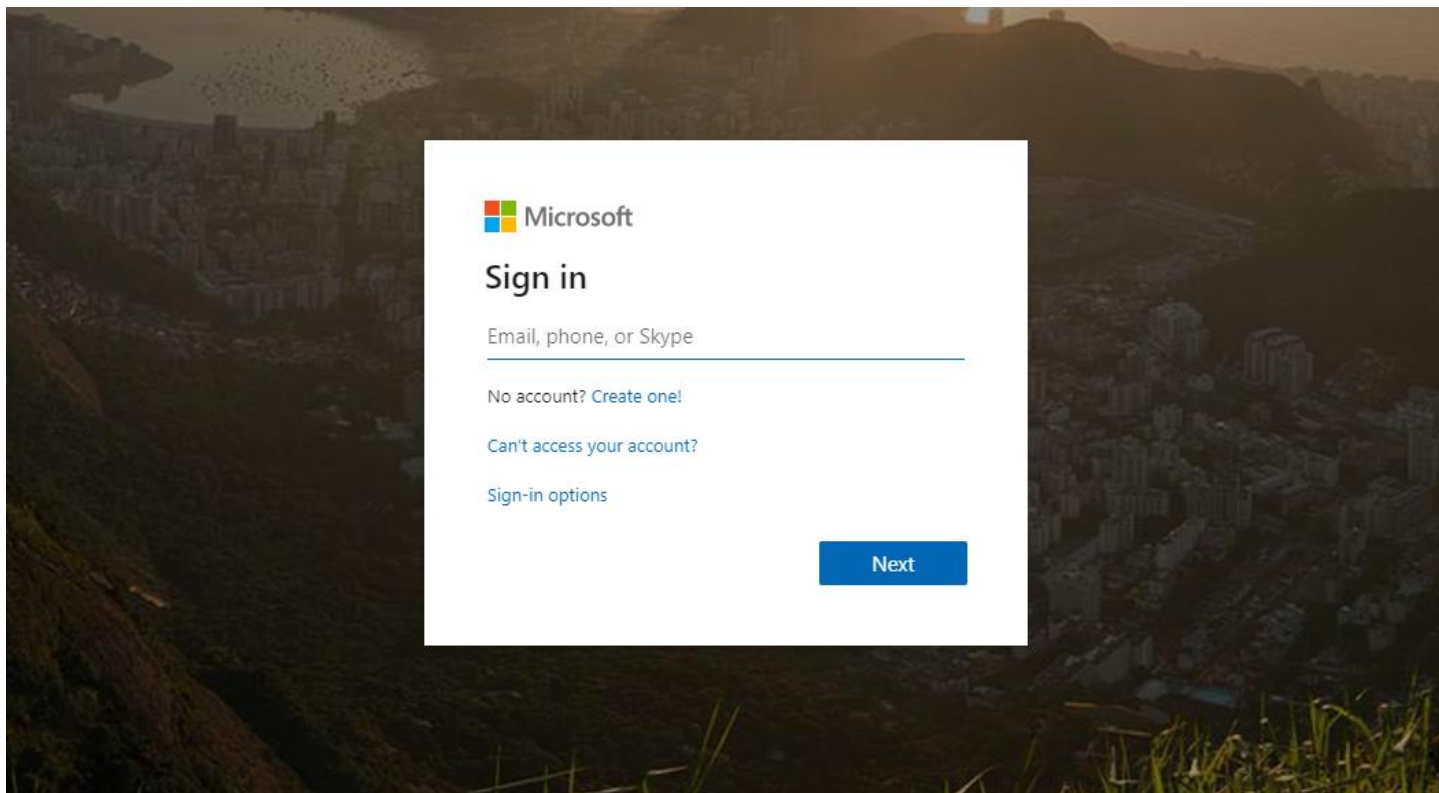***Notice: We recommend using incognito or private mode in your browser when following these steps

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

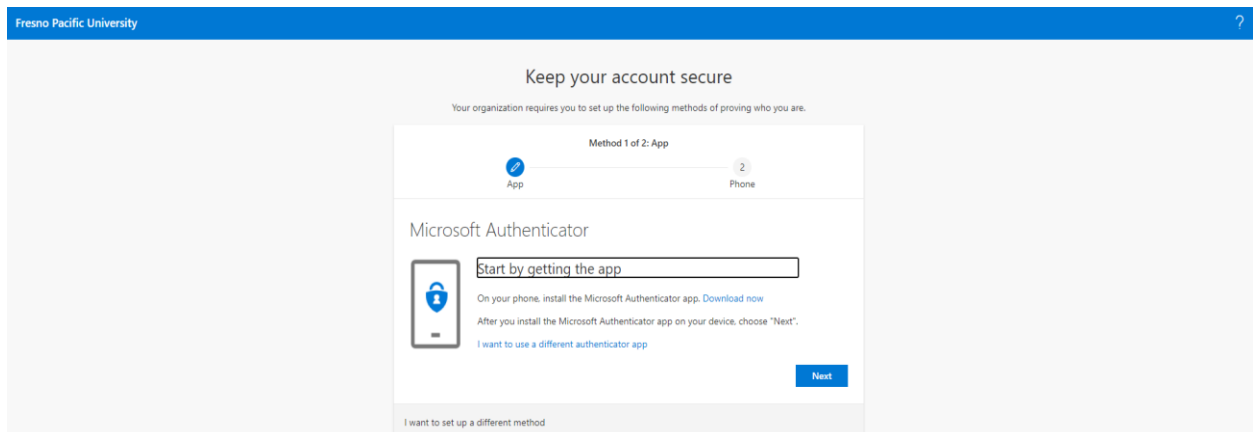Your organization needs more information to keep your account secure

