

# Ulster University Office 365 Multi-Factor Authentication FAQ's

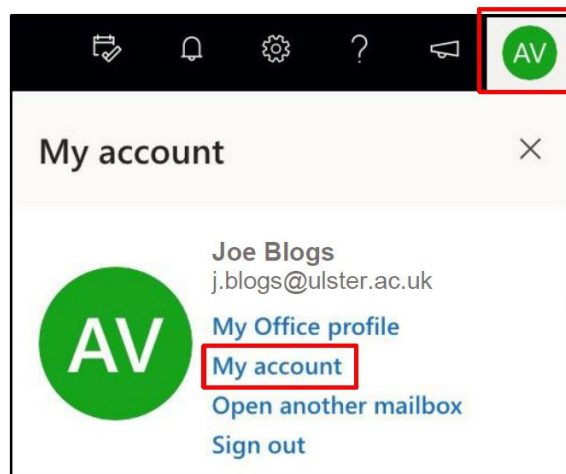
## How do I add, delete or edit my MFA methods?

### Step 1: Log into Office.com

- Open Office 365 (<https://www.office.com/>) 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.

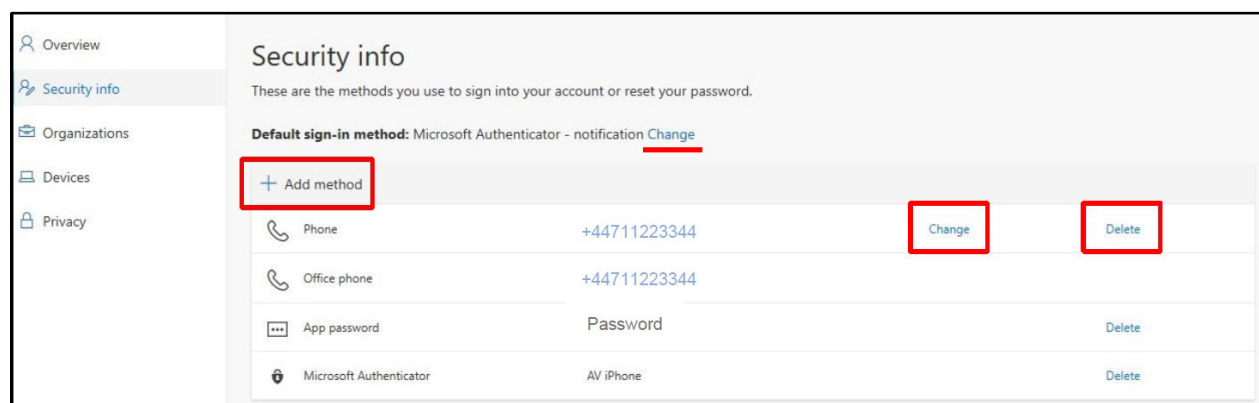
### Step 2: View your Account Information

- 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 Microsoft 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**.

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 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

- 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 Password

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

Name: iOS Mail

Password: 123abcdel

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

Back Done

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

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method: Microsoft Authenticator - notification

Phone: +44711223344

App password

iOS Mail

Microsoft Authenticator AV iPhone

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**.

Keep your account secure

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

Method 1 of 2: App

App Phone

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

[Can't scan image?](#)

Enter the following into your app:

Code: 123

URL: https://thisistheurlink/123

Back Next

[I want to set up a different method](#)

- **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.

Back Add account

WORK OR SCHOOL ACCOUNT

Code

URL

Finish

- **On your PC or Laptop**, click **Next**.

Keep your account secure

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

Method 1 of 2: App

App Phone

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

[Can't scan image?](#)

Enter the following into your app:

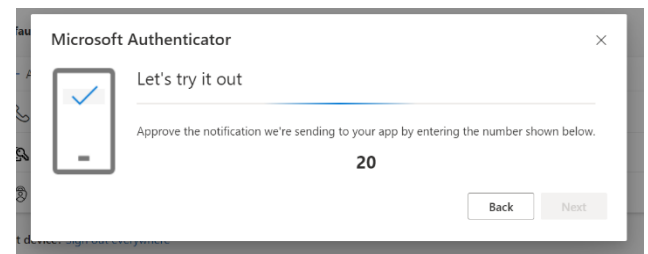
Code: 123

URL: https://thisistheurlink/123

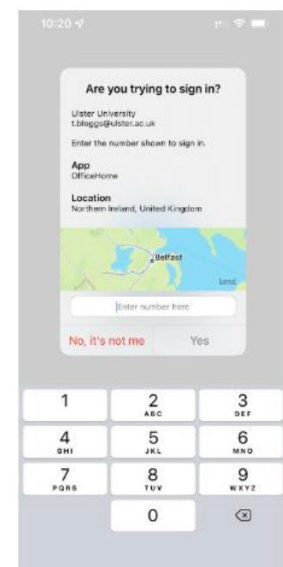
Back Next

[I want to set up a different method](#)

