Setting Up Multi-Factor Authentication for Microsoft Account

Information Technology and Systems will have notified you of an additional security verification that has been added to your UWTSD Microsoft account.

What does that mean for me?

It means UWTSD is taking additional steps to make sure you are who you say you are when you sign in. This is done through a combination of your **email address**, your **password**, and a **mobile device** or **phone.** If you do not have a work mobile phone, we recommend using a personal mobile phone.

Why do I need it?

Multi-factor authentication is more secure than just a password because it relies on two forms of authentication: something you know (password) and something you have with you (mobile phone or tablet).

How do I complete my setup?

1. Log in to your Microsoft 365 account using your University email address and password by visiting www.outlook.com/uwtsd.ac.uk

2. You should then see a screen prompting **More information required.** Click **Next** when you see this screen
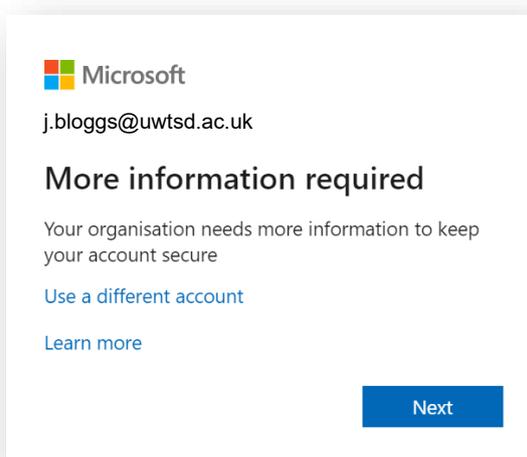
3. The next screen will ask you to download the **Microsoft Authenticator App**
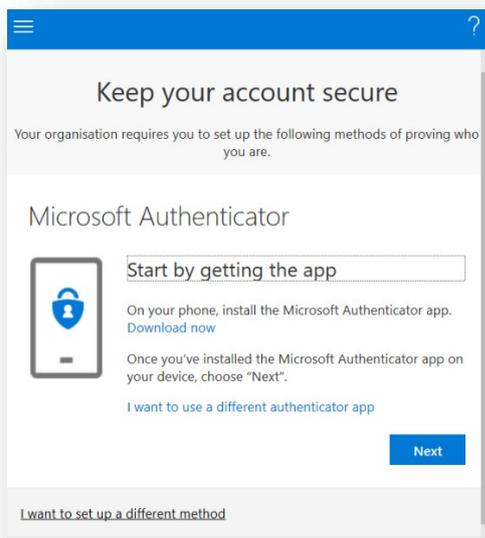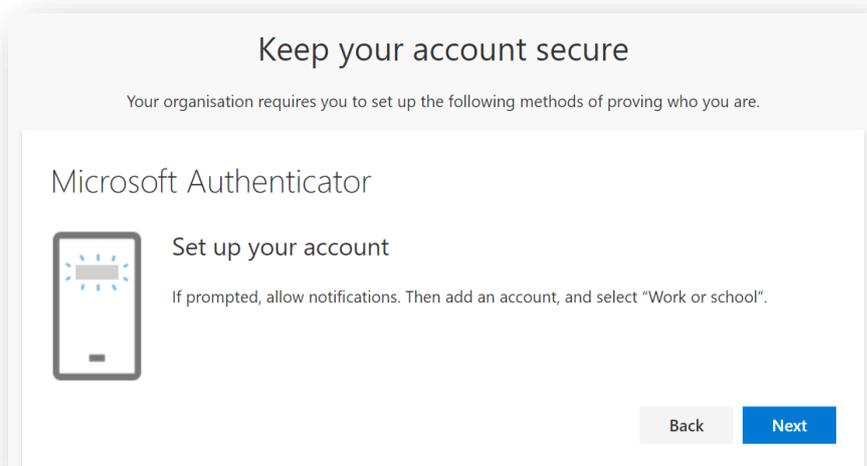

4. On your mobile phone, download the **Microsoft Authenticator App** – see below for options. The app is only available on Apple or Android Smart Phones.

