

# **Multi-Factor Authentication App User Setup Guide**

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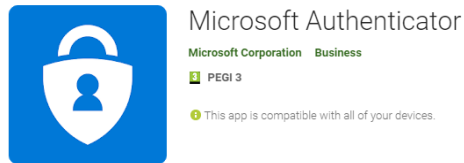
## Version History

Version	Date	Author	Description
1.0	11/01/21	R.Elma	Initial Draft
1.2	19/02/21	R.Elma	Additional changes

## INSTALL MICROSOFT AUTHENTICATOR

The Microsoft Authenticator is a lightweight application for mobile devices which is used to enhance the security and protection of your Office 365 account. The application is available in the App Store for most mobile operating systems including Apple iOS and Android.

1. Open the App Store on your preferred mobile device and search for “Microsoft Authenticator”:



2. Once you have found the Microsoft Authenticator, install it on your device.

If you are having trouble finding the Microsoft Authenticator in your relevant app stores (Apple App Store, Google Play Store), you can try using the relevant link below from a Web Browser on your mobile device:

- a. Android: <https://go.microsoft.com/fwlink/?linkid=869516>
- b. Apple iOS: <https://go.microsoft.com/fwlink/?linkid=869517>

## ENABLING MULTI-FACTOR AUTHENTICATION

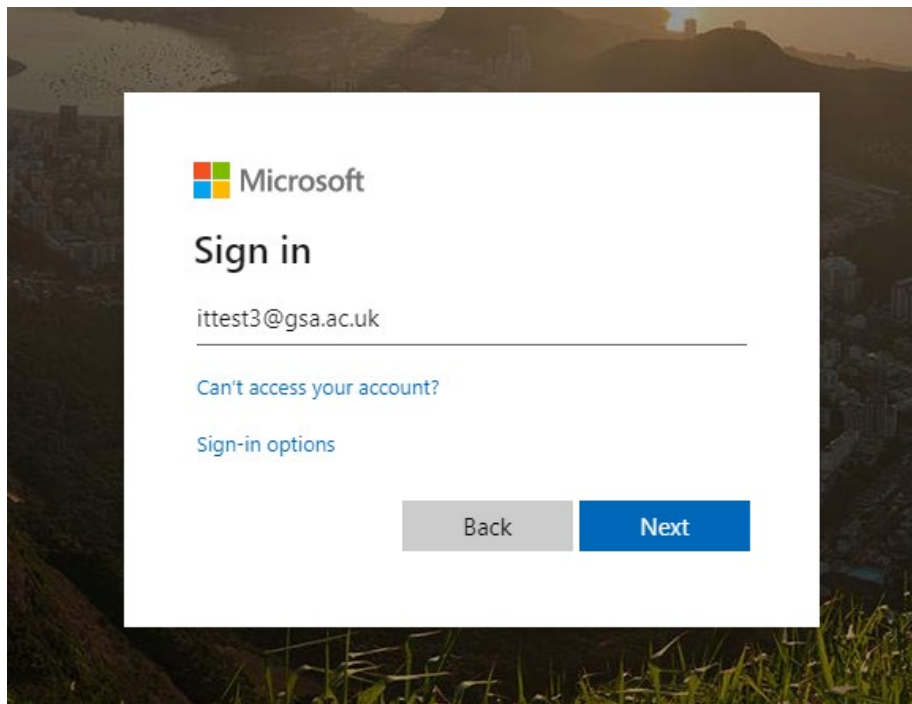
Multi-factor authentication is required for the following applications.

