

<https://avionteboldsupport.zendesk.com/hc/en-us/articles/4415791275539>

## **Overview**

**Updated 01/20/2022**

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If you enabled MFA (Multi-Factor Authentication), and are using a Microsoft Office account, you need to set up an app password. By setting up an app password, this bypasses the verification method and don't need to verify yourself each time.

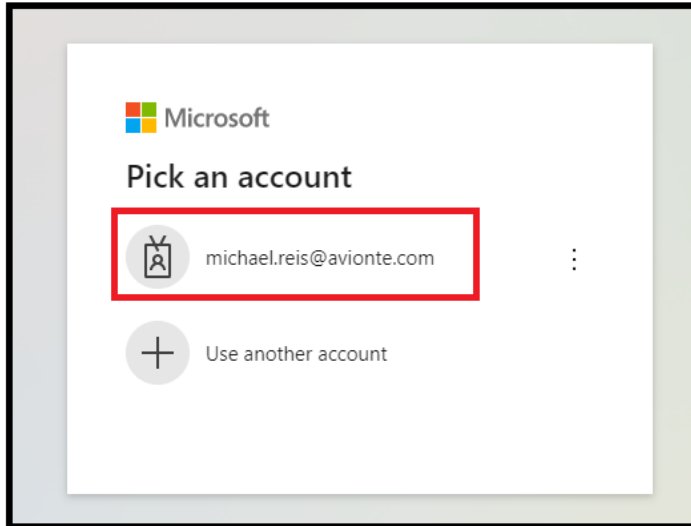
[Login to Microsoft Office account](#)  
[Set up an App Password](#)

## **Login to Microsoft Office account**

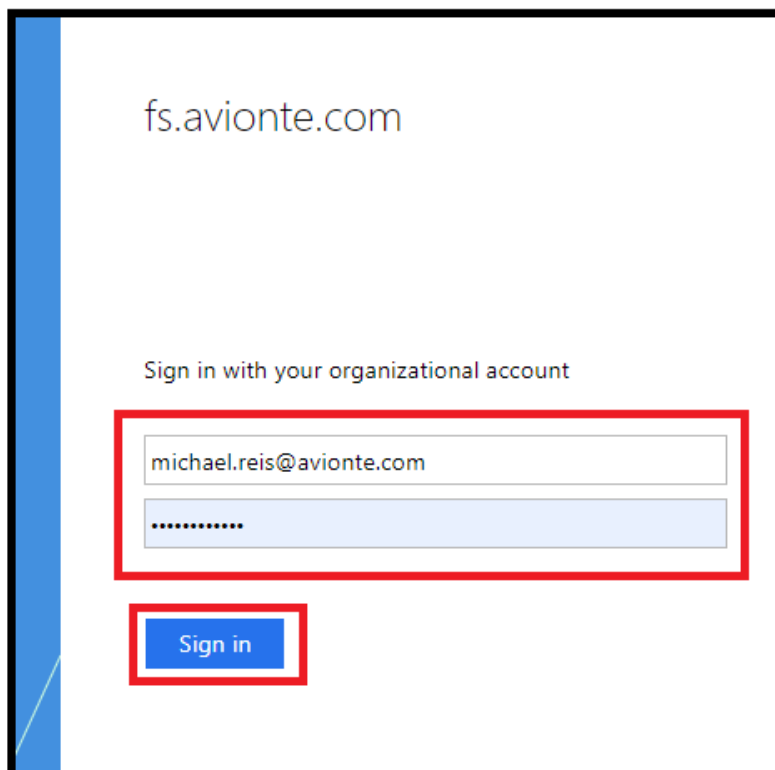
You need to be signed into your Microsoft Office account.

1. Click on the following link:  
<https://account.activedirectory.windowsazure.com/AppPasswords.aspx>
2. If you aren't signed in, then you'll see this screen
  1. If you are already signed in, then you can go to the [Set up an App Password section](#)

