

Verifying your identity using the App

From time to time, you will be required to verify your identity to access your MU account or an MU system. This verification process, known as *authentication*, is how Multi-Factor Authentication (MFA) helps to protect our digital environment from unauthorised access.

This guide details how to authenticate using the Microsoft Authenticator app (henceforth 'the App') when you:

- have mobile reception Section 1, and
- <u>do not</u> have mobile reception Section 2.

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

Section 1 – How to authenticate with mobile reception

- 1. You are prompted to authenticate when the '*Approve sign-in request*' pop-up appears on your screen. Take note of the two-digit code.
- 2. You will immediately receive the '*Time Sensitive Approve sign-in*?' notification on your mobile device.
 - Tap on this notification to proceed.
- 3. The '*Are you trying to sign in*' pop-up should now appear. Enter the two-digit code from Step 1 and tap on **[Yes]**.
- If the code is entered <u>correctly</u>, you will be granted access to the MU system and can continue your session as normal. [Authentication completed]
- If you entered the code <u>incorrectly</u> or the notification has expired, you will be notified.
 - Tap on [OK].
 - On the next pop-up, click on [Send another request to my Microsoft Authenticator app].
 - A new two-digit code will appear on your screen. Repeat from Step 2.











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Section 2 – How to authenticate without mobile reception

Murdoch You are prompted to authenticate when the 'Approve sign-in request' pop-up 1. xxxxxxx60@murdoch.edu.au appears on your screen after you log in your MU username and password. If Approve sign-in request you do not have mobile reception, click on [I can't use my Microsoft Open your Authenticator app, and enter the number shown to sign in. Authenticator app right now]. 12 No numbers in your app? Make sure to upgrade to the latest version. Murdoch Murdoch 2. On the 'Verify your identity' pop-up, click on [Use a xxxxxx60@murdoch.edu.au verification code]. The 'Enter code' pop-up will now Enter code Verify your identity Enter the code displayed in the Mi Authenticator app on your mobile appear. You now need to go your mobile device. Approve a request on my Microsoft Authenticator app 123 Use a verification code 3. On your mobile device, open your Microsoft Authenticator app. Authenticator Ensure that you are on the 'Authenticator' tab (bottom menu). Tap A Microsoft xxxxxxxx@gmail.com on your MU account. Your MU account details will now appear. Murdoch University Ă xxxxxx 60@murdoch.edu.au 0 Locate the six-digit 'One-time password code'. 4. Murdoch University 菌 One-time password code Passwordless sign-in enabled 4 905 077 One-time password code 706 656 Note that this code is time sensitive and valid for 30 seconds. The circle and Disable phone sign-in countdown timer indicates how many seconds your code remains valid. If Change password your code is valid for less than 5 seconds, we recommend that you wait until Update security info the code expires and a new code is automatically generated. 3 Review recent activity No internet connecti 5. Enter this six-digit code into the 'Enter code' pop-up from Step 2 and click Murdoch on [Verify]. ← xxxxxx60@murdoch.edu.au Enter code Enter the code displayed in the Microsoft Authenticator app on your mobile device If you have entered the code correctly, access to the MU system will be granted, allowing you to continue your session as normal. [Authentication 706656 completed] More information Murdoch If you have entered the code incorrectly, a message will appear informing • ← xxxxxx 60@murdoch.edu.au you of an incorrect entry. Return to your smartphone to recheck your code Enter code and validity time remaining. Repeat Step 5. 123 Enter the code displayed in the Microsoft Authenticator app on your mobile device You didn't enter the expected verification code. Please try again. View details 098234

More information

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