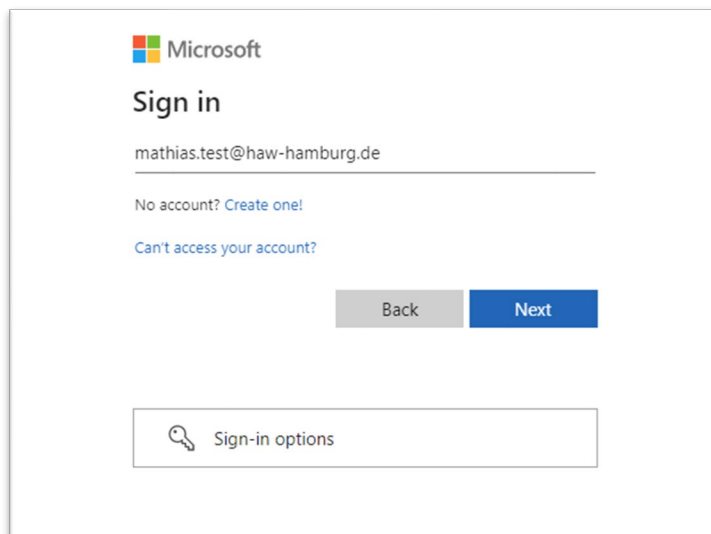


## Step-by-step instructions: Activating your HAW user ID and HAW account using two-step verification

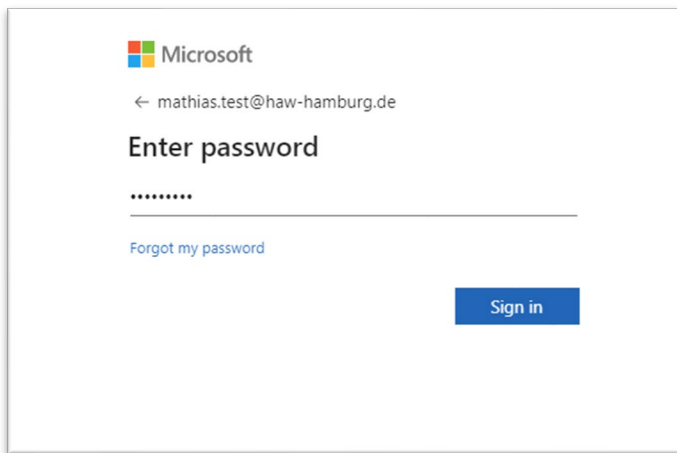
1. Go to the [www.office.com](http://www.office.com) website.



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**.

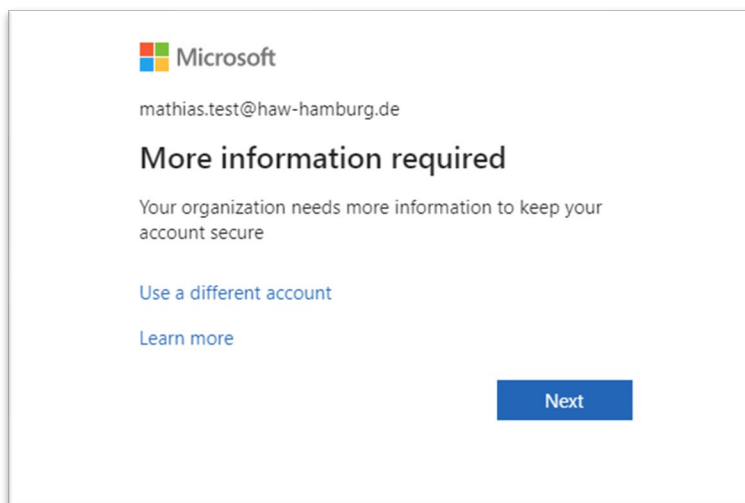


4. You will be taken to the **Enter password** page. Enter your initial password and click **Next**.



The screenshot shows the Microsoft login interface. At the top left is the Microsoft logo. Below it is the email address 'mathias.test@haw-hamburg.de' with a back arrow. The main heading is 'Enter password'. There is a password input field with a masked password '.....'. Below the input field is a link 'Forgot my password'. At the bottom right is a blue button labeled 'Sign in'.

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**.



The screenshot shows the Microsoft 'More information required' page. At the top left is the Microsoft logo. Below it is the email address 'mathias.test@haw-hamburg.de'. The main heading is 'More information required'. Below the heading is the text 'Your organization needs more information to keep your account secure'. There are two links: 'Use a different account' and 'Learn more'. At the bottom right is a blue button labeled '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.