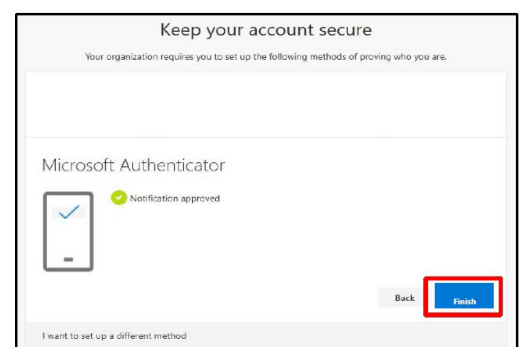
- **Your PC or laptop** will now display a message showing a two digit number which you will use to approve your sign in request on your **Microsoft Authenticator App**.



- You will be prompted, on the **Microsoft Authenticator App** on your **smartphone or tablet**, to enter the 2 digit number you will have seen on your pc/laptop (as above). Type this number and select **Yes**.



- 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**.

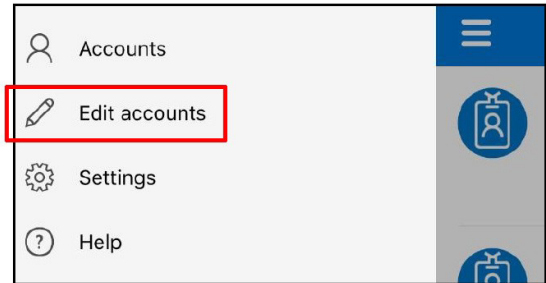


## When I scan the QR Code it states the account has already been added?

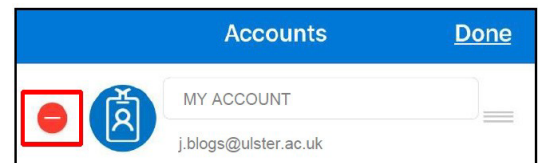
- Open the **Microsoft Authenticator App** on your **phone or tablet**. You should see on the left-hand side an icon made up of three lines, click this.



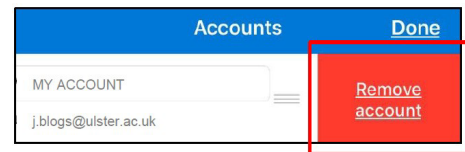
- You should be displayed with a list of options, click **Edit accounts**.



- 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 handside. You should now re-scan the QR Code displayed on your PC with your phone or tablet.

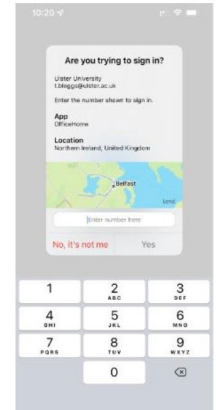
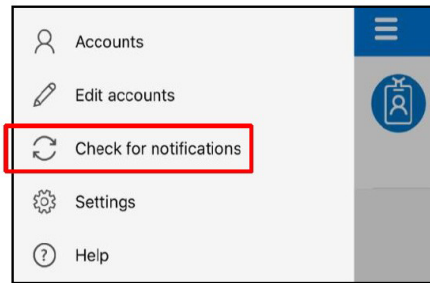


## I am not receiving notifications for approval from the Microsoft Authenticator App when I am expecting to?

- 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 enter the 2 digit number you will have seen on your pc/laptop. Type this number and select **Yes**.



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.

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## 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](mailto:servicedesk@ulster.ac.uk) or log a call via the [UniDesk Self Service Portal](#), as you will need your MFA reset.

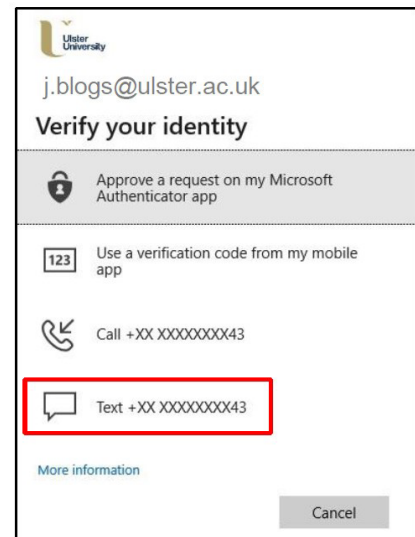
### Step 1: Log into Office.com from your PC

- 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**.



