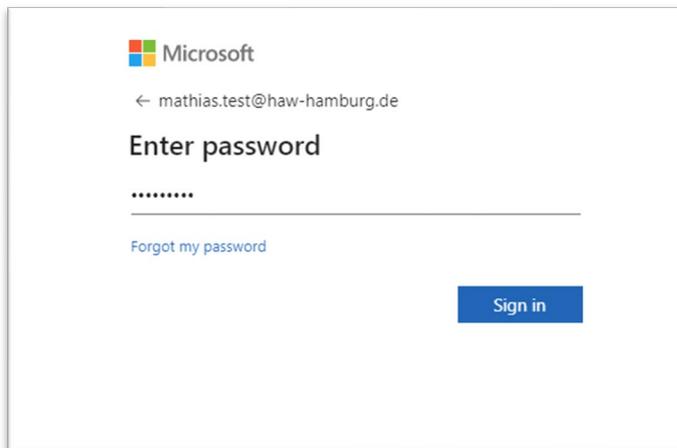


2. Click on the **Sign in** button.
3. You will be taken to the **Sign in** page. Enter your user ID (which will not necessarily be your email address) and click **Next**. The user ID has been sent to you by mail.



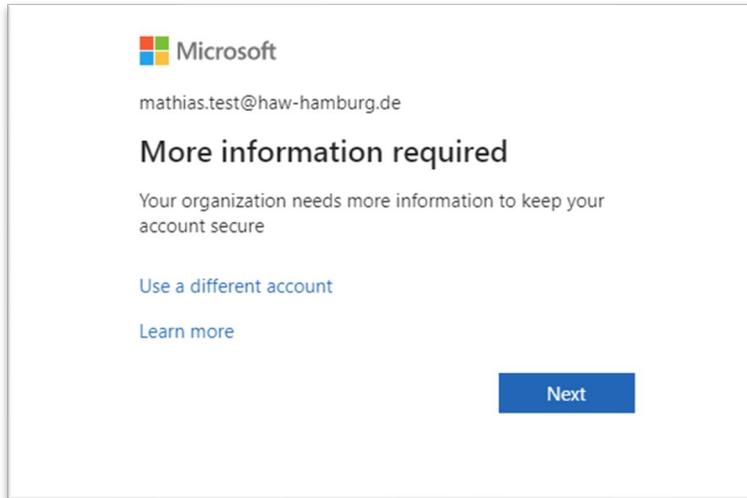
The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "mathias.test@haw-hamburg.de". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the page, there are two buttons: a grey "Back" button and a blue "Next" button. Below the buttons, there is a box with a key icon and the text "Sign-in options".

4. You will be taken to the **Enter password** page. Enter your initial password and click **Next**. The initial password has also been sent to you by mail.



The screenshot shows the Microsoft Enter password page. At the top left is the Microsoft logo. Below it, the text "Enter password" is displayed. Above the password input field, there is a back arrow and the email address "mathias.test@haw-hamburg.de". The password input field contains a series of dots. Below the input field, there is a link: "Forgot my password". At the bottom right of the page, there is a blue "Sign in" button.

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



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.

If you would like to use the Microsoft 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**.

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**.

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**.

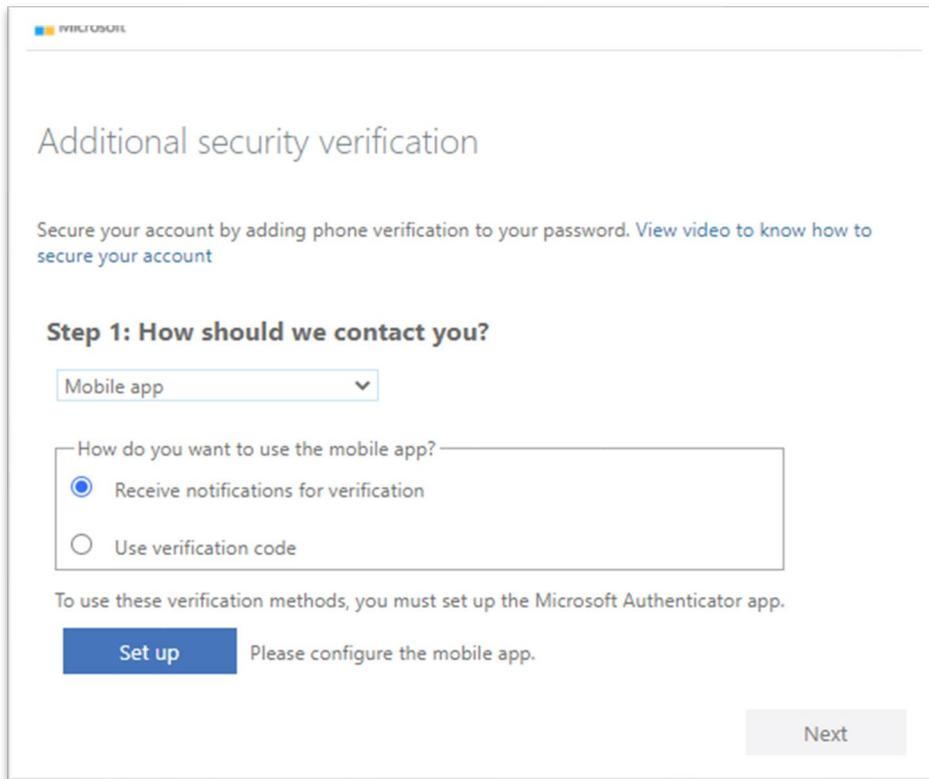
If you would like to receive a phone call on your landline for two-step verification: Select **Office phone** in the drop-down menu.