- Outlook (email) including webmail
- OneDrive
- SharePoint
- Project
- PowerPoint
- Word
- Excel
- Forms
- MS Teams

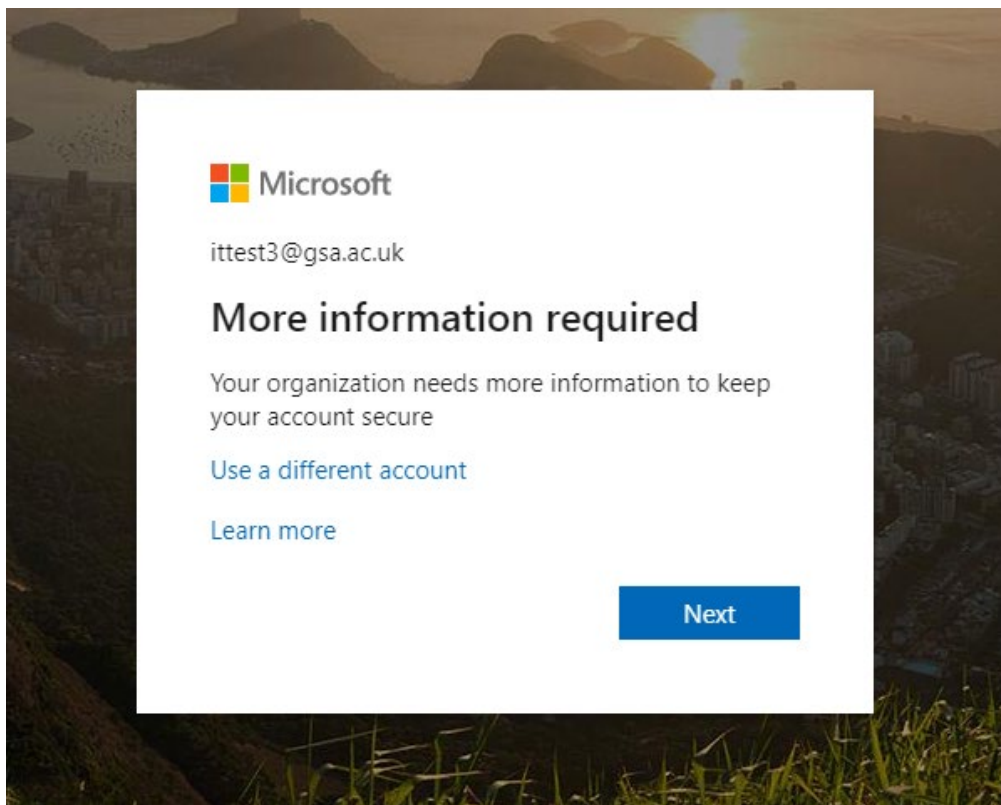
You will need to configure multi-factor authentication on your Office 365 account. This is to enable additional security for your account.

Before attempting this section of the guide, please familiarise yourself with the steps thoroughly as some steps must be actioned in a timely manner. If you have any issues, please contact IT Support.

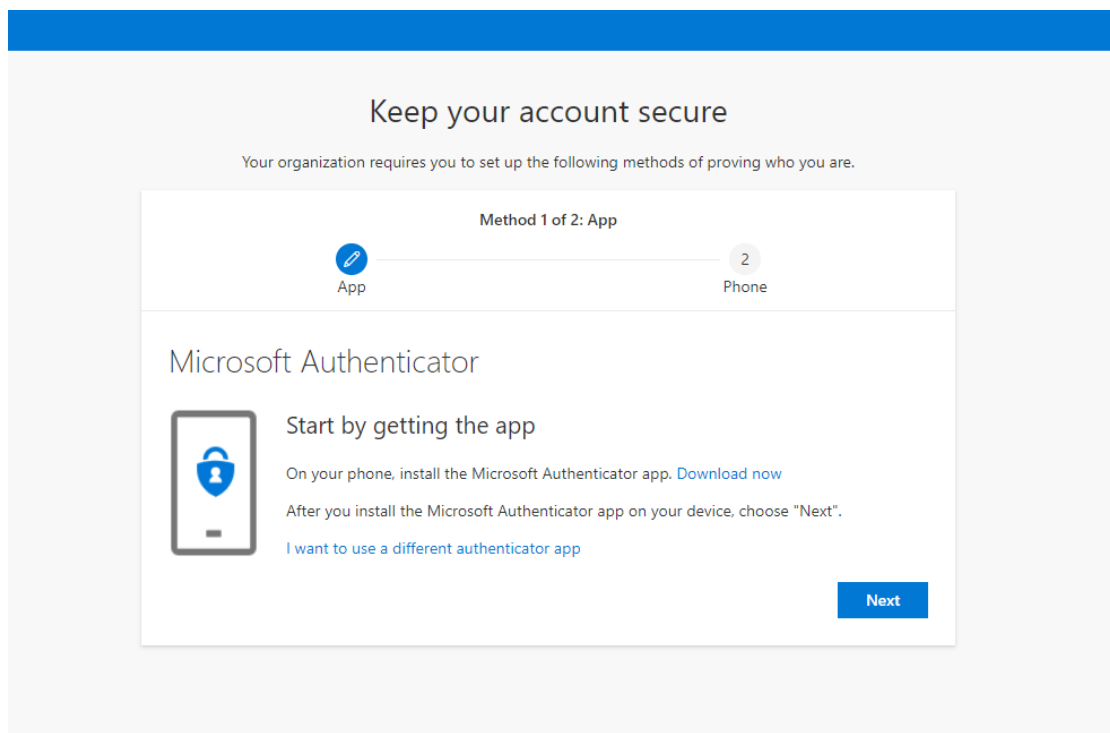
1. Go to the following web site: <https://outlook.office.com>
2. Sign in with your **network login**.
  - a. Your username has to be in the email address format (e.g. [test@gsa.ac.uk](mailto:test@gsa.ac.uk) or [test@student.gsa.ac.uk](mailto:test@student.gsa.ac.uk))