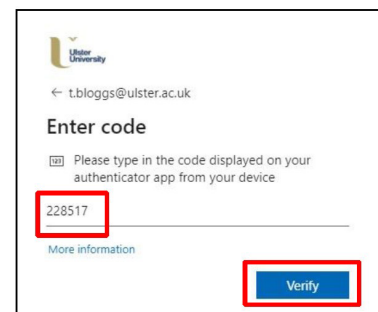
## Step 2: Select an alternative verification option

- 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.



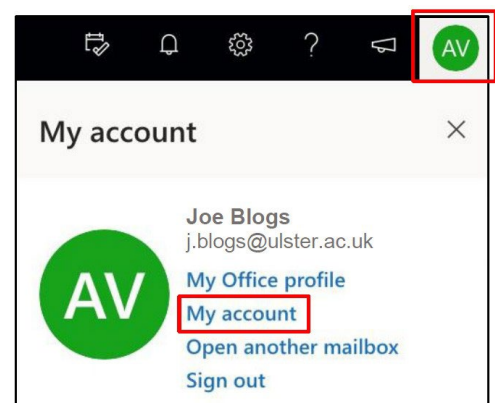
## Step 3: Enter your verification code

- 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

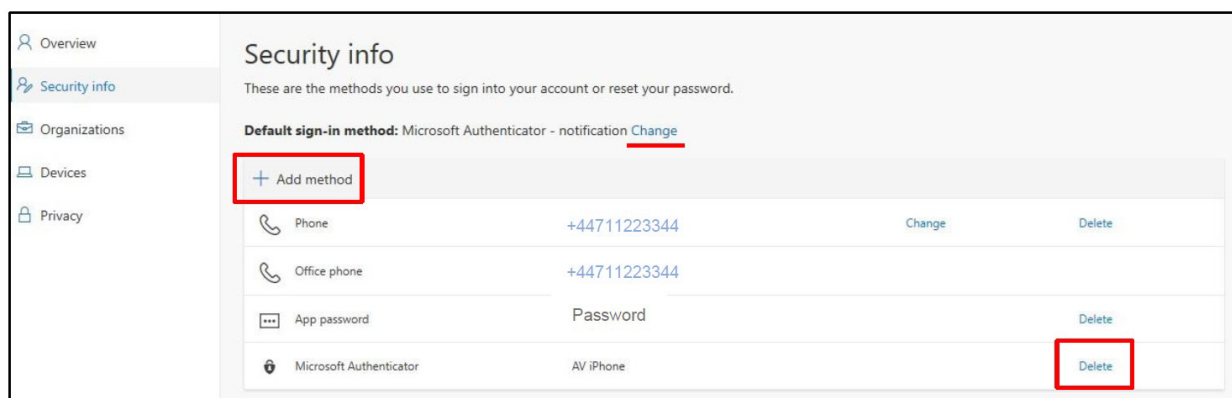
- Click **Delete** beside the method you no longer have access to. If the method you are deleting is the Microsoft Authenticator App you **must** ensure your account on the App is also removed. How to do this is demonstrated in the 'When I scan the QR Code it states the account has already been added?' 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

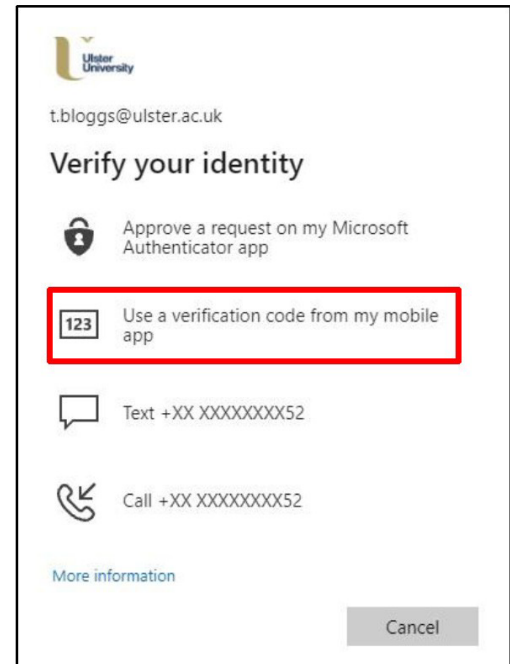
- You should log into the system you're trying to access as normal, using your Ulster University Email Address and Password.



- 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](mailto:servicedesk@ulster.ac.uk)