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:

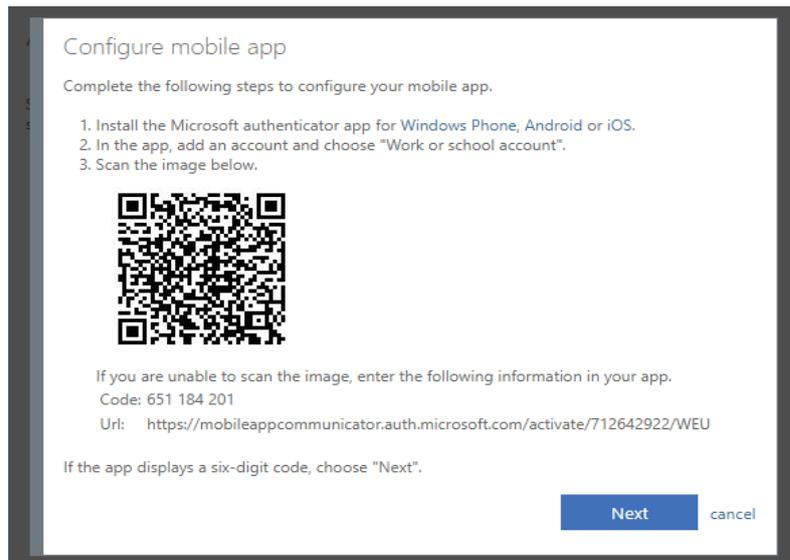
- Download and install the Microsoft Authenticator app on your mobile phone.
- In the box **How do you want to use the mobile app?** select either *Receive notifications for verification* or *Use verification code*.



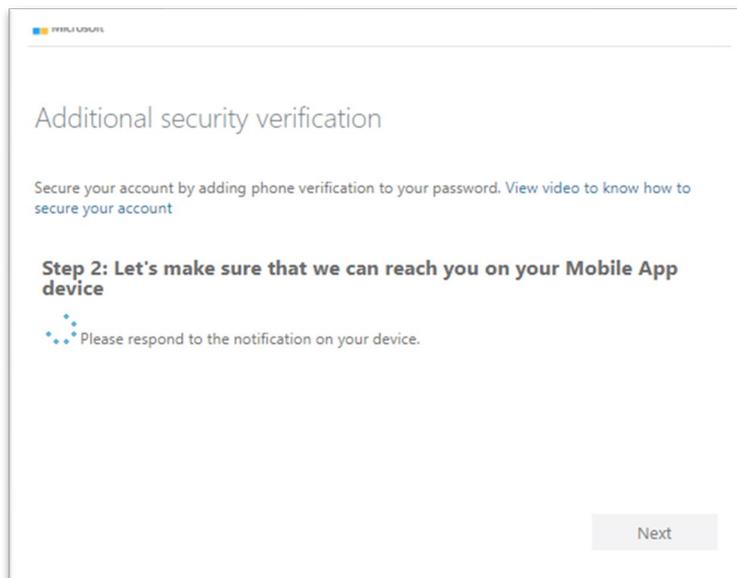
The screenshot shows a Microsoft account security verification page. At the top, it says "Additional security verification". Below that, it says "Secure your account by adding phone verification to your password. View video to know how to secure your account". The main heading is "Step 1: How should we contact you?". There is a dropdown menu with "Mobile app" selected. Below that, there is a section titled "How do you want to use the mobile app?" with two radio button options: "Receive notifications for verification" (which is selected) and "Use verification code". At the bottom, there is a blue "Set up" button and a grey "Next" button. A message says "To use these verification methods, you must set up the Microsoft Authenticator app." and "Please configure the mobile app."

