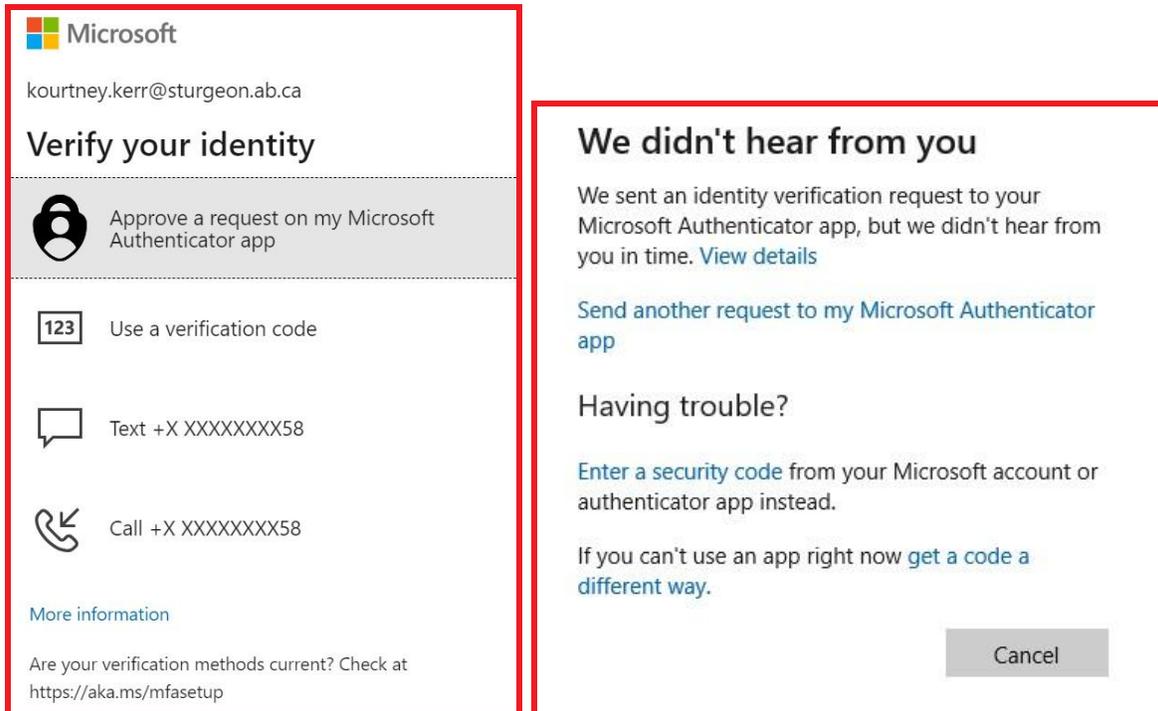


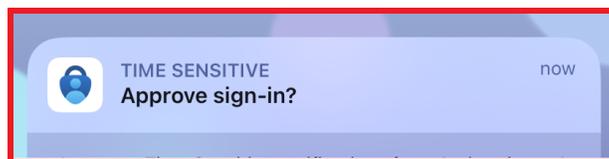
# Troubleshooting Multi-Factor Authentication with Outlook

If you are unable to use the Authenticator app at any given moment, or experience a time-out error, you will see one of the following windows:

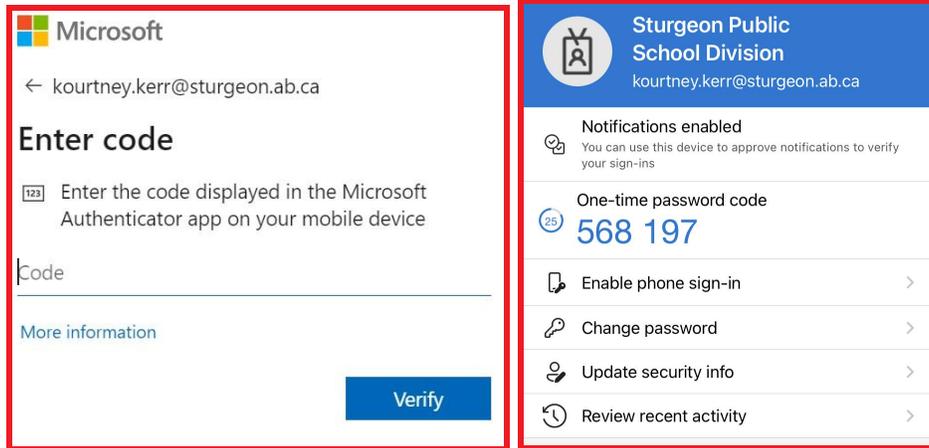


There are a few options available to authenticate and login to your account.

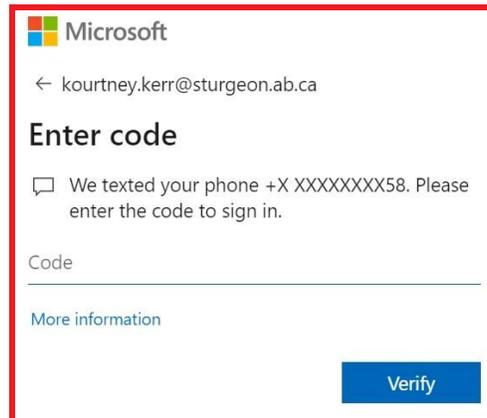
1. Send another request to the Microsoft Authenticator app. You will receive a notification on your mobile device that looks like this:



2. Enter a 6-digit one-time password code generated in the Microsoft Authenticator app.



3. Receive a text to your mobile phone number with a code that you will then enter.



4. Receive a call to your mobile phone number and follow the instructions to sign in.

