

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:

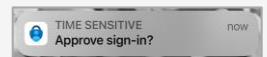
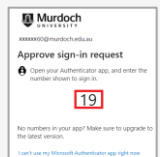
- have mobile reception – **Section 1**, and
- do not have mobile reception – **Section 2**.



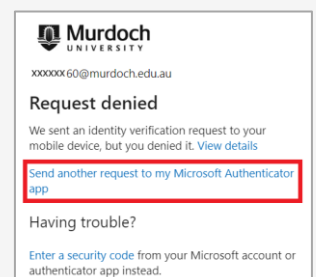
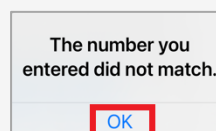
Need support? Please contact the IT Service Desk by telephone on +61 8 9360 2000. Further information on MFA is available on the [Murdoch Passwords](https://goto.murdoch.edu.au/MFA) page (<https://goto.murdoch.edu.au/MFA>).

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.

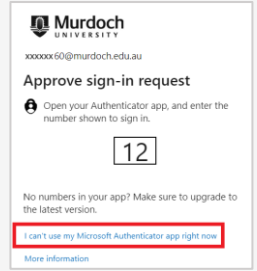


3. The ‘*Are you trying to sign in?*’ pop-up should now appear. Enter the two-digit code from Step 1 and tap on **[Yes]**.
 - If the code is entered correctly, you will be granted access to the MU system and can continue your session as normal. *[Authentication completed]*
 - If you entered the code incorrectly 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.

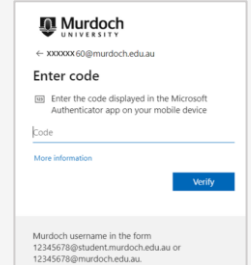


Section 2 – How to authenticate without mobile reception

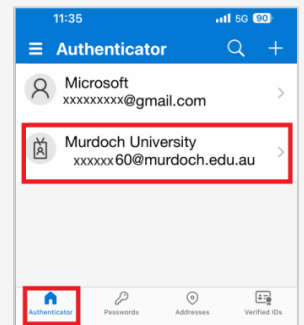
1. You are prompted to authenticate when the 'Approve sign-in request' pop-up appears on your screen after you log in your MU username and password. If you do not have mobile reception, click on **[I can't use my Microsoft Authenticator app right now]**.



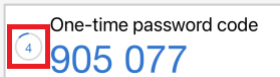
2. On the 'Verify your identity' pop-up, click on **[Use a verification code]**. The 'Enter code' pop-up will now appear. You now need to go your mobile device.



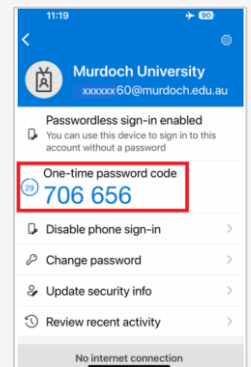
3. On your mobile device, open your Microsoft Authenticator app. Ensure that you are on the 'Authenticator' tab (bottom menu). Tap on your MU account. Your MU account details will now appear.



4. Locate the six-digit 'One-time password code'.



Note that this code is time sensitive and valid for 30 seconds. The circle and countdown timer indicates how many seconds your code remains valid. If your code is valid for less than 5 seconds, we recommend that you wait until the code expires and a new code is automatically generated.



5. Enter this six-digit code into the 'Enter code' pop-up from Step 2 and click on **[Verify]**.

- If you have entered the code correctly, access to the MU system will be granted, allowing you to continue your session as normal. *[Authentication completed]*
- If you have entered the code incorrectly, a message will appear informing you of an incorrect entry. Return to your smartphone to recheck your code and validity time remaining. Repeat Step 5.

