Microsoft Authenticator Number Matching for Office 365 Services

Effective February 27th, 2023, Minnesota State Microsoft Office 365 services and certain other online services will enhance security by adding “number matching” to the multi-factor authentication process for those using the Microsoft Authenticator application.

This change will not impact you if you are currently using another authentication method to verify your identity for these services, such as entering a code you receive by text message or phone call. Those already using number matching through Microsoft Authenticator’s password-less authentication option will also not notice a change.

Why is this being done? The extra step of number matching helps ensures that the person requesting access into an account is the same person approving the sign in on a device. Without number matching, a bad actor who has obtained someone’s login credentials could attempt to log in, sending a prompt to the victim to approve the sign in request. If the victim inadvertently approves the request, the bad actor can gain access into the victim’s account.

Instructions

Instructions for authenticating into Microsoft Office 365 using the Microsoft Authenticator application once number matching takes effect on February 27th, 2023:

1. Enter your credentials for logging into Minnesota State's Office 365 services (YourStarID@minnstate.edu for faculty/staff; YourStarID@go.minnstate.edu for students). After you enter your credentials, an “Approve sign in request” window will appear in your browser with instructions to open your Authenticator application and a number that you will need to enter into the Authenticator application in order to log in.

![Microsoft Authenticator Number Matching](image)

2. Open your Authenticator application, enter in the number and select “Yes” to finish verifying your identity. After verifying your identity by entering in the number, you should automatically get logged into your Microsoft Office 365 account.
Important notes related to this change:

- Ensure you are using the latest version of the Authenticator application. Often application updates happen automatically, yet we encourage anyone using the Authenticator application to verify they are using the last version and upgrade if needed. Old versions of the Authenticator application do not support number matching, so authentication will fail.
- Number matching is not supported by Apple Watches. It is recommended that Apple Watch users remove the application from their watch because users will need to use their phone to approve sign in requests once number matching is enabled.
- Never approve sign in requests that you did not request or expect.

If you need assistance logging into Office 365 or other services, or have any questions about this change, please submit a request for help.

**Dakota County Technical College: JIRA technology support request**

- **Staff / Faculty:** [https://prompt.dctc.edu/prompt](https://prompt.dctc.edu/prompt)
  (Then click on “Create” button and then select “DCTC IT HELP DESK” from the project menu)
- **Student link:** [https://www.dctc.edu/support-services/technology-services/student-support-request/](https://www.dctc.edu/support-services/technology-services/student-support-request/)

**Inver Hills Community College: JIRA technology support request**

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  (Click on the “Create” button and then select “IHCC IT HELP DESK” from the project menu)
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