Ulster University Office 365 Multi-Factor Authentication FAQ’s

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

Step 1: Log into Office.com

- Open Office 365 ([https://www.office.com/](https://www.office.com/)) from a PC on the Web Browser that you are wishing to use (Recommended: Google Chrome).

- Click **Sign In** and enter your University Email Address and Password. You will be displayed with your Office 365 home page.

Step 2: View your Account Information

- Click your **Initials** or **Photograph** in the top right-hand corner and click **My account**.

Step 3: Configure your Authentication Methods

- Click **Security info** which will be displayed on the left-hand side. 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.

- On your PC, choose a name for your **App Password** and type it in the text field that reads ‘**Enter app password name**’.
- Click **Next**.

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

- 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?

The following steps will require you to carry out some steps on your phone and some on your desktop/laptop so we have indicated which you use for each step.

- **On your PC or Laptop**, 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** obtained from the step above.

- **On your phone or tablet**, 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**.

- **On your phone or tablet**, click **Finish**.

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

- **On your PC or Laptop**, click **Next**.
• Your PC or Laptop will now display a message informing you that the pairing between your PC or Laptop and your Microsoft Authenticator App will be tested.

• You will be prompted, on the Microsoft Authenticator App on your smartphone or tablet, to approve. Click Approve.

• The Microsoft Authenticator App should now be successfully paired with your Ulster University Office 365 account and the message ‘Notification approved’ should display on your PC or Laptop screen.

• Click Finish on your PC or Laptop.

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

• Open the Microsoft Authenticator App on your phone or tablet. 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 re-scan the QR Code displayed on your PC with your phone or tablet.

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

• Open the Microsoft Authenticator App on your phone or tablet, 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 on your phone or tablet.

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 the following steps yourself. If not, contact the Service Desk on servicedesk@ulster.ac.uk or log a call via the UniDesk Self Service Portal, as you will need your MFA reset.

Step 1: Log into Office.com from your PC

• Open Office 365 from your PC or Laptop on the Web Browser (e.g. Google Chrome) that you are wishing to use, click Sign in.

• Sign in with your University 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.
Step 2: Select an alternative verification option

- You should be displayed with a list of other verification options. Click one you have access to and sign in.

- For example, click the Text option if you still have access to that mobile number.

Step 3: Enter your verification code

- A code will be sent to your phone via text message. You should input this on your PC or Laptop when prompted.

- Then click Verify on your PC or Laptop.

Step 4: Configure your Authentication Information

- Once you are signed in on your PC or Laptop, click your Initials or Photograph in the top right-hand corner and click My account.

- On the left-hand side click Security info.

- You should be displayed with your previously setup MFA methods.
Step 5: Delete the old authentication method
- 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 App 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.

Step 6: Add the new authentication method
- Click **Add Method**, chose the method you just deleted from the drop-down menu, and setup this MFA method again by following the steps on the screen.

Step 7: Set the Default Sign-In Method
- Once finished, it is important to check the **Default Sign-In Method** is set to **Microsoft Authenticator – notification**. If not, click **Change** and select this option from the drop-down menu.

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**I have no WiFi/Mobile Phone Signal to accept a MFA Prompt**

If you are prompted to accept a MFA request when logging into a system, but your mobile phone is not connected to WiFi, and does not have a 3G/4G internet connection, you can follow the below steps.

**Please note:** This will only work if you have set up the Microsoft Authenticator App and linked it to your Ulster University account.

Step 1: Log into the system
- You should log into the system you’re trying to access as normal, using your Ulster University Email Address and Password.
• When you are prompted to accept your MFA Prompt, select *I can't use my Microsoft Authenticator app right now.*

• Select **Use a verification code from my mobile app.**

**Step 2: Obtain Verification Code from App**

• Open the Microsoft Authenticator App on your mobile phone.

• Click where it displays your email address.
• You will see a 6-digit One-time Password code generated on screen.

Step 3: Enter the Verification Code

• On your Laptop/PC, enter this 6-digit code into the Code field.

• Click the Verify button.

• You have now successfully authenticated, and should be able to log in as normal.

Any advice needed and/or issues to report?

If you require any additional support or advice, please contact Digital Services by using one of the below methods.

UniDesk Self Service

028 9536 7776

servicedesk@ulster.ac.uk