

# Adding a Secondary/Alternate Phone Number

Alternate phone numbers may be added to Azure AD identities for MFA attempts.

## User self-service

There are a couple of different ways that users can manage these contact methods. Some information will be censored in the examples for privacy.

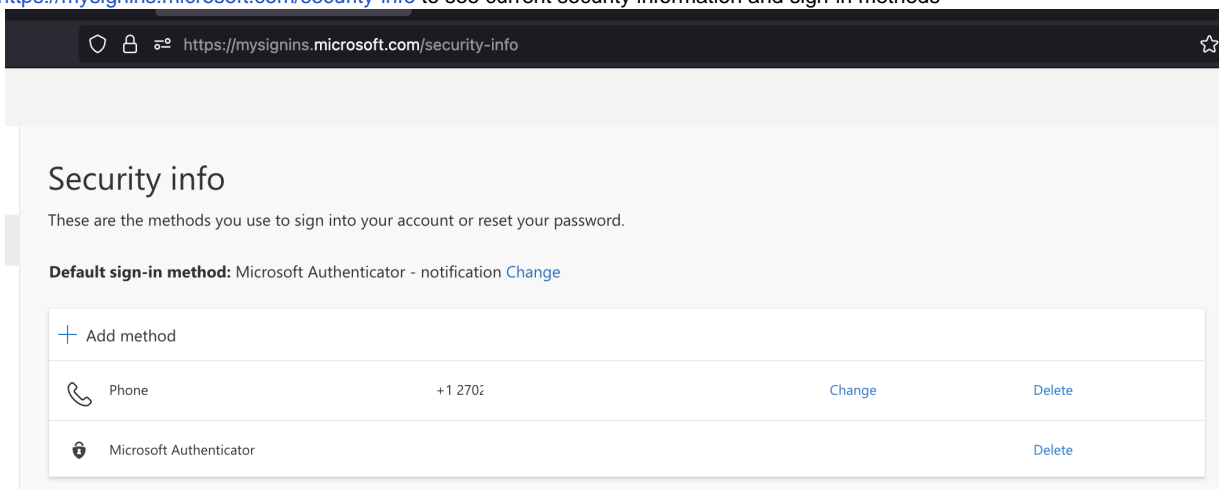
User updates Security info on My Sign-Ins

Users can go to <https://mysignins.microsoft.com> and then click **Security info** - or they could just be referred directly to <https://mysignins.microsoft.com/security-info> by ITS staff. From that page they should undertake the following steps:

### Instructions

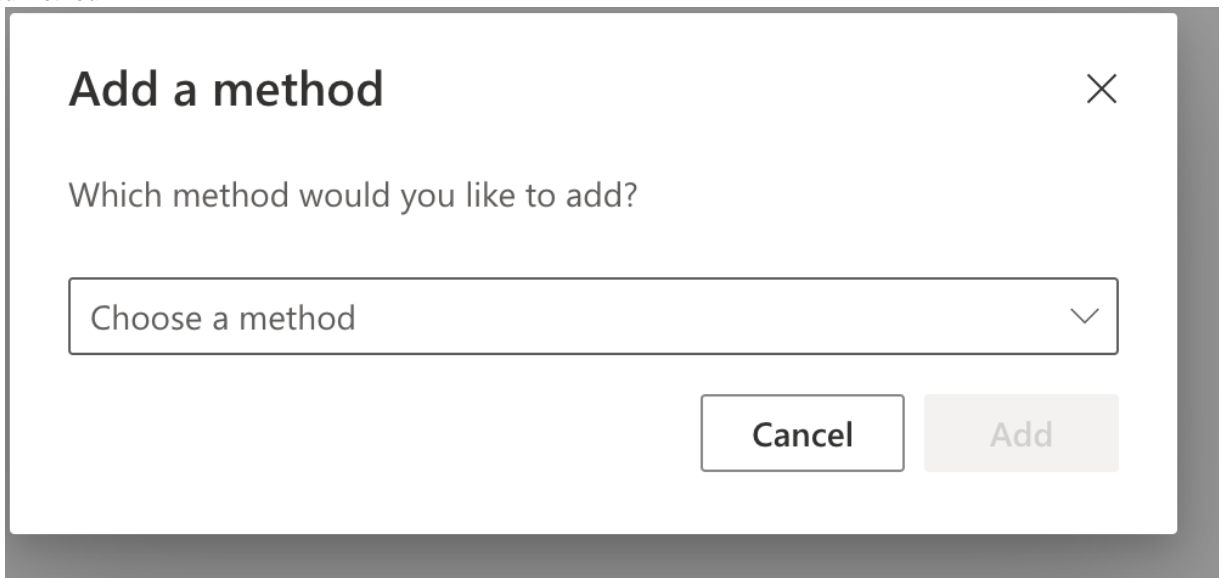
1. Access <https://mysignins.microsoft.com/security-info> to see current security information and sign-in methods