   If you don't have a mobile device to install the app, or would prefer not to install the app on your personal device. Click on the "I want to setup a different method" link at the bottom of the above screen and skip to point 13 below.

   - *Android Device* - On your Android device, go to Google Play to download and install the Microsoft Authenticator app.

   - *Apple iOS* - On your Apple iOS device, go to the App Store to download and install the Microsoft Authenticator app.

5. Once you have installed the app on your mobile device, go back to your Laptop/PC and press **Next** on the above screen
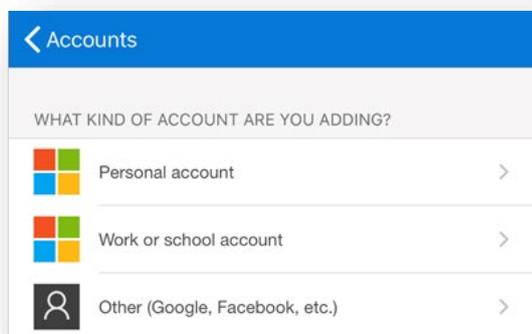
6. You should then see the following screen asking you to setup your account. Follow the online prompts Click **Next**

7. Open the Microsoft Authenticator app on your Phone/Mobile device and Tap **Add account**
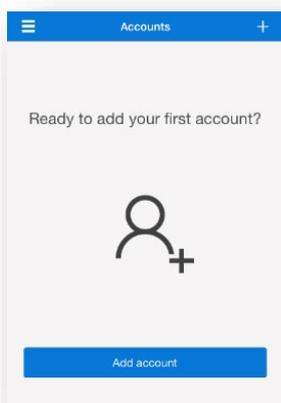
8. Then select **Work or school account**

9. On your mobile phone, make sure you allow access to your camera (if prompted) and then point your mobile phone's camera at your Laptop/PC screen to scan the QR code (see below example).
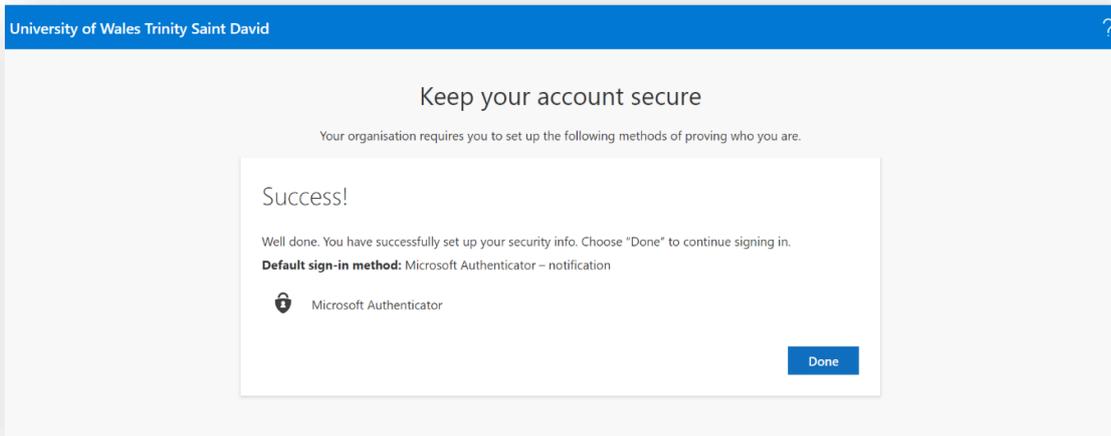

10. On your mobile device, you'll be prompted to test the authentication. Respond to the verification request on your mobile device by clicking **Approve**