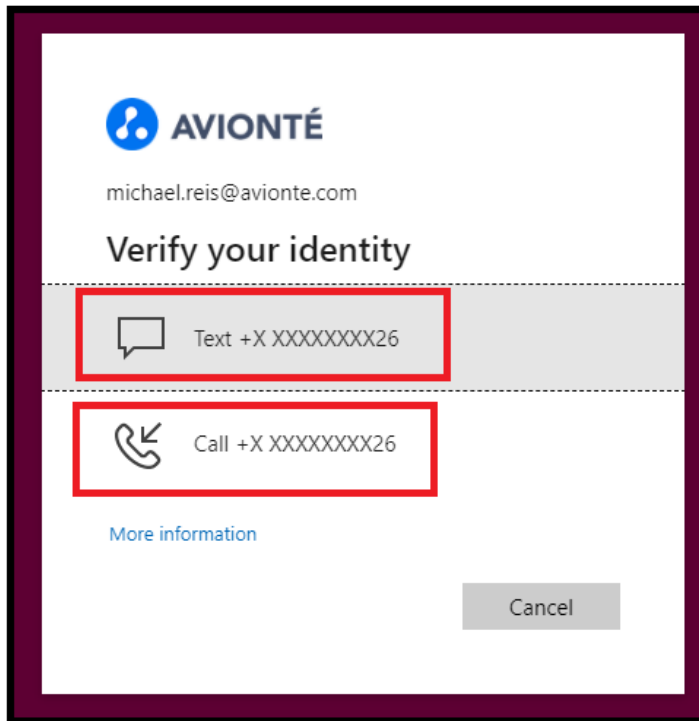
3. Click on your email



4. Enter your email (username) and password
  5. Click on the **Sign in** button
- Note:** Your screen may look different.

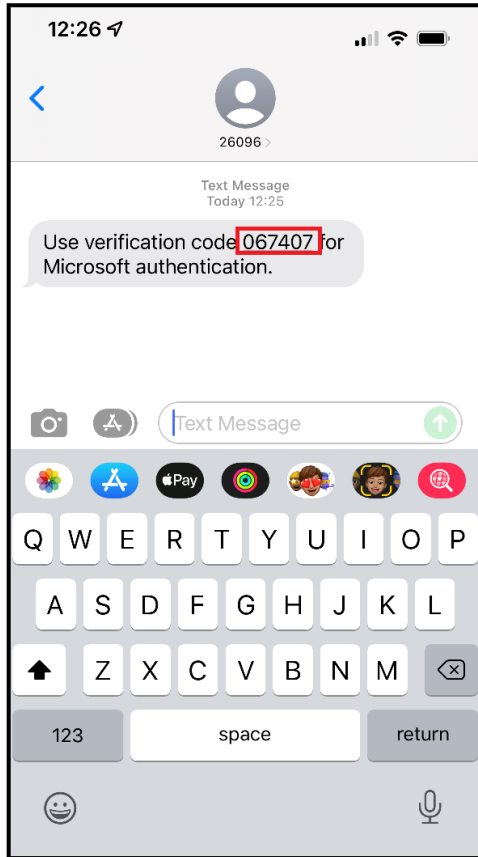


6. Click on the **Text** or **Call** option.

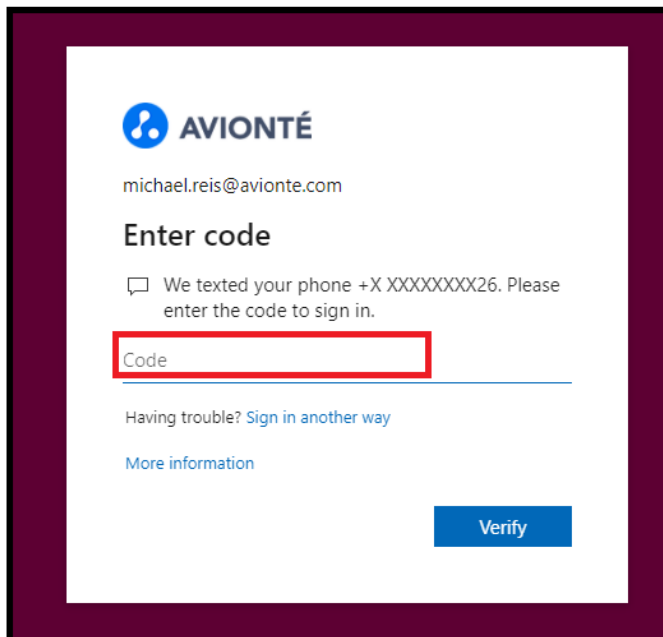


7. You'll receive a Text or call, depending on the option selected.
  1. In the example below, we selected **Text**.
8. Check your Text Messages for a new message.

