

## Microsoft Multifactor Authentication Guide

### What is MFA and When Do You Need It?

Multifactor Authentication (MFA) adds an extra layer of security to your account by requiring multiple forms of verification. You'll only be prompted for MFA when accessing college resources from outside campus, such as from home.

### How to Set Up MFA

You have two options available to you, these options are using the Microsoft MFA App or using your phone number to receive text messages or Calls.

### **Option 1 – Microsoft Authenticator App**

#### Step 1: Download the Microsoft Authenticator App

1. Download the Microsoft Authenticator app from your device's app store:

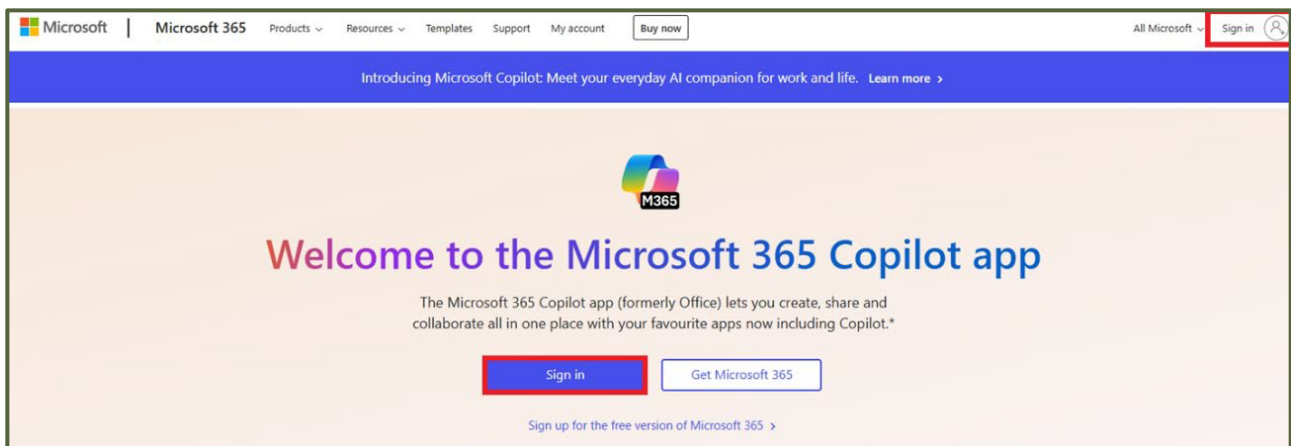
- Apple App Store for iOS devices: <https://apps.apple.com/us/app/microsoft-authenticator/id983156458>
- Google Play Store for Android devices: <https://play.google.com/store/apps/details?id=com.azure.authenticator>

2. Search for "Microsoft Authenticator" and download the app with the following icon or click on the link above next to your device's app store:

