Authenticator App Setup for MFA

Safeguarding your online account has never been more crucial.

Follow these simple instructions to upgrade your Multi-Factor Authentication (MFA) protection by setting up the Microsoft Authenticator app (henceforth 'the App').

Using the App is more convenient and provides greater security. Unlike SMS verification codes, the App can be used even without mobile reception. That means you get access to your MU account and systems easier and quicker!

Setup is simple and will take less than 5 minutes to complete. You will need:
- Your mobile device (smartphone) with internet connectivity, and
- Your Murdoch University (MU) account username and password.

New to Murdoch? Please follow the **MFA Setup Instructions** available on the Murdoch Passwords page (https://goto.murdoch.edu.au/MFA).

Need support? Please contact the IT Service Desk by telephone on +61 8 9360 2000.

Let's get started!

Please choose the option that applies to you:

- If you are already using the Microsoft Authenticator app (henceforth 'the App') – go to **Step 1a**.

- If you are using the App for the first time – go to **Step 1b**.

1a. *If you are already using the App for another account:*

Open the App and tap on the [+] symbol on the top ribbon. Tap on [Work or school account] and proceed to **Step 2**.

1b. *If you are using the App for the first time:*

- Go to Google Play (for Android devices) or App Store (for Apple iOS devices) and download and install the *Microsoft Authenticator* app.

- Open the App and follow the prompts to accept the App's privacy policy. On the 'Secure your digital life' pop-up, tap on [Add work or school account]. Proceed to **Step 2**.

2. On the 'Add work or school account' pop-up, tap on [Sign in].
   - Follow the prompts to enter your MU username and password.
   - Tap on [☐ Text] and follow the prompts to verify your identity via an SMS code.
   - If asked to allow notifications, please tap on [Allow notifications].

Ngala kwop biddi.
Building a brighter future, together.
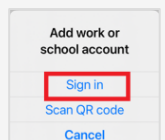
3. On the 'Let's secure your account' screen tap on [Continue].

   • Follow the prompts until the 'Account added' screen appears, then tap on [Done].
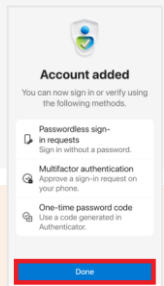
You are now automatically registered for **Passwordless Sign-in,** which allows you to log in using the App instead of entering a password. *Passwordless Sign-in is not mandatory.*

Please choose an option:

- • To activate Passwordless Sign-in – go to **Step 4a**.
- • To deactivate Passwordless Sign-in – go to **Step 4b**.

4a. *Activate Passwordless Sign-in:*

   • If you do not have a security measure set up on your mobile device such as a passcode, pattern lock or biometrics (face or fingerprint recognition), please set up a security measure from your device's security settings, then return to this step.

   • Using the camera on your mobile device, scan the QR code *or* open a web browser and go to https://goto.murdoch.edu.au/setupmfa.

   • Enter your MU username but do *not* enter your password.

   • On the 'Enter password' screen, tap on [Use an app instead] and verify your identity. Passwordless sign-in is now activated on your account. Return to your web browser and proceed to **Step 5**.

4b. *Deactivate Passwordless Sign-in:*

   • On the App, tap on your account then tap the cog icon on the top right corner of your screen

   • Tap on the ⚙ cog icon on the top right-hand corner of your screen.

   • Tap on [Disable passwordless sign-in requests], then tap on [Disable] and verify your identity. You have now successfully deactivated Passwordless Sign-in.

   • Using the camera on your mobile device, scan the QR code and enter your MU username and password. Proceed to **Step 5**.
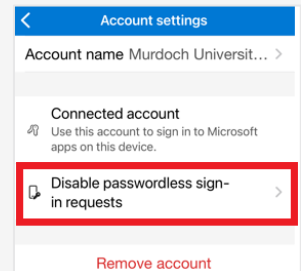
5. On the 'Security info' page, find the [Sign-in method when most advisable is unavailable] field:

   • If it is set to **Microsoft Authenticator**, you have completed MFA setup.

   • If it is set to 'Phone' or 'Email', tap on [Change] and expand the drop-down menu to select [App based authentication – notification], and tap on [Confirm]. Your default sign-in method should now be set to the Microsoft Authenticator app. You have completed MFA setup.
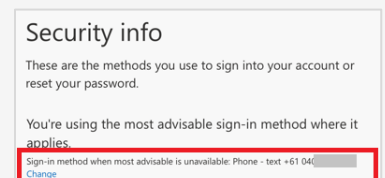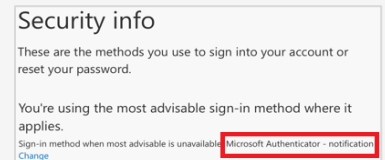
To learn how to authenticate using the App, with and without mobile and internet reception, please refer to the **Verify your identity using the App Guide** that is available from the Murdoch Passwords page (https://goto.murdoch.edu.au/MFA).