

Ulster University Office 365 MFA Setup Guide

What is MFA (Multi-Factor Authentication)?

MFA, known as Multi-Factor Authentication, is two or more authentication methods for signing into an account to confirm you are the correct user. MFA will help to protect your account and its contents.

This document should help guide you through the process of registering an Office 365 Account for MFA.

Before you Start:

- Have around 20 minutes of uninterrupted time to complete the setup.
- Have access to a personal smartphone or tablet.
- Have the most up-to-date operating system and software versions installed on your smartphone or tablet.
- Have a good data reception on smartphone or tablet.
- Have enough storage to download an app which is roughly *63.4MB* in size.
- Have MFA enabled on your Office 365 account.
- Have the app, '**Microsoft Authenticator**', downloaded onto your smartphone or tablet.



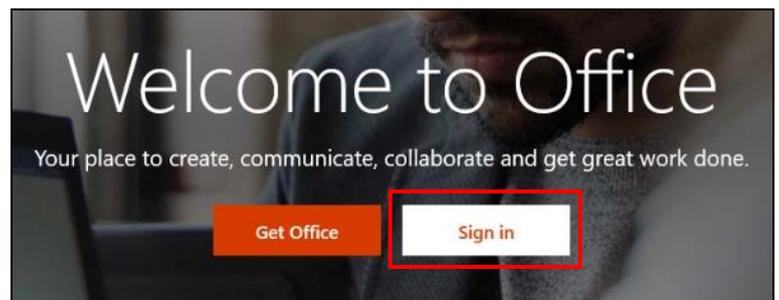
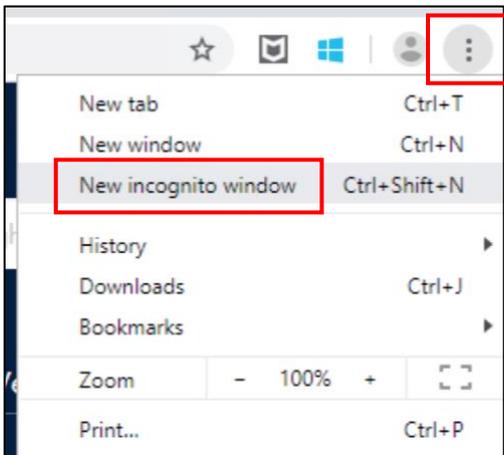
You can download this from either the *App Store* on Apple devices or *Google Play Store* on Android devices.



- If you require the use of email on your smartphone or tablet, we strongly recommend using '**Outlook**' as your email client as this is more seamless with the MFA and Microsoft technologies.
- **Optional:** Access to an alternative email address and/or phone number which isn't an office phone.

Step 1

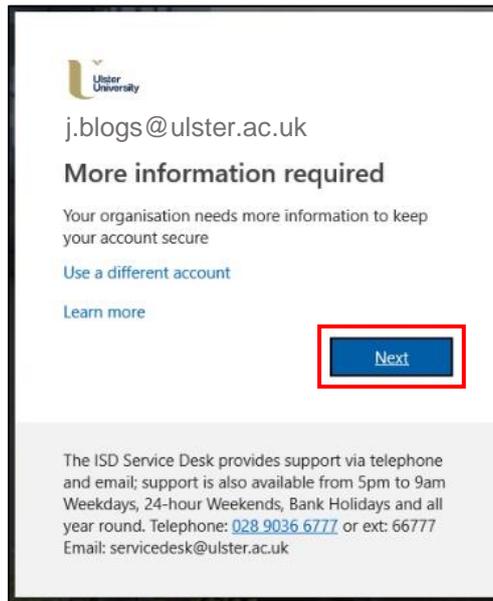
Open *Google Chrome*. Click the **three dots icon** in the top right-hand corner and click **New incognito window**. In the *Search Bar* type <https://www.office.com/>, click **Sign In**.



Point to Note: For *Mac users* - open *Google Chrome*, click **File** in the top left-hand corner and click **New incognito window**.