a.



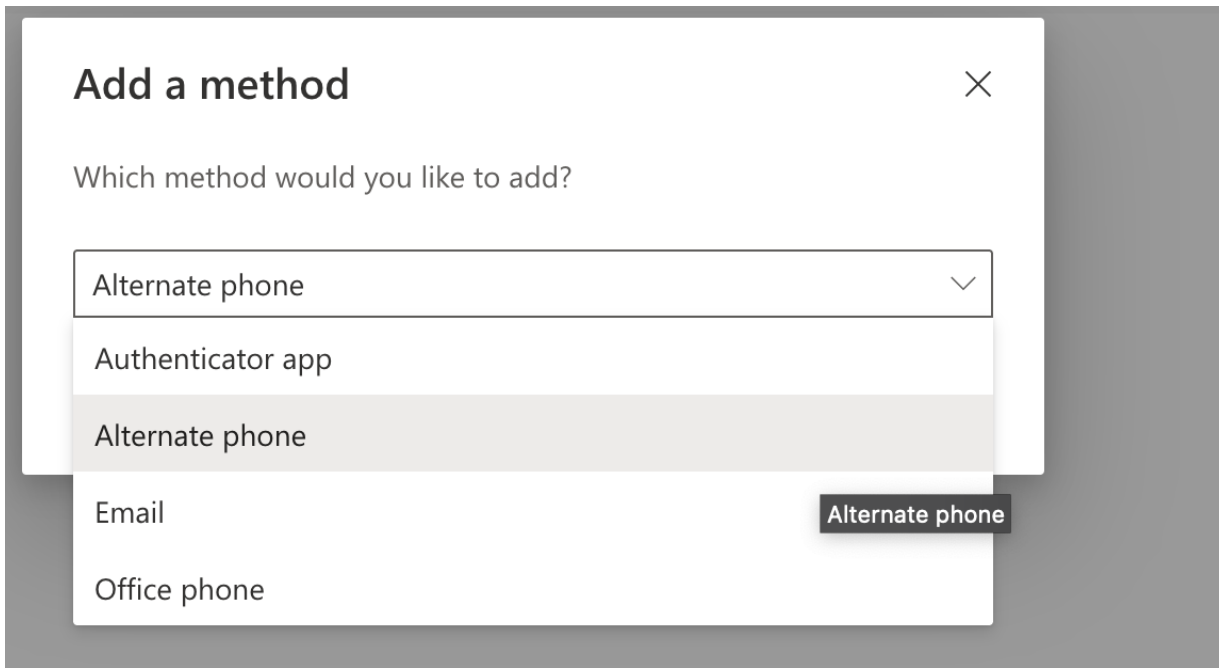
2. Click **Add method**.