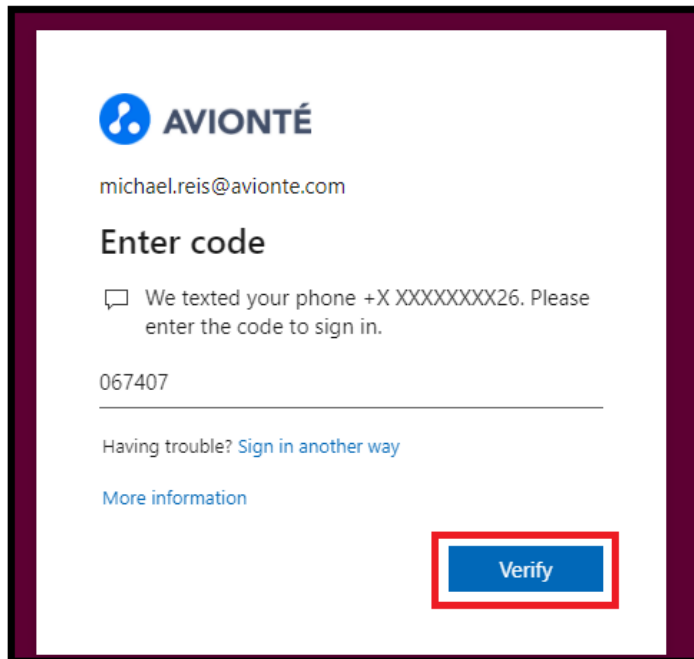
**Note:** The code provided will change everytime you need to verify your identity.




9. Enter the code in the **Code** field



10. Click on the **Verify** button



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### Enter code

We texted your phone +X XXXXXXXXX26. Please enter the code to sign in.

067407

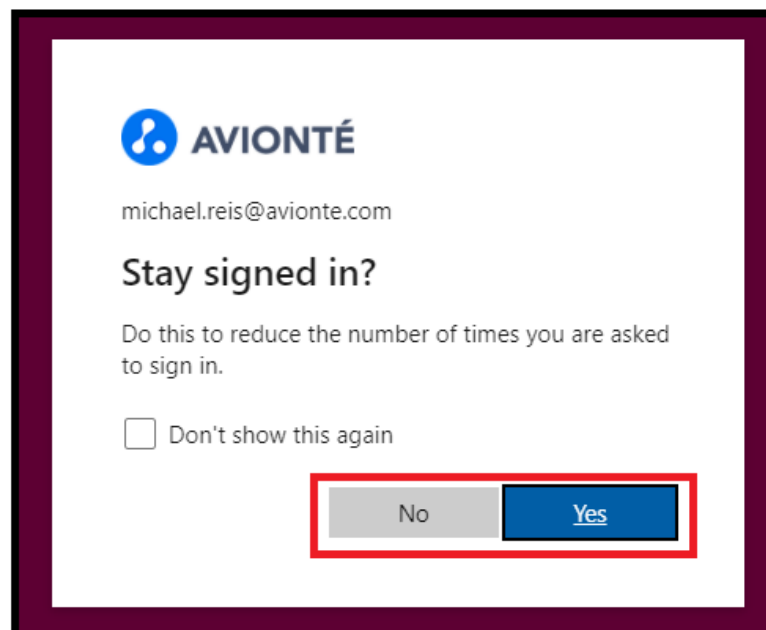
Having trouble? [Sign in another way](#)


[More information](#)

**Verify**

11. Click on the option if you want to stay signed in or not

1. The next screen might not show for everyone.
  1. **No:** The next time you sign in, you will have to verify your information again
  2. **Yes:** This keeps you logged in without having to verify your information again.



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### Stay signed in?