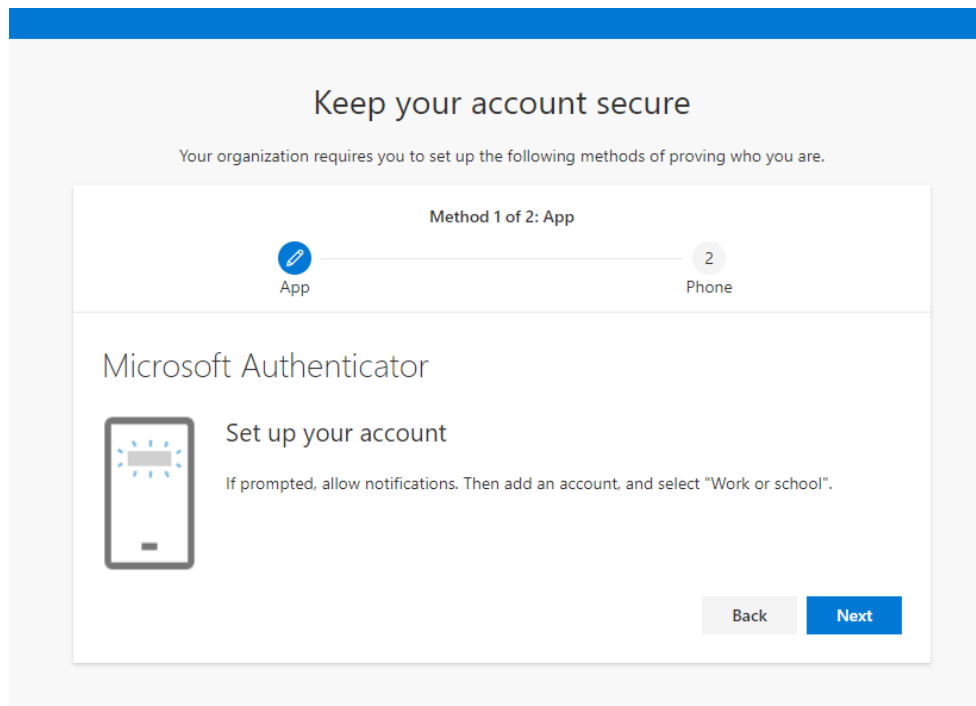
3. Enter your password.
4. On the “More Information Required” screen, click **Next**.