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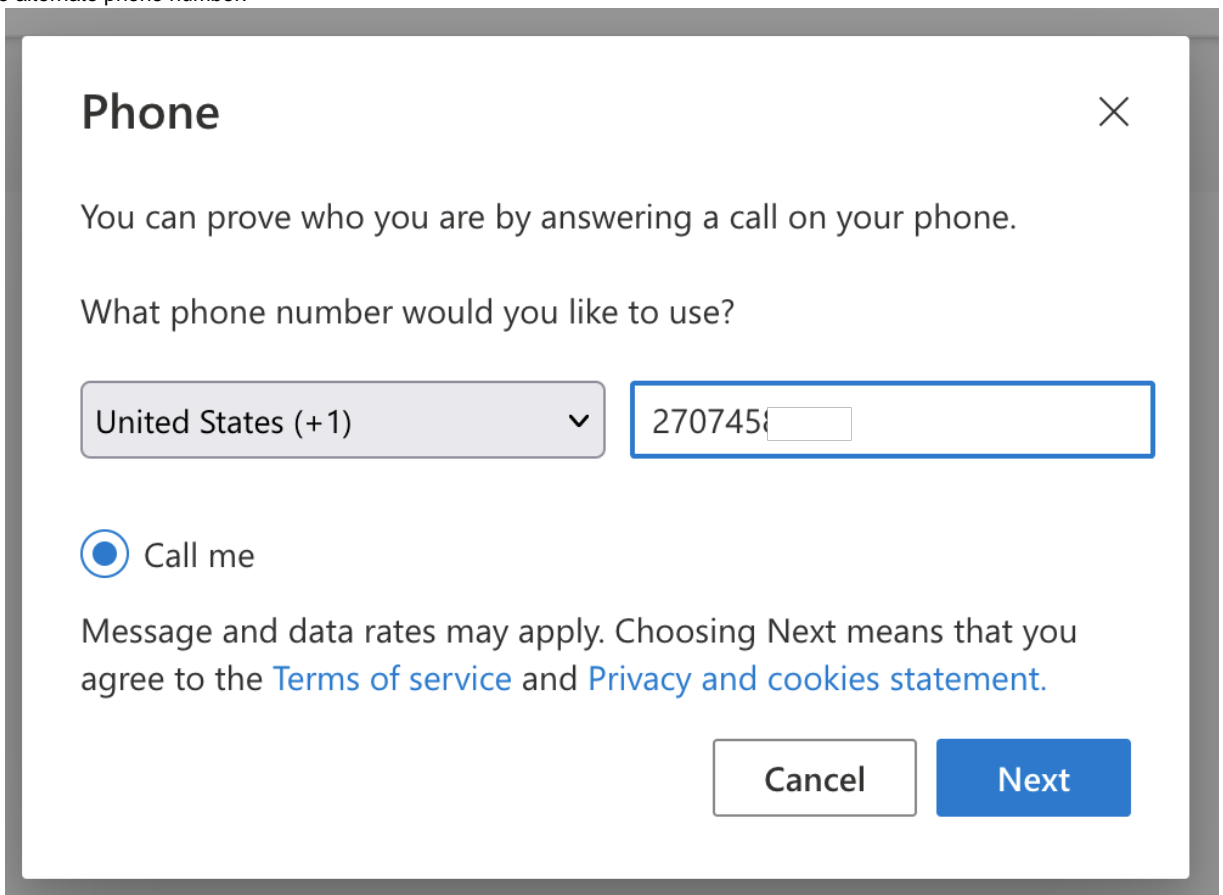


3. Select **Alternate phone** from the dropdown.

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4. Click **Add**.
5. Enter the alternate phone number.
  - a.




6. Click **Next**.
7. Microsoft will call your phone. You must answer this call and respond to the voice prompt.
  - a.



 @topper.wku.edu

## Approve sign in request

 We're calling your phone. Please answer it to continue.

Don't ask again for 60 days

[More information](#)


Having login issues? Visit the WKU Accounts page at [www.wku.edu/accounts](http://www.wku.edu/accounts) (copy and paste in browser) or contact WKU ITS Service Desk at 270-745-7000.

8. Once the voice prompt has been confirmed the alternate phone number will be registered.

a.

### Phone




 Call answered. Your phone was registered successfully.

Done

9. Future sign-in attempts will now offer you to leverage the alternate phone. You may be required to select appropriate phone number to be notified at, especially if you traditionally use the Microsoft MFA app.


a.




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## Verify your identity


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 Approve a request on my Microsoft Authenticator app

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 Use a verification code from my mobile app

 Text +X XXXXXXXX17

 Call +X XXXXXXXX19

 Call +X XXXXXXXX17

[More information](#)

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browser) or contact WKU ITS Service Desk at 270-745-7000.

