

Information Data & Estates Services – Multi Factor Authentication for Students

Version	Date	Comments	Name
0.1	10/08/2021	Draft	David Ledgerwood
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Multi Factor Authentication for Students



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Background

Multi Factor Authentication or MFA for short adds a layer of security to the sign in process when you are accessing your Microsoft accounts through either office.com or any Microsoft Office App (Teams, Word, PowerPoint etc). This will mean that you will need to use a secondary authentication method to login to your Microsoft accounts.

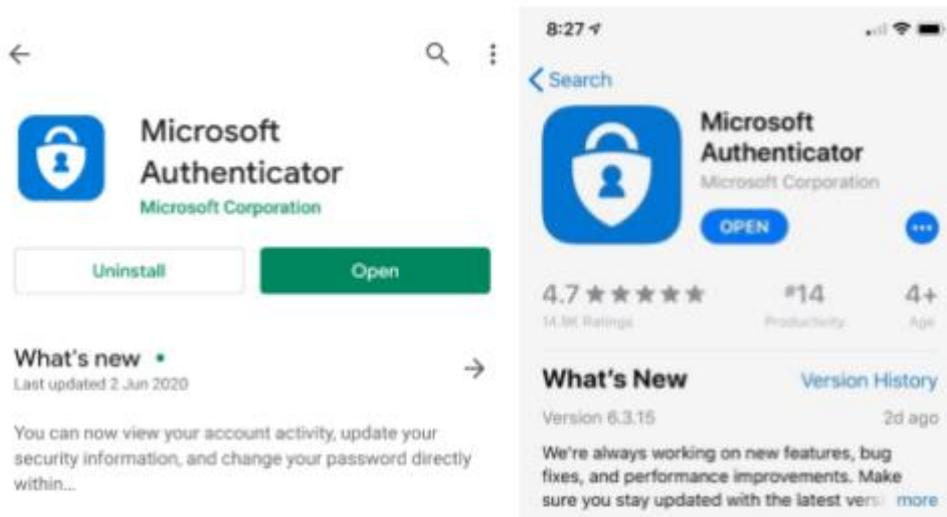
The purpose of this guide is to demonstrate how MFA works for students and how to use it effectively.

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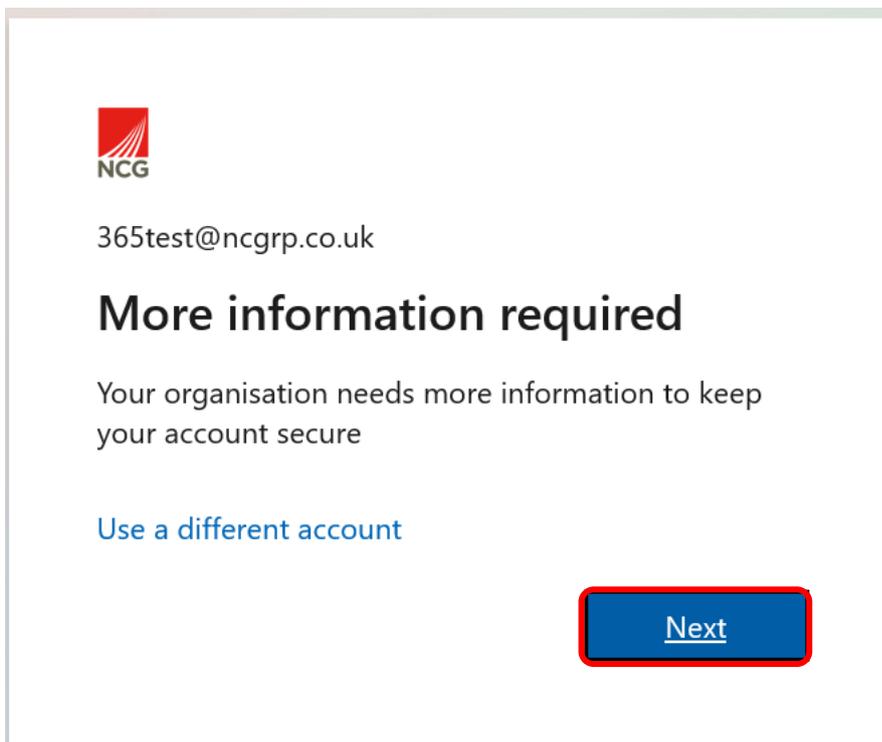
MFA – Set Up

The preferred and most secure method to set up MFA is by using a mobile app. The app is called 'Microsoft Authenticator', is suitable for both Android and iOS devices and is available for download from the relevant app stores:



Once the app has been downloaded, you should then try logging into your Microsoft 365 account by navigating to <https://office.com> from your PC browser.