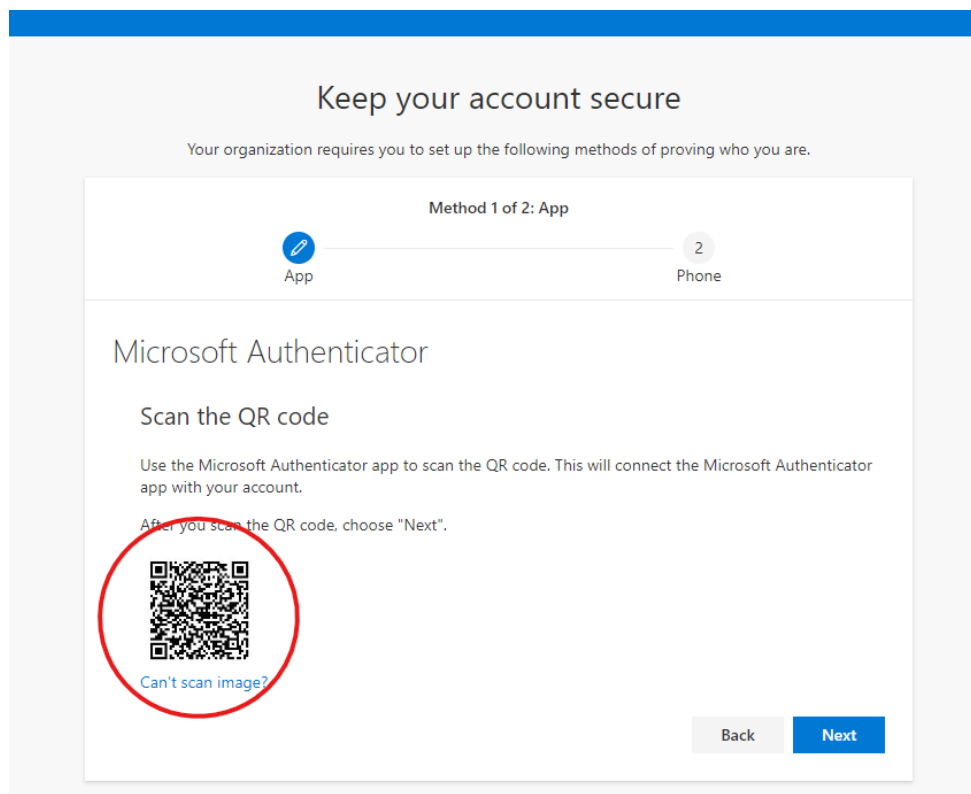
5. On the following screen, click the **Next** button to proceed. *Note: you must have installed the authenticator app on your mobile device at this point, if not, install the app before continuing.*



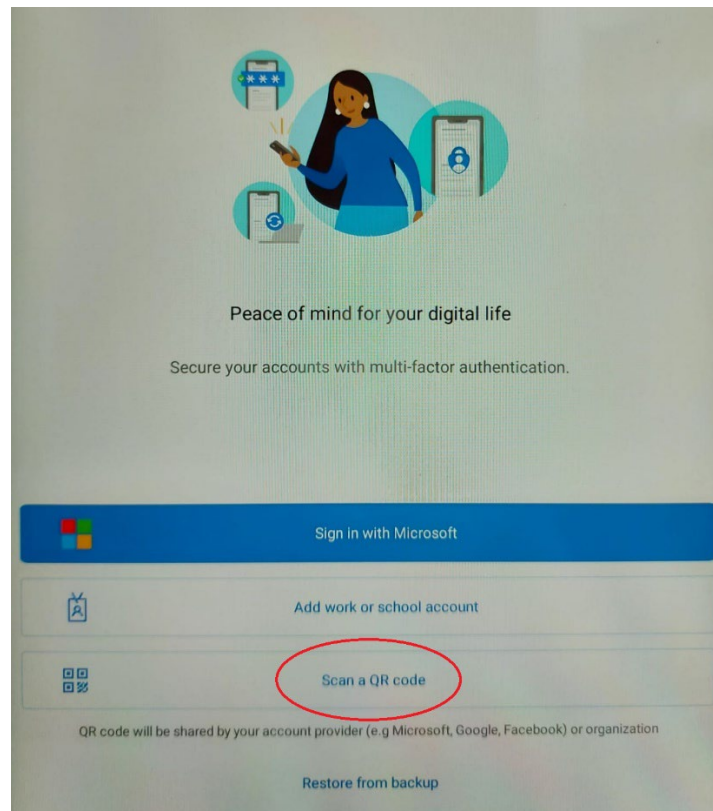
6. On the following screen, click the **Next** button to proceed.