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:

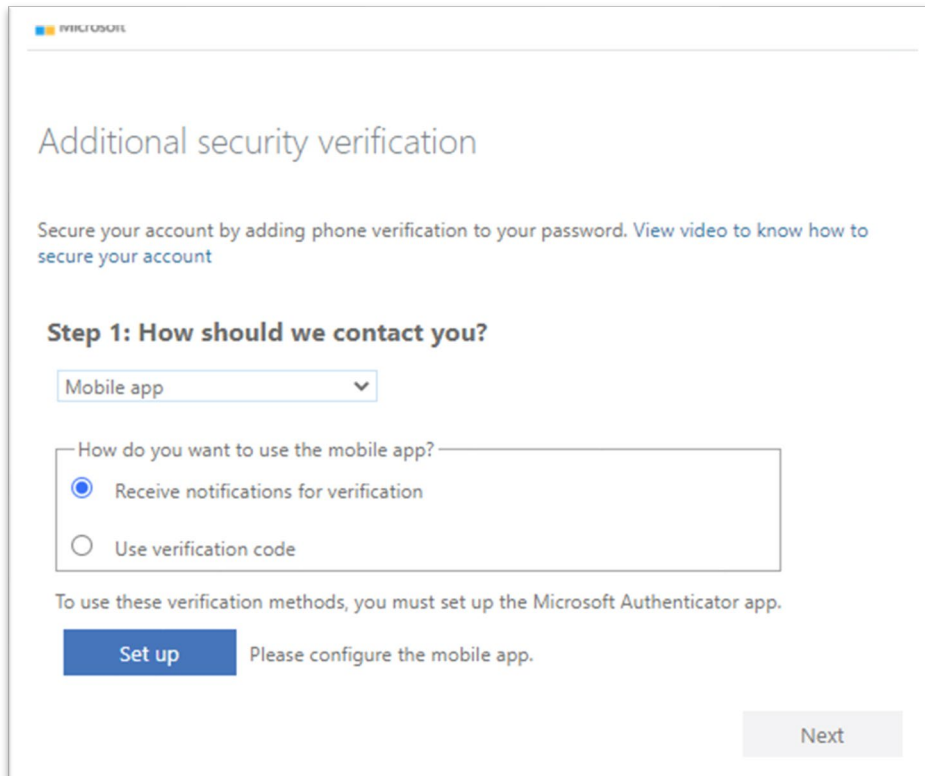
Select **Office phone** in the drop-down menu.

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:

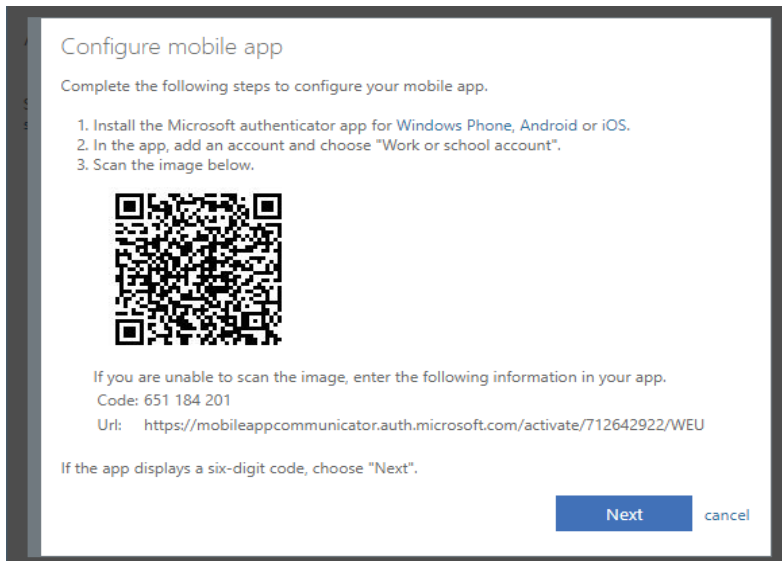
- Download the authenticator app to your mobile phone.
- In the box **How do you want to use the mobile app?** Select either **Receive notifications for verification** or **Use verification code**.



