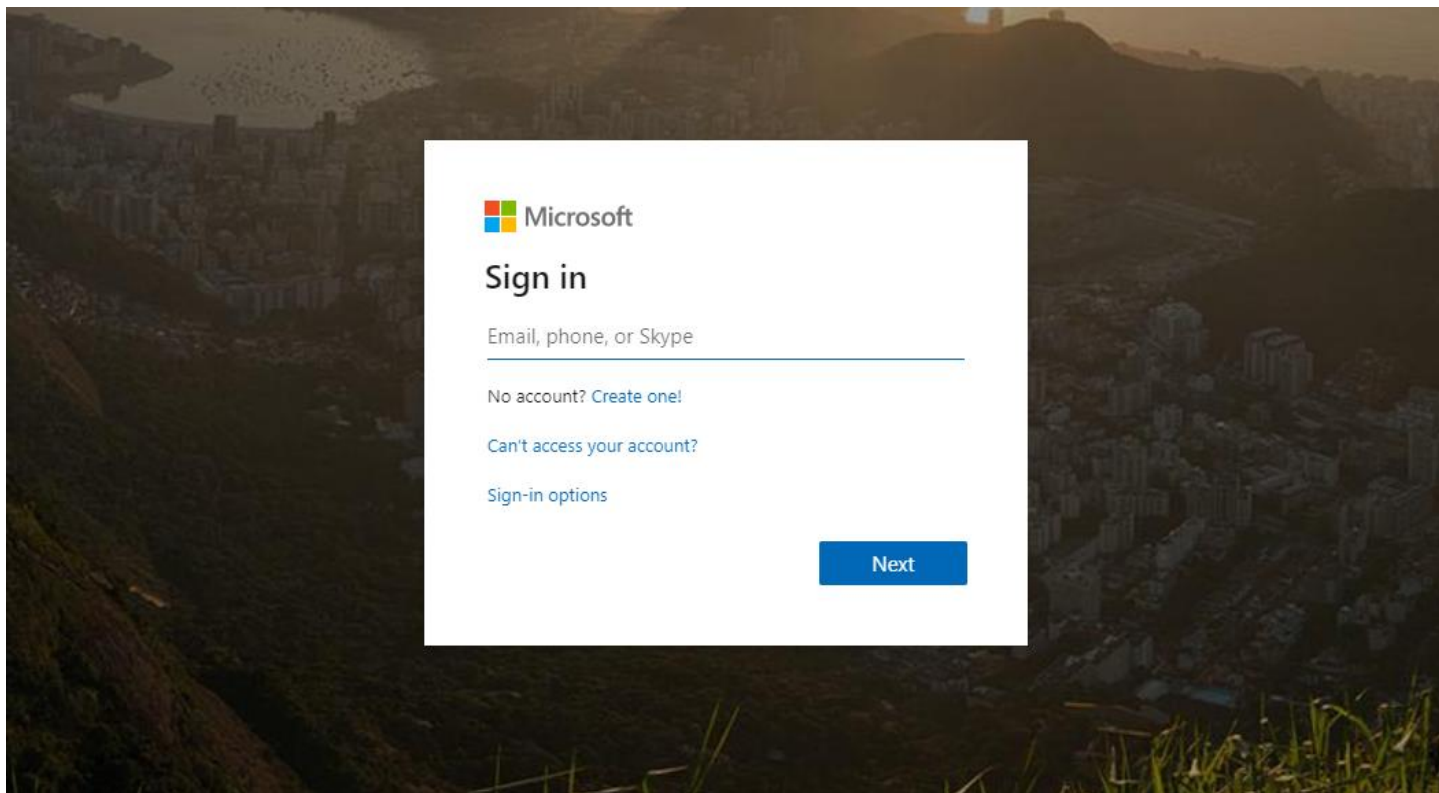


***Notice: We recommend using incognito or private mode in your browser when following these steps

Step 1: Go to outlook.fresno.edu



Step 2: Enter your **First.lastname@fresno.edu** into the Sign in box.

Click the **Next** button.

Enter your current password which you received in the emails with your initial FPU Account information. **(This will be changed later)**

When you see this screen select **Next** to start the setup:



Sunny.Sunbird@fresno.edu

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

1. How to set up Multi-Factor Authentication (MFA) via Microsoft Authenticator App

A. Download Microsoft Authenticator App from Apps Store (iOS) or Play Store (Android) then click next on the webpage

A screenshot of a web-based security setup page. At the top, a blue header bar contains "Fresno Pacific University" on the left and a question mark icon on the right. The main content area has the heading "Keep your account secure" and a sub-heading "Your organization requires you to set up the following methods of proving who you are." Below this is a progress indicator for "Method 1 of 2: App", with "App" selected and "Phone" as the next step. The main section is titled "Microsoft Authenticator" and contains a search bar with the text "Start by getting the app". Below the search bar, there is a small icon of a smartphone with a lock symbol, followed by the text: "On your phone, install the Microsoft Authenticator app. Download now" and "After you install the Microsoft Authenticator app on your device, choose 'Next'." There is a link "I want to use a different authenticator app" and a blue "Next" button. At the bottom left, there is a link "I want to set up a different method".