Step 2

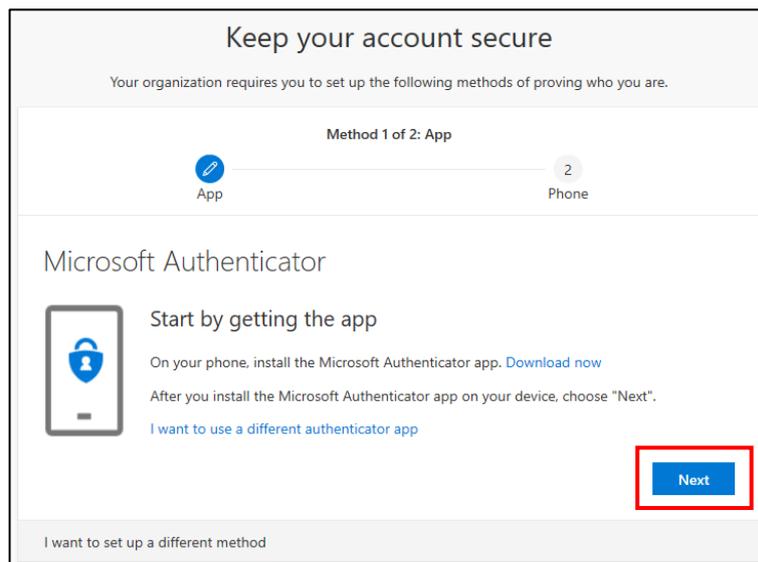
Sign in with your Office 365 email address and password. You will now begin your MFA setup, click **Next**.



Step 3

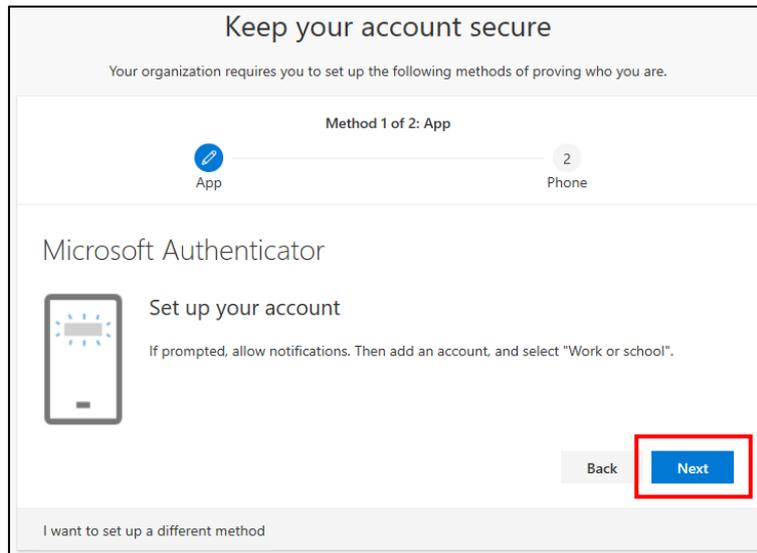
The **Microsoft Authenticator App** will automatically be displayed first for setup.

1. If you haven't already, download the **Microsoft Authenticator App** on your smartphone or tablet. Once downloaded, click **Next**.