When prompted by the on-screen instructions, enter your student email address and password to sign in. You should then see the following screen:

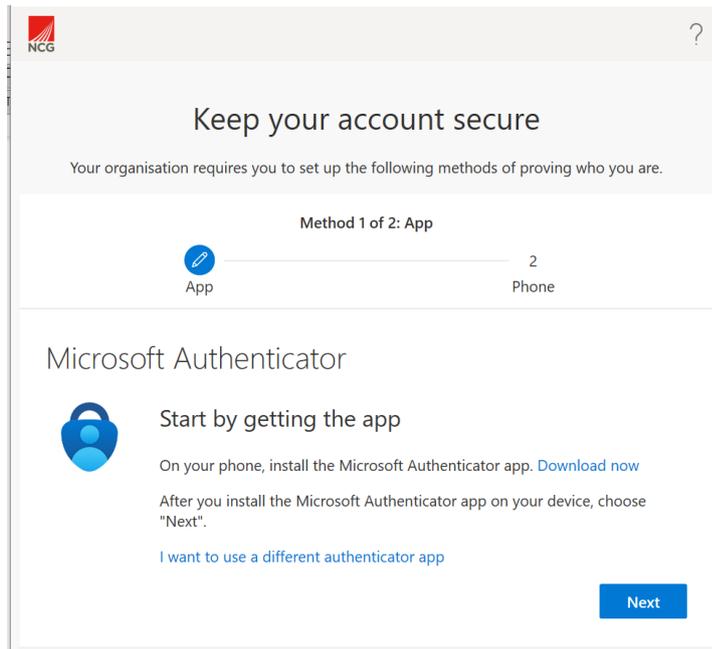


Click on the 'Next' button to begin the process of setting up MFA.

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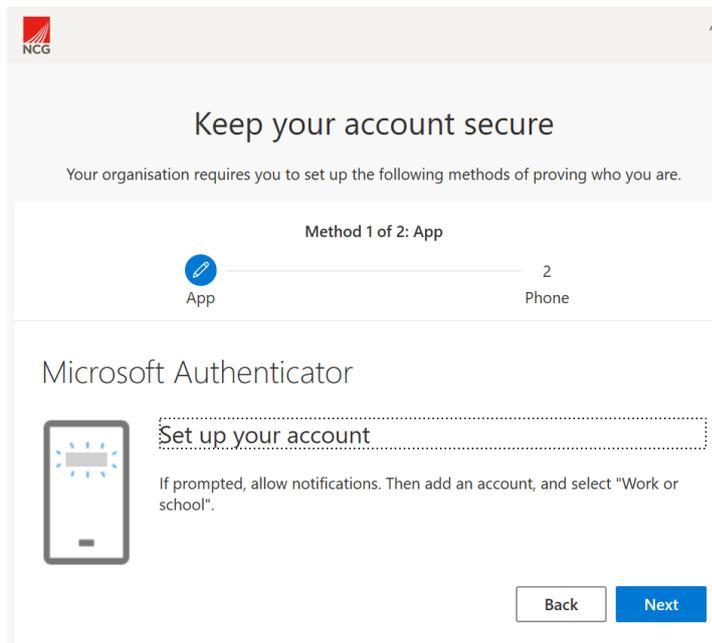
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You will then see the following screen:



If you haven't already done so, you should download the 'Microsoft Authenticator' app. When you have downloaded and have access to the app, you should then click 'Next'.

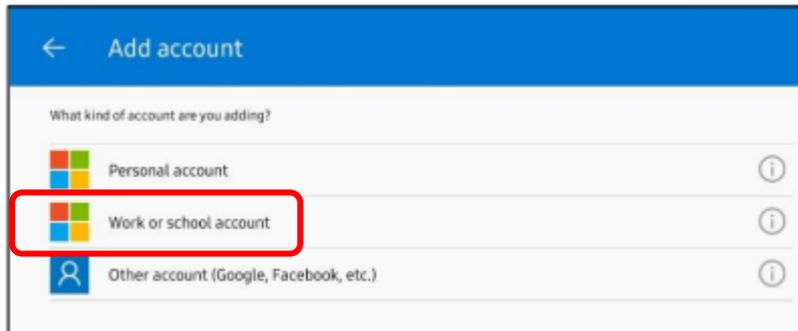
You will then be asked to set up your account on the authenticator app:



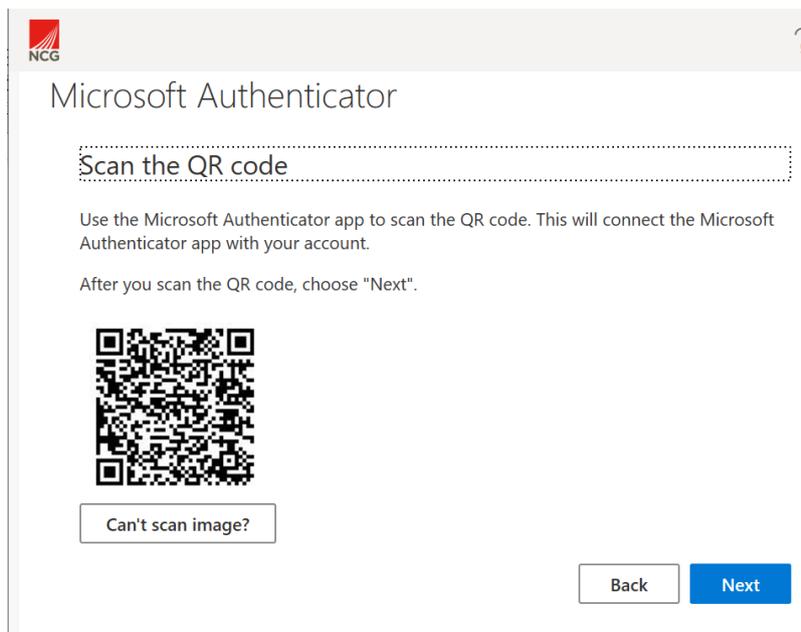
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You should then navigate to the app and simultaneously, click 'Next' on the above screen. Click the '+' button at the top of the screen on the authenticator app and from the next screen that appears, select 'Work or school account':



You should then select 'Scan QR Code' from the pop-up that appears on the authenticator app. You should then scan the QR Code that appears on your PC/laptop:



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This will connect the authenticator app with your accounts. You should then click 'Next'.

You will next be asked to provide a secondary form of authentication by providing your phone number:

A screenshot of the NCG Multi Factor Authentication interface. At the top left is the NCG logo, and at the top right is a question mark icon. Below the logo is a progress indicator with two steps: 'App' (marked with a green checkmark) and 'Phone' (marked with a blue pencil icon). The main heading is 'Phone'. Below this, there is explanatory text: 'You can prove who you are by answering a call on your phone or receiving a code on your phone.' This is followed by the question 'What phone number would you like to use?'. There is a dropdown menu currently set to 'United States (+1)' and an input field labeled 'Enter phone number'. Below the input field are two radio button options: 'Receive a code' (which is selected) and 'Call me'. At the bottom, there is a note: 'Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).' and a 'Next' button.

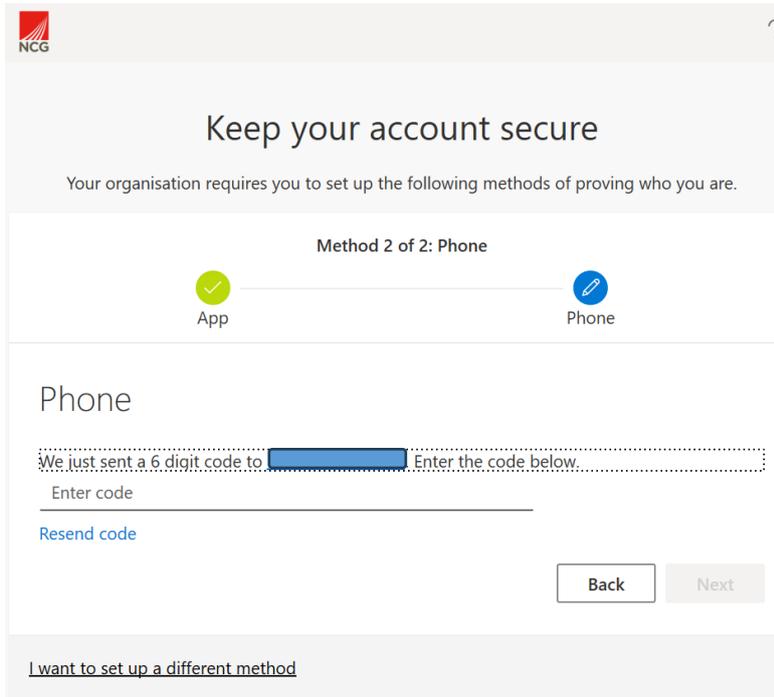
Note: Please ensure that you change the country dropdown to 'United Kingdom'.

Once you have entered your UK phone number, select your preferred method of contact to confirm your identity and select 'Next'.

