

Multifactor Authentication (MFA) Guide

What is Multifactor Authentication (MFA)?

To protect your data whenever you access your college account from outside of the college campus, in a new location or on a new device we need to make sure it is you. We are introducing Multifactor Authentication (MFA) to improve your security. You will have most likely experienced these checks before with other accounts or apps you have such as your Bank, PayPal, Social Media etc. You will be able to choose to get your codes in the Microsoft Authenticator App or register your phone number to receive text messages or automated calls.

How to set up MFA

1. Login to your college Microsoft account as you normally would.
2. You will then be shown a message about setting up Multifactor Authentication.
3. You can then choose one of these options:

OPTION 1 - Download the Microsoft Authenticator App on your smartphone (recommended option, as it is quicker and easier)

OR

Select “Set up a different method to sign in”

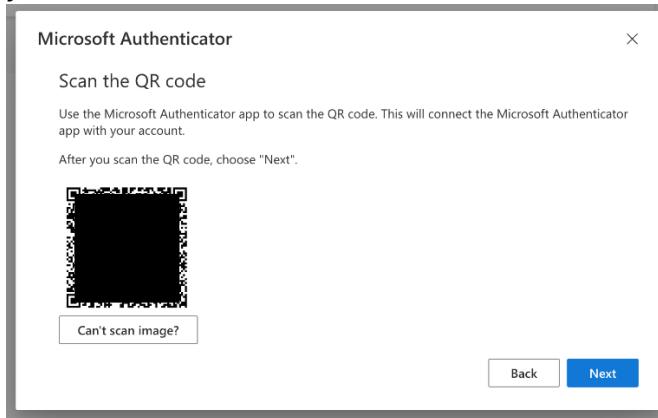
OPTION 2 - Provide your mobile phone number to set up text messages or automated phone calls.

OPTION 1 - Setting up the Microsoft Authenticator App

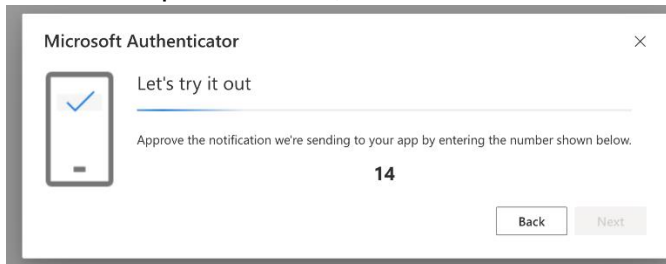
1. Go to your App Store on your phone and search “Microsoft Authenticator”. Make sure to select the correct app which is published by the Microsoft Corporation. Scanning the QR code below with your smartphone will take you to the right app.



2. Once the app is installed, click next on your computer screen and use the App to scan the QR code shown on the computer screen. This will link your app with your Microsoft account.



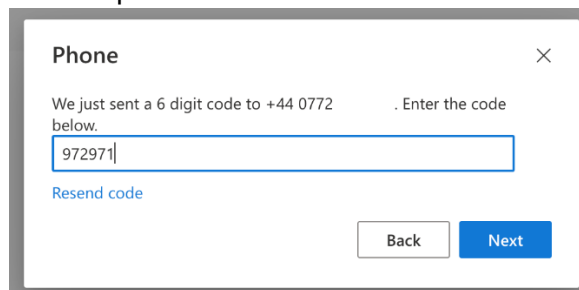
3. On the next screen you will be asked to confirm on your app the numbers shown on the computer screen, this checks it is all correctly connected.



4. Once you have confirmed the numbers on the screen, you are all set. In future if you are prompted for a code it will pop up on your phone or can be found by opening the app.

OPTION 2 - Setting up text messages or automated calls

1. If you don't want to use the Microsoft Authentication App you will need to set up your phone to receive text messages or automated calls from Microsoft.
2. Enter your mobile phone number when asked.
3. You can then choose to be sent a text message or receive an automated call.
4. You will then be asked to enter the code sent by text message or phone call on the computer screen.



4. Once you have completed this process you are all set. In the future if prompted for a code you can choose to be sent a text message or receive an automated phone call.

Frequently asked questions

Can I choose to not use Multifactor Authentication?

As this is an essential security measure, all students must use it to access college system and services.

What college systems may ask for MFA when I try to login?

MFA is linked to your Microsoft login, which is connected to every other college system. So, if you access your email, OneDrive you will see it, along with other platforms such as Microsoft Teams, Century or ClickView. Normally you will only be prompted for the code when you use a new device or are in a new location, so it won't be every time you login.

Can a college staff member give me an access code?

No, the only person who can receive access codes is you. If you are not receiving your authentication codes you can visit our support team and have your MFA access reset, then you will need to set up MFA again.

I am changing my phone or phone number, how do I set this up again?

You can reset your MFA by logging on to your account on the internet and selecting your icon (top right) and choosing "View account". Then select "Security" and delete the authentication method and then press "add" to set up your new phone. If you can't do this, please visit our support team at college.

I have been asked to choose a new longer password, any tips on how do I remember it?

The longer a password is, the harder it is to guess. We recommend choosing 3 words so its easy to remember but hard to guess.

monday24 – This password would take a computer less than 10 seconds to guess

browndogchester – This password would take a computer a thousand years to guess. Its made up of 3 words which describes the dog and includes his name.

(Please don't use these passwords, they are just examples!)

Now this is set up, I don't need to be concerned about security, right...?

Whilst setting up MFA will help protect your data, you should still be cautious and careful when it comes to security online. Don't share your password or use the same password for more than one service. If you think you may have accidentally shared your password, then change it straight away as your data could be at risk. If you don't have MFA set up for your personal accounts and it is an option you should consider it, as it makes your account much more secure.