- 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**.

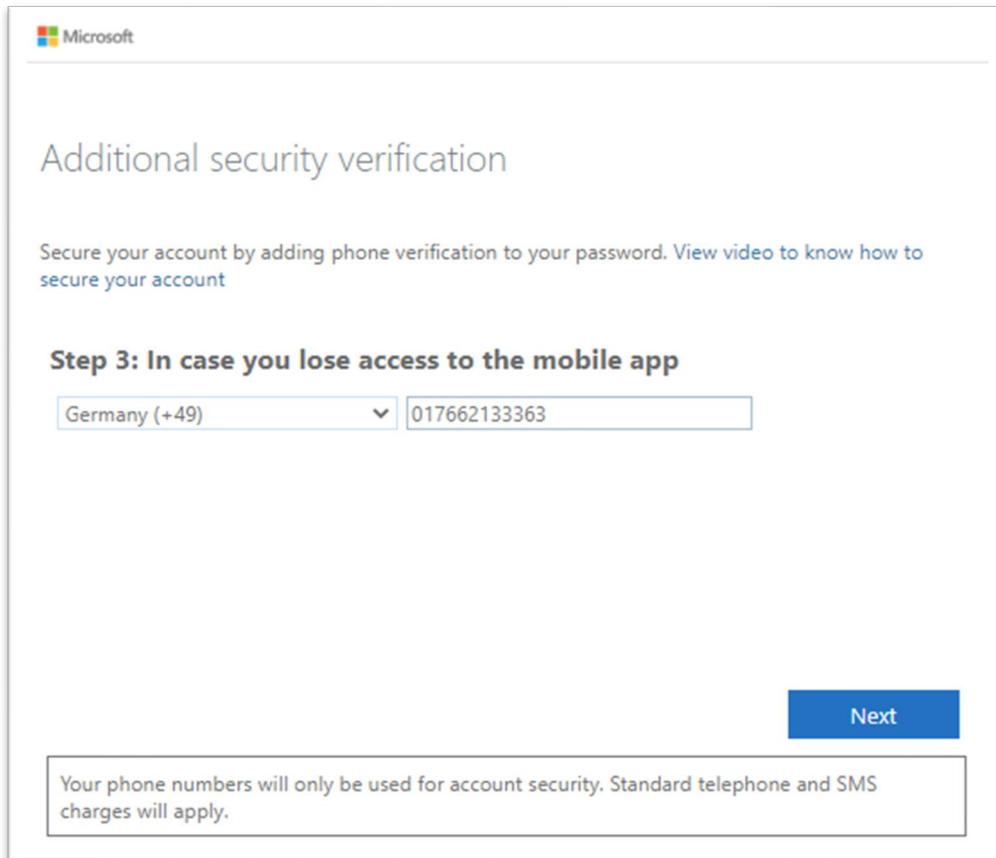
- Scan the QR code shown on your computer screen.



- Select **Next** on your computer. Respond to the notification 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 mobile app. This concludes the set-up process.



The screenshot shows a Microsoft account security verification page. At the top left is the Microsoft logo. The main heading is "Additional security verification". Below this is a sub-heading: "Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)". The current step is labeled "Step 3: In case you lose access to the mobile app". There are two input fields: a dropdown menu for the country code, currently set to "Germany (+49)", and a text box for the phone number, containing "017662133363". A blue "Next" button is located at the bottom right. A disclaimer box at the bottom states: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply."

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 3: In case you lose access to the mobile app

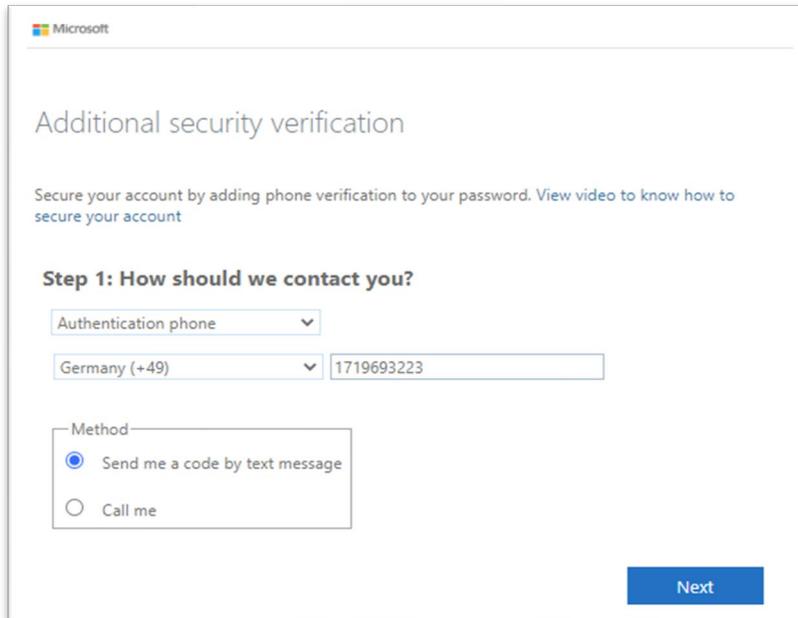
Germany (+49)

