

Additional Information on configuring email on your phone

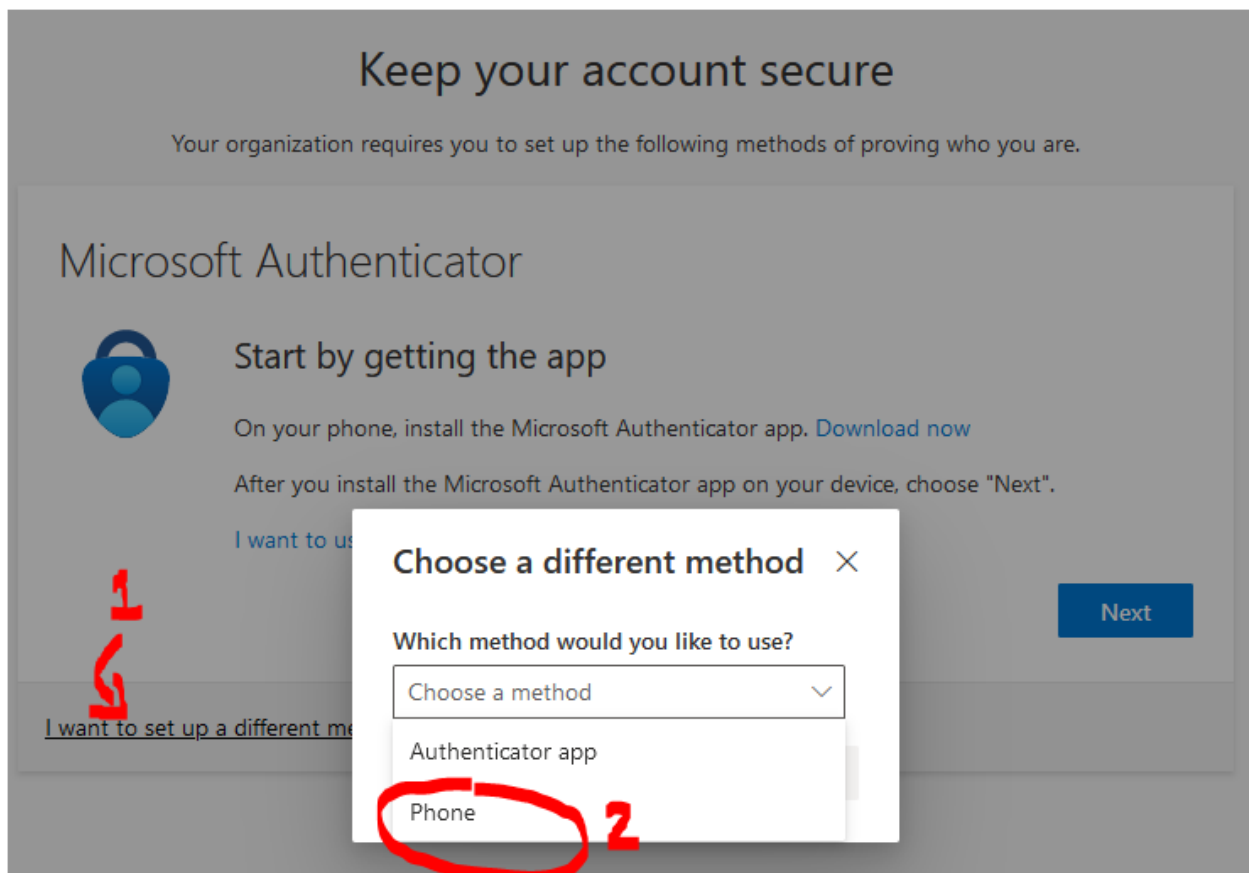
Please pay special attention while setting up ESU Email on your phone. Recent changes to Multi Factor Authentication (MFA) have been made by Microsoft.

Failure to follow these steps may result in a misconfiguration and delay in ability to access your email on your phone.

During the configuration steps you will be prompted to “KEEP YOUR ACCOUNT SECURE” and are shown a dialog that advises you to **install the Microsoft Authenticator App**. You should click the Download Now button immediately and follow the steps to install the app. (DO NOT CLICK NEXT.)

When you successfully install the Microsoft Authenticator app, return the email configuration screen and now you can choose **NEXT**.

Alternatively, should you wish to not download and use the Authenticator App you can instead click I want to set up a different method. (SEE #1). Then, when prompted to choose a different method, click the drop list and chose **Phone**. (SEE #2).



If you have questions about this, or other IT related tasks, you can contact our helpdesk at 570-422-3789 or email helpdesk@live.esu.edu.