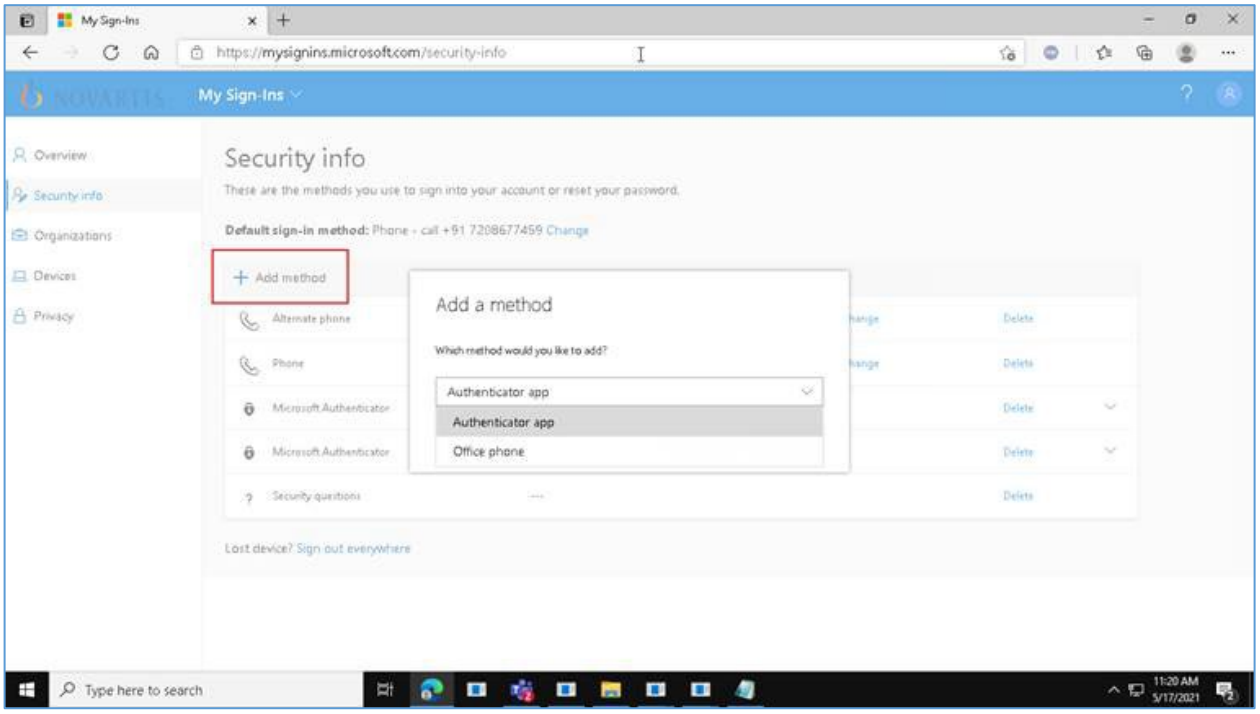
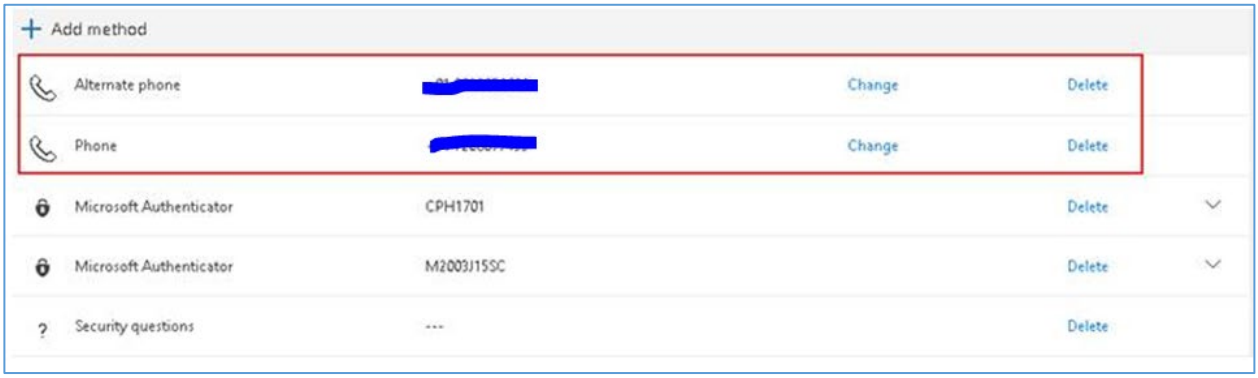
How to Update Authentication Method in MFA