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

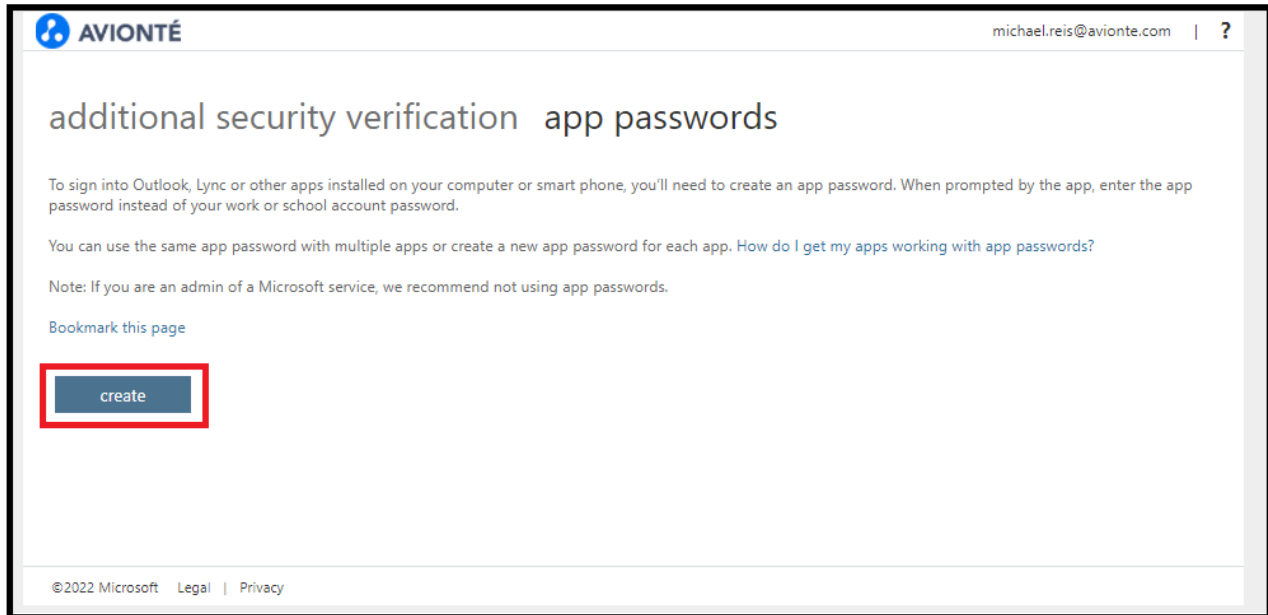
Don't show this again

**No** **Yes**

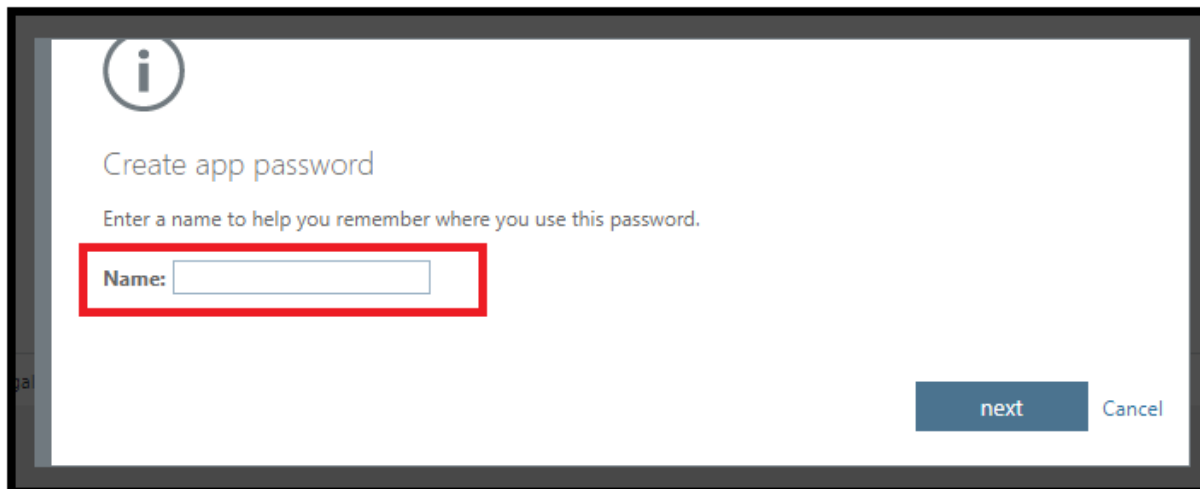
## Set up an App Password

Once you are logged into your Microsoft Office account, you can create an app password.

