

MFA Setup Instructions - Staff

Multi-Factor Authentication (MFA) helps keep your Murdoch University (MU) account and information secure. You'll need to set it up before you can access the systems used for your work.

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. Further information including how to authenticate is available on the [Murdoch Passwords](https://goto.murdoch.edu.au/MFA) page (<https://goto.murdoch.edu.au/MFA>).

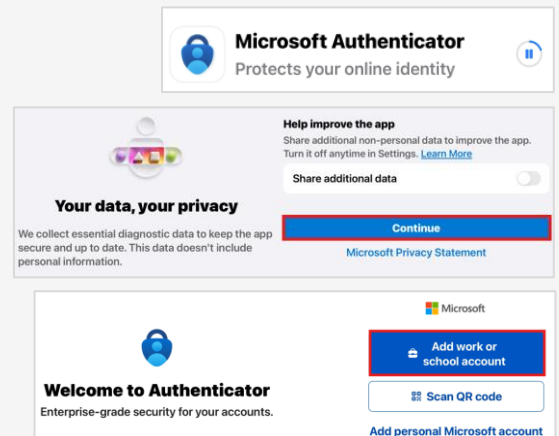
Let's get started!

Please select the option that applies to you:

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

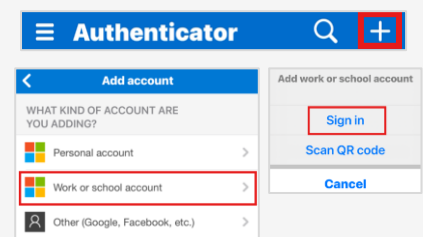
1. If you are using the App for the first time:

- On your mobile device:** Go to Google Play (for Android devices) or App Store (for Apple iOS devices) and install the **Microsoft Authenticator app**.
- 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]**.
- Proceed to **Step 3**.



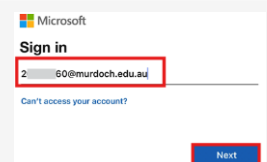
2. If you are already using the App for another account:

- Open the App and tap on the **[+]** symbol on the top ribbon
- On the 'Add account' screen, tap on **[Add work or school account]**.
- On the 'Add work or school account' pop-up, tap on **[Sign in]**.
- Proceed to **Step 3**.

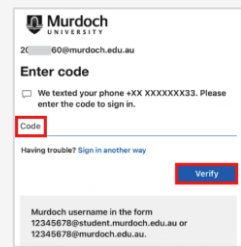


3. Follow the prompts to sign in using your MU username and password.

- Your username is your staff number followed by the MU domain e.g. 12345678@murdoch.edu.au

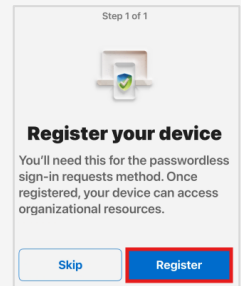
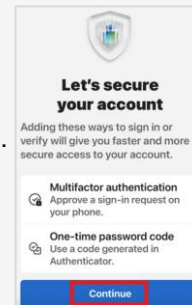


4. On the 'Verify your identity screen', tap on [**Text +XX**] to receive a verification code via SMS text message.



5. On the 'Enter code' screen, enter your verification code in the **Code** field, then tap on [**Verify**].

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



10. 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.

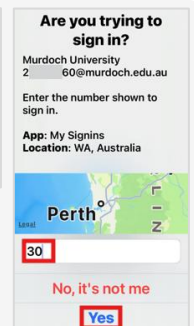
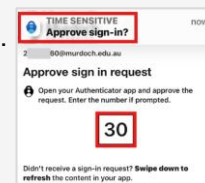
- Follow the prompts to sign in using your MU username and password.



11. On the 'Approve sign in request' screen, take note of the two-digit code.

12. 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.

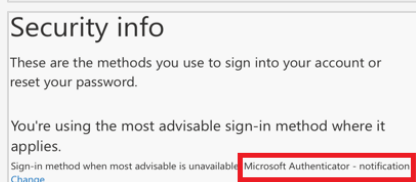
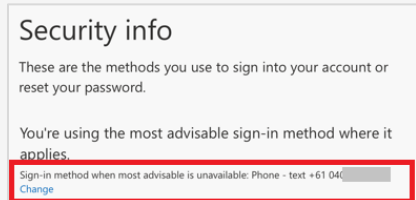


13. On the 'Are you trying to sign in?' screen, enter your two-digit code and tap on [**Yes**].

14. Return to your browser session from **Step 10**:

- Refresh the 'Security info' page.
- Locate the *Sign-in method when most advisable is unavailable* field.
- Tap on [**Change**].
- Expand the drop-down menu to select [**App based authentication – notification**], then tap on [**Confirm**].
- Close your browser session.

You have successfully completed your MFA setup.



From time to time, you will be asked to verify your identity when signing in to Murdoch systems such as LMS. This extra step, called *authentication*, helps keep your account and Murdoch's digital environment secure.

Please refer to the **Verify your identity using the App** guide available from the [Murdoch Passwords](#) page to learn how to authenticate with *and* without mobile reception.

Thank you for helping to strengthen cyber security at Murdoch.