1. User can update authentication method from - My Sign-Ins (microsoft.com)
    a. Configure up to 3 phone numbers (Phone, Alternate Phone, Office)

(in the screenshot below only Office phone is displayed in the dropdown since Phone number and Alternate Phone number are already added)

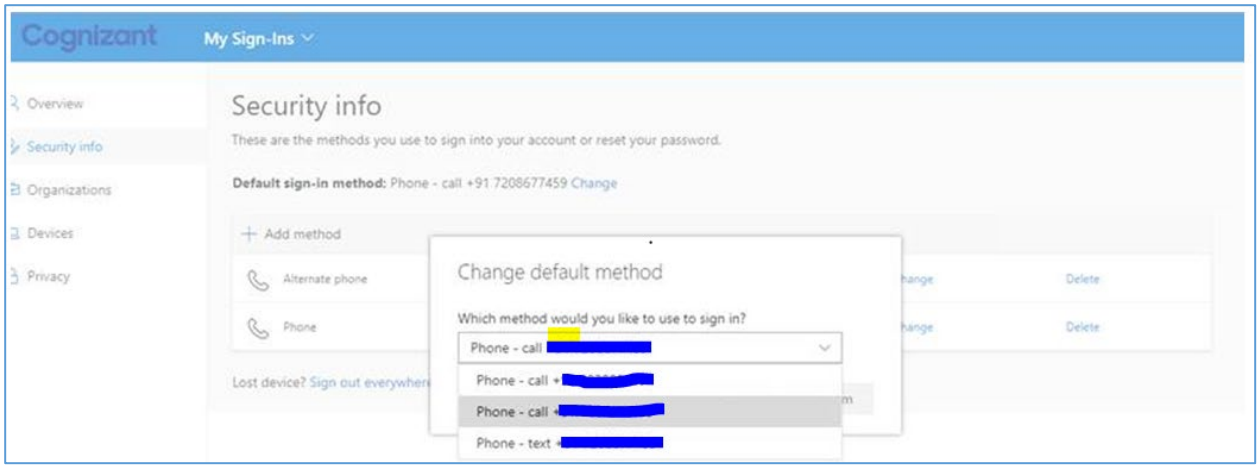


b. User can Change/Delete a phone no.



c. Install Microsoft authenticator app and link to account. Allows to link more than 1 device.

