

Verifying your identity using the App

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

This guide explains how to authenticate using the Microsoft Authenticator app when you:

- have mobile reception – see **Section 1**
- don't have mobile reception – see **Section 2**.

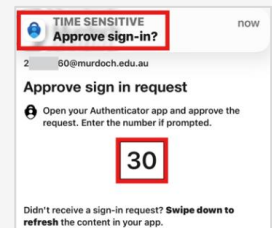


Need support? Please contact the IT Service Desk by telephone on +61 8 9360 2000. More information on MFA is available on the [Murdoch Passwords](https://goto.murdoch.edu.au/MFA) page (<https://goto.murdoch.edu.au/MFA>).

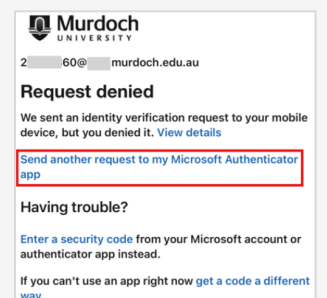
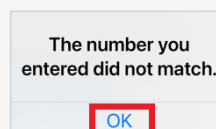
Section 1 – How to authenticate with mobile reception

1. You are 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 the Time Sensitive notification does not appear, please open the App to view it
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 verified your identity. Access to MU systems will be granted, and you can continue your session as normal.

[Authentication completed]



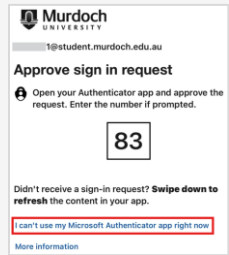
- If you have entered the code incorrectly, a notification of incorrect entry will appear on your screen.
 - On the notification, tap on [OK].
 - On the 'Request denied' screen, click on [Send another request to my Microsoft Authenticator app].
 - A new two-digit code will appear on your screen. Repeat from Step 2.



Section 2 – How to authenticate without mobile reception

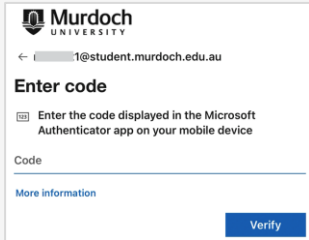
- 1. You are required to authenticate when the ‘Approve sign-in request’ screen appears after signing in with your MU username and password.

If you do not have mobile reception, click on [I can’t use my Microsoft Authenticator app right now].

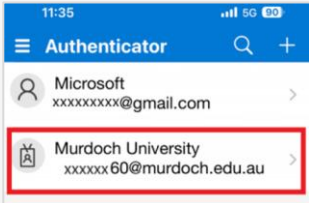


- 2. On the ‘Verify your identity’ screen, click on [Use a verification code].

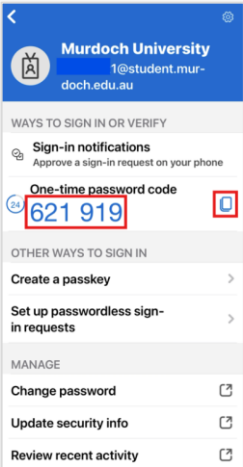
- The ‘Enter code’ screen will now appear.
- On your mobile device, open your Microsoft Authenticator app.



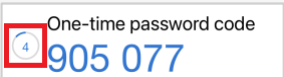
- 3. In the App, tap on your MU account to view your account details.



- 4. Locate the six-digit ‘One-time password code’.



Note: This code is time sensitive and valid for 30 seconds. The countdown timer shows how many seconds it remains valid. If fewer than 5 seconds remains, wait for a new code to be generated automatically



- 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 correctly, you have successfully verified 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.
- Return to your App to check your code and remaining validity time, then repeat Step 5.