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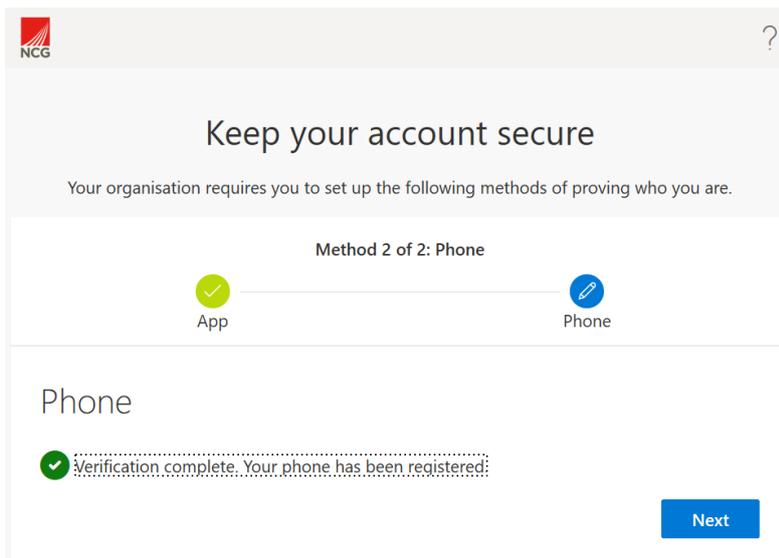
If you selected 'Receive a code', you should enter that code into this screen and click 'Next':



The screenshot shows a web interface with the NCG logo in the top left and a question mark in the top right. The main heading is "Keep your account secure" with the subtext "Your organisation requires you to set up the following methods of proving who you are." Below this, a progress bar indicates "Method 2 of 2: Phone". The progress bar has a green checkmark under "App" and a blue pencil icon under "Phone". The "Phone" section is active and contains the text "Phone" followed by a message: "We just sent a 6 digit code to [redacted] Enter the code below." Below the message is an "Enter code" input field and a "Resend code" link. At the bottom right are "Back" and "Next" buttons. At the bottom left is a link: "I want to set up a different method".

If you selected to receive a call, you should answer the call and the process will progress at the completion of that call.

You will then be presented with a screen that will confirm that your phone number has been successfully verified:



The screenshot shows the same web interface as the previous one. The progress bar now has a green checkmark under "App" and a blue pencil icon under "Phone". The "Phone" section is active and contains the text "Phone" followed by a message: "Verification complete. Your phone has been registered:" with a green checkmark icon. Below the message is a blue "Next" button.

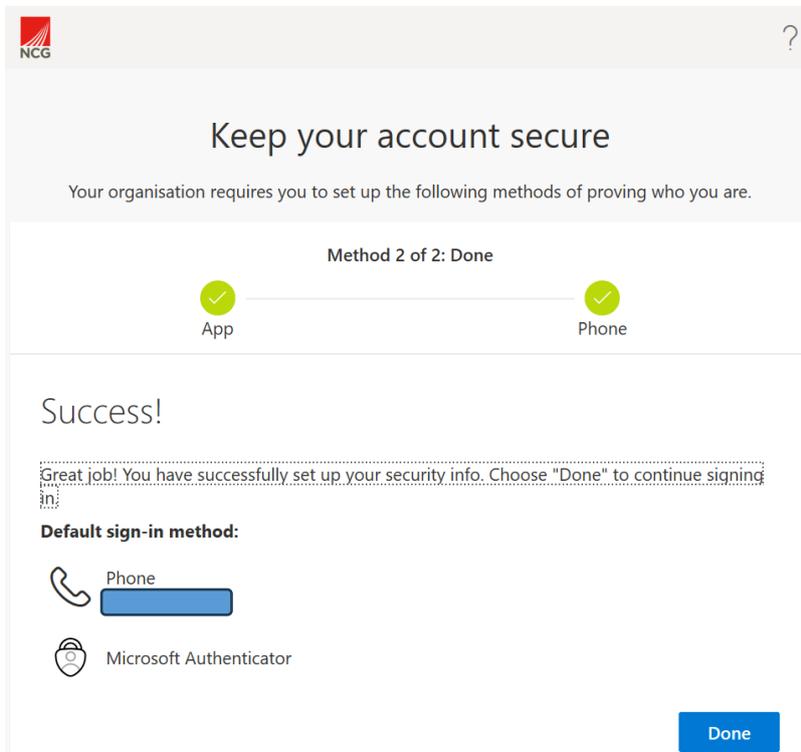
You should then click 'Next'.

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You will then see a screen that will confirm that you have successfully set up MFA:



You should click 'Done' to complete the process of setting up MFA.

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MFA – How to use the Microsoft Authenticator app

The app will prompt you when you need to complete MFA.

To use the app, you should click 'Approve' if you are signing into an account or 'Deny' if you have not attempted a sign-in to prevent unauthorised access to your account.

If you are requested to enter a one-time code, click on the account icon and you will see a code available for 30 seconds to input.

Further Help

If you require assistance with any facet of MFA, please get in touch with HelpwithMFA@ncgrp.co.uk providing full details of your issue. This mailbox will be manned initially Monday – Friday until 8pm every day.