

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](https://goto.murdoch.edu.au/MFA) page (<https://goto.murdoch.edu.au/MFA>).

Let's get started!

To begin, please select the authentication method that you are currently using to verify your identity:

- SMS verification code – proceed to **Section 1**.
- Microsoft Authenticator app (henceforth 'the App') – proceed to **Section 2**.

Section 1 – SMS Verification Code

1. Please choose the option that best describes what has changed for you:

- New mobile phone number (including if you also have a new mobile device)
 - i. Call the IT Service Desk to update your MFA registered phone number,
 - ii. Proceed to Step 2, and
 - iii. Update your mobile number in [MyInfo](https://goto.murdoch.edu.au/MyInfo) (<https://goto.murdoch.edu.au/MyInfo>) if you are a student, or Workday if you are a staff member.
- New mobile device only
 - Your MFA setup does not require any updates. 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 essential systems, we strongly recommend setting up the Microsoft Authenticator app. The App enhances security and works even without mobile reception, allowing you to log in anytime, anywhere.

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

Section 2 – Microsoft Authenticator App

Please choose the option that best describes what has changed for you :

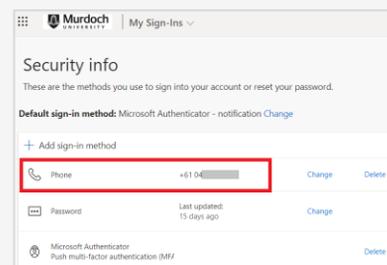
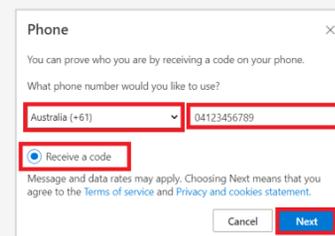
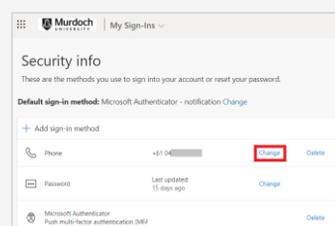
New mobile device only

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](https://goto.murdoch.edu.au/MFA) page (<https://goto.murdoch.edu.au/MFA>).

New mobile number only

The following steps can be completed on your mobile device or computer.

1. Use the camera app on your mobile device to scan this QR code, or open a web browser and go to <https://goto.murdoch.edu.au/setupmfa>.
2. Follow the prompts to sign-in using your Murdoch username and password and authenticate using the App as per normal.
3. On the 'Security info' page, tap on **[Change]** next to your old mobile number.
4. 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]**.
5. You may need to complete one or two CAPTCHA tests to verify that you are human. After completing the tests, tap on **[Next]**.
6. Check your SMS messages for the verification code. Enter the code in the **[Enter code]** field, then tap on **[Next]**.
7. You will be navigated to back to the 'Security info' page and your new mobile number should be listed as your registered mobile number.
8. Update your mobile number in [MyInfo](https://goto.murdoch.edu.au/MyInfo) (<https://goto.murdoch.edu.au/MyInfo>) if you are a student, or Workday if you are a staff member.



New mobile number and new mobile device

1. Call the IT Service Desk to update your registered mobile number *and* 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](https://goto.murdoch.edu.au/MFA) page (<https://goto.murdoch.edu.au/MFA>).
3. Update your mobile number in [MyInfo](https://goto.murdoch.edu.au/MyInfo) (<https://goto.murdoch.edu.au/MyInfo>) so that you continue to receive communications from the University, such as communications from your lecturers.