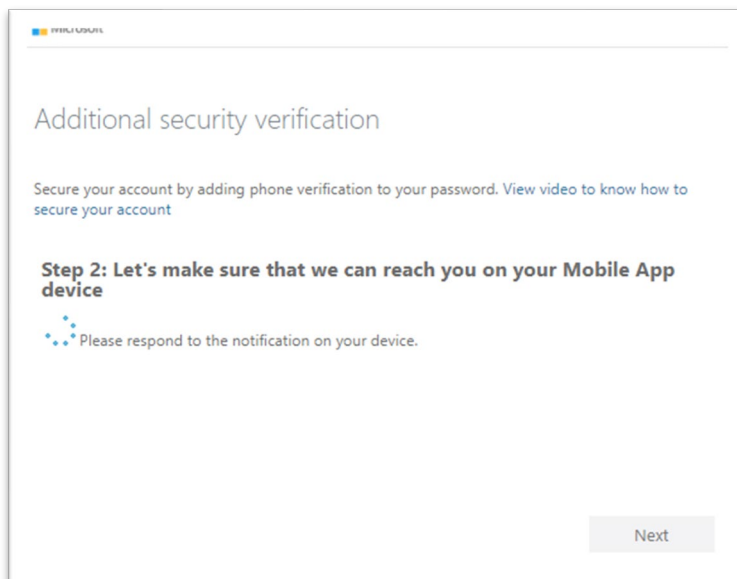
The screenshot shows the Microsoft account security verification setup screen. At the top, it says "Additional security verification" and "Secure your account by adding phone verification to your password. View video to know how to secure your account". Below this, it asks "Step 1: How should we contact you?" and has a dropdown menu set to "Mobile app". Underneath, it asks "How do you want to use the mobile app?" and has two radio button options: "Receive notifications for verification" (which is selected) and "Use verification code". Below the options, it says "To use these verification methods, you must set up the Microsoft Authenticator app." and has a blue "Set up" button and a grey "Next" button.

- 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**.

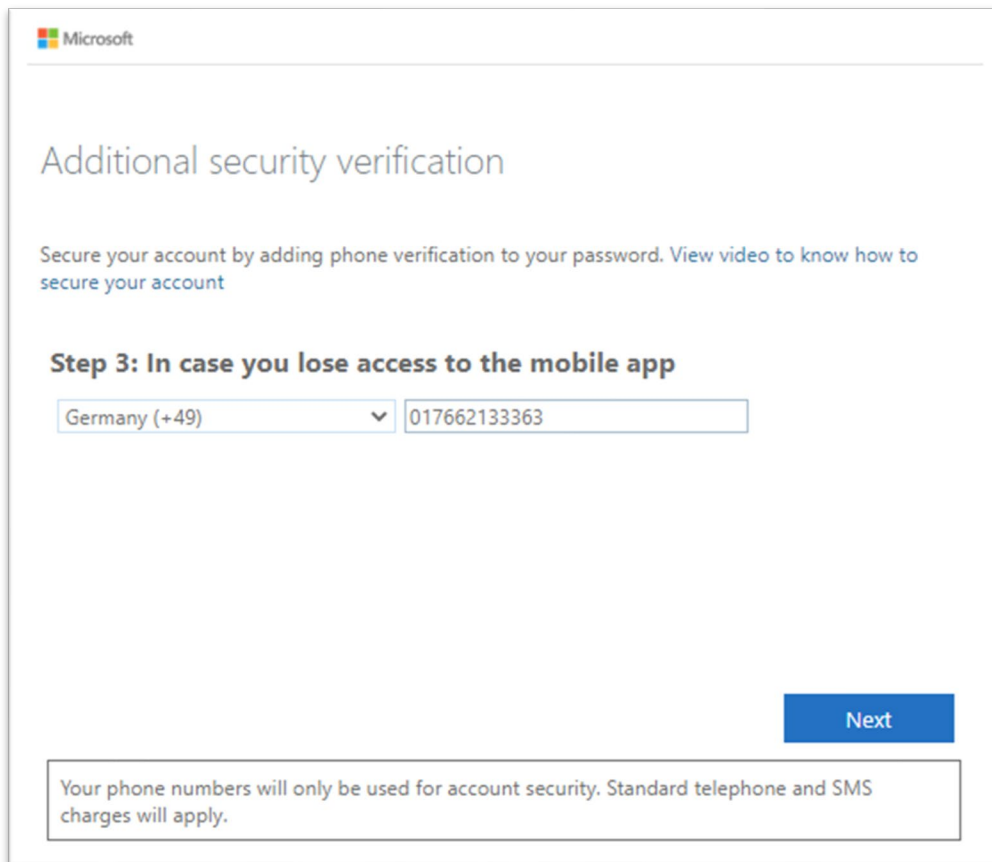
- Scan the QR code shown on your computer screen.



- 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.



