Verifying your identity using the App

From time to time, you will be required to verify your identity to access your MU account or MU systems. This process, known as *authentication*, is how Multi-Factor Authentication (MFA) protects your account and 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 page (https://goto.murdoch.edu.au/MFA).

Section 1 – How to authenticate with mobile reception

1. You are required to authenticate when the '*Approve sign-in request'* screen appears after signing in with your MU username and password.

   - 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.

   If you do not see the 'Time Sensitive Approve sign-in?' notification, please open your App to view this notification.

3. The '*Are you trying to sign in?'* pop-up should now appear on your mobile device. Enter the two-digit code from Step 1 and tap on [**Yes**].

   - If you have entered the code correctly, you have successfully authenticated your identity. Access to MU systems will be granted, and you can continue your session as normal.

   [Authentication completed]

- If you have entered the code incorrectly, a notification of incorrect entry will appear on your screen.

  - On the notification, tap on [**OK**].

  - On the '*Request denied*' screen, 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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Building a brighter future, together.
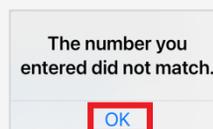
Section 2 – How to authenticate <u>without</u> mobile reception

1. You are required to authenticate when the *'Approve sign-in request'* screen appears after signing in with your MU username and password.

   If you do <u>not</u> have mobile reception, click on [**I can't use my Microsoft Authenticator app right now**].
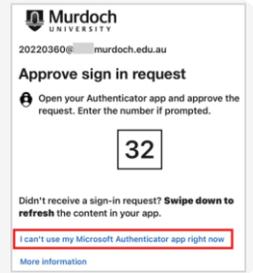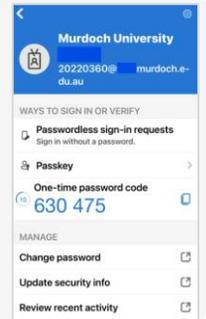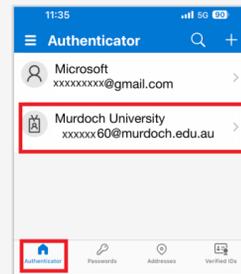
2. On the *'Verify your identity'* screen, click on [**Use a verification code**].

   - The *'Enter code'* screen will now appear.

   - <u>On your mobile device</u>, open your Microsoft Authenticator app.

3. Ensure that you are on the *'Authenticator'* tab (bottom menu) and tap on your MU account to view your account details.

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

   Note that this code is <u>time sensitive</u> 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.
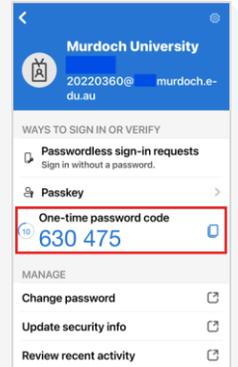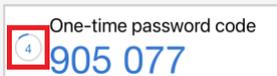
5. Return to the *'Enter code'* screen from Step 2.

   - Enter the six-digit one-time password code and click on [**Verify**].

   - If you have entered the code <u>correctly</u>, you have successfully authenticated your identity. Access to MU systems will be granted, and you can continue your session as normal.

     [Authentication completed]

- If you have entered the code <u>incorrectly</u>, a notification of incorrect entry will appear on your screen.

   - Return to your mobile device to recheck your code and remaining validity time. Then repeat Step 5.