

MFA Setup Instructions

Multi-factor Authentication (MFA) is an effective cyber security measure that is used to protect IT systems and sensitive data from unauthorised access by cyber criminals.

To access your MU account and all the systems that you need for your studies or work at Murdoch University, you must complete your MFA set up as outlined in these instructions.

Setup is simple and will take less than 10 minutes. 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. Further information including how to authenticate is available on the [Murdoch Passwords](https://goto.murdoch.edu.au/MFA) page (<https://goto.murdoch.edu.au/MFA>)

Let's get started!

1. 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>.

- Follow the prompts to log in using your MU username and password. Your username is your student or staff number followed by the MU domain. For example:
 - for students: 12345678@student.murdoch.edu.au
 - for staff: 12345678@murdoch.edu.au

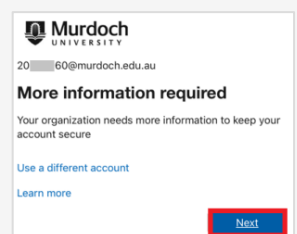


2. Please select the option that applies to you:

- If you are prompted with 'More information required' – go to **Step 2a**.
- If you are prompted to 'Verify your identity' – go to **Step 2b**.

2a. If the 'More information required' screen appears:

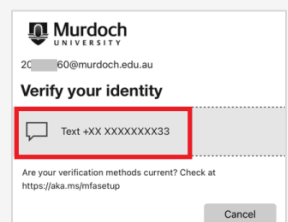
- Tap on [Next].
- On the 'Keep your account secure' screen, enter your mobile number and make sure that the [Receive a code] button is selected. Tap on [Next].
- Check your SMS text messages for the verification code. Enter this code in the 'Keep your account secure – Phone' screen and tap on [Next].
- On the next two confirmation messages, tap on [Next] then [Done].
- You will be navigated to the 'Security info' page. Proceed to **Step 3**.



2b. If the 'Verify your identity' screen appears:

- Tap on [Text] to receive a verification code via SMS text message.
- Check your SMS text messages and enter the verification code on the 'Enter code' screen. Tap on [Verify].
- You will be navigated to the 'Security info' page. Proceed to **Step 3**.

NOTE: If you did not receive the SMS code, please contact IT Service Desk.



3. Please choose the option that applies to you:

- If you are already using the Microsoft Authenticator app (henceforth 'the App') – go to **Step 3a**.
- If you are using the App for the first time – go to **Step 3b**.

3a. 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 4**.



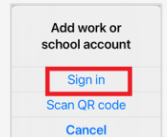
3b. If you are using the App for the first time:

- 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 4**.



4. 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].



5. 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 6a**.
- To deactivate Passwordless Sign-in – go to **Step 6b**.

6a. 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 7**.



6b. 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 7**.

7. 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 dropdown 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.