User adds an additional contact method via MFA Setup

The MFA setup page allows users to supply contact methods to complete MFA attempts. Users likely won't revisit this unless MFA gets reset, but they can still access it at any time to make modifications. The page is most easily accessed via Microsoft's short link.

### Instructions

1. Access <https://aka.ms/mfasetup>
2. Add either an **Alternate authentication phone** or an **office phone** as required.
  - a. An untested assumption is MS tests if the number you enter is a landline. Office phones likely will not have SMS as an option, even if a mobile phone was entered there. In opposition, landlines in the alternate authentication phone field do not seem to have SMS presented as an option. It is also possible that these alternates are only presented with voice-only options.
3. Click **Save**.

The screenshot shows the Microsoft MFA Setup page titled "Additional security verification". At the top, it explains that users are required to respond from a registered device. Below this, it asks "what's your preferred option?" and shows a dropdown menu set to "Notify me through app".

Next, it asks "how would you like to respond?" and provides instructions to "Set up one or more of these options." There are three main options:

- Authentication phone: Includes a dropdown for "United States (+1)" and an empty input field.
- Office phone (do not use a Lync phone): Includes a dropdown for "United States (+1)", an empty input field, and an "Extension" field.
- Alternate authentication phone: Includes a dropdown for "United States (+1)" and an empty input field.

Below these, there is a checked option for "Authenticator app or Token" with a "Set up Authenticator app" button. Underneath, it shows "Authenticator app - tPhone" with a "Delete" button.

At the bottom, there is a section for "restore multi-factor authentication on previously trusted devices" with a "Restore" button. Finally, there are "Save" and "cancel" buttons. A footer note states: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply."

## Administrator Assistance

The [Azure Portal](#) allows those using a privileged account with the necessary user permissions to view and configure user authentication methods. However, this process is not without a set of quirks.

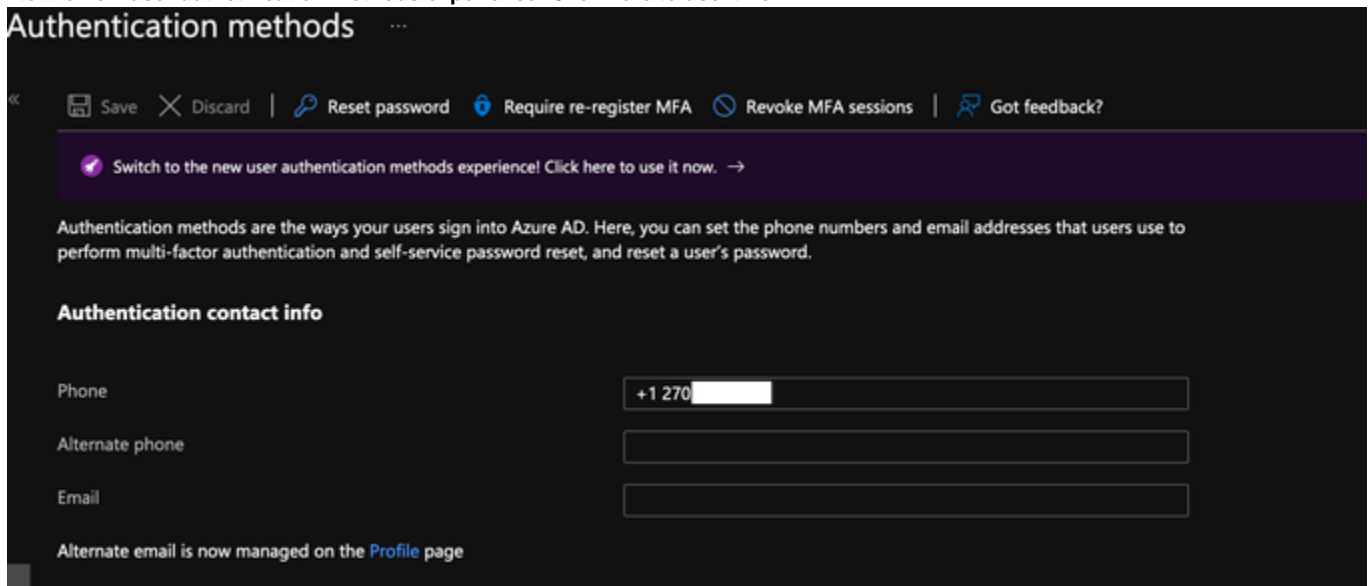
### Viewing Contact Methods in Azure Portal

You can view a user's configured authentication methods in the [Azure Portal](#) using a privileged account using the following steps.