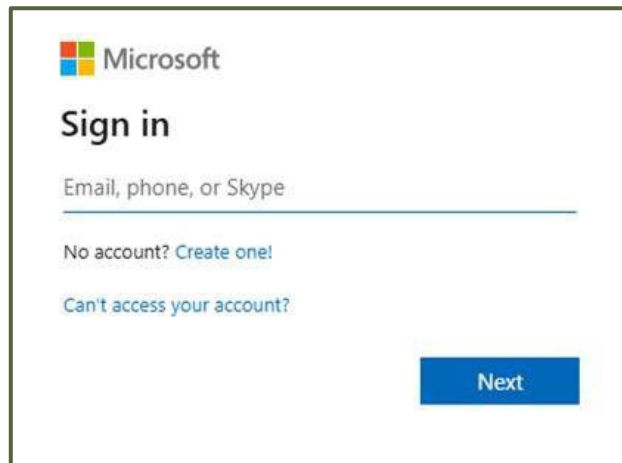


#### Step 2: Start the Setup Process

1. On your computer, go to <https://microsoft365.com>. and the screen will appear as below.

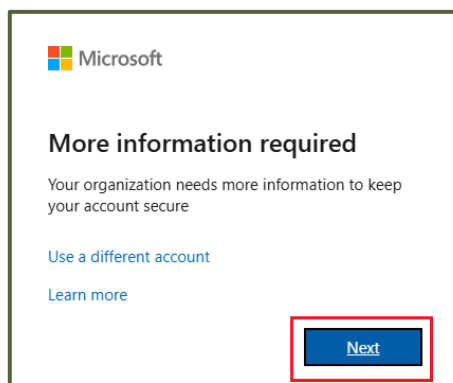


2. Click on '**Sign In**', and a Microsoft sign-in window will appear. Then, enter your college email address.

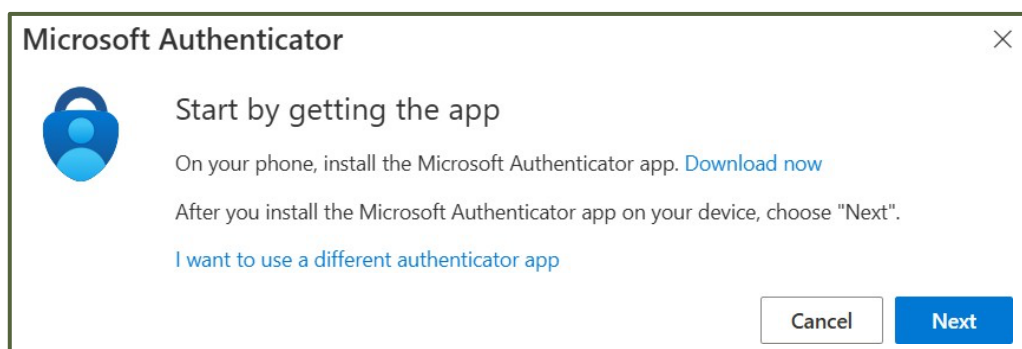


3. Upon entering your college email address, you will be redirected to the college sign-in page as shown below. Then, enter your College email address and the password for your account.

4. After entering the correct password, a popup will appear as shown below. Please click on '**Next**'.

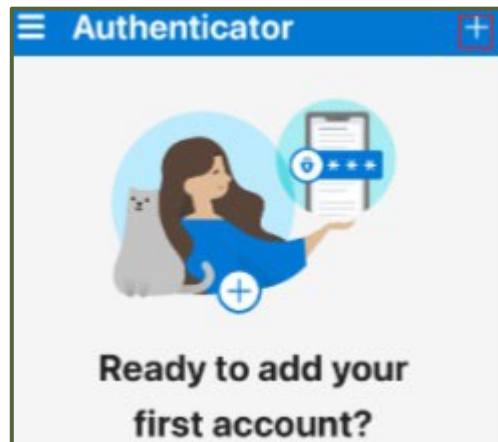


5. You will get a popup reminding you to download the Microsoft Authenticator as shown below.

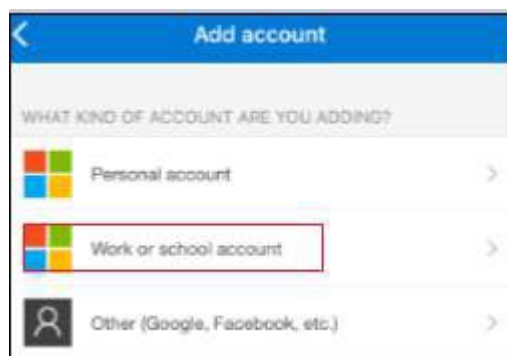


### Step 3: Configure the Authenticator App

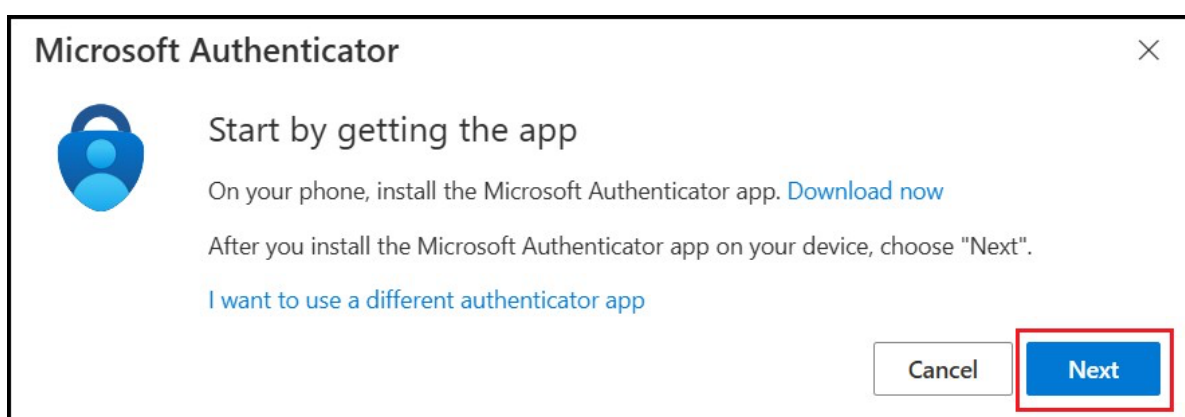
1. Open the Microsoft Authenticator app on your phone and tap the "+" button as shown below.



