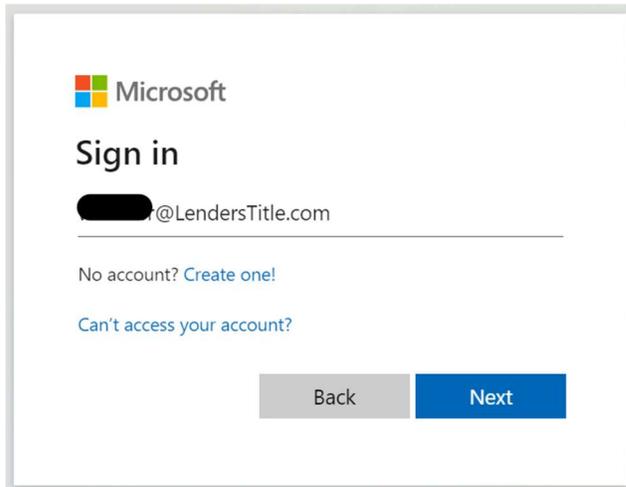
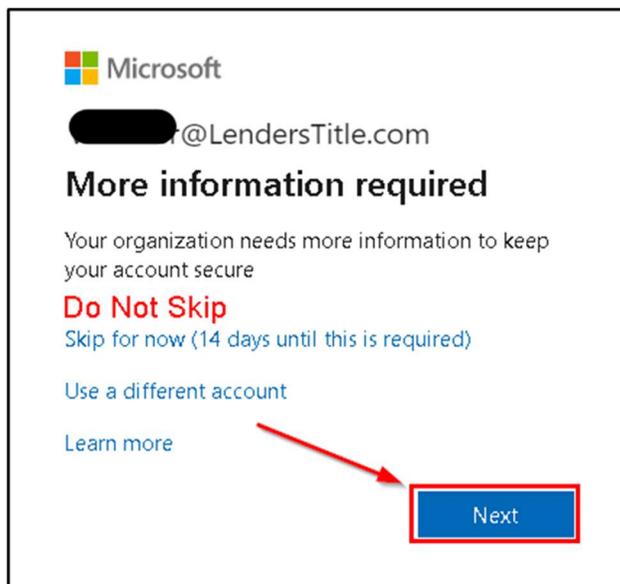


(MFA) Multi-Factor Authentication Setup

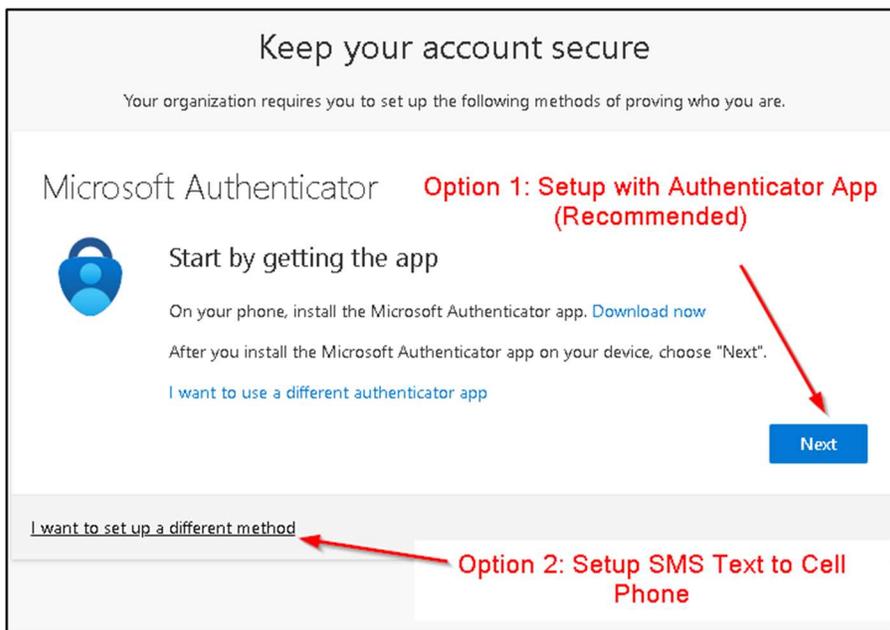
1. In a web browser with INPRIVATE or INCONGNITO mode
 - a. Navigate to portal.office.com
 - b. Sign in with username and password



2. Select **Next** to setup Authentication methods



3. Set up you authentication method by downloading the Microsoft Authenticator App on an iOS or Android smartphone.



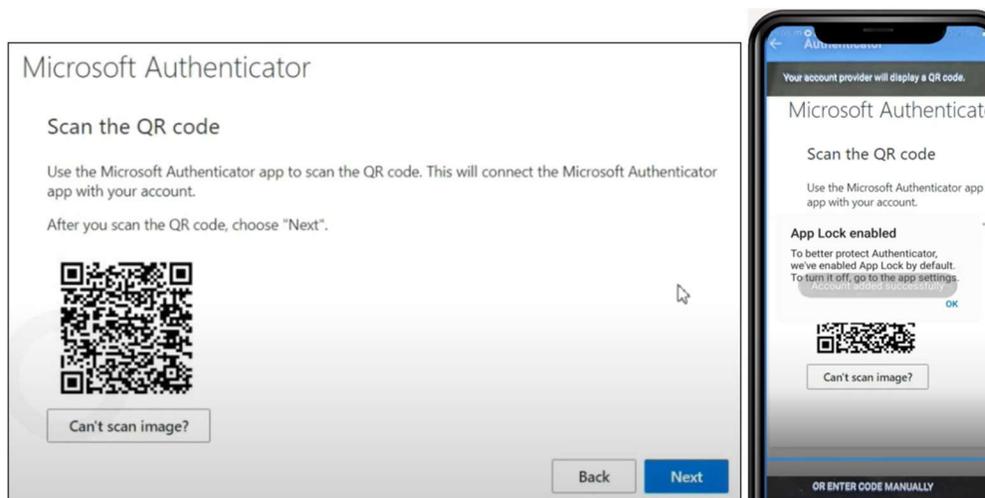
4. Instructions for **Option 1: Setup with Authenticator App**