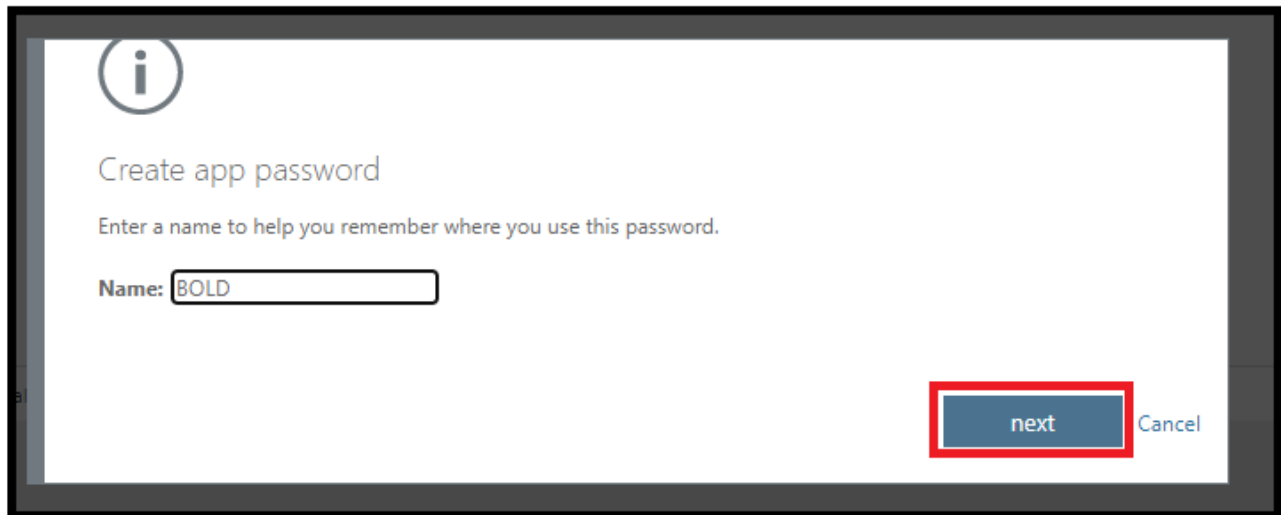
1. Click on the **Create** button



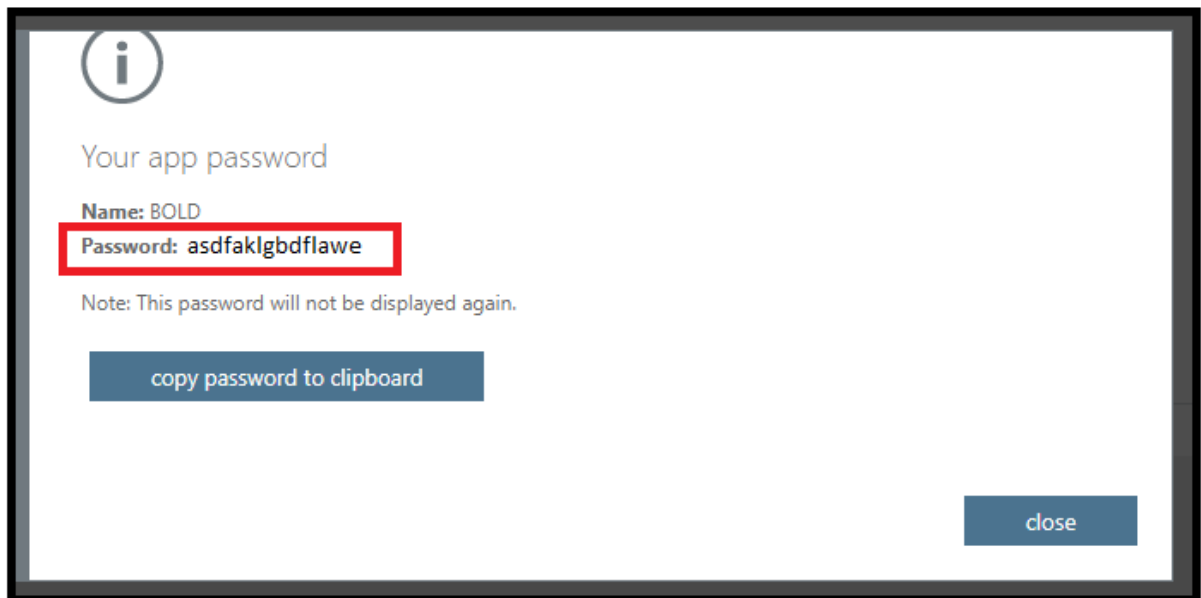
2. Enter a name for the app password, in the **Name** field.



