How to Update Authentication Method in MFA

User can update authentication method from - <u>My Sign-Ins (microsoft.com)</u>

 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)

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R Overview & Security into Organizations	Security info These are the methods you use to Default sign-in method: Phone	a sign into your account or res - call +91 7208677459 Chang	et your password.							
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b. User can Change/Delete a phone no.

C	Alternate phone	- 01	Change	Delete	
C	Phone		Change	Delete	
ô	Microsoft Authenticator	CPH1701		Delete	~
ô	Microsoft Authenticator	M2003J15SC		Delete	~
2	Security questions			Delete	

- 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.

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3 Devices	+ Add method & Alternate phone & Phone	Change default method Which method would you like to use to sign in?	hange hänge	Delete Delete
	Lost device? Sign out everywhen	Phone - call +m Phone - call +m Phone - text +		

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 (<u>My Sign-Ins</u> (<u>microsoft.com</u>)).

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.

We're calling your phone. Please answer it to	
continue. Having trouble: Sign in another way More information	
Novartis associates sign in with their Novartis email address or 521@novartis.net. External partners use their assigned userID.	



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.

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	@cognizant.com				
Verif	y your identity				
\Box	Text +XX XXXXXXXX59				
R	Call +XX XXXXXXX94				
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More inf	formation				
		Cancel			