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, you must complete your MFA setup 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 MU account username and password.

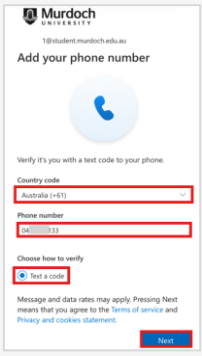
Need support? Please contact the IT Service Desk by telephone on +61 8 9360 2000. Further information including how to authenticate is available on the Murdoch Passwords page (https://goto.murdoch.edu.au/MFA).

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. On the 'Let's keep your account secure' screen, tap on [**Next**].
3. On the 'Add your phone number' screen:
   a) Select your country code by expanding the drop-down menu.
   b) Enter your mobile phone number.
   c) Make sure that the [**Text a code**] button is selected.
   d) Tap on [**Next**]. You will receive an SMS text message with a verification code.



4. On the 'Verify your phone number' screen, enter the verification code that you received via SMS text message, then tap on [**Next**].
5. On the 'Phone number added', tap on [**Done**].
   - You will be navigated to the 'Security info' page. Do not close your browser session. Proceed to **Step 6**.

6. Please select the option that applies to you:
   - If you are using the Microsoft Authenticator app (henceforth 'the App') for the first time – go to **Step 7a**.
   - If you are already using the Microsoft Authenticator app – go to **Step 7b**.

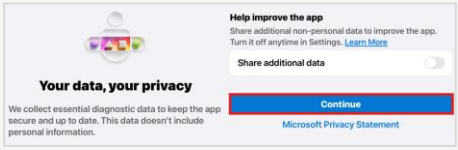
7a. If you are using the App for the first time:

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

b) Open the App.

c) On the 'Your data, your privacy' screen, tap on [**Continue**].

d) Proceed to **Step 8**.

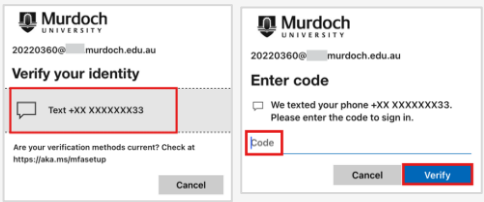


7b. If you are already using the App for another account:

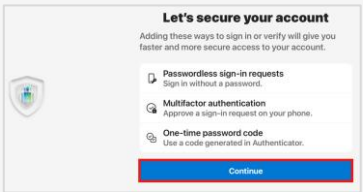
a) Open the App and tap on the [**+**] symbol on the top ribbon.

b) Proceed to **Step 8**.

8. On the next screen, tap on [**Work or school account**] then sign-in using your MU username and password.
9. On the 'Verify your identity screen', tap on [**Text +XX**] to receive a verification code via SMS text message.
10. On the 'Enter code' screen, enter your verification code in the *Code* field, then tap on [**Verify**].

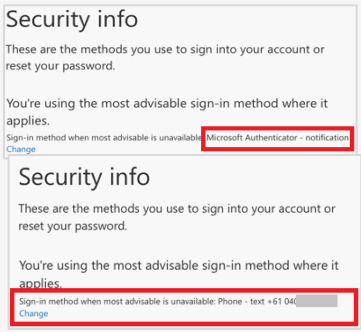


11. On the 'Let's secure your account' screen, tap on [**Continue**] then follow the prompts until the 'Account added' screen appears.
    - If the 'Register your device' screen appears, follow the prompts to register.
    - If you receive a notification to allow notifications, please select *Allow*.
12. On the 'Account added' screen, tap on [**Done**].



13. Return to your browser session from **Step 5**:
    a) Refresh the 'Security info' page.
    b) Locate the *Sign-in method when most advisable is unavailable* field.
    c) Tap on [**Change**].
    d) Expand the drop-down menu to select [**App based authentication – notification**], then tap on [**Confirm**].
    e) Close your browser session.

    You have successfully completed your MFA setup.



From time to time, you will be required to verify your identity when logging in to Murdoch systems such as LMS. This process, called *authentication,* is how MFA protects your account and our digital environment.

- Please refer to the **Verify your identity using the App** guide available from the Murdoch Passwords page to learn how to authenticate with *and* without mobile reception.

Thank you for helping to protect our cyber security.