11. You will then see the following screen on your computer, click **Next**
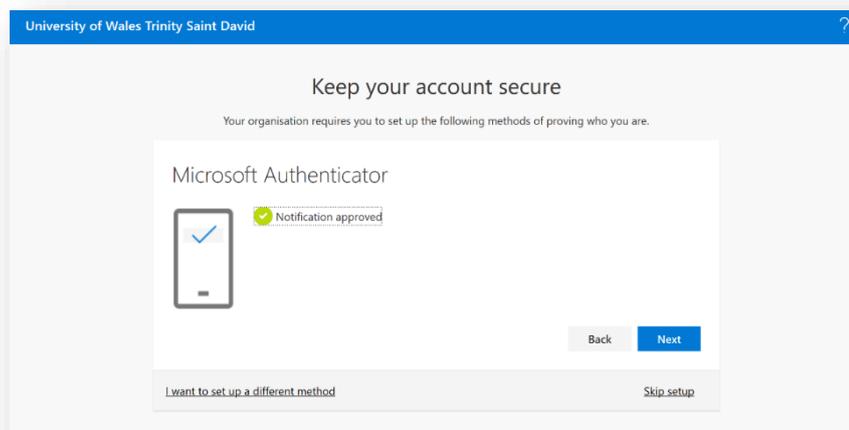
12. You will then see the following screen that approves the sign-in, simply click **done** to complete the setup process.

13. If you don't have a mobile device to install the app or would prefer not to install the app on your personal device, you can choose from the following options:
    a. **Text me a code.** This will send an SMS text message with a verification code to your mobile phone.
    b. **Call me.** This will perform an automated telephone call to your prefered telephone number for authentication.
14. After clicking **I want to set up a different method,** select **Phone**

15. To choose **Text me a code**, enter your **mobile phone number** and click **Next.** If you would prefer to select **Call me**, skip to point 19 below.

16. A **6 digit code** will be sent to your chosen mobile phone number. Type the code into the prompt on your computer and click **Next**.

Phone

We just sent a 6 digit code to +447890123456   . Enter the code below.

Enter code

Resend code

Back   Next

I want to set up a different method

17. You will receive confirmation that your phone was registered successfully.

Phone

✅ SMS verified. Your phone was registered successfully

Next

18. Click **Done** to complete your setup process.

Success!

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

Default sign-in method: Phone - text 07890123456

📞 Phone
    +44 07890123456

Done

19. To choose **Phone call verification**, select **Call me** then click **Next**

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?

United Kingdom (+44)   ⌄   7890123456

◯ Text me a code
🔘 Call me

Message and data rates may apply.

Next

20. You will receive an automated telephone call to the number you provided.

Phone

We're calling +44 7890123456 now.

Back

I want to set up a different method

21. Answer the telephone call. An automoated voice will ask you to click the **"pound key (£)"** to approve your authentication. Please press the **"hash button (#)"** on your mobile phone keypad to complete your setup.

Phone

✓ Call answered. Your phone was registered successfully

Next

22. Click **Done** to complete your setup process.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.
Default sign-in method: Phone - call 7890123456

📞 Phone
+44 7890123456

Done

Want to change your setup?

If you'd rather verify via a different method or add additional options this is possible.

1. Go https://aka.ms/setupsecurityinfo and you will see the below:

2. Under **Default Sign-in Method** – you can click **Change** and then select your preferred contact method in the drop-down list

3. To add to these options click on **Add method**, this allows alternative methods to confirm your identity rather than the Microsoft Authenticator app

4. Click **Save** - setup complete!

Using Multi Factor Authenitcation

When signing into Microsoft Applications (Outlook, Skype for Business, Teams) and Services online (e.g. the online hwb or Microsoft Office Online), you will be asked to **Approve sign in request** for any new logon attempts**.**

Please note the messages below will vary depending on your default sign-in method, the below is based on using the Microsoft Authenticator App which we recommend.