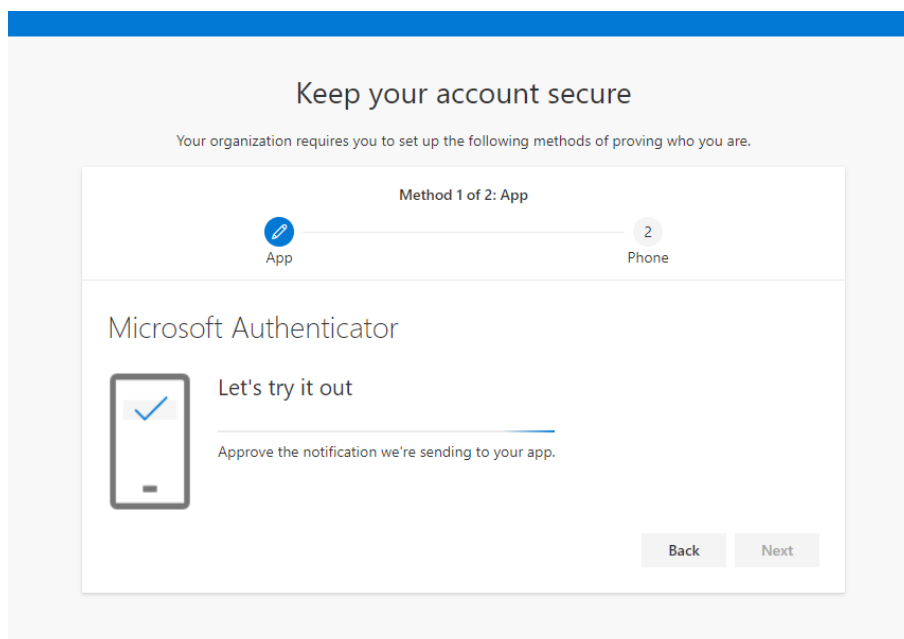
7. You will see the following screen below with a QR Code. **DO NOT PRESS NEXT**, open the **Authenticator app** you previously installed on your mobile device.



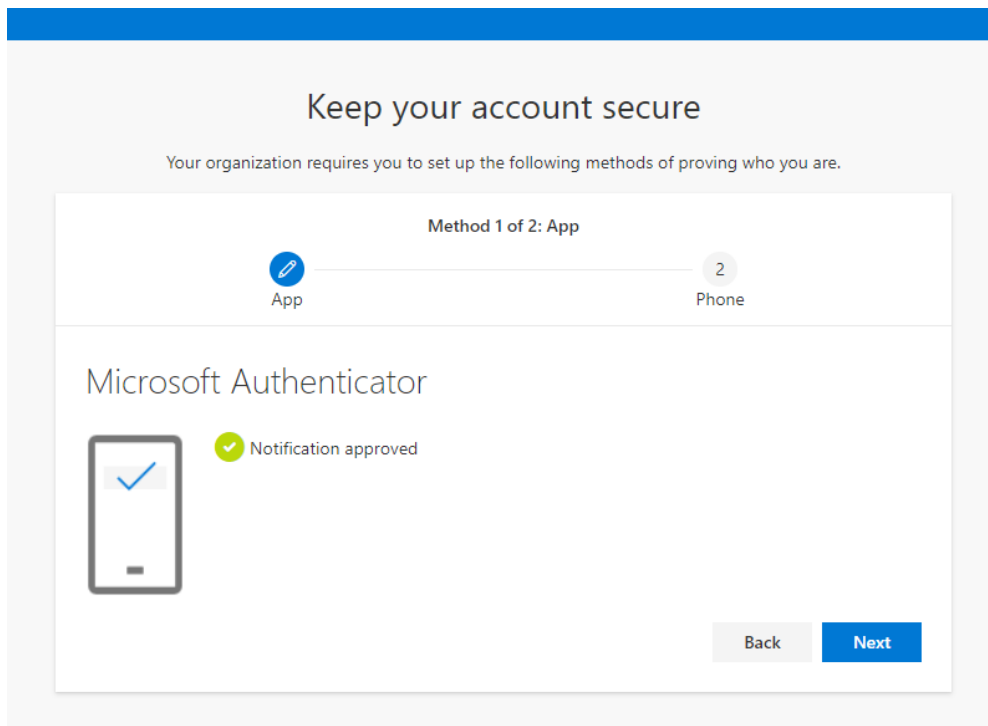
8. Tap **Scan QR CODE**, on your **mobile device screen** as seen below.