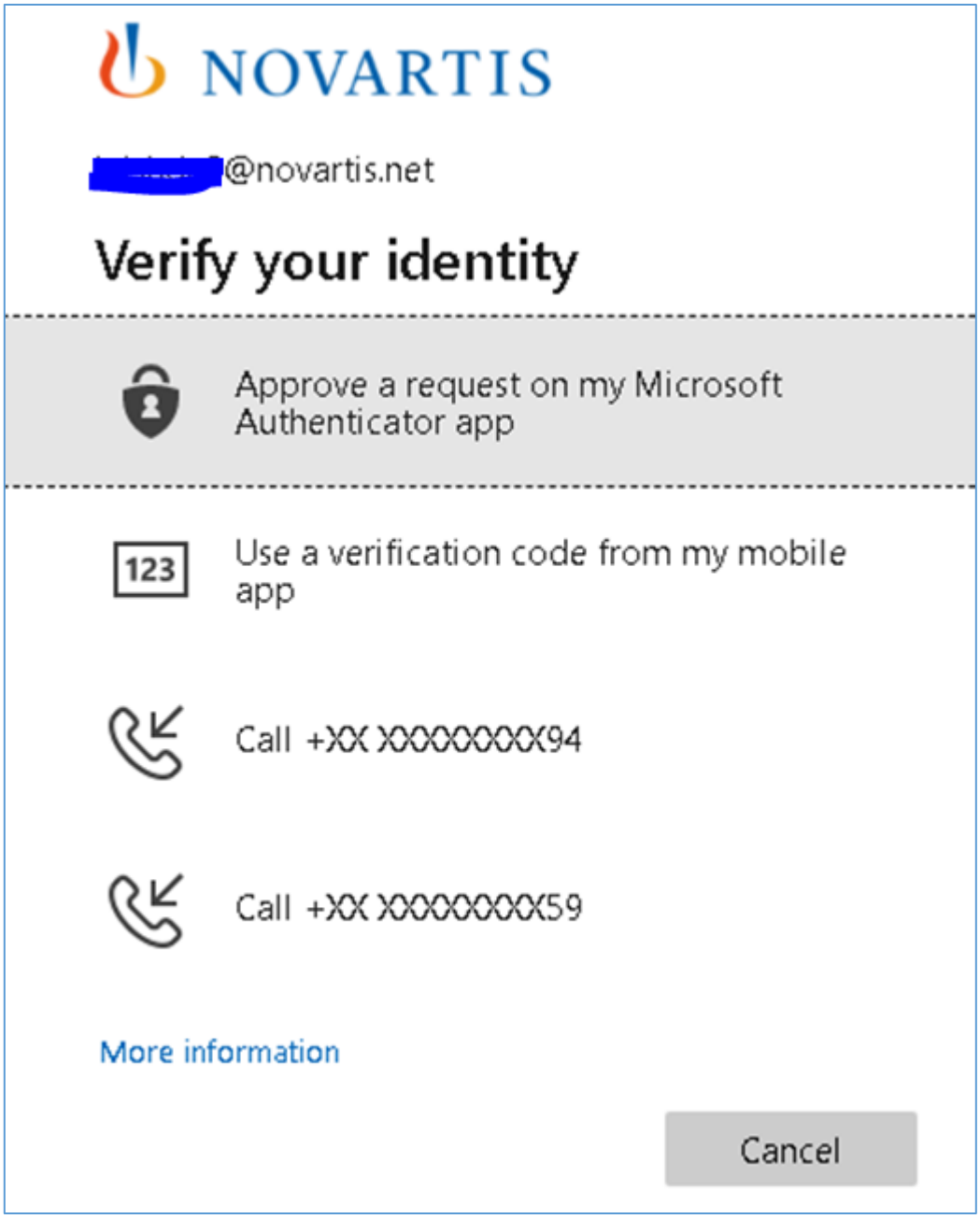
d. Add default authentication method (Call to any of the phone no's added, Microsoft authentication Notification/Code) Guest users also get option for Text to the phone . The details are added in Point#3 of this document.



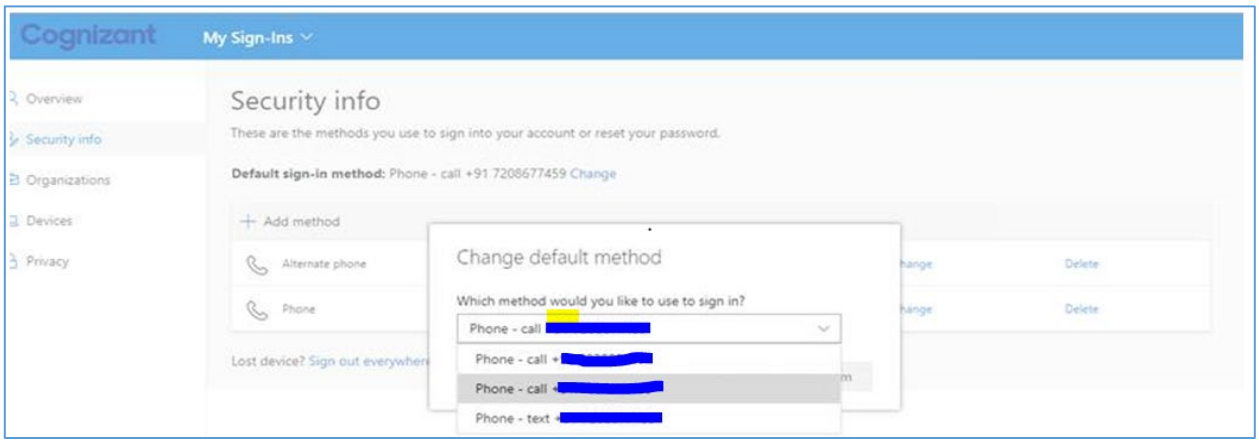
e. Sign out everywhere (In case if device is stolen/lost)