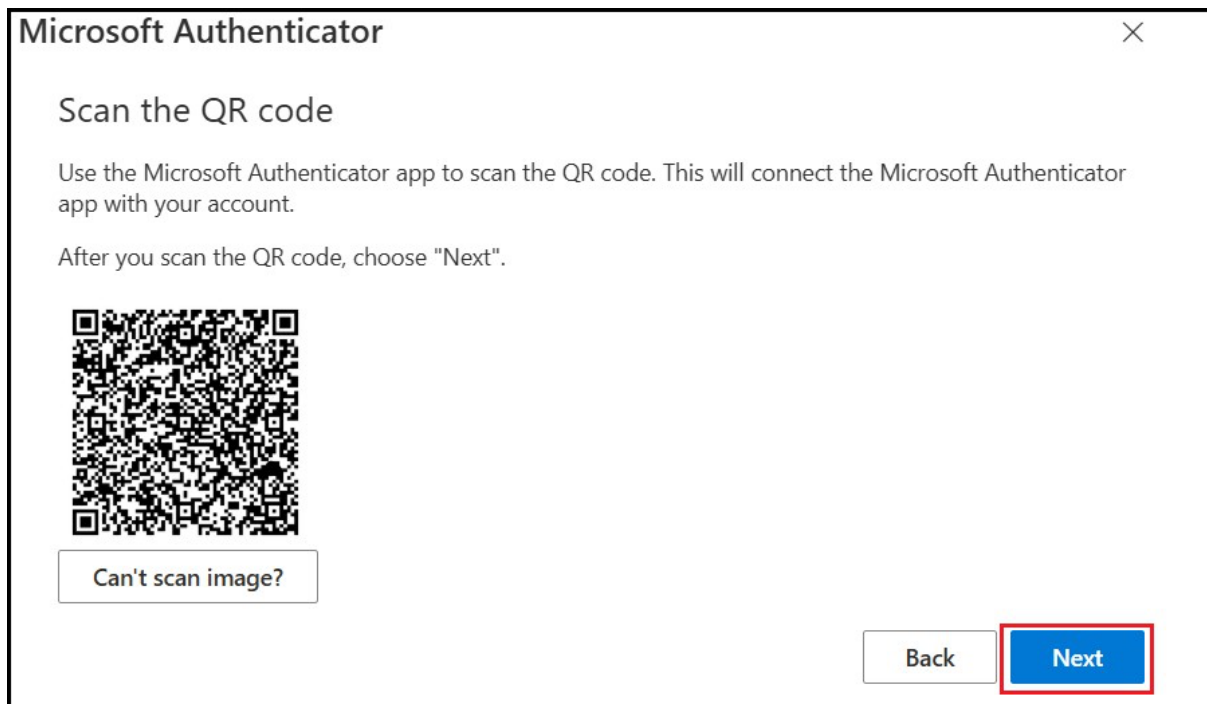
2. Select "**Work or school account**" as shown below.