9. **Allow** the Authenticator App to take photos if prompted.
10. Now point your **mobile devices camera** at your screen and wait for it to **scan the QR code**.
11. Your account should be added successfully to the Microsoft authenticator app.
12. On your computer, press **next** on the screen that is displaying the **QR Code**.
13. You should receive a notification on your **mobile device** which you must **approve** to proceed.



14. Once the notification on your mobile device has been approved, the website should look like the image below. Press the **Next** button to proceed.



15. Now you will need to set a second method of security verification. For this method you will be sent a code via SMS, please enter your mobile telephone number and click the **Next** button.

Method 2 of 2: Phone

App Phone

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## Phone

You can prove who you are by texting a code to your phone.

What phone number would you like to use?



Text me a code

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).



16. A one-time security code will be sent to your **mobile phone via SMS**. Please access your **SMS messages**, note the number, enter it in the following screen and press **next**.

Method 2 of 2: Phone

 App  Phone

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## Phone

We just sent a 6-digit code to +44 07 [redacted] Enter the code below.

[Resend code](#)


17. Once the code has been entered successfully the SMS will be verified, as seen below, press **next**.

Method 2 of 2: Phone

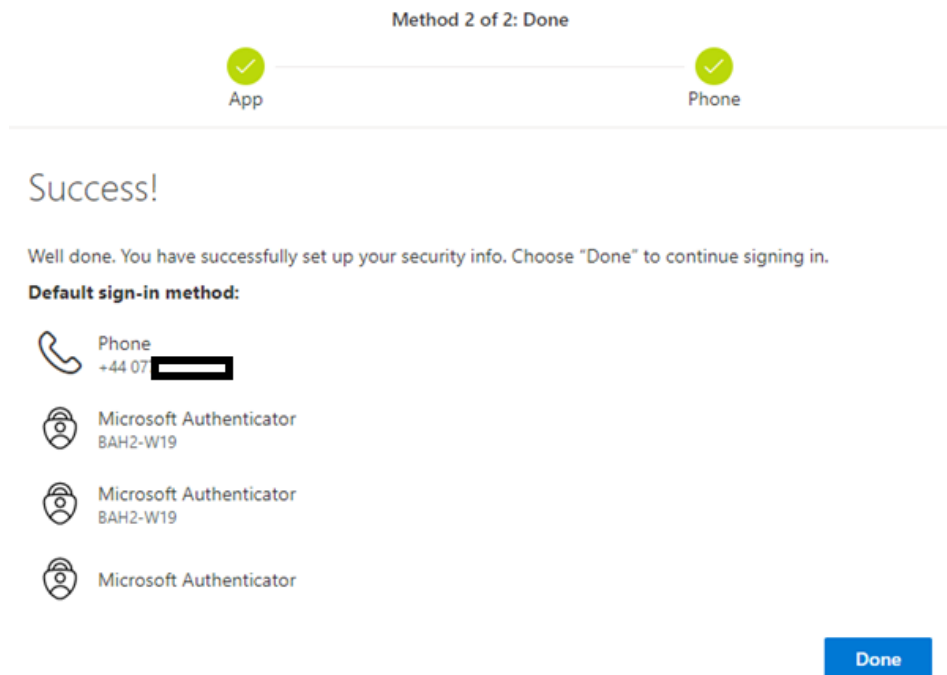
 App  Phone

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## Phone

 SMS verified. Your phone was registered successfully.

