

Authenticator App Setup for MFA

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

Are you still using SMS verification for MFA?

Follow the instructions below to strengthen your Multi-Factor Authentication (MFA) by switching to 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.

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

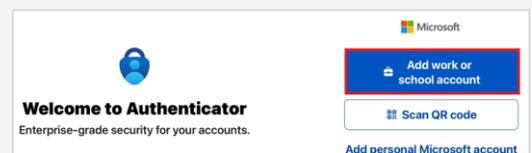
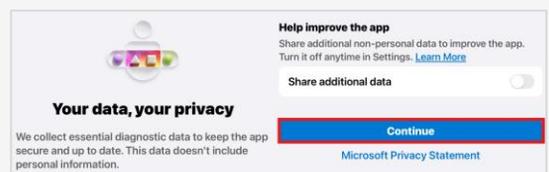
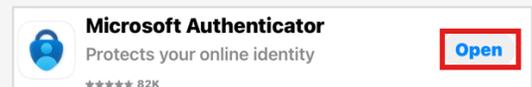
Let's get started!

Please choose the option that applies to you:

- If you are using the App for the first time – Start from **Step 1**.
- If you are already using the Microsoft Authenticator app – Start from **Step 2**.

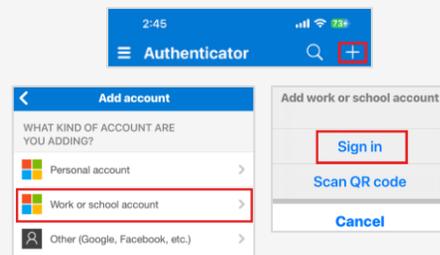
1. *If you are using the App for the first time:*

- Install the **Microsoft Authenticator** app from Google Play (for Android devices) or App Store (for Apple iOS devices).
- Open the App.
- On the 'Your data, your privacy' screen, tap on **[Continue]**.
- On the Welcome to Authenticator' screen, tap on **[Add work or school account]**.
- Sign-in using your MU username and password.
- Proceed to **Step 3**.



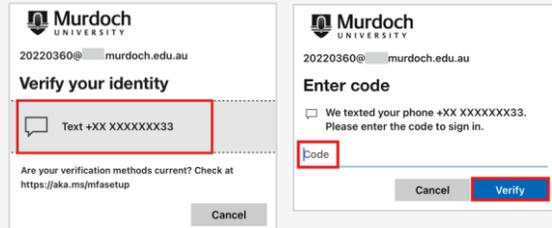
2. If you are already using the App for another account:

- Open the App and tap on the [+] symbol on the top ribbon.
- Tap on **[Work or school account]**.
- On the 'Add work or school account' pop-up, tap on **[Sign in]**.
- Sign-in using your MU username and password.
- Proceed to **Step 3**.



3. On the 'Verify your identity' screen, tap on **[Text +XX]** to receive a verification code via SMS text message.

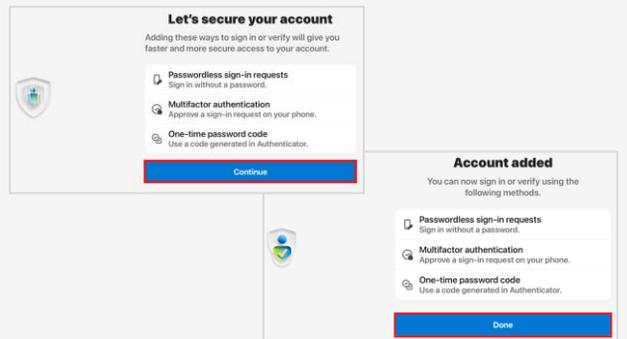
4. On the 'Enter code' screen, enter your verification code in the *Code* field, then tap on **[Verify]**.



5. On the 'Let's secure your account' screen, tap on **[Continue]** then follow the prompts until the 'Account added' screen appears.

- If you receive a notification to allow notifications, please select *Allow*.

6. On the 'Account added' screen, tap on **[Done]**.



7. **On your mobile device:** Use the camera app to scan this QR code *or* open a web browser and go to <https://goto.murdoch.edu.au/setupmfa>.

- Sign-in using your MU username and password.
- Follow the prompts to verify by SMS verification code.

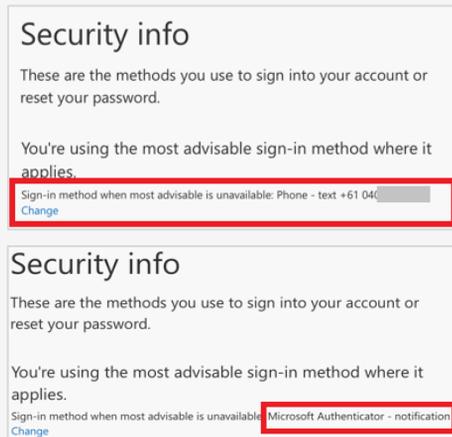


8. On the 'Security info' page, find the *Sign-in method when most advisable is unavailable* field.

If it is not set to 'Microsoft Authenticator - notification', please follow these steps:

- Tap on **[Change]**.
- Expand the drop-down menu to select **[App based authentication – notification]**, then tap on **[Confirm]**.
- Close your browser session.

You have successfully completed setting up your App.



For guidance on how to authenticate using the App, please refer to the **Verify your identity using the App Guide** that is available on the [Murdoch Passwords](https://goto.murdoch.edu.au/MFA) page (<https://goto.murdoch.edu.au/MFA>).

Thank you for helping to protect our cyber security.