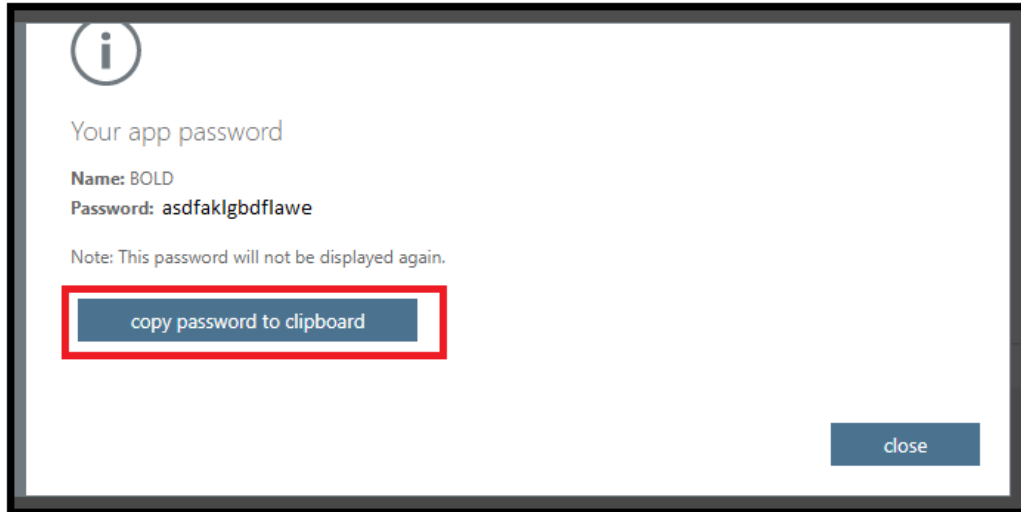
3. Click on the **next** button



4. A new password will be automatically generated
  1. The password will *never* be displayed again so it's important to write it down.



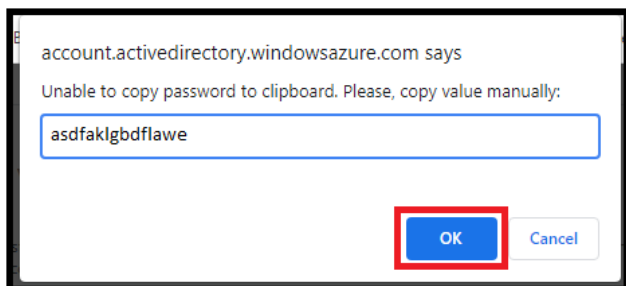
5. Click on the **copy password to clipboard** button



6. You may see this warning message.

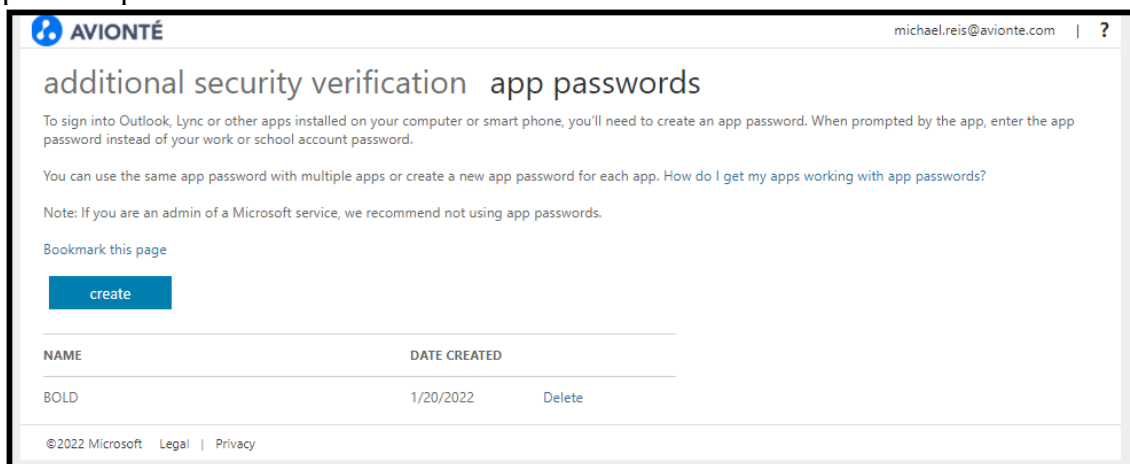
1. If so, copy the password

7. Click on the **OK** button



8. You'll be brought back to the main page.

1. Notice that it doesn't display your password again.
2. If you forgot the password, you can create a new one but we would recommend removing the previous password.



9. Enter that password into your custom SMTP settings

1. [Click here for information on setting up your custom SMTP](#)