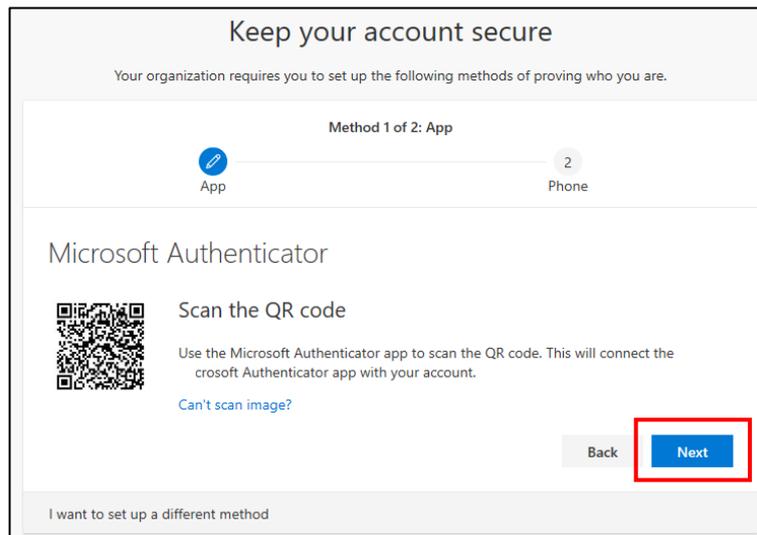


2. If prompted, on your smartphone or tablet, select **Allow Notifications**.

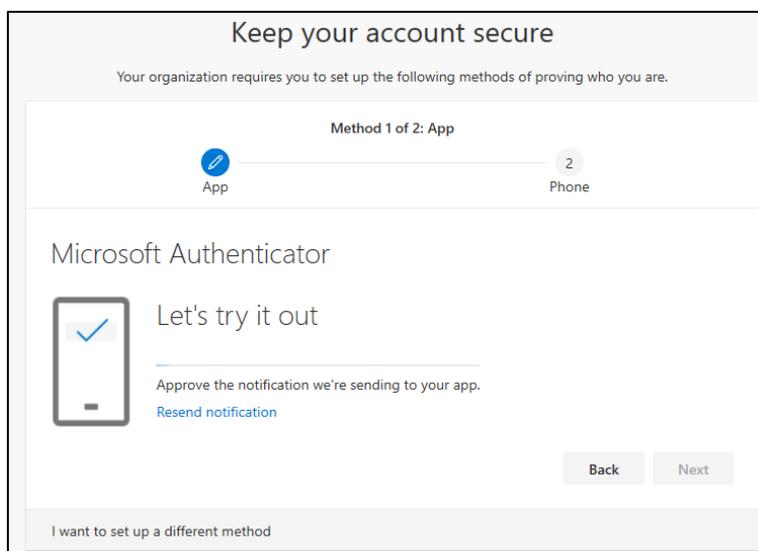
3. On your smartphone or tablet, click to add a **Work or School Account** and click **Next**.



4. If prompted, on your smartphone or tablet, select **Allow Camera Access**.
5. Using your camera, scan the QR code displayed on your screen and click **Next**.
Point to Note: Do not scan the QR code on this document.



6. This will now be tested. You will be prompted, on your smartphone or tablet, to approve. Select **Approve**.



7. **Microsoft Authenticator App** should now be set up. Click **Next**.

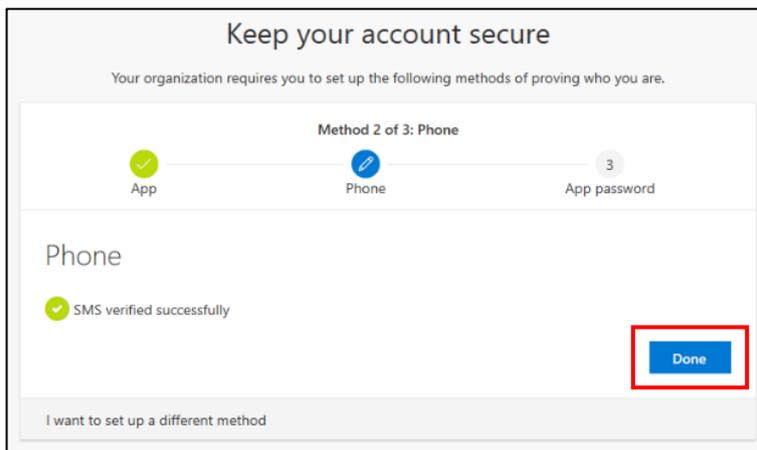
Step 4

As well as the authenticator app, you will now be prompted to setup a phone method of authentication.

1. Select your country prefix and type your number.
2. The option **Text me a code** should automatically be selected, select this if not and click **Next**.

3. This will now be tested. You will be prompted, to type the code, received by text into the text field that reads 'Enter code'. Click **Next**.
 - If you have not received a code within in a few seconds, click **Resend Code**.

4. **Phone** authentication should now be setup. Click **Done**.



Setup Complete

You should now have MFA setup successfully and be displayed with your Office 365 home page.

Step 5

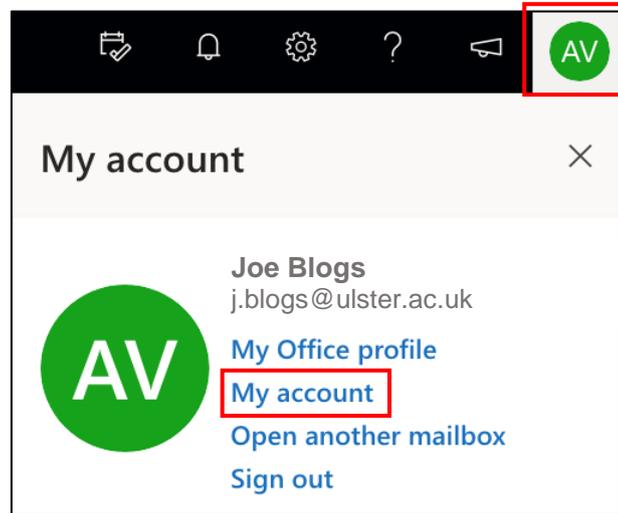
You should now test your MFA methods on different applications, devices and browsers to ensure they work successfully and allow normal functionality.