3. Now using your computer after you have selected **Next**, the following will appear and select next.

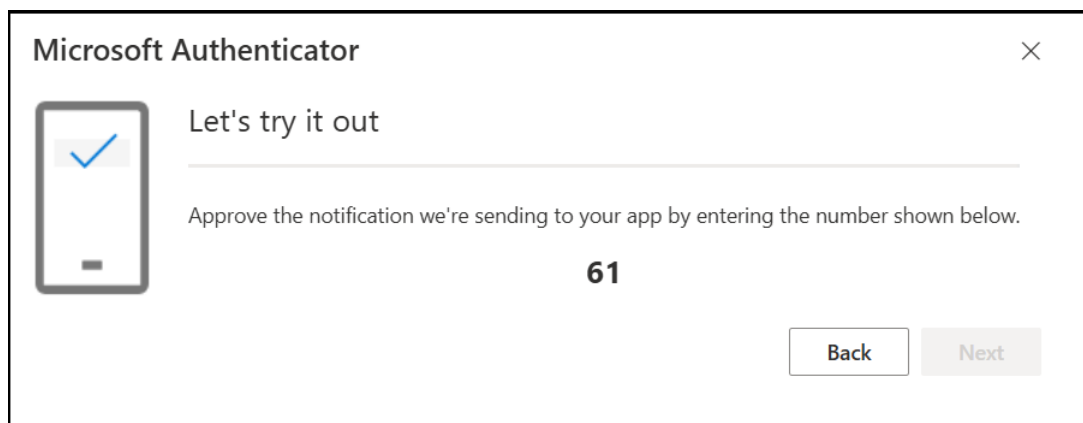


4. After selecting Next on your computer screen, a QR code will appear. Scan the QR code using Microsoft Authenticator app and click **"Next"** on your computer.

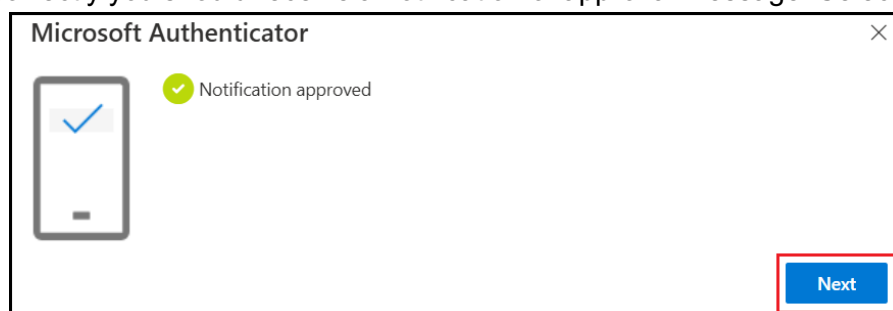


#### Step 4: Verify Your Account

1. A randomly generated number will appear on your computer screen. Enter this number into the Microsoft Authenticator app on your phone.