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

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

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

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 — 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

① 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

Back   **Next**

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

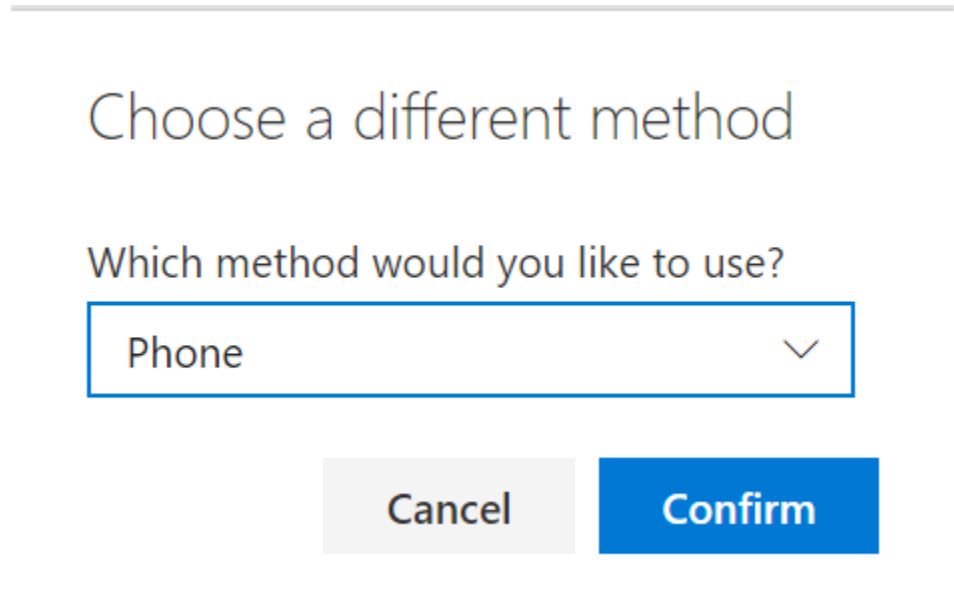✓ Call answered. Your phone was registered successfully

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

Phone   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

Phone   App

Phone

✓ Call answered. Your phone was registered successfully
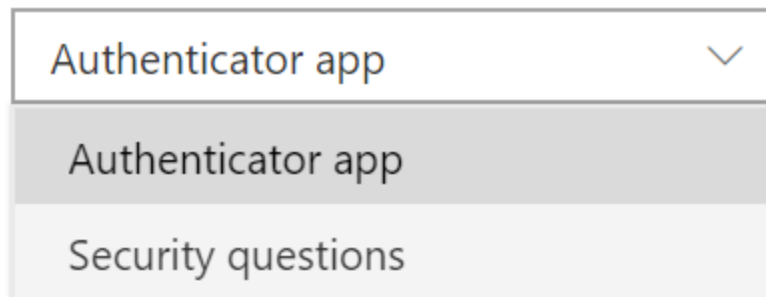
Next

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?

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.

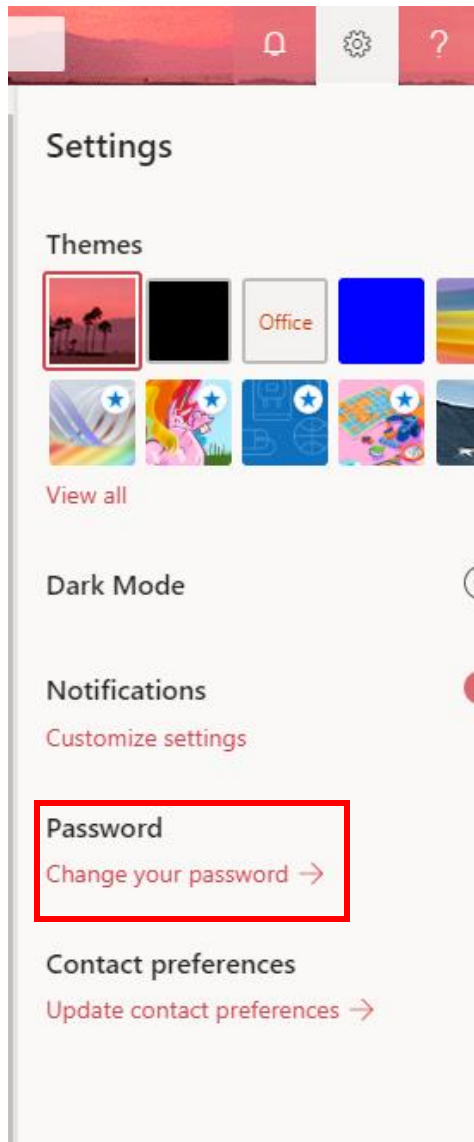**Default sign-in method:** Phone - call 5594533410

📞   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:

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.**