

STILL USING SMS OR VOICE FOR MICROSOFT MFA?

Move users before Microsoft retires its telecom service in February 2027

IT Club · Microsoft SMS & Voice MFA Retirement Checklist

NOW

Identify users & plan

SEP 2026

Passkey prompts begin

FEB 2027

SMS & voice retire

AFTER

SMS-only users may be blocked

WARNING: USERS WHO RELY ONLY ON SMS OR VOICE MAY FACE BLOCKING SIGN-IN PROMPTS FROM FEBRUARY 2027

DISCOVERY — WHO IS AFFECTED?

- ☐ Identified users enabled for SMS authentication
- ☐ Identified users enabled for voice-call authentication
- ☐ Reviewed sign-in logs to confirm which users actively use SMS or voice
- ☐ Reviewed SSPR configuration for SMS and voice dependencies
- ☐ Reviewed legacy MFA settings (per-user MFA portal)
- ☐ Reviewed guest users and contractor accounts
- ☐ Reviewed emergency and break-glass accounts

Enabled is not the same as registered or used. Identify all three before planning the rollout.

TARGET METHOD — WHAT WILL USERS MOVE TO?

- ☐ Passkeys enabled in Authentication Methods Policy
- ☐ Windows Hello for Business available for managed Windows users
- ☐ FIDO2 security keys available for users without compatible smartphones
- ☐ Microsoft Authenticator passkey support confirmed for applicable users
- ☐ Accessibility requirements assessed and covered
- ☐ Corporate-device availability reviewed

MFA is not one level of security. The method used matters. Prioritise phishing-resistant methods.

POLICY — IS CONFIGURATION ALIGNED?

- ☐ Authentication Methods Policy reviewed and updated
- ☐ Conditional Access policies reviewed — passkey registration not blocked
- ☐ Administrators and privileged roles treated separately (move first)
- ☐ Emergency accounts reviewed and protected
- ☐ SSPR authentication methods updated
- ☐ Combined registration flow verified

PILOT — TESTED BEFORE MASS ROLLOUT?

- ☐ Pilot group includes administrators, office staff, remote workers
- ☐ Mobile and shared-device users included in pilot
- ☐ Users with accessibility requirements included
- ☐ Contractors and frontline workers represented
- ☐ Registration journey tested on all major device types
- ☐ Lost-device recovery procedure tested
- ☐ Support procedures tested

COMMUNICATION — USERS INFORMED?

- ☐ Users notified of the deadline and the reason for the change
- ☐ Registration instructions provided (clear, tested)
- ☐ Support route communicated
- ☐ Lost-device and replacement-device process explained
- ☐ Managers briefed
- ☐ Consequence of ignoring the prompt communicated

MONITORING — TRACKING COMPLETION?

- ☐ Registration completion report in place
- ☐ Continued SMS and voice usage identified and tracked
- ☐ Registration failures reviewed
- ☐ Exceptions documented with a named owner
- ☐