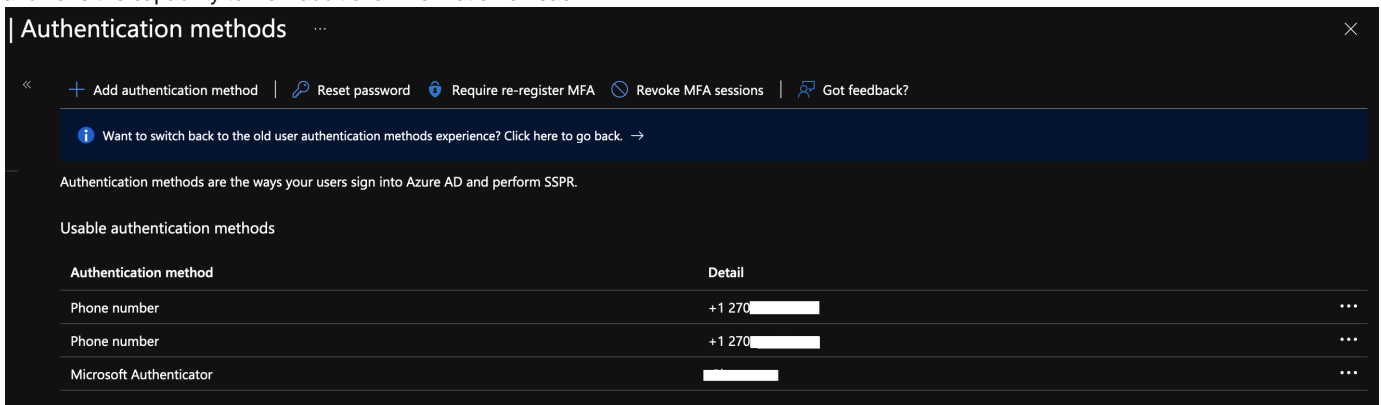
1. Access the [Azure Portal](#).
2. Navigate to **Azure Active Directory > Users**.
3. Locate the user in question.
4. Select **Authentication methods** in the left-hand navigation pane.
5. You should now see the user-provided authentication methods that can be leveraged for MFA.

### Old Experience vs New

If you are using the old user authentication methods experience you may see incomplete information. You will also see a banner that says: **Switch to the new user authentication methods experience! Click here to use it now.**



If this is observed, you need to click it in order to leverage the new experience. Inside of the new experience you should see all contact methods and have the capability to view additional information on each.



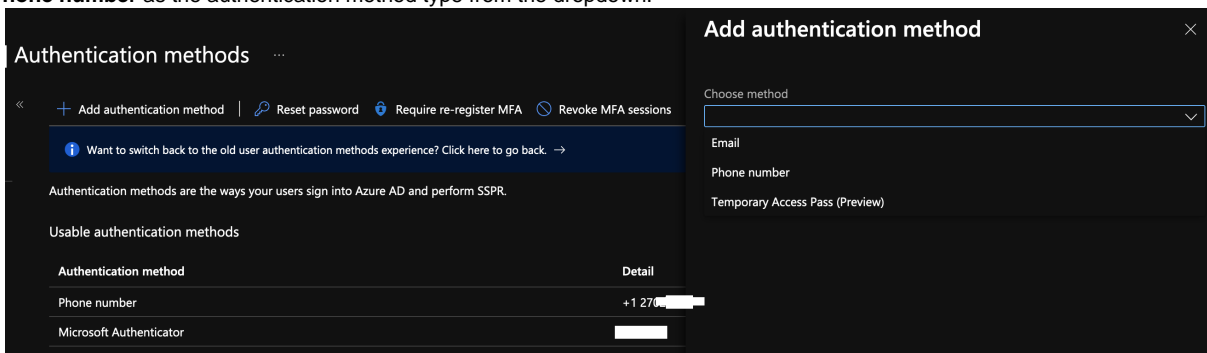
### Adding Alternate Contact Methods in Azure Portal

After locating a user in the [Azure Portal](#) and viewing their existing contact methods the following steps may be taken.