FAQ's

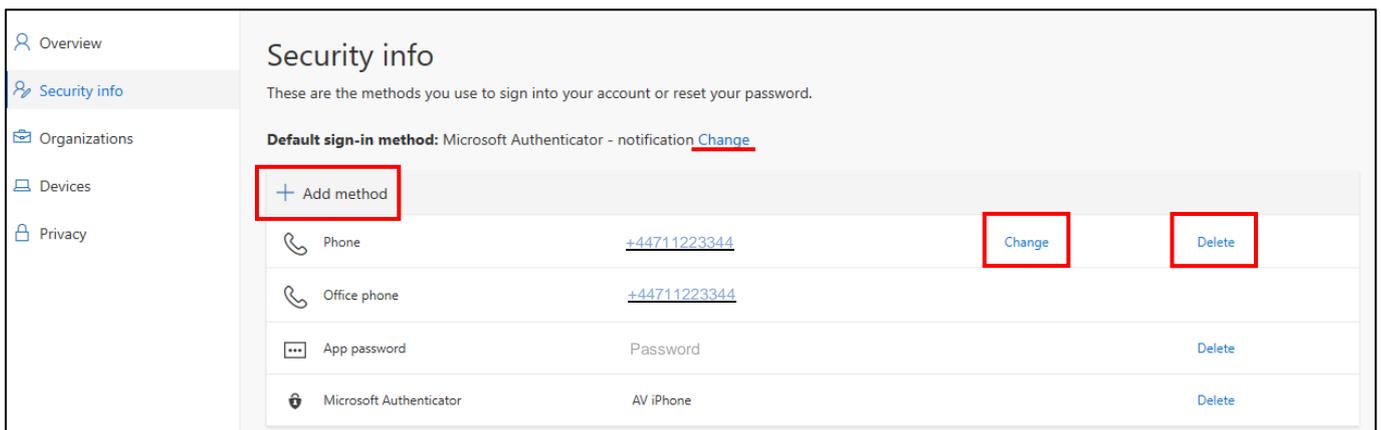
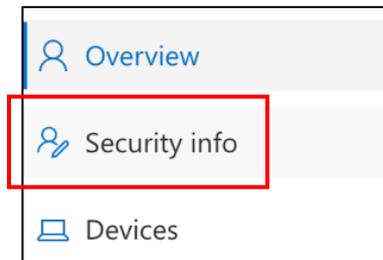
How do I add, delete or edit my MFA methods?

Open Office 365 (<https://www.office.com/>) from a PC on the Web Browser that you are wishing to use (*Recommended: Google Chrome*), click **Sign In**. Sign in with your Office 365 email address and password. You will be displayed with your Office 365 home page.

If you click your **Initials** or **Photograph** in the top right-hand corner and click **My account**. You should be displayed with an *Overview* of your account information.



On the left-hand side click **Security info**, you should be displayed with your previously setup MFA methods.



Here, you can *edit* previously set up authentication methods, *delete* methods, add methods and change your *Default sign-in method*.

I have been asked to setup an App Password, what do I do?

As well as both the authenticator app and phone authentication, you may be prompted to setup an **App Password**.

An **App Password** will sometimes be asked for when trying to sign into certain applications, such as *Skype* and/or an alternative mail application (*Example: iOS Mail*).

What is an App Password?

An app password is a randomly generated password that you provide once rather than your regular password to sign into an app or device that does not support MFA. You can create several different app passwords for specific applications and/or devices.

1. Choose a name for your **App Password** and type it in the text field that reads 'Enter app password name'. Click **Next**.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 3 of 3: App password

App Phone App password

App password

Start by creating a name for your app password. This will help differentiate it from others.

What name would you like to use? Minimum length is 8 characters.

