

MULTI-FACTOR AUTHENTICATION (MFA)

USER SETUP GUIDE

CONFIGURING THE AUTHENTICATOR APP

01

The Microsoft Authenticator application is required before beginning the setup of MFA on your account. Please download it from the Google Play Store for Android, or the App Store for iOS.

For more information on Microsoft Authenticator app, visit the Microsoft Authenticator page on the <u>Apple App store</u>, or <u>Google Play store</u>.





On your computer, open your preferred web browser and navigate to <u>https://www.office.com</u>

Click on the **Sign in** button.

Enter your Swinburne email address and click on the **Next** button



Microsoft
Broose the semail is used with more than one account from Microsoft. Which fone do you want to use?
Work or school account Created by your IT department.
@win.edu.au
Personal account Created by you @swin.edu.au
Dersonal account Created by you @swin.edu.au
Trid of seeing this? Rename your personal Microsoft account.
Back

After typing in your email address, you may be prompted to choose which account to use, if so, click on **Work or school account**.

Enter your Swinburne email address' password and click the **Sign In** button





It is now time to setup Multi-Factor Authentication (MFA).

Click on the **Next** button to proceed.

Note: If this screen does not appear, please call the service desk on (03) 9214 5000, option 5, to ensure your account is activated for MFA enrolment.

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Please ensure you have the Authenticator app downloaded onto your phone, then press the **Next** button.

Note: If you do not own a smart phone, click I want to set up a different method and proceed to <u>Alternate Authentication</u> <u>Methods</u> below.

Keep your account secur	'e
Your organisation requires you to set up the following methods of	proving who you are.
Microsoft Authenticator Start by getting the app On your phone, install the Microsoft Authenticator app. Dow Once you've installed the Microsoft Authenticator app on you I want to use a different authenticator app	nload now nur device, choose "Next". Next



Click **Next** on your computer screen to continue.

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You will need to keep this screen open while you work on your mobile in the next steps, as the QR code displayed will be used to set up the Authenticator app.

Keep your account secure
Your organisation requires you to set up the following methods of proving who you are.
Microsoft Authenticator
Scan the QR code
Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app to your account.
Once you've scanned the QR code, choose "Next".
Can't scan image?
Back Next
want to set up a different method

Open the Authenticator app on your phone. If you have not used the app before, you will be shown an introduction.

Press **Skip** or the **>** arrow to get to the main menu.

You may be directed to enable push notifications, which is recommended. Next, press **Add account** on the main menu, then **Work or School account.** Proceed to **Step 12** of this guide.



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If you do not have the **Add Account** button on the main screen of the **Microsoft Authenticator** app, click on the options menu dots in the upper right-hand corner, then click on **Add account**, and finally, click on **Work or school account**.





The **Authenticator** app will now look for the QR code prepared in **Step 9**, above.

Focus the camera over the QR code square. The app will automatically pair itself to your account.

Once scanned, press **Next** on the MFA setup screen in **Step 9**.

The MFA setup will now confirm that the configuration was successful by sending a test approval to your phone.

Click **Approve** on your phone and **Next** on your computer to complete the setup.



Keep your account secure Your organisation requires you to set up the following methods of proving who	you are.
Microsoft Authenticator	
Baci	« Next
<u>I want to set up a different method</u>	



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The Microsoft **Authenticator** app has now been configured, and you will be able to see your account listed as "Swinburne University" with your email address below.

Congratulations!

Your email (O365) account has now been setup with Multi-Factor Authentication.

The final page on the website will show you what device and default sign-in method you have configured.



ALTERNATE AUTHENTICATION METHODS

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To set up an alternate verification method, you will need a phone that is accessible to you; your deskphone, home-phone, or mobile will work.



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 Keep your account secure

 Vour organisation requires you to set up the following methods of proving who you are.

 Microsoft Authenticator

 Start by getting the app

 On your ph
 Ohoose a different method

 Once you'v
 Choose a different method

 Iwant to to
 Which method would you like to use?

 Phone
 Noxt

 Iwant to set up a different me
 Confirm

After clicking **I want to set up a different method** in <u>Configuring the Authenticator</u> <u>App, Step 7</u>, you will be provided with a dropdown list of alternate login methods.

Select **Phone** and then click **Confirm**.

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In this section, we will need to fill out your contact details and verification method.

In the dropdown-box, please select **Australia (+61)** and enter your phone number in the text box to the right.

Lastly, select **Call me** and then click **Next**.

Keep your account secure
Your organisation requires you to set up the following methods of proving who you are.
Phone You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use?
Text me a code Call me
Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.
l want to set up a different method

Note: Due to security concerns, Swinburne IT does not recommend using SMS as your authentication method.

	Keep your account secure	
Your orga	nisation requires you to set up the following methods of proving who you ar	e.
Phone		
We're calling +61	now.	
		Back
	wat wathout	

At this point, you will receive a phone call from Microsoft. Answer the call and you will be directed to press **#** to authorise the login attempt.

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The authentication service has now verified your phone and has set it as an authentication method on your account.

Press **Next** to continue.

Keep your account secure Your organisation requires you to set up the following methods of proving who you are.	
Phone Call answered. Your phone was registered successfully Next	

Success!		
Great job! You have successful	v set up your security info. Ch	oose "Done" to continue signing in
Default sign-in method: Pho	ne - call	
Phone		
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Congratulations!

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