

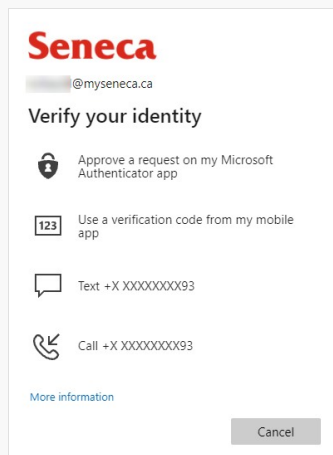
Using Microsoft Authenticator to log into Office 365

Version 9

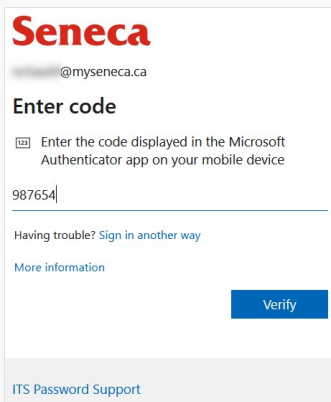
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You will need to have already completed the Multifactor authentication enrollment and/or have the Multifactor Authenticator app set up on your phone. You will be prompted to authenticate your trusted device by approving the popup request, call or text on your phone or tablet/iPad.

1. Go to **Office 365** (email, SharePoint, OneDrive, etc.) in your computer or phone.
2. Enter your **Seneca email address** and click Next
3. Enter your **password** and click Sign In
4. Click Next
5. A pop-up request will appear asking you to Verify your identity. Microsoft 2FA authentication is required for every log in attempt. Select your authentication method.




- If you're using the Multifactor Authenticator app, a notification will be delivered to your smartphone. Tap APPROVE within 30 seconds or enter the number shown to sign in before the notification expires and the Multifactor Authenticator app will be dismissed.
- If you're using the verification code from the Multifactor Authenticator app, enter the passcode and continue.



Seneca
[redacted]@myseneca.ca

Enter code

 Enter the code displayed in the Microsoft Authenticator app on your mobile device

987654|

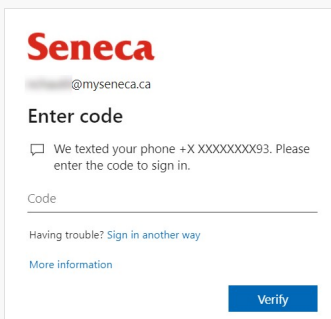
Having trouble? [Sign in another way](#)

[More information](#)

Verify

[ITS Password Support](#)

- If you are using the verification method as text, enter the verification code and continue.



Seneca
[redacted]@myseneca.ca

Enter code

☐ We texted your phone +X XXXXXXXX93. Please enter the code to sign in.

Code

Having trouble? [Sign in another way](#)

[More information](#)

Verify

- If you are using the verification method as a call, an automated call displaying Seneca will call your phone and press # to confirm.



Seneca
[redacted]@myseneca.ca

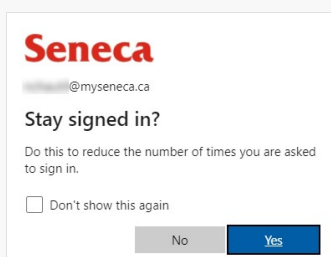
Approve sign in request

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

Having trouble? [Sign in another way](#)

[More information](#)

6. You will be prompted to Stay Signed In?, click Yes and you will be signed in a maximum of 7 days.



Seneca
[redacted]@myseneca.ca

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No **Yes**

7. You will now be successfully logged in.

Note – if the Multifactor Authenticator app produces an unexpected authentication prompt (for example, when you have not attempted to log in recently) you can either tap DENY or ignore the prompt and access will not be granted or contact **ITS Service Desk**. However, this may be an indication that your account has been compromised so you should change your password immediately at <https://myid.senecapolytechnic.ca>.

tags : multi-factor