18. Finally, you should be taken to the next screen detailing your authentication methods. The MFA setup process is now complete, press **Done**.



19. Once successful you will see the following screen with your authentication methods listed. The mobile device app is the default method.

20. On the next screen choose whether you want to stay signed in or not.



@gsa.ac.uk

## Stay signed in?

Do this to reduce the number of times you are asked to sign in.

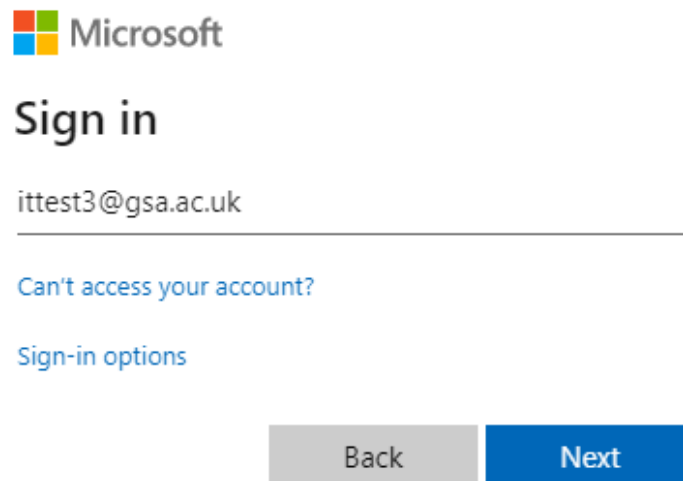
Don't show this again

No

Yes

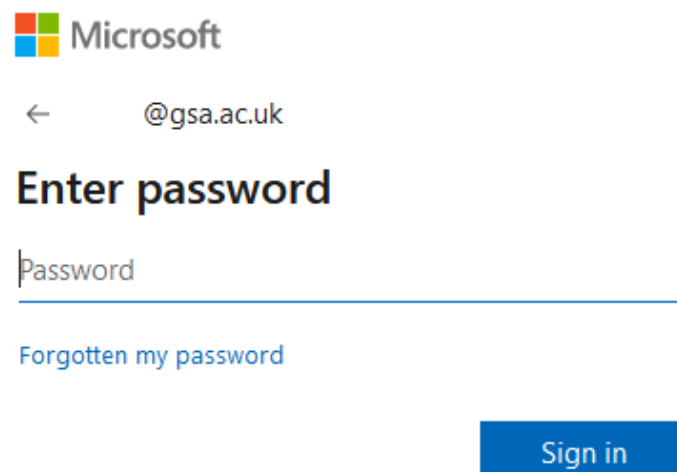
## LOGGING IN WITH MULTI-FACTOR AUTHENTICATION

1. Go to the following web site: <https://outlook.office.com>
2. Sign in with your **network credentials**, with your username in the email address format (e.g. [test@gsa.ac.uk](mailto:test@gsa.ac.uk)):



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, the email address "ittest3@gsa.ac.uk" is entered into a text field. Below the text field, there are two links: "Can't access your account?" and "Sign-in options". At the bottom of the form, there are two buttons: a grey "Back" button and a blue "Next" button.

3. Enter your password and press **next**.



The screenshot shows the Microsoft "Enter password" page. At the top left is the Microsoft logo. Below it, there is a back arrow and the text "@gsa.ac.uk". The main heading is "Enter password" in a large, bold font. Below this, the word "Password" is entered into a text field. Below the text field, there is a link that says "Forgotten my password". At the bottom right of the form, there is a blue "Sign in" button.


4. On the next screen, you will be asked to **Approve sign-in request**.

Note: You can get a code sent via SMS by clicking 'I can't use my Microsoft Authenticator app right now'



mfa.user@gsa.ac.uk

## Approve sign-in request

 Open your Microsoft Authenticator app and approve the request to sign in.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

5. You will have received a **notification to your mobile device**, find the notification and tap the **approve** button.
6. Choose whether or not you want to stay signed in (Yes or No).



@gsa.ac.uk

## Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

Yes