

CITY OF STOCKTON EMPLOYEE BULLETIN



IT NOTIFICATION

INTRODUCING MFA FOR OFFICE365

Beginning March 16, 2020, the City will offer multi-factor authentication (MFA) for Office365. MFA is another layer of cybersecurity used to protect against unauthorized access to your Office 365 account.

- MFA can be enabled on all City-provided email accounts.
- Submit a service request via email to ITsupport@stocktonca.gov or through the Cherwell portal found at: <https://stockton.cherwellondemand.com>.
- Once enabled on your Office 365 account, select a MFA option.

Additional security verification

Secure your account by adding phone verification to your password.
[View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone
Authentication phone
Office phone
Mobile app

Method
 Send me a code by text message
 Call me

Next

MFA Cybersecurity Options

The default selection is "Authentication Phone"

- Select "Send me a code by text message" or "Call me."

Note: The City is not responsible for any text or SMS charges to your cell phone.

Other verification options:

- Office phone to receive call
- Mobile App (IOS/Android) for code or push authentication
- Click the "Next" button and look for a text, office phone call, or prompt to download mobile app.
- Follow the on-screen prompts to finalize the process.

Questions about multi-factor authentication?

- Contact the IT Service Desk at x8817.



March 20 2020