a. Download App

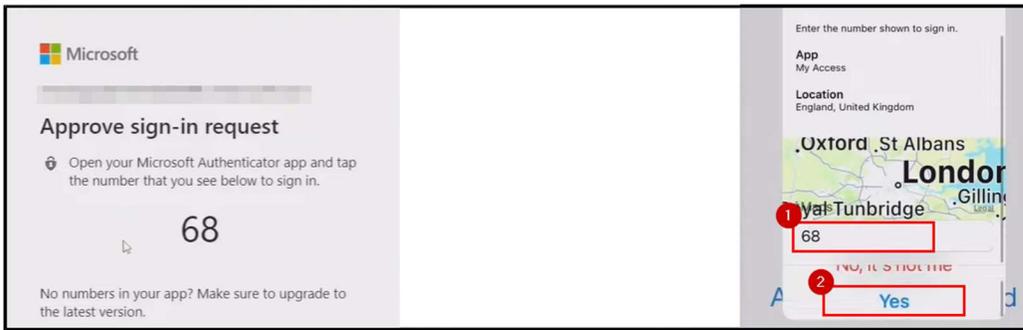


5. Open the Authenticator App

- Click the **+** at the top right corner
- Select **Work or School** account
- Scan the QR Code on the screen



6. Authenticator App will walk you through testing the number matching.

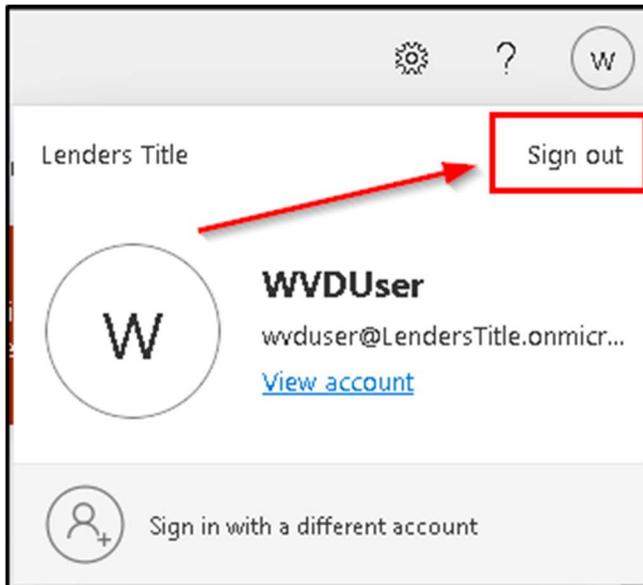


7. Success -- Continue on next page to Reset Password.

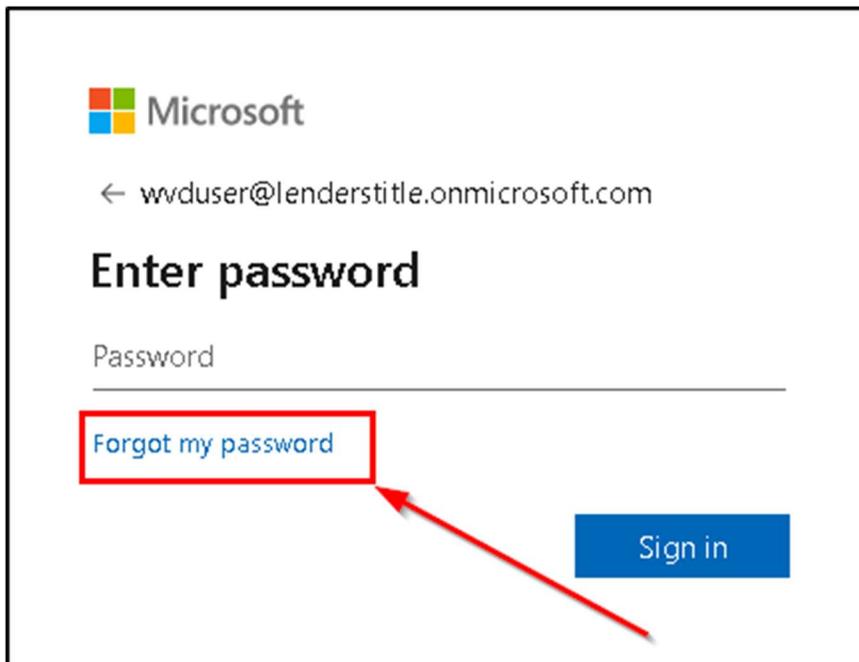


How to Change your Password

1. Once MFA has been setup, **Sign out** of the session.



2. In a web browser with INPRIVATE or INCONGNITO mode
 - a. Navigate to portal.office.com
 - b. Enter the username and this time select **FORGOT MY PASSWORD**



3. Enter the CAPTCHA code and click **Next**

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and

Email or Username: *

wwduser@lenderstitle.onmicrosoft.com

Example: user@contoso.onmicrosoft.com or user@contoso.com

1

2

Enter Text

Enter the characters in the picture or the words in the audio. *

Next Cancel

4. Now you will be prompted to verify the process using the Authentication Method you set up previously. Enter the information and click **Next**

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

5. Enter a new password must be at least 10 Characters.
 - a. Must use at least a combination of Uppercase, Lowercase and Number characters.
 - b. Cannot use your username in the password.

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

6. Your password is now reset. **SUCCESS!**