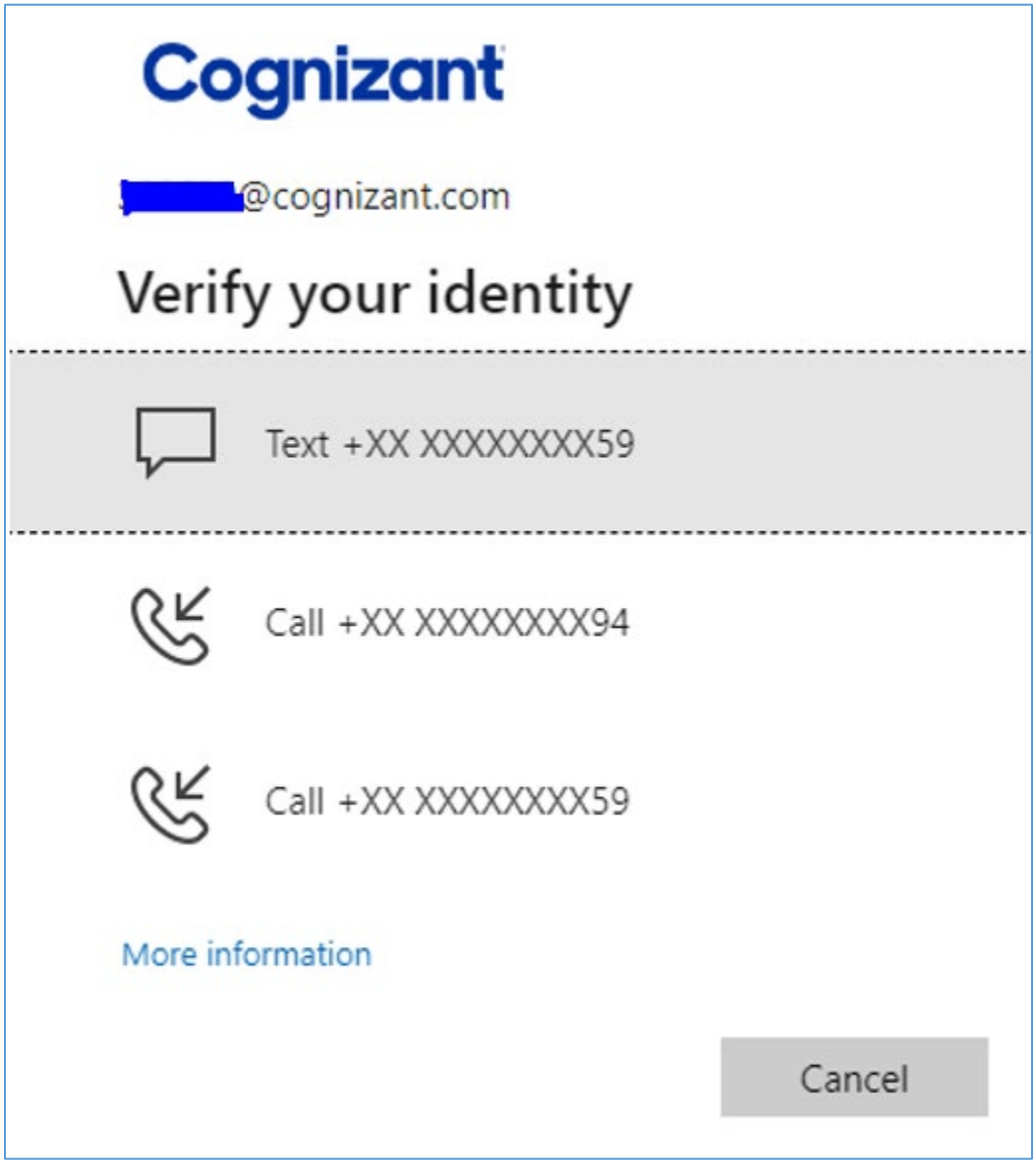
Pre-requisite – User should have added more than 1 phone no. That's because if the user has only 1 phone no. added and suppose the authenticator app too is on the same phone. User will not be able to access the security info page (My Sign-Ins (microsoft.com)).

2. During login in case if user is not able to login using the default authentication method, user has an option to change it for that one time and choose from other configured methods.



3. For External users, as mentioned Text option is also available, user can set it as a Default method or choose it to use Sign in another way during login.


Cognizant
My Sign-Ins
Overview
Security info
Organizations
Devices
Privacy
Security info
These are the methods you use to sign into your account or reset your password.
Default sign-in method: Phone - call +91 7208677459 Change
Add method
Alternate phone
Phone
Delete
Change default method
Which method would you like to use to sign in?
Phone - call
Phone - call
Phone - call
Phone - text
Lost device? Sign out everywhere


Cognizant
[redacted]@cognizant.com
Verify your identity
Text +XX XXXXXXXX59
Call +XX XXXXXXXX94
Call +XX XXXXXXXX59
More information
Cancel