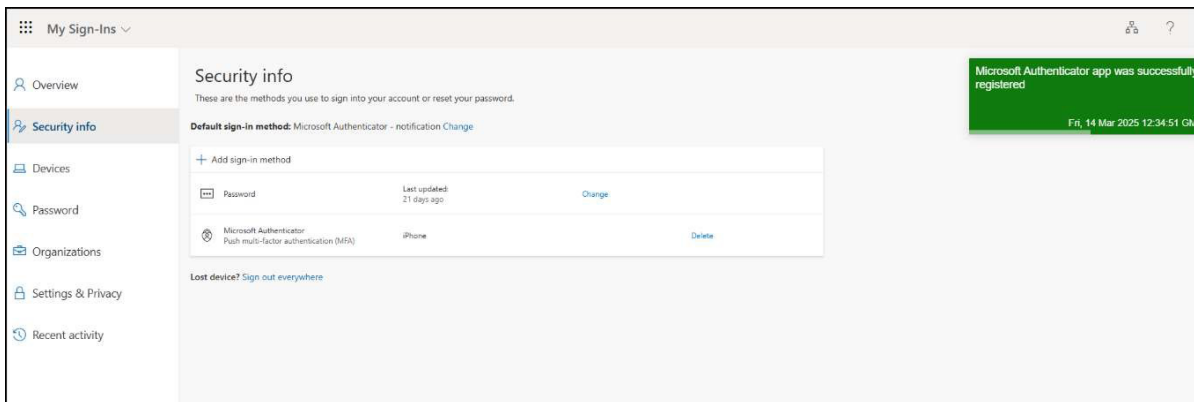


2. When entered correctly you should receive a notification of approval message. Select Next.



## Step 5: Completion

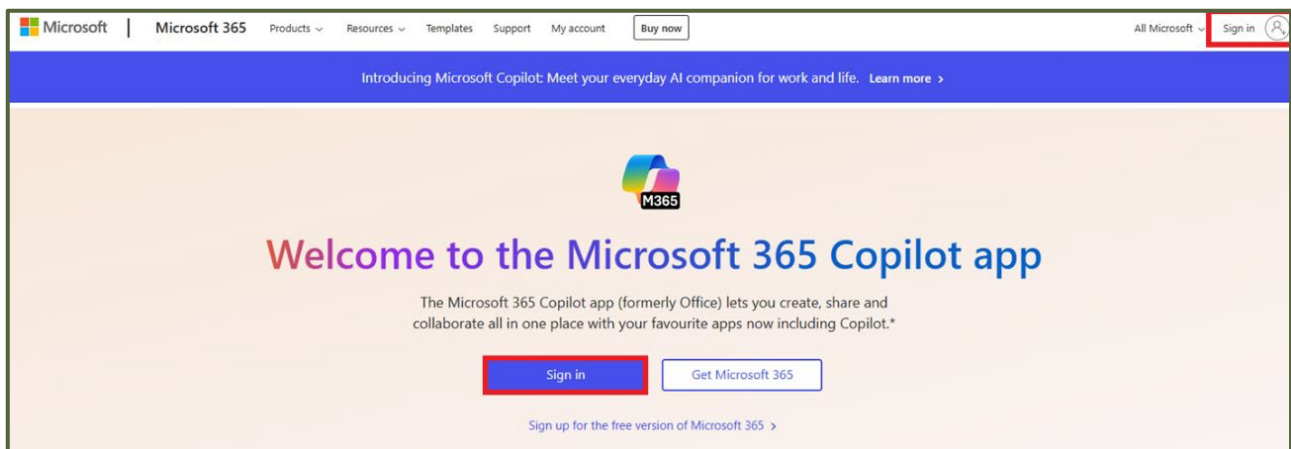
1. A notification will appear on your computer screen confirming that MFA has been successfully set up as shown below.



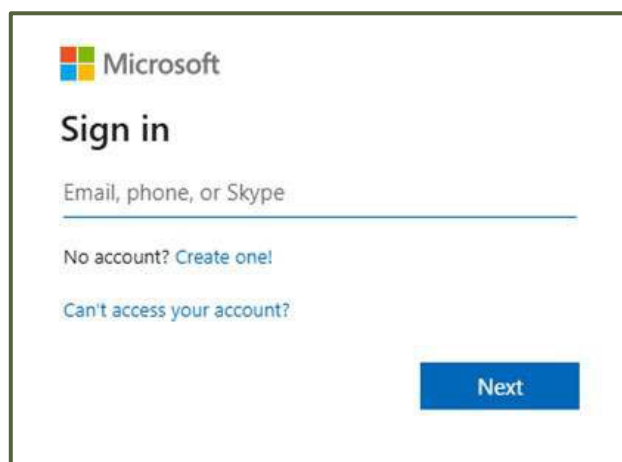
## Option 2 – Text Messages or Calls

If you would like to avoid using the Microsoft Authenticator app, you can instead set-up text messages or choose to receive a phone call.

