

Multifactor authentication (MFA)

You will need to set up MFA using **two** methods of verifying yourself. If you choose only one method, you will not be able to access the Self-Service Password Reset (SSPR) facility.

There are several ways of doing this:

- Microsoft Authenticator app on your smartphone – personal or work
- SMS (text) message to your phone
- An alternative phone
- A personal email address
- An office phone (only works on 3000 extns, not 4000 extns)

STEP 1 - Microsoft Authenticator app set-up on your smartphone:

You will need your smartphone and access to a computer to complete this.

Set up MFA using the Authenticator app using a Personal Smartphone

Download the 'Microsoft Authenticator' app on your mobile phone:

Open the *App Store* (iOS Apple) or *Play Store* (Android) and search for 'Microsoft Authenticator'

Alternatively, you can use your phone's camera to scan the appropriate QR code:

Google Android, scan this QR code:

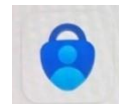
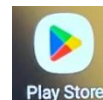


iOS (Apple) device, scan this QR code:



Set up MFA using the Authenticator app on an Android work phone

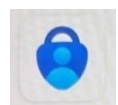
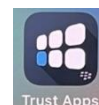
Swipe up on the device home screen and select Play Store
Select the Microsoft Authenticator app (listed in 'Uncategorized')
Select 'Open'.



Set up MFA using Authenticator app on an iOS (Apple) work phone

Go to 'Trust Apps' on your iPhone.

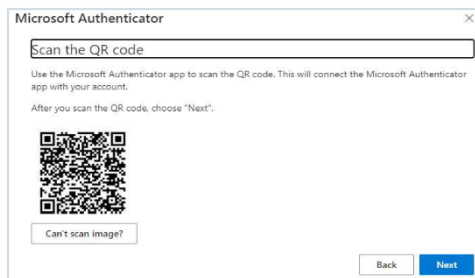
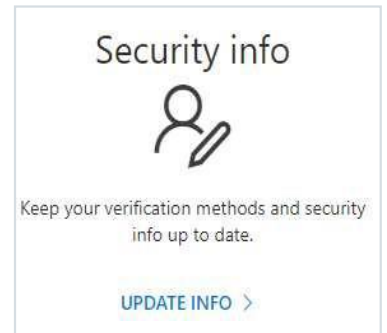
Find Microsoft Authenticator in the list of apps, select it and select **Prepaid**. You will receive a message to say '*The installation request was sent. You can continue browsing apps*'. The installation will begin, and the app will be available on the device.



STEP 2 – Updating your Security Information:

On your computer log into Microsoft

1. Go to <https://myaccount.microsoft.com/> and log in with your usual WSFT email address and password.
2. Locate the box for 'Security info' and click on the 'UPDATE INFO' link.
3. In the 'Security info' page click on '+ Add sign in method'
4. In 'Add a method' click on 'Choose a method' and select 'Authenticator app' and click 'Add'
5. You will then be prompted to get the app – you have already done this in Step 1 – click 'Next'
6. In 'Set up your account' click 'Next' and you will see a QR code displayed:



7. On your phone open the already downloaded Authenticator app and select the + in the top right-hand corner.
8. In 'Add account' select 'Work or school account' and select 'Scan QR code'
9. Scan the QR code that is shown on your computer screen with your phone – hold your phone camera towards the screen until it is shown in the box.
10. You will then see a message saying, 'account added successfully' and the account will be listed in the app.

STEP 3 - Setting up text (SMS) messages:

1. On your computer, return to the 'Security info' page and click on '+ Add sign in method'
2. Select 'Phone' in the 'Choose a method' drop down menu and click 'Add'
3. Select the correct country code and enter your preferred mobile number dropping the first '0'. This can be a personal mobile phone number.
4. Ensure 'Text me a code' is selected and click 'Next'
5. A 6-digit code will be sent via SMS message to your mobile phone. Enter this code into the box on your computer screen when prompted and click 'Next'
6. You should see a confirmation message when this has been completed successfully. Click 'Done'

Now that you have registered your security information, you can use these authentication methods to reset or change your password.

PLEASE NOTE: WHEN OPENING THE MICROSOFT AUTHENTICATION APP ON THE DEVICE AFTER THE FIRST SETUP YOU MAY BE ASKED FOR A PASSWORD TO ACCESS THE APP, THIS IS YOUR DEVICE PASSWORD AND NOT YOUR COMPUTER PASSWORD.

SETTING UP ALTERNATIVE METHODS OF VERIFICATION

You can also set up verification on other devices if the methods in Steps 1 to 3 above are not appropriate.

Setting up an alternative phone:

1. On your computer, return to the 'Security info' page and click on '+ Add sign in method'
2. Select 'Alternative phone' in the 'Choose a method' drop down menu and click 'Add'
3. Select the correct country code and enter your alternative phone number.
4. Only the 'Call me' option will be available – Click 'Next' – You will then receive a call.
5. When you answer the phone, a voice message will ask you to press the # key on your phone. A message will then be displayed 'Call answered. Your phone was registered successfully' - Click 'Done'

Setting up a personal email address:

1. On your computer, return to the 'Security info' page and click on '+ Add sign in method'
2. Select 'Email' in the 'Choose a method' drop down menu and click 'Add'
3. Enter your personal email and click 'Next'
4. You will receive an email containing a 6-digit code. Enter this code into the box on your computer screen when prompted and click 'Next'
5. You should see a confirmation message if this has been completed successfully.

Setting up an office phone:

1. On your computer, return to the 'Security info' page and click on '+ Add sign in method'
2. Select 'Office phone' in the 'Choose a method' drop down menu and click 'Add'
3. Select the correct country code and enter your office phone number.
4. Only the 'Call me' option will be available – Click 'Next' – You will then receive a call.
5. When you answer the phone, a voice message will ask you to press the # key on your phone. A message will then be displayed 'Call answered. Your phone was registered successfully' - Click 'Done'