1. Click **Add authentication method**.

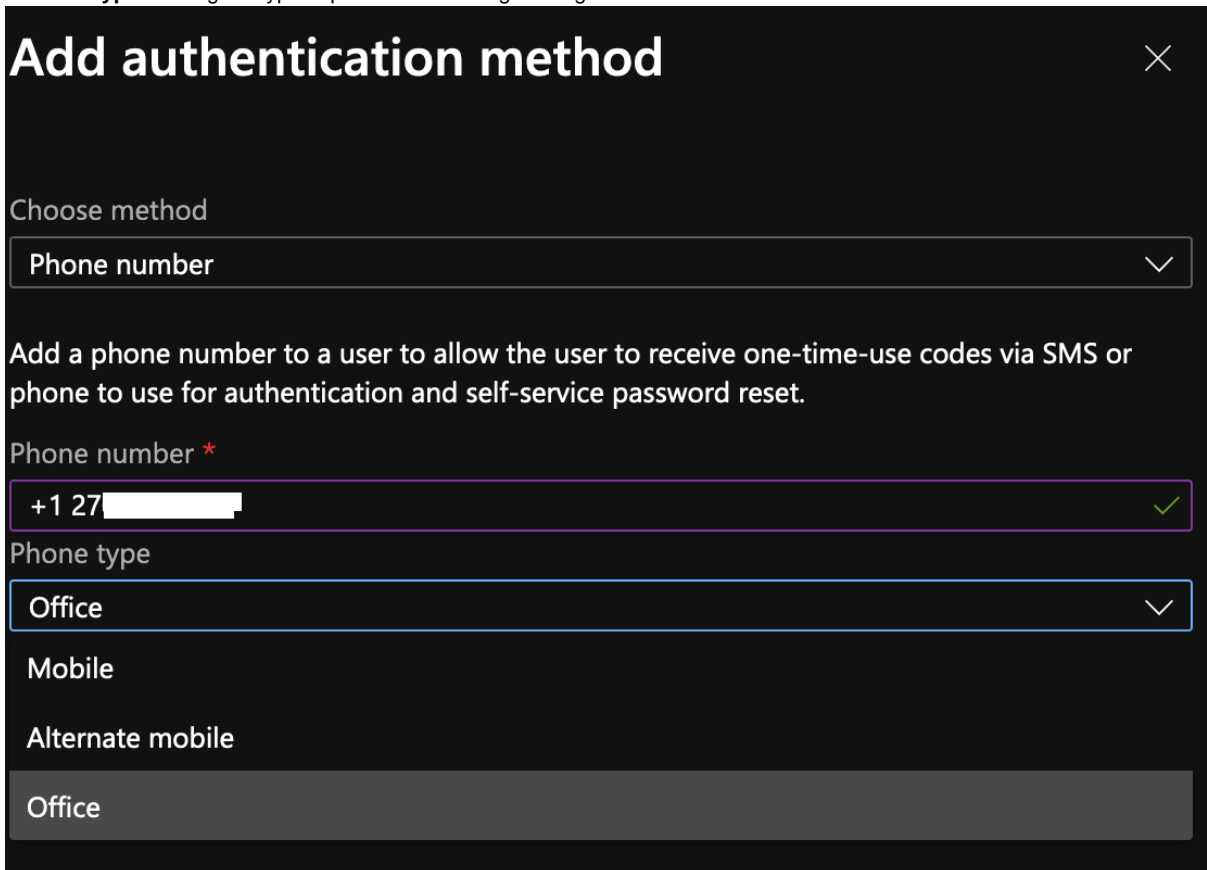
2. Select **Phone number** as the authentication method type from the dropdown.

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3. Select the **Phone type** befitting the type of phone that is being leveraged.

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4. Click **Add**.

5. The phone number will be added as an alternate authentication method for the user and should be accessible immediately.

Phone Option Authentication Troubleshooting

See <https://docs.microsoft.com/en-us/azure/active-directory/authentication/concept-authentication-phone-options>.