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 "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

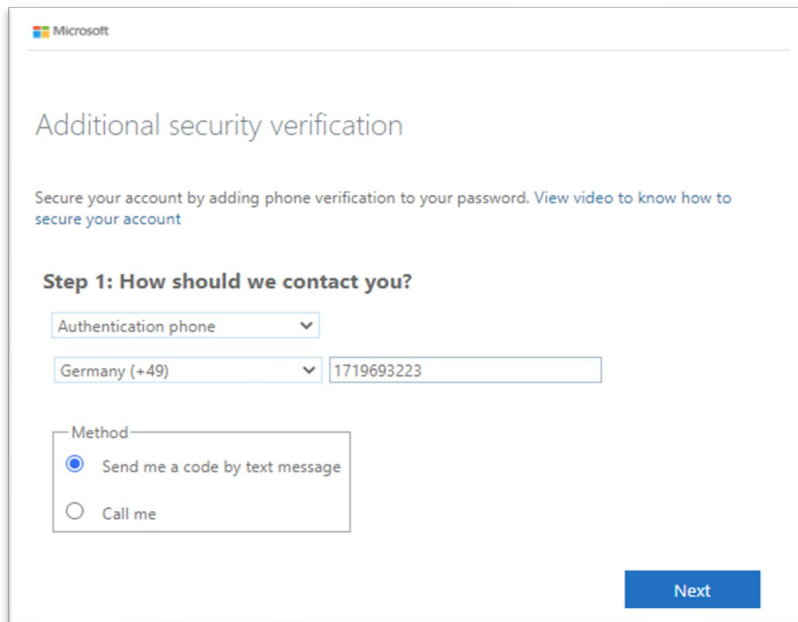
Germany (+49)

[Next](#)

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

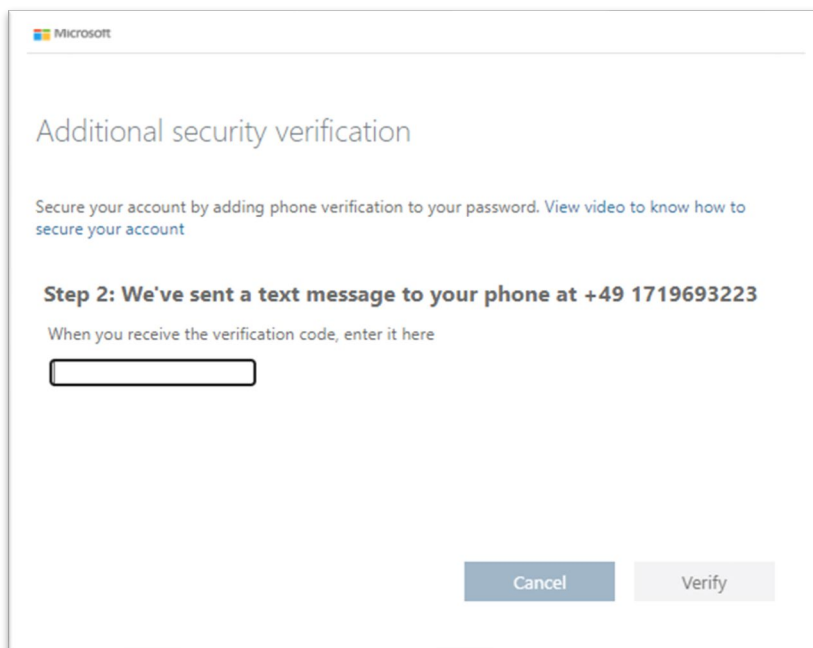
If you have chosen to receive a code by text message, please proceed as follows:

- 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 account 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'. The main heading is 'Step 1: How should we contact you?'. Below this, there is a dropdown menu for 'Authentication phone' and another dropdown for 'Country (+49)' with 'Germany (+49)' selected. To the right of the country dropdown is a text box containing the number '1719693223'. 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 of the form.

- 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.