Enter app password name

Cancel Next

2. Your password will now be displayed to allow for use. Click **Done**.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 3 of 3: App password

App Phone App password

App password

Copy the password to clipboard and paste into your app. Then return here and choose 'Done'

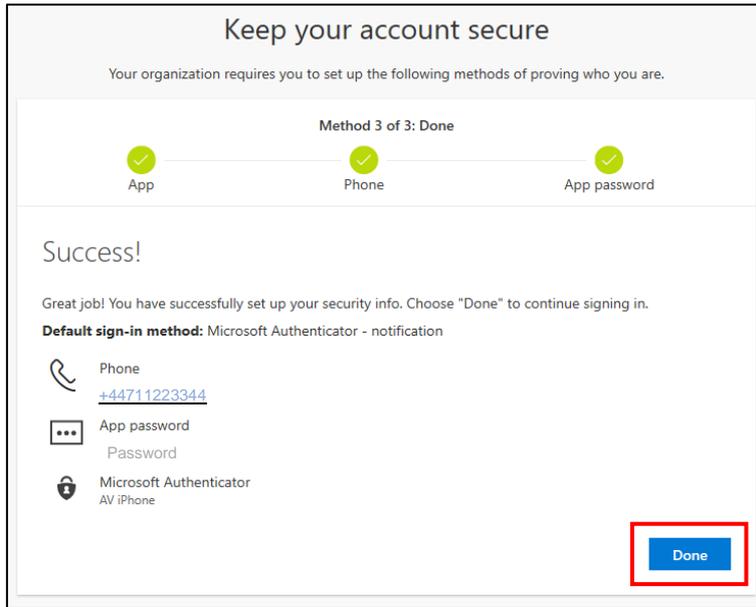
Name:
Password

Password:
123abcde!

Note: Keep this password in a safe place. it will not be shown again.

Back Done

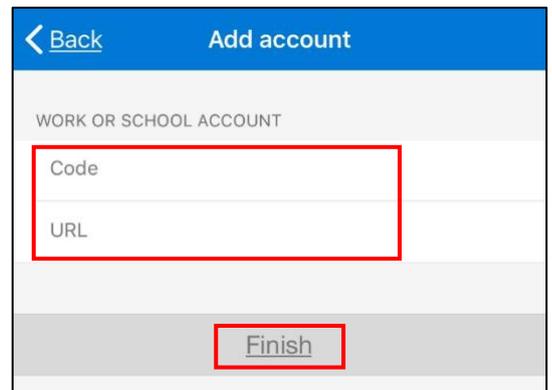
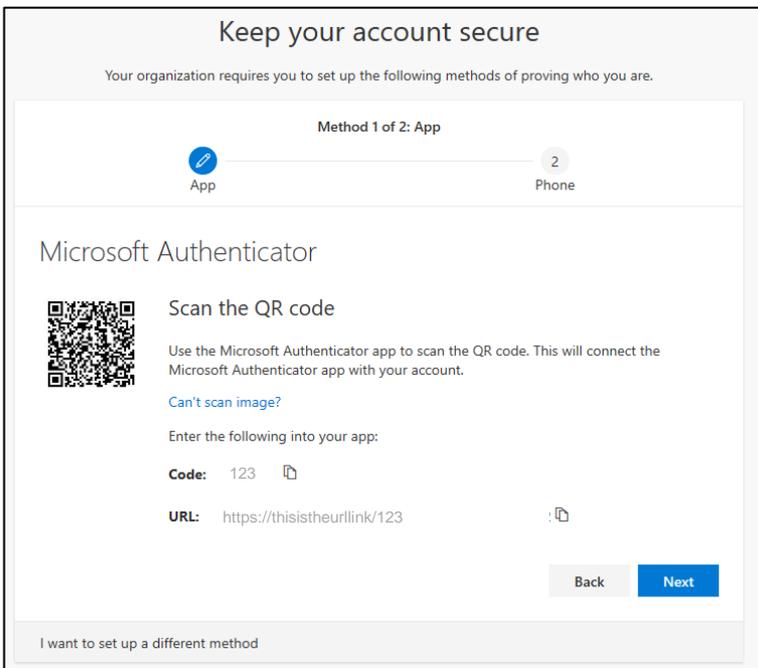
3. Your **App Password** should now be successfully setup, along with your other MFA methods. Click **Done**.



What if I can't scan the QR code?