1. On your computer, go to <https://microsoft365.com> and the screen will appear below.

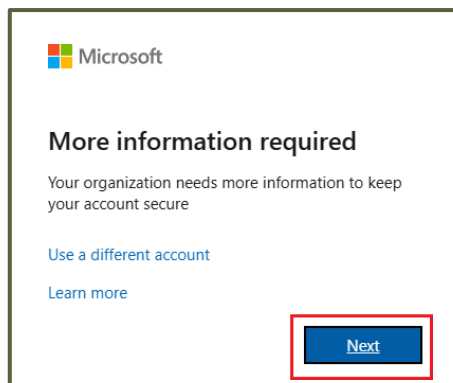


2. Click on '**Sign In**', and a Microsoft sign-in window will appear. Then, enter your college email address.

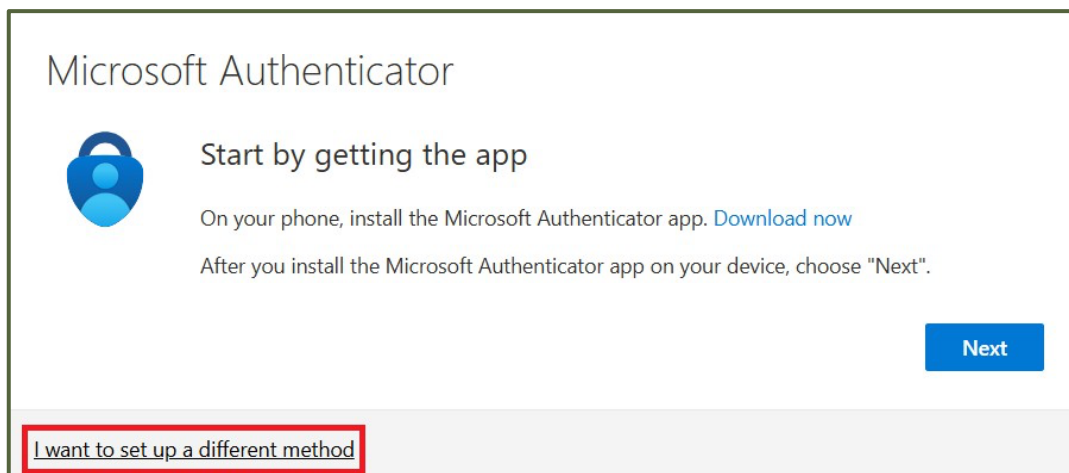


3. Upon entering your college email address, you will be redirected to the college sign-in page. Then, enter your College email address and the password for your account.

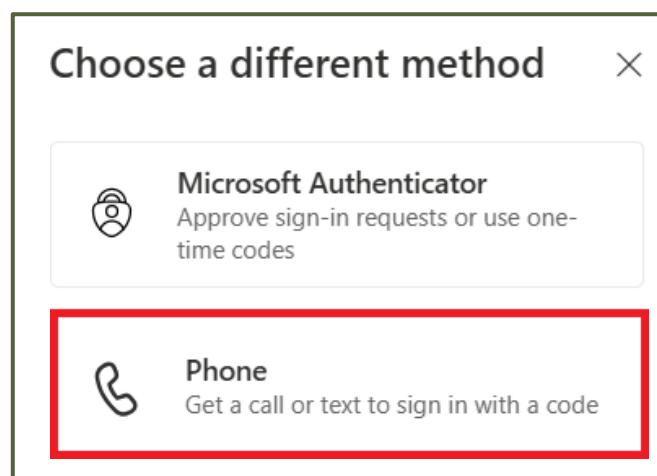
4. After entering the correct password, a popup will appear as shown below, select “Next”.



5. Next, select “I want to set up a different method”.



6. Next, select “Phone”.



7. Next, select United Kingdom in the Country code drop-down box and type in your Phone number. Select “Next” when completed.

The screenshot shows a 'Phone' verification screen. At the top, it says 'Phone' and 'You can prove who you are by answering a call on your phone or receiving a code on your phone.' Below this is the question 'What phone number would you like to use?'. There are two input fields: 'Country code' with a dropdown menu showing 'United Kingdom (+44)' and 'Phone number' which is empty. Below these fields is a section titled 'Choose how to verify' with two radio buttons: 'Receive a code' (selected) and 'Call me'. At the bottom, there is a disclaimer: 'Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).' and a blue 'Next' button.

Select “Receive a code” to receive text messages or “Call me” for a phone call.

8. You will now receive a SMS code or Phone Call, proceed to type in the Code if you selected the “Receive a code” option. Select Next.

The screenshot shows the second step of the 'Phone' verification process. It says 'Phone' and 'We just sent a 6 digit code to [redacted] Enter the code below.' Below this is a text input field containing '318611'. There is a blue link 'Resend code' below the input field. At the bottom right, there are two buttons: 'Back' and 'Next'. At the bottom left, there is a link 'I want to set up a different method'.

9. You will now receive a verification message as pictured below, select “Next”.


The screenshot shows the final step of the 'Phone' verification process. It says 'Phone' and 'Verification complete. Your phone has been registered.' with a green checkmark icon. At the bottom right, there is a blue 'Next' button.

10. Success! You will finally receive a message to say that the set-up is now completed.

## Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

**Default sign-in method:**

 Phone

Done

### **New Phone**

If you change your phone, you will need to send an email to [ITHelpdesk@brooklands.ac.uk](mailto:ITHelpdesk@brooklands.ac.uk) in order for us to remove the old phone from your account.

### **Having issues?**

If you encounter any issues while setting up MFA, please email the IT team at [ITHelpdesk@brooklands.ac.uk](mailto:ITHelpdesk@brooklands.ac.uk) and we will assist you further.