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 <u>https://www.office.com/</u>, click Sign In.

New tab			Ctrl+T
New window	1	(Ctrl+N
New incogni	to window	Ctrl+S	hift+N
History			
Downloads			Ctrl+J
Bookmarks			



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**.

	Keep your a	ccount secure
Your organization requires you to set up the following methods of proving who you are.		
	Method	l 1 of 2: App
		2
	Арр	Phone
Micros	oft Authenticator Start by getting the app)
0	On your phone, install the Microsof	t Authenticator app. Download now
	After you install the Microsoft Auth	enticator app on your device, choose "Next".
<u> </u>	I want to use a different authenticat	tor app
		Next
I want to set up a different method		

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 promoted, 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.

Keep your account secure				
Your or	Your organization requires you to set up the following methods of proving who you are.			
	Method 1 of 2: App			
	App	2 Phone		
Microsoft	Authenticator Scan the QR code Use the Microsoft Authenti crosoft Authenticator ap Can't scan image?	cator app to scan the QR code. This wi p with your account.	Il connect the Back Next	
l want to set up a different method				

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

Keep your account secure				
You	Your organization requires you to set up the following methods of proving who you are.			
	Method 1 of 2: App			
	Арр	2 Phone		
Microso	oft Authenticator			
	Let's try it out			
L_	Approve the notification we're sending to your app. Resend notification			
		Back Next		
I want to set u	up a different method			

Approve Ulster U	e sign-in? Jniversity
j.blogs@	ulster.ac.uk
Deny	Approve

7. Microsoft Authenticator App should now be set up. 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	2 Phone			
Microsoft Authenticator	Back			
I want to set up a different method				

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**.

Keep your account secure				
Your organization requires you to set up the following methods of proving who you are.				
Method 2 of 2: Phone				
App	Phone			
Phone				
You can prove who you are by answering a call on your phone or texti What phone number would you like to use?	ing a code to your phone.			
United Kingdom (> 711223344				
Text me a code				
◯ Call me				
	Next			
l want to set up a different method				

- 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.

Phone			Delete	
We just sent a 6 digit code to below.	<u>+44711223344</u>	Enter t	he code	
Enter code				
Resend code				
		Back	Next	

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 (<u>https://www.office.com/</u>) 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.



 Q Overview P Security info 	Security info These are the methods you use to sign into your account or reset your password.					
Organizations	Default sign-in method: Microsoft Authenticator - notification Change					
☐ Devices	+ Add method					
A Privacy	& Phone	+44711223344	Change		Delete	
	& Office phone	+44711223344				
	••• App password	Password			Delete	
	Microsoft Authenticator	AV iPhone			Delete	

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					
Арр	Phone	App password			
App password					
Start by creating a name for your ap	p password. This will help differer	ntiate it from others.			
What name would you like to use? N	What name would you like to use? Minimum length is 8				
Enter app password name					
		Cancel Next			

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



3. 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			
	App	Phone	App password		
Suc	cess!				
Great jo Defaul	bb! You have successfully t sign-in method: Micro	y set up your security info. Choose "Dor psoft Authenticator - notification	ne" to continue signing in.		
Ç	Phone +44711223344				
•••	App password Password				
Û	Microsoft Authenticate AV iPhone	or			
			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.

	Keep your account secure			
Your of	Your organization requires you to set up the following methods of proving who you are.			
	Method 1 of 2: App			
		2 Phone		
Microsoft	Scan the QR code	code. This will connect the		
	Microsoft Authenticator app with your account. Can't scan image? Enter the following into your app:			
	URL: https://thisistheurllink/123	: 🗅		
		Back Next		
l want to set up a	different method			

OL ACCOUNT	
<u>Finish</u>	
	dl account <u>Finish</u>

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 will 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.

≡	Accounts	+		
đ	MY ACCOUNT	\sim	Accour	nts <u>Done</u>
j.blogs@ulster.ac.uk 064 279 1			MY ACCOUNT	uk
8 Ad	ccounts	≡	Accour	nts <u>Done</u>
D Ec	lit accounts	Â	MY ACCOUNT	Remove account
း္လိုး Se	ettings		1.0000 0 0000.000.000	
? не	elp			

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.

≡	Accounts	+			
Â	MY ACCOUNT j.blogs@ulster.ac.uk	\sim			
	064 279 💿			Approv	e sign-in?
R #	Accounts	Ξ	Ulster University j.blogs@ulster.ac.uk		University ulster.ac.uk
Ø	Edit accounts	Å		Deny	Approve
C) (Check for notifications				
ې چې	Settings				
? H	Help				

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 *h*ave 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.

Ulster University	i blogs@ulster.ac.uk		
j.blogs@ulster.ac.uk Approve sign-in request	Verify your identity		
We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.	Approve a request on my Microsoft Authenticator app		
Having troubles Sign in another way	Use a verification code from my mobile app		
More information	Call + xx xxxxx44		
	Text + xx xxxxx44		
	More information		
	Cancel		

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.

A Overview
℅ Security info
💻 Devices

Click **Delete** beside the method you no longer have access to. If the method you are deleting is the Microsoft Authenticator App you <u>must</u> 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.

 Q Overview A Security info 	Security info These are the methods you use to sign into your account or reset your password.				
Organizations	Default sign-in method: Microsoft Authenticator - notification Change				
🖵 Devices	+ Add method				
A Privacy	& Phone	+44711223344	Change	Delete	
	& Office phone	+44711223344			
	App password	Password		Delete	
	Microsoft Authenticator	AV iPhone		Delete	

Any advice needed and/or issues to report?

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