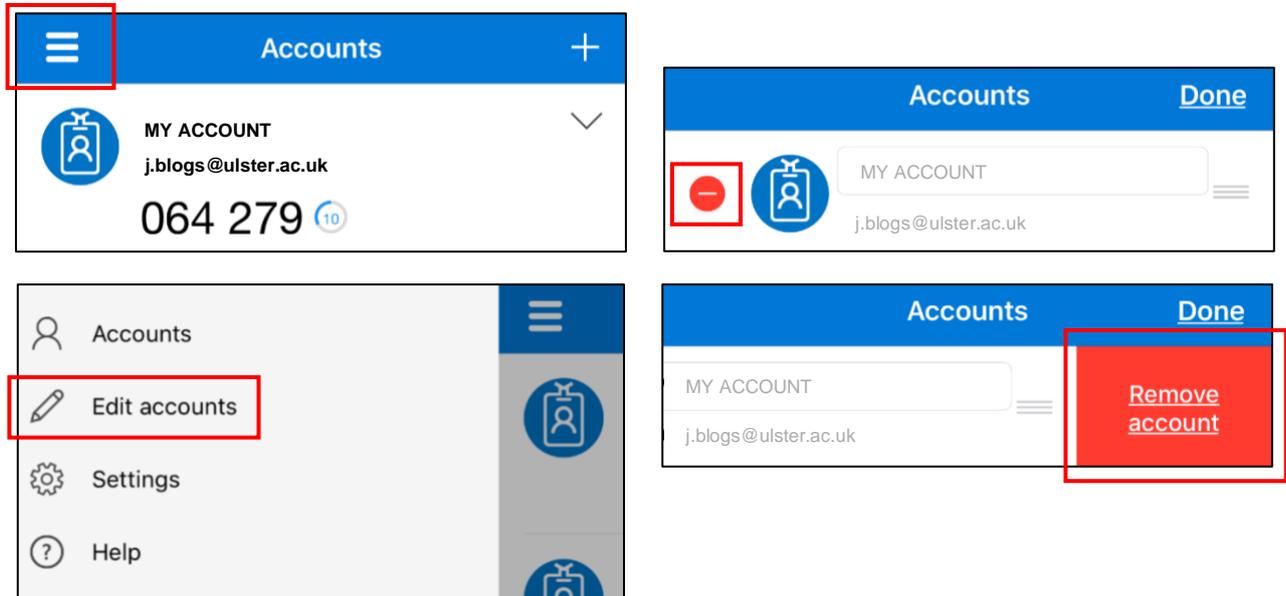
When prompted to scan the QR code, click **Can't scan image?**, this will display a **Code** and a **URL**. On your phone or tablet, if camera access is disabled you will automatically be displayed with two text fields to allow you to type the **Code** and **URL**. However, if camera access is enabled, select **Enter Code Manually**, and again you will be displayed with two text fields to allow you to type the **Code** and **URL**. Click **Finish** and setup continues as normal.

Point to Note: Each Code and URL are different for each account.



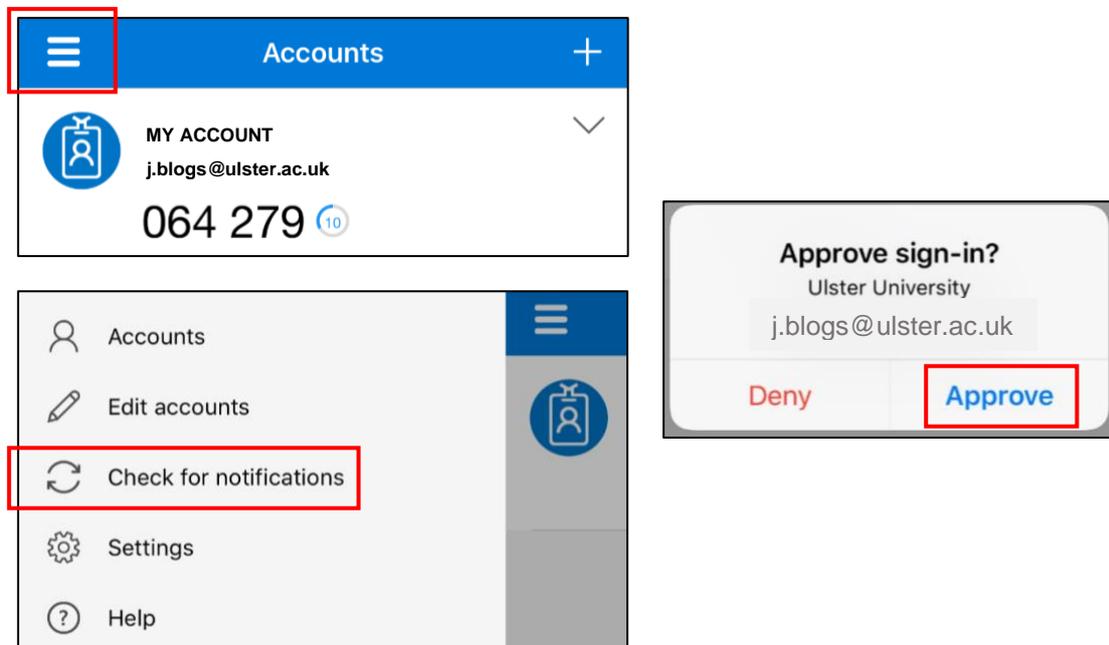
When I scan the QR Code it states the account has already been added?

