# MULTI-FACTOR AUTHENTICATION

SLIPPERY ROCK UNIVERSITY

FIRST TIME AFTER SETUP

After setting up Multi-Factor Authentication (MFA), you will be prompted to authenticate each time you sign in on a device/browser.

You should be asked to "Stay signed in." If you click No, you will be asked to authenticate each time in the current browser. If you click Yes, you will not be asked to authenticate each time you go to portal.office.com.
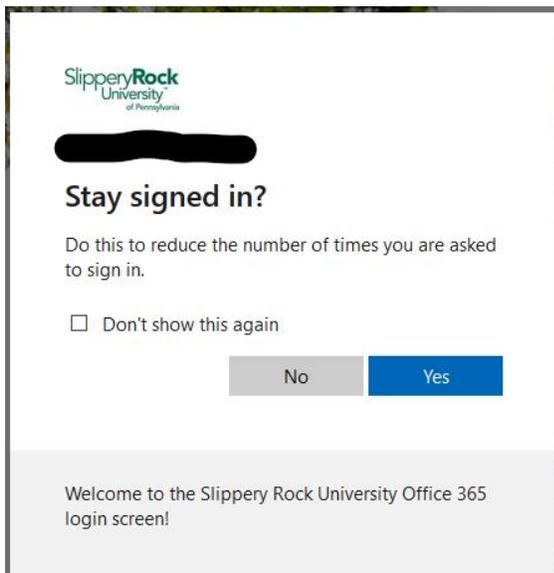
SIGNING OUT VS. CLOSING BROWSER

If you are on a shared device, best practice for security purposes is to **sign out**. To sign out, click on the Account profile icon in the upper right-hand corner and click sign-out.
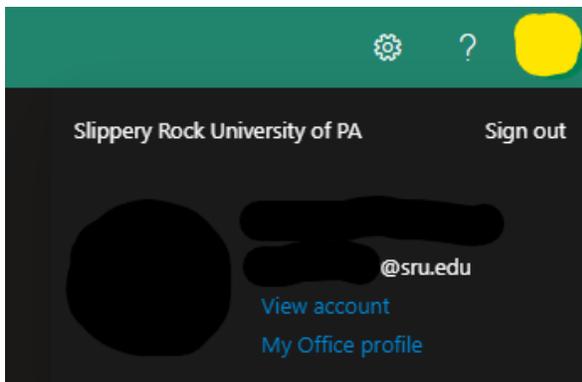
NOTE: Closing the browser does not *sign out* of a session.

MULTIPLE O365 ACCOUNTS

You can only be signed into one (1) account that uses O365 at a time in a browser. If you want to be signed into multiple accounts at once, you will need to use different browsers. For example: your SRU account is signed into Chrome and your other account is signed into Firefox.

QUICK TROUBLESHOOTING BEFORE CALLING THE HELP DESK

CLEARING THE BROWSER CACHE

Try clearing your browser cache, close out of the browser, and then try again. To clear the browser cache:

- PC: CTRL+SHF+DEL
- MAC Chrome: CMD+SHFT+DEL
- MAC Safari: OPT+CMD+E

INCOGNITO MODE

You can try incognito mode by pressing CTRL+SHFT+N on a PC or CMD+SHFT+N on a Mac.

NOTE: This will only last for the current session. Once you close out of the browser, it will ask you to authenticate the next time.