

MULTI FACTOR AUTHENTICATION (MFA)

Multi Factor Authentication is now in place to access Office365 (Outlook particularly) remotely. This does not affect your computer at work, this will only affect the devices you use outside of work. Multi Factor Authentication is an extra layer of security in addition to passwords. It is a security system that verifies a user's identity through multiple credentials.

NOTE: If you have a College asset iPhone 4 or 5 (any model) please contact the ICT Helpdesk for advice



Hot Tip for all users!

Prepare for MFA by ensuring your current details (email address, mobile number etc.) are correct.

- Open Microsoft Online (login.microsoftonline.com) click on your initials or icon on the right and select "My Account"
- Select "Security Info" and enter your password if prompted
- Check what details are set in the "Don't lose access to your account!" and rectify as necessary by clicking "Change"
- Note: when you change an Authentication mode detail (either email address or mobile phone number), a verification code will be sent to that device that you change - so have this on hand ready!

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

Authentication Phone is set to +61 [redacted] [Change](#)
 Authentication Email is set to anthony [redacted] [Change](#)

- Click finish

Now, once you've received the email saying you will be signed up for MFA (an email comes out a couple of days in advance from ICT Helpdesk) you can follow the below instructions.

For Frequently Asked Questions, please visit the [MFA FAQ page](#).

How to set up MFA

Step 1 > On your **phone**

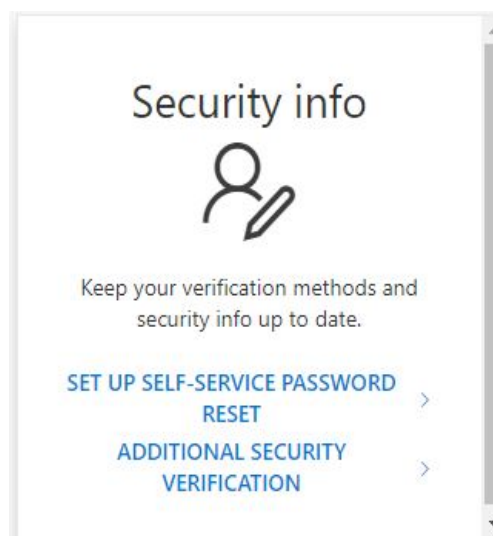
1. Search for Microsoft Authentication app on the App store or Google Play
2. Install the app



Microsoft Authenticator
Microsoft Corporation
4.7★ Installed

Step 2 > On your **PC or laptop**

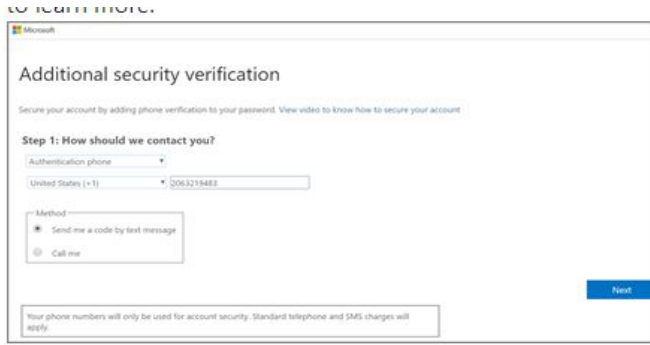
- Open a browser and type in <https://login.microsoftonline.com>
- Sign in with your SMtafe email address and password (if required)
- On the home page of Office365, click on your profile picture or initials (top right hand corner)
- Select the option *My account*
- Select *Security Info*
- Select *Additional security verification*