Open the Microsoft Authenticator App, you should see on the left-hand side an icon made up of three lines, click this. You should be displayed with a list of options, click **Edit accounts**. Once clicked you will be displayed with the account already setup with a red icon to the left of it, click this icon. Then click **Remove account** now displayed on the right hand-side. You should now start with **Step 4** again to add an account and re-scan the QR Code.



I am not receiving notifications for approval from the Microsoft Authenticator App when I am expecting to?

Open the Microsoft Authenticator App, you should see on the left-hand side an icon made up of three lines, click this. You should be displayed with a list of options, click **Check for Notifications**. Once clicked you should be displayed with the notification to approve.

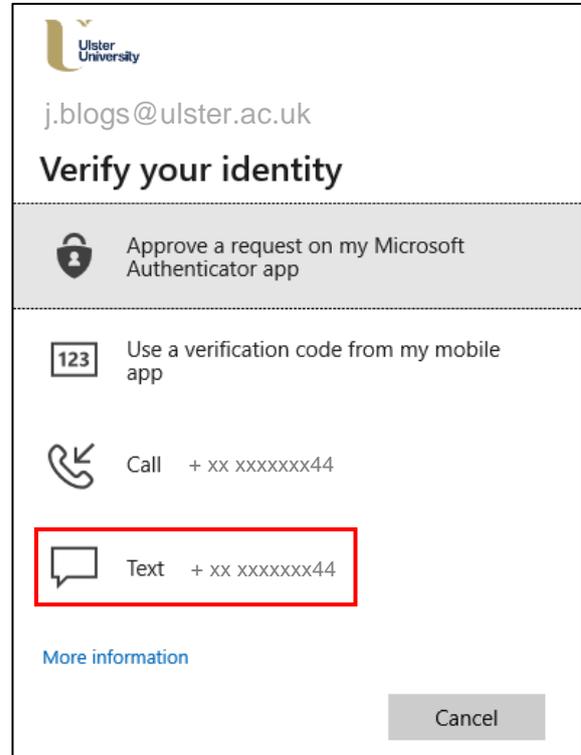
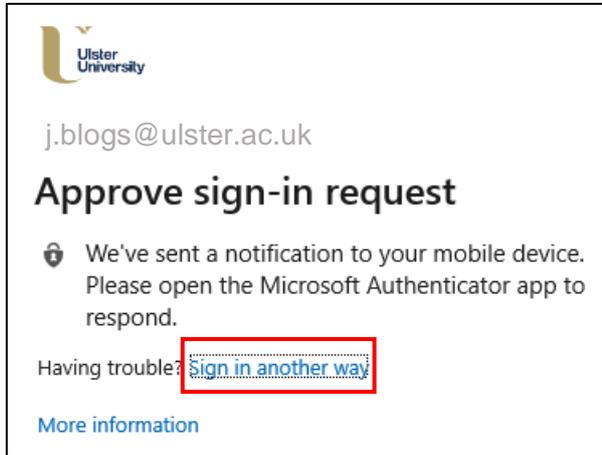


If this does not work, it may be due to an issue with the Wi-Fi connection, we recommend, to turn on your **4G** data and follow the steps above, again.