B. Once you've installed the app on your phone, click on **Next** on the prompt in your browser.

Download now'. Below that, it says 'After you install the Microsoft Authenticator app on your device, choose \"Next\".' and 'I want to use a different authenticator app'. A blue 'Next' button is located at the bottom right of the main content area. At the bottom of the screen, there is a link that says 'I want to set up a different method'."/>


Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App

App Phone

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

[Next](#)


[I want to set up a different method](#)

C. On the app in your phone select **Set up your account** and then add **Work or School** account. If prompted give access to camera and allow notifications.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.


Method 1 of 2: App


App

2

Phone

Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back Next

I want to set up a different method

D. Now Scan the QR on your screen with the authenticator app on your phone.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App


App 2 Phone

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



[Can't scan image?](#)

[Back](#) [Next](#)

[I want to set up a different method](#)

E. Now you will receive a notification on your phone that you will need to approve.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App

App 2 Phone

Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app

Back Next


I want to set up a different method

F. Once you've approved the notification you have completed the setup of MFA, and now you will need to click next to setup the next verification method.

Keep your account secure


Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App



App 2
Phone

Microsoft Authenticator



✔ Notification approved

BackNext

I want to set up a different method

Now you will need to setup Authentication Phone as Method 2 – You can select either Text me a code or Call me.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone



App



Phone

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1)



5594533410

Text me a code

Call me

Message and data rates may apply.

Next



[I want to set up a different method](#)

G. You will receive either a phone call or a text message to verify you have access to this verification method.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

 App  Phone

Phone

We're calling +1 5594532383 now.

[Back](#)



[I want to set up a different method](#) [Skip setup](#)

H. This completes the setup and you can click on Next.


Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

 App  Phone

Phone

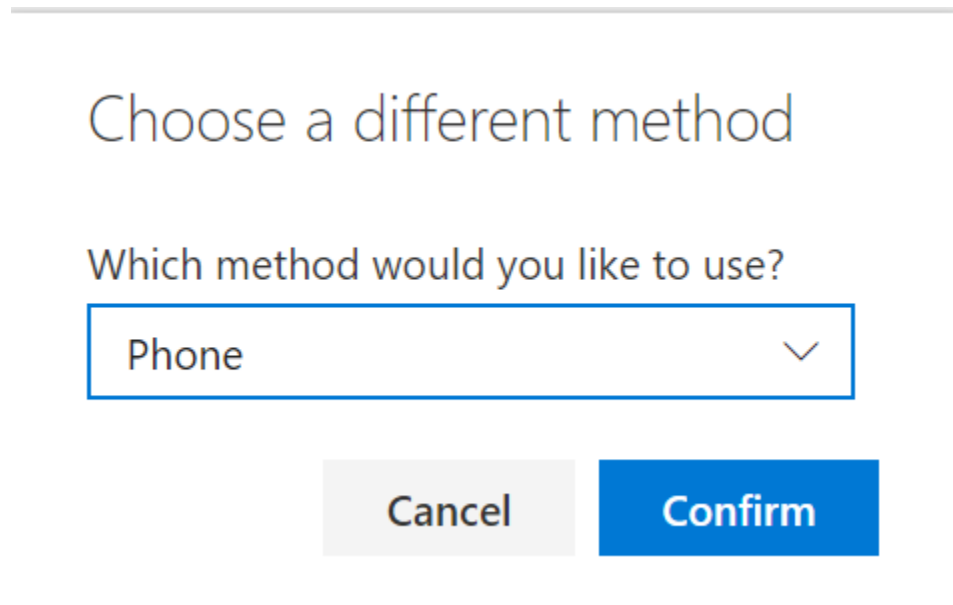
 Call answered. Your phone was registered successfully

[Next](#)

[Skip setup](#)

2. Although we do not recommend it you could choose Phone as your Method 1 authentication type instead of Microsoft Authenticator App.

A. Choose 'I want to set up a different method' then choose the **Phone** option



Choose a different method

Which method would you like to use?

Phone

Cancel Confirm

B. Now you can select either Text me a code or Call me to verify your identity.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: Phone

Phone 2
App

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

United States (+1) ▼ 5994533410

Text me a code
 Call me

Message and data rates may apply.