*If you check the tick box **Don't ask again for 7 days**, you will not be prompted to re-verify your identity for 7 days with Microsoft Applications.*
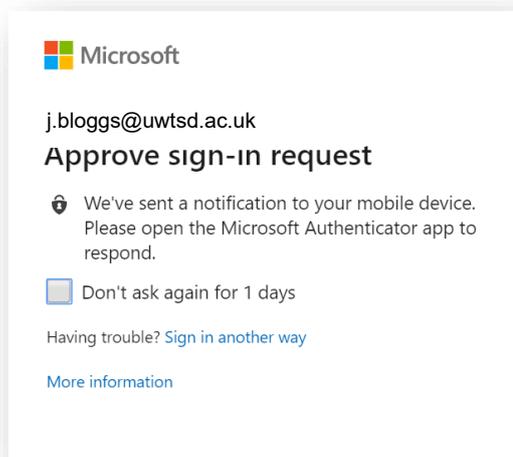
This will send a notification to your mobile device.
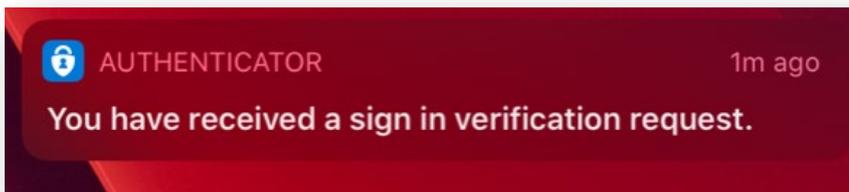
Once you open Microsoft Authenticator you will then be prompted to **Approve** the request

Frequently Asked Questions

**When I replace the registered mobile device that I receive my codes or verification requests to, what do I need to do?**

You need to update your security info and this can be found here. If you follow our recommendation and use the mobile app method, you'll also need to install the Microsoft Authenticator app on your new device and configure it.

I didn't realise I'd need to scan a QR code at setup. I can't do it, what should I do?

Underneath the QR code, you will see a code and URL that you can copy paste into the Microsoft Authenticator app to complete the setup. On the QR code scanning screen in the app, pick the option 'or enter code manually' to reach the page you should paste this information into, then hit finish.

Will I get asked to sign into the Outlook app on my mobile device?

If you have the Microsoft Applications such as Outlook, Teams or Office 365 setup on your Mobile or Tablet, you will be asked to verify your identity. A prompt will appear on your phone asking you to approve the sign in. **Approve**
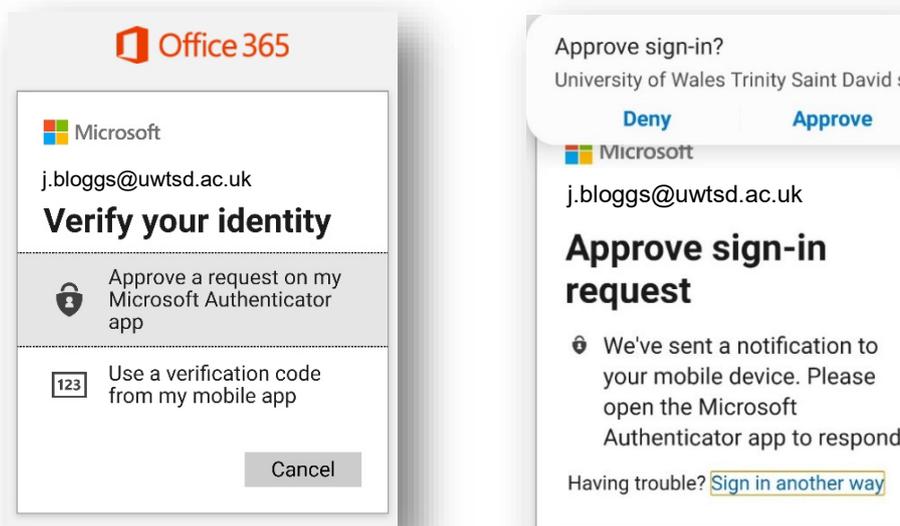
Further information

More information about MFA can be found on our website www.uwtsd.ac.uk/mfa.

If you have any issues, please contact the IT Service Desk on 0300 500 5055 or visit https://webhelp.uwtsd.ac.uk to log an IT Service Desk ticket request.