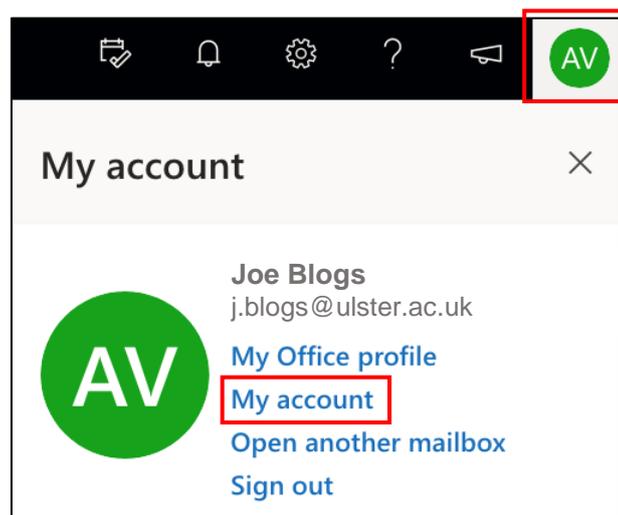
What do I do if I have got a new mobile phone?

If you have another MFA option setup to let you into your account, you can complete this yourself. If not, someone in the Microsoft Team will need to reset your MFA.

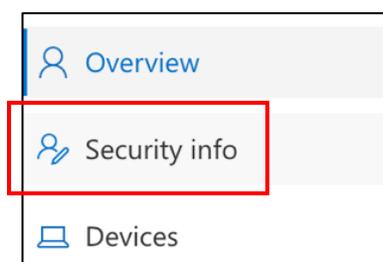
Open Office 365 from a PC on the Web Browser that you are wishing to use (*Recommended: Google Chrome*), click **Sign In**. Sign in with your Office 365 email address and password. When you are prompted with the original MFA challenge, you now no longer have access to, click **Sign in Another Way**. You should be displayed with a list of other verification options, click one you have access to and sign in.



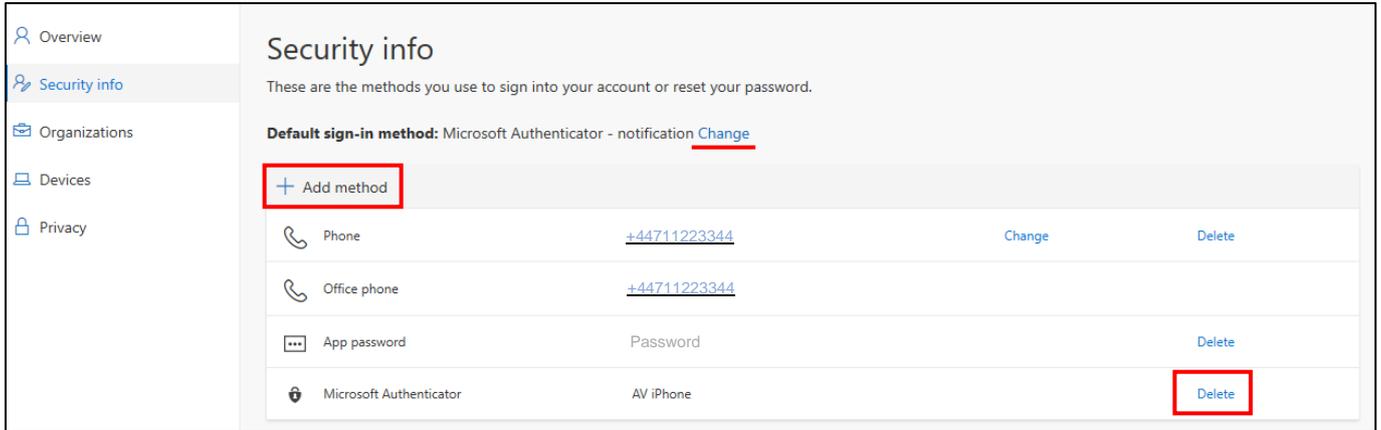
Once you are signed in, click your **Initials** or **Photograph** in the top right-hand corner and click **My account**. You should be displayed with an *Overview* of your account information.



On the left-hand side click **Security info**, you should be displayed with your previously setup MFA methods.



Click **Delete** beside the method you no longer have access to. If the method you are deleting is the Microsoft Authenticator App you **must** ensure your account on the application is also removed, how to do this is demonstrated in the *'When I scan the QR Code it states the account has already been added?'* answer above. Click **Add Method**, chose the method, from the drop-down menu, you just deleted and setup this MFA method again. Once finished, it is important to check the **Default Sign-In Method** is set to the method you want. If not, click **Change** and chose the method, from the drop-down menu, you want as your default.



Any advice needed and/or issues to report?

- Contact the **Service Desk** on servicedesk@ulster.ac.uk