

Authenticator App Setup Instructions

Follow the steps below to switch to the Microsoft Authenticator app and strengthen the security of your account.

New to Murdoch? Please follow the **MFA Setup Instructions** available on the [Murdoch Passwords](https://goto.murdoch.edu.au/MFA) page (<https://goto.murdoch.edu.au/MFA>).

Setup takes less than 5 minutes. You will need:

- Your mobile device (smartphone) with internet access, and
- Your Murdoch University username and password.

Need support? Please contact the IT Service Desk by telephone on +61 8 9360 2000.

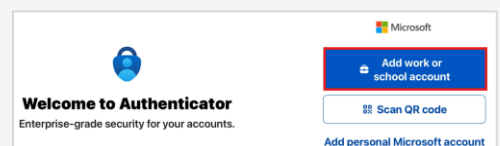
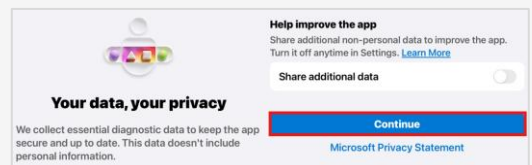
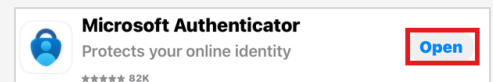
Let's get started!

Please choose the option that applies to you:

- If you are using the App for the first time – Start from **Step 1**.
- If you are already using the Microsoft Authenticator app – Start from **Step 2**.

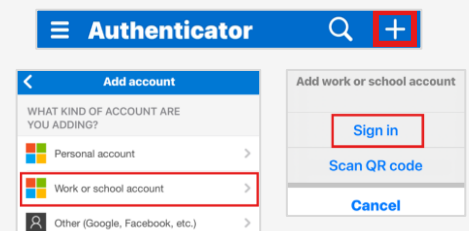
1. *If you are using the App for the first time:*

- On your mobile device:** Install the **Microsoft Authenticator** app from Google Play (for Android devices) or App Store (for Apple iOS devices).
- Open the App.
- On the 'Your data, your privacy' screen, tap on **[Continue]**.
- On the Welcome to Authenticator' screen, tap on **[Add work or school account]**.
- Sign in using your MU username and password.
- Proceed to **Step 3**.

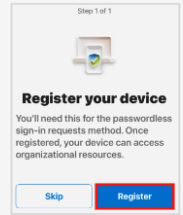


2. *If you are already using the App for another account:*

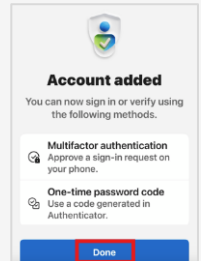
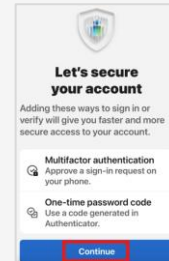
- Open the App and tap on the **[+]** symbol on the top ribbon.
- Tap on **[Work or school account]**.
- On the 'Add work or school account' pop-up, tap on **[Sign in]**.
- Sign in using your MU username and password.
- Proceed to **Step 3**.



3. On the 'Verify your identity' screen, tap on [ **Text +XX**] to receive a verification code via SMS text message.
4. On the 'Enter code' screen, enter your verification code in the *Code* field, then tap on [**Verify**].
5. If you are asked to register your device:
 - a) On the 'Register your device screen', tap on [**Register**].
 - b) On the 'Help us keep your device secure' screen, tap on [**Register**].



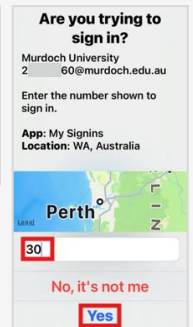
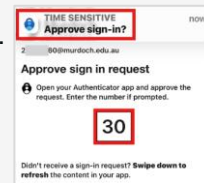
6. On the 'Let's secure your account' screen, tap on [**Continue**].
 - If asked to allow notifications, please choose to allow.
7. On the 'Account added' screen, tap on [**Done**].



8. Open the Camera app on your mobile device and scan this QR code or go to <https://goto.murdoch.edu.au/setupmfa> on your web browser.
 - Follow the prompts to sign in using your MU username and password.



9. On the 'Approve sign in request' screen, take note of the two-digit code.
10. Tap on the 'Time Sensitive Approve sign-in?' notification that appears on the top of your screen.
 - If the Time Sensitive notification does not appear, please open the App to view it.
11. On the 'Are you trying to sign in?' screen, enter your two-digit code and tap on [**Yes**].



12. On the 'Security info' page, find the *Sign-in method when most advisable is unavailable* field.

If it is not set to 'Microsoft Authenticator - notification', please follow these steps:

 - a) Tap on [**Change**].
 - b) Expand the drop-down menu to select [**App based authentication – notification**], then tap on [**Confirm**].
 - c) Close your browser session.

You have successfully completed setting up your App.

Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Phone - text +61 04()
[Change](#)

Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: **Microsoft Authenticator - notification**
[Change](#)

For guidance on how to authenticate using the App, please refer to the **Verify your identity using the App Guide** that is available on the [Murdoch Passwords](https://goto.murdoch.edu.au/MFA) page (<https://goto.murdoch.edu.au/MFA>).

Thank you for helping to strengthen cyber security at Murdoch.