Next

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

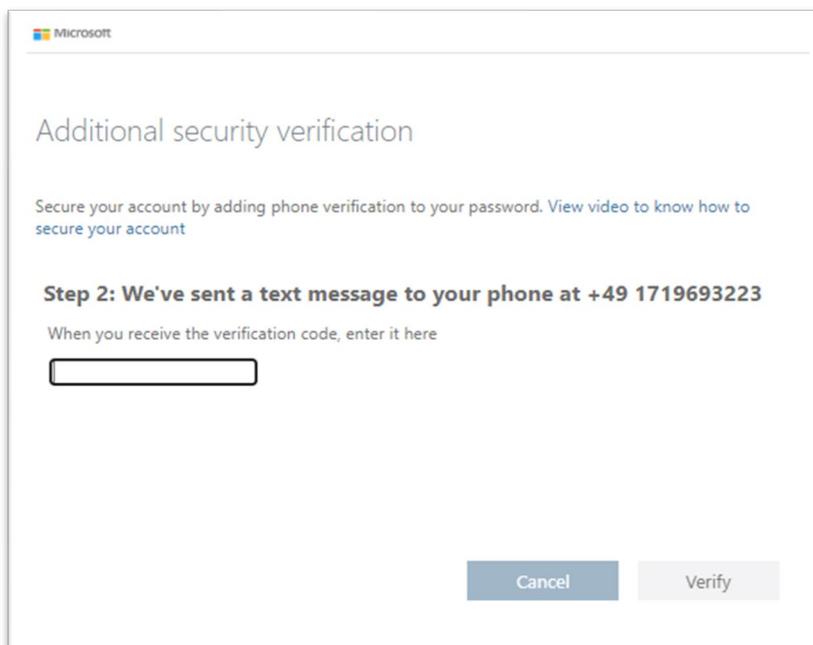
If you have chosen to receive a code by text message, please proceed as follows:

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



The screenshot shows the Microsoft 'Additional security verification' interface. At the top, it says 'Additional security verification' and 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. Below this, it asks 'Step 1: How should we contact you?'. There are three input fields: 'Authentication phone' (a dropdown menu), 'Germany (+49)' (a dropdown menu), and '1719693223' (a text box). Below these is a 'Method' section with two radio buttons: 'Send me a code by text message' (which is selected) and 'Call me'. A blue 'Next' button is located at the bottom right.

- Select **Next**.
- You will then 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.