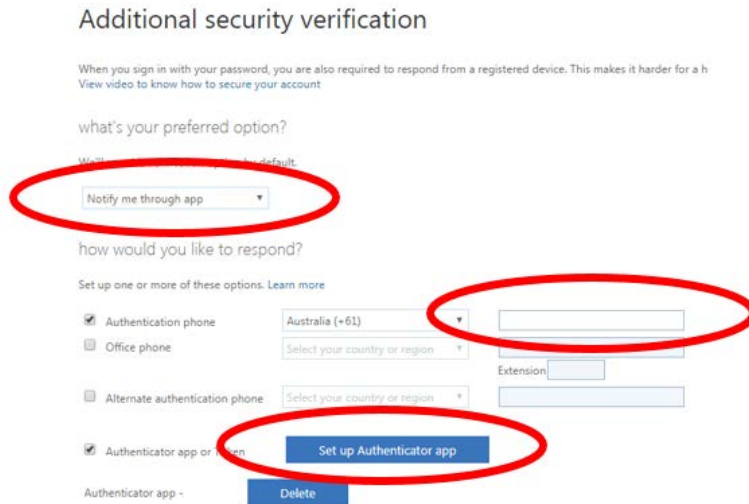
- Select *Update your phone number used for*

account security

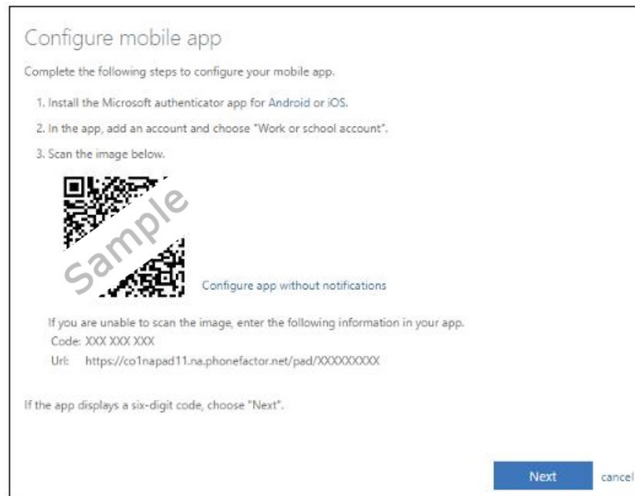
- Click Next



- Select *Notify me through App*
- Enter your mobile number (of the phone you installed the Microsoft Authenticator App on)
- DON'T use your office phone number (option 2 in the picture)
- Select *Authenticator app or Token*
- Click on *Set up Authenticator app*

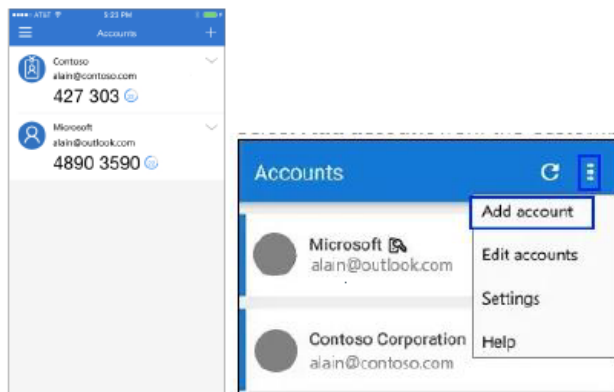


- An image and instructions should appear



Step 3 > On your **Phone**

- Open the Authenticator App and select *Add Account*
- Select *"Work or School account"*
- Your phone camera should be activated
- Point the phone camera to the QR code image on your **PC or laptop screen** and the account should be created



Testing the MFA

Step 4 > On your **PC or Laptop**

- Click Done

- Wait for Checking Activation status to finish configuring the app on your device (e.g. mobile phone)
- When its done, you'll be able to click on the "Contact me" button on the right

Step 5 > On your **phone**

- A new notification will be displayed
- Go to the Microsoft Authenticator App
- Tap Approve to allow the connection

You're good to go! From now on, when you try to access any of the Microsoft 365 apps (including email) you will be asked to authenticate through the Microsoft Authenticator app on your phone.

For help or advice, please log a job with the [ICT Helpdesk](#).

Last Updated: 18/08/2020 3:07 PM