[Next](#)

[I want to set up a different method](#)

C. Once you've responded to the call or entered the code texted to you, please click on **Next**.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: Phone

Phone 2
App

Phone

Call answered. Your phone was registered successfully

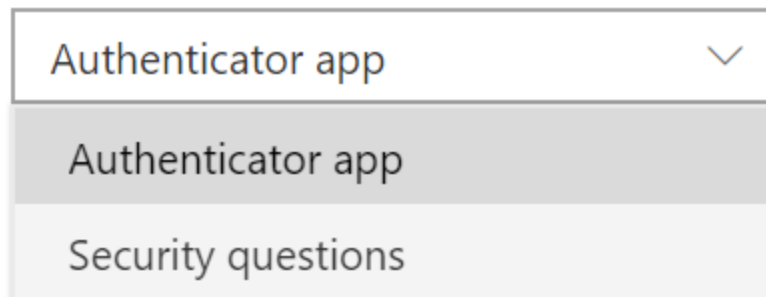
[Next](#)

D. choosing Security Questions (Instead of Microsoft Authenticator App) as Method 2

- Choose '**I want to set up a different method**' then choose the **Security Questions** option

Choose a different method

Which method would you like to use?



A screenshot of a dropdown menu. The menu is open, showing three options: 'Authenticator app', 'Authenticator app', and 'Security questions'. The 'Security questions' option is highlighted with a blue bar on the right side. The top option 'Authenticator app' has a small downward arrow icon on the right.

Authenticator app	∨
Authenticator app	
Security questions	

E. Now you will need to provide 3 security questions that will be used to recover your password in the case you forget it. Once you've selected and answered the questions click on **Done**.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Questions



Phone



Questions

Security questions

In what city does your nearest sibling live?

Fresno

What city were you in on New Year's 2000?

Clovis

What is your favorite food?

Pizza

Done

[I want to set up a different method](#)

F. This completes the setup of your MFA and account recovery options. Now that you're logged in you'll want to change your initial password. Follow the steps on the next page to do that.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Done



Phone



Questions

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method: Phone - call 5594533410



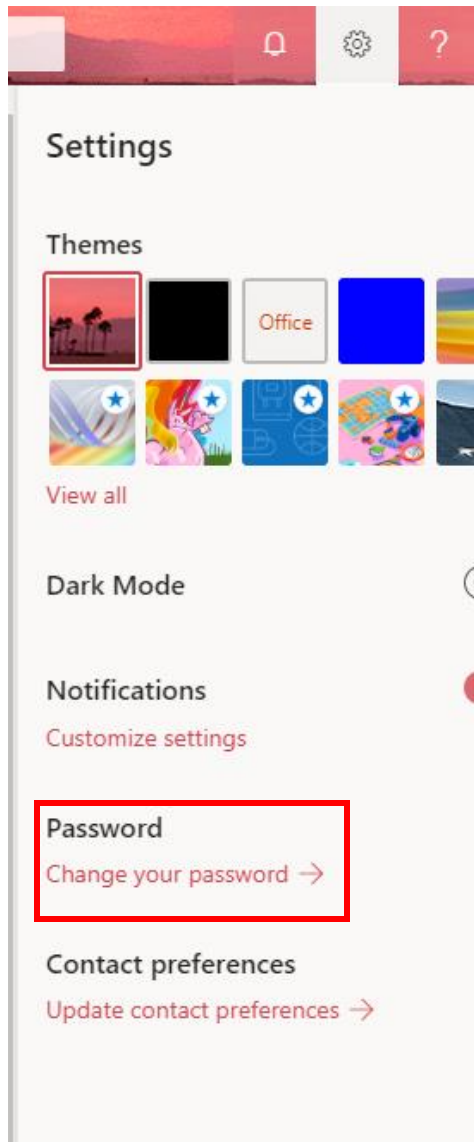
Phone
+1 5594533410



Security questions

Done

Changing Your Password To Whatever You Want It To Be



1. Once you are signed in, click on the **gear icon on the top right corner**.

In the drop-down menu click on:

"Password—Change your Password"

2. Next you will see the following:

A screenshot of the 'change password' form. The title 'change password' is at the top. Below it, the 'User ID' is displayed as 'zzz99 @students.fresno.edu'. The form contains three input fields: 'Old password', 'Create new password', and 'Confirm new password'. Each field has a small icon on the right side. At the bottom, there are two buttons: a green 'submit' button and a blue 'cancel' button.

At this point you will need to enter in your current password and then create a new password. Your new password will need to meet the following criteria:

- A minimum of 8 characters and a maximum of 32
- Includes an upper case and lower case letters
- Includes a symbol or a number

Then select **Submit** and you will be redirected back to the Office 365 homepage if the password change was successful.

You will use these credentials to log into all University services such as: **Colleague, Office365, Sunbird Central, FPU Wi-Fi, etc.**