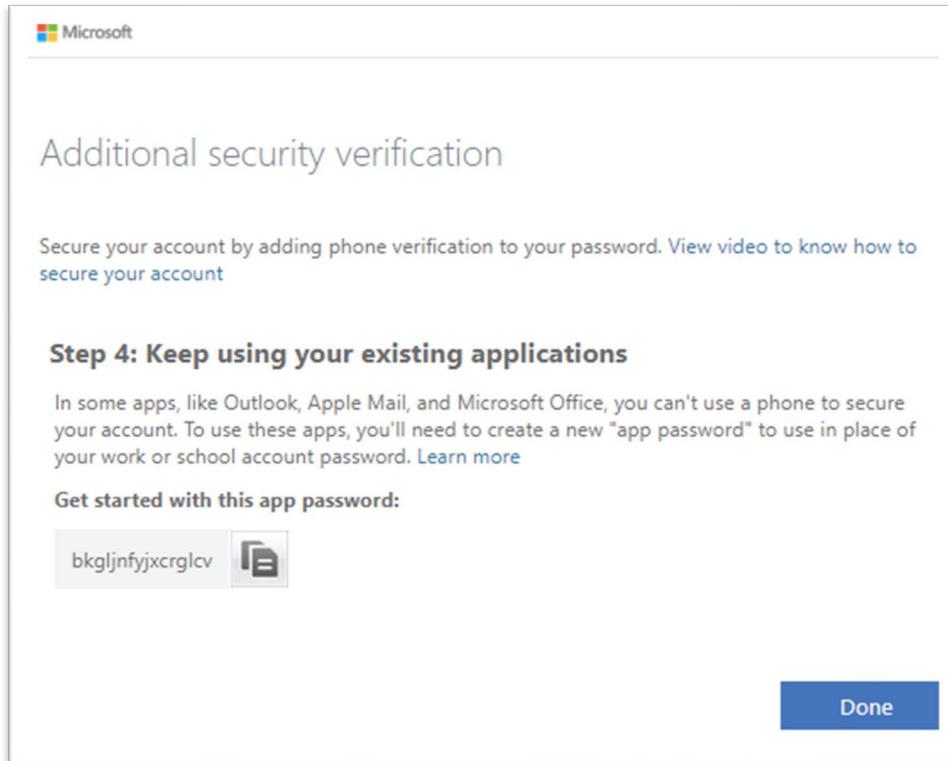


The screenshot shows the Microsoft 'Additional security verification' interface for Step 2. It says 'Step 2: We've sent a text message to your phone at +49 1719693223'. Below this, it says 'When you receive the verification code, enter it here' and there is a text box for entering the code. At the bottom, there are two buttons: 'Cancel' and 'Verify'.

- Select **Verify**.
- You will be taken to **Step 3: Keep using your existing applications**. Copy the app password 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:

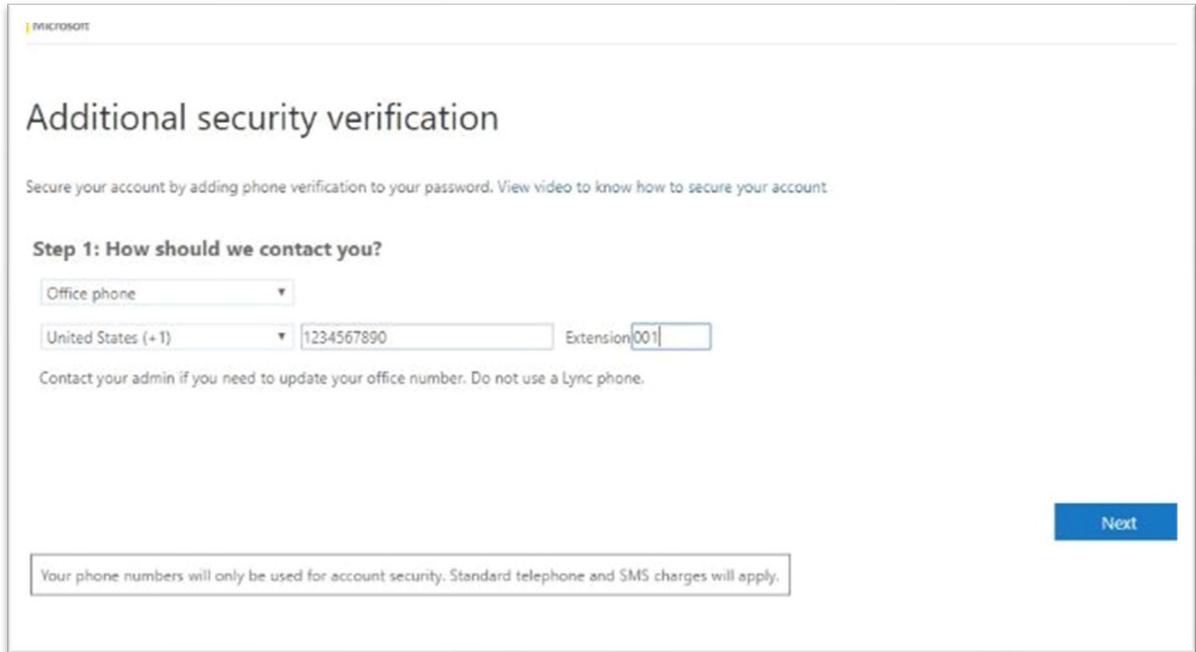
- Select **Your country/region**, e.g. *Germany (+49)*, from the drop-down menu, then enter your mobile number in the text box.
- Select **Next**.
- You will receive a phone call from Microsoft, asking you press the pound (#) sign on your mobile phone to verify your identity.
- You will be taken to **Step 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 landline 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.



Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account.](#)

Step 1: How should we contact you?

Office phone

United States (+1) 1234567890 Extension 001

Contact your admin if you need to update your office number. Do not use a Lync phone.

Next

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

- Select **Next**.
- You will receive a phone call from Microsoft, asking you 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.