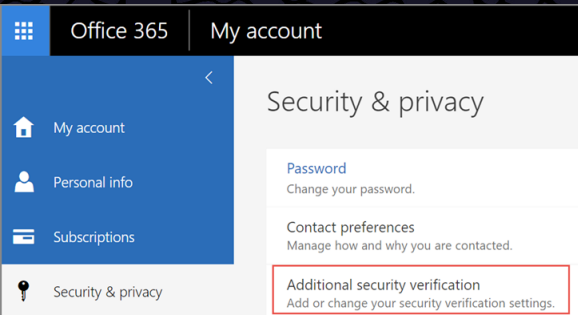


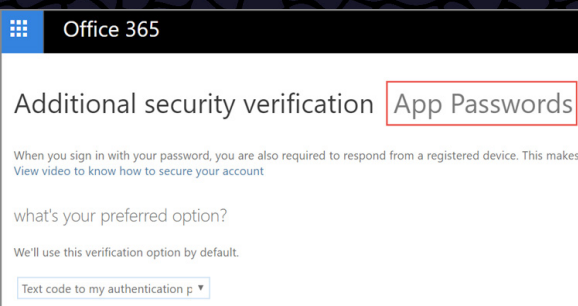
HERO

IT SUPPORT

HOW TO CREATE AN 'APP PASSWORD' FOR OFFICE 365 MULTI-FACTOR AUTHENTICATION



1. Sign in to your Microsoft Office 365 account via an internet browser, using the link <https://portal.office.com/>
2. Click on '**Settings**', then '**Office 365**'
3. Click '**Security & Privacy**', then '**Additional Security Verification**'. (You will only be able to view this option if Multi-Factor Authentication has been set up for your company. If not, call Hero IT Support on **0800 680 00 88**)
4. Click '**Update my phone numbers used for account security**'
5. This will bring you to a new page where you should click '**App Passwords**', then '**create**' to generate an app password.
6. You may be asked to name your app password, if so, choose a name and click '**Next**'
7. Then click '**Copy password to clipboard**'
8. Finally, to go the app you are trying to connect your Office 365 account with and when asked, paste the app password in the relevant box.



Your app password

Name: Outlook

Password: stbbcmxwjhpbskwp

Note: This password will not be displayed again.

copy password to clipboard