Updating MFA Setup Guide

This guide details how to update your Multi-Factor Authentication (MFA) setup when you obtain a new mobile device and/or new mobile number.

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

Let's get started!

Please choose the authentication method that you are currently using to verify your identity:

- SMS text message – proceed to **Section 1**.
- Microsoft Authenticator app – proceed to **Section 2**.

Section 1 – SMS text message

1. Please choose the option that applies to you:

    - New mobile phone number only
        - Call the IT Service Desk to update your phone number for MFA ,then proceed to **Step 2**

    - New mobile device only
        - You are not required to update your MFA setup. Proceed to **Step 2**.

    - New mobile number *and* new mobile device
        - Call the IT Service Desk to update your phone number for MFA, then proceed to **Step 2.**

2. To ensure that you can access your MU account and all essential systems without disruption, we highly recommend that you set up the Microsoft Authenticator app. The App enhances security and works even without mobile reception, ensuring you can log in anytime, anywhere.

    - Please set up the App by following the **App Setup Instructions** that is available on the Murdoch Passwords page (https://goto.murdoch.edu.au/MFA).

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Section 2 – Microsoft Authenticator App

Please choose the option that applies to you:

New mobile phone device only

1. Call the IT Service Desk to delete the app from your MFA setup.

2. Set up the App on your new device by following the **App Setup Instructions** that is available on the Murdoch Passwords page (https://goto.murdoch.edu.au/MFA).

New mobile number _and_ new mobile device

1. Call the IT Service Desk to update your registered mobile number _and_ to delete the app from your MFA setup.

2. Set up the App on your new device by following the **App Setup Instructions** that is available on the Murdoch Passwords page (https://goto.murdoch.edu.au/MFA).

3. Update your mobile number in MyInfo (https://goto.murdoch.edu.au/MyInfo) so that you continue to receive communications from the University, such as communications from your lecturers.

New mobile number only

1. Tap on the following link or open a web browser and go to https://goto.murdoch.edu.au/setupmfa. Follow the prompts to sign-in using your Murdoch username and password, and authenticate using the App.

2. On the 'Security info' page, tap on [Change] next to your old mobile number.

3. On the 'Phone' pop-up, expand the ˅ drop-down menu to select your country code and enter your _new mobile number_. Make sure that the [Receive a code] button is selected, then tap on [Next].

4. You may need to complete one or two CAPTCHA tests to verify that you are not a robot. After completing the tests, tap on [Next].

5. Check your SMS messages for the verification code. Enter the code in the [Enter code] field, then tap on [Next].

6. You will be navigated to back to the 'Security info' page and your new mobile number should be listed as your registered mobile number.

7. Update your mobile number in MyInfo (https://goto.murdoch.edu.au/MyInfo) so that you continue to receive communications from the University, such as communications from your lecturers.