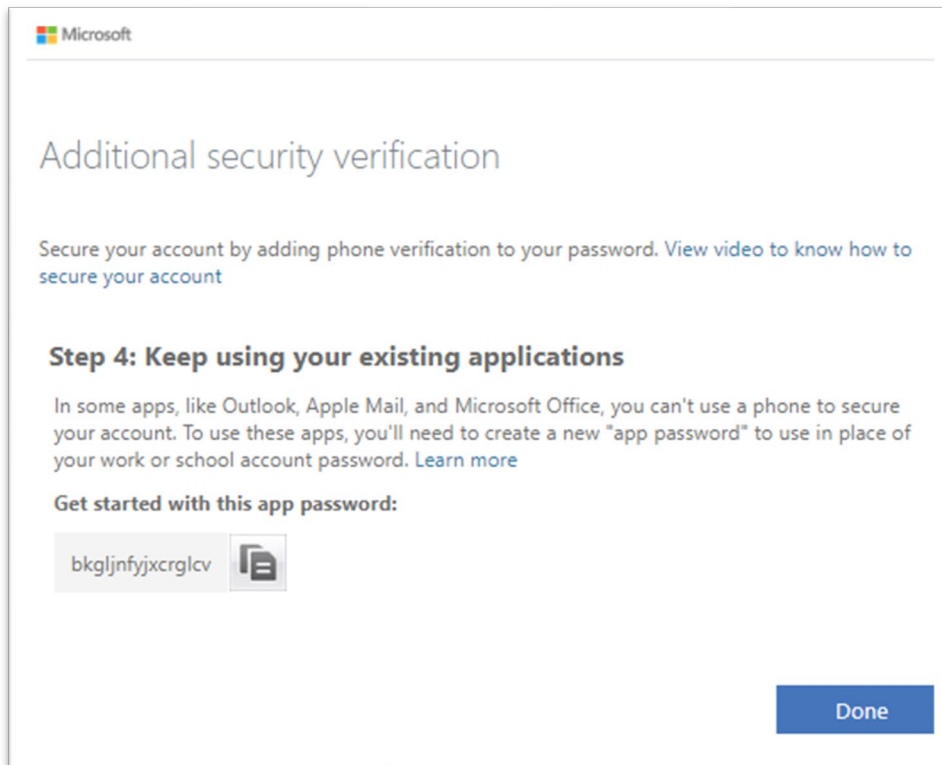


The screenshot shows the second step of the verification process. The heading is 'Step 2: We've sent a text message to your phone at +49 1719693223'. Below this, it says 'When you receive the verification code, enter it here'. There is a single-line text input box for entering the code. At the bottom, 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 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.

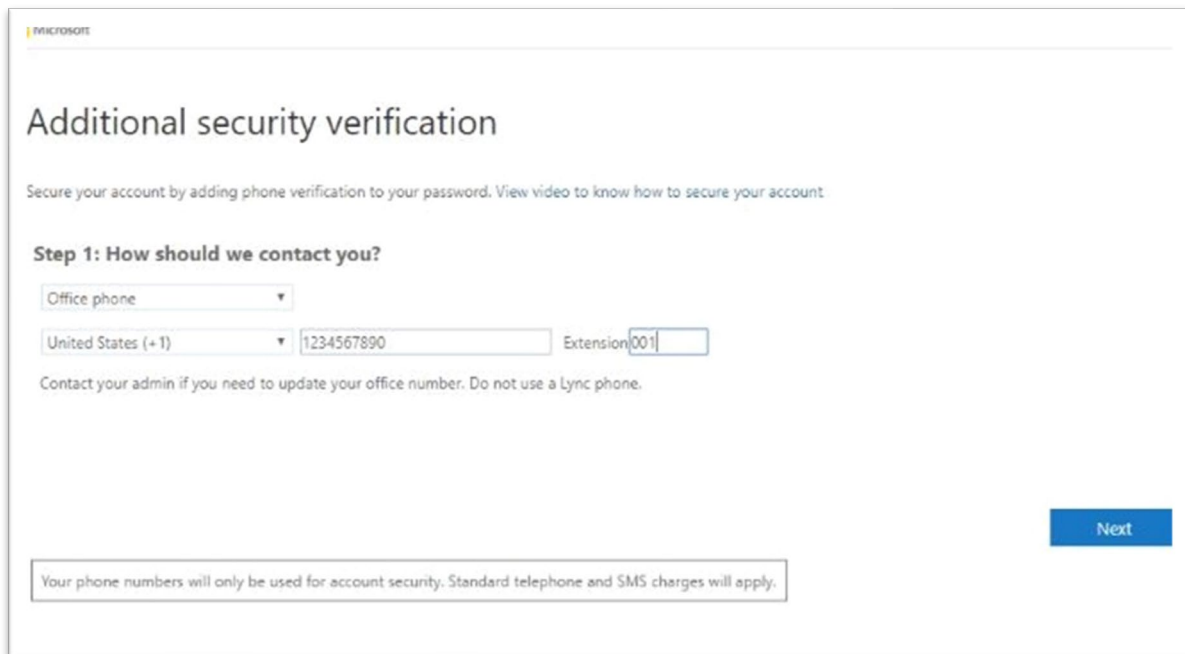
**Note:** You only need to use app passwords if you are continuing to use older apps that don't support two-step verification.

- 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.



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)  Extension

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 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.