

# **Multi Factor Authentication**

## **Quick Start Guide**

When you login to your University of Surrey email account for the first time you will need to set up security on your University of Surrey IT account.

This involves setting up:

- 1. Multifactor authentication and
- 2. Self-service password reset.

This guide will help you set up Multi Factor Authentication. Before you start, please make sure you have your mobile phone and access to one of the following:

- a laptop
- a tablet
- another mobile phone or
- a University of Surrey lab PC

If you are an international student and you would like to be able to access your University account in the UK and your home country, you will need to set up MFA on a UK sim and your home country sim.

#### What is Multi Factor Authentication (MFA)?

Multi-factor authentication (MFA) is an additional layer of security for your University IT account. Using MFA reduces the risk of someone gaining access to your account even if they find out your username and password, for example through a cyber attack or scam. <u>Microsoft research</u> suggests MFA can reduce such attacks by as much as 99.9%.

You can set up MFA before you arrive at Surrey (even if you are overseas), or you can set it up once you've arrived.

**Essential:** For MFA to work correctly and for you to be able to re-set your MFA should you need to, please use the Microsoft Authenticator App on your mobile phone.

Don't use SMS text messages as a default authentication method as this is less secure.

Please note:

• You cannot use an email address as an MFA authentication method.

• When setting up self-service password reset, you can use an email address as a method to reset your username and password.

For self-service password reset to work correctly, please set up the following authentication methods:

- security questions (for resetting your password)
- a personal email address (for resetting your password)

**Advisable:** You can also put the MS Authenticator app onto another device such as a tablet or i-pad. This will give you another authentication option should you need it.

You can also use another phone number as a backup option (only if you have one).

#### Did you know?

When you have set up the MS Authenticator App on your phone you can add other accounts to it such as your personal Amazon, PayPal, and Facebook accounts, so providing additional security to those personal accounts.

To do this, open the MS Authenticator app and go to '+ new account' and follow the setup instructions in the App.

No smart phone? Please contact IT Services (01483 689898) explaining why you can't install the MS Authenticator App on a smart phone. We will provide an alternative solution.

If you lose your mobile phone, please call the IT Service Desk on 01483 689898, unless you've installed the MA Authenticator App on a second device such as a tablet or second mobile phone.

To set up MFA please use this quick start guide.

# **Register for MFA**

- **1.** On your laptop, to register for MFA visit: <u>https://aka.ms/setupsecurityinfo</u>
- 2. On your laptop, login to your university account using your <u>username@surrey.ac.uk</u>.

**3.** Enter your password.

I IserN:	ame@surrey.ac.uk
OSETTA	ancesurcy.ac.uk
No acco	ount? Create one!
Can't ac	ccess your account?
Sign-in	options
	Next
s.	NIVERSITY OF
<u>4</u>	
UserNar	ne@surrey.ac.uk
Mor	e information required
Your o your ad	rganisation needs more information to keep ccount secure
Use a d	different account
Learn r	more
	Next
	e signing into a service authenticated by the
You are	
You an Univers	sity of Surrey. By signing into this service you

**4.** When you click *Next* you will be prompted to set up your mobile phone to approve authentication to your account.

	REY
UserName@sun	rey.ac.uk
More in	formation required
Your organisa your account	ation needs more information to keep secure
Use a differer	nt account
Learn more	
	Next
You are signi University of	ng into a service authenticated by the Surrey. By signing into this service you
are agreeing	to the terms and policies at:

# Set up Microsoft Authenticator App

 Using your mobile phone, download the Microsoft Authenticator app from your AppStore or click on this link: <u>https://aka.ms/getMicrosoftAuthenticator</u> (Note: if you don't have a smart phone, please click 'I want to use a different method' (see page 6).

Then on your laptop click Next.



Click 'Allow' to send notifications and access contacts if requested.

When prompted select 'Work or School account'.

When prompted 'click allow access to the camera'.

 Using your mobile phone scan the QR code on computer screen you will then see a 6-digit number appear in the app on your mobile phone.

(Note: If you are unable to scan the image a code is also available on screen. To enter the manual code, you will need to click on **Can't scan image?).** 

Click Next on your laptop.









4. The account is now added. A 2-digit number will appear on your login screen which you will need to type into the Authenticator app on your mobile device:

Enter the 2-digit number and Click 'Yes'.

Are you trying	g to sign in? of Surrey
Enter the number s	shown to sign in.
Enter num	ber here
No, it's not me	Yes
	ę.
Authenticat	tor locked

5. After you click 'Yes' on your mobile phone, you will see 'Notification approved'.

Click *Next* on your laptop.

6. On your laptop add your mobile phone number to receive a text as a backup authentication method. Set the country code of your mobile.

Enter a valid phone number. (Additional numbers can be setup later)

Click *Next* – a text with a code will be sent to this mobile phone number.

7. From the text received on your mobile phone enter the code onto your laptop.

On your laptop click Next.

	Keep your a	count secure		
	Your organisation requires you to set up th	e following methods of provi	ng who you are.	
	Method	1 of 2: App		
	0		2	
	App		Phone	
_	Approve the notification we're sending to	your app,		
			Back	Ne

Keep you	r account secure
Your organisation requires you to set	up the following methods of proving who you are.
Met	thod 1 of 2: App
	2
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	i suitey				
	Keep your a	ccount secure			
	Your organisation requires you to set up the following methods of proving who you are.				
	Method a	2 of 2: Phone			
	<mark>о</mark> Арр	Phone			
Pho	ne				
We just 53970	sent a 6-digit code to +44 07900 012345 Enter the 03	e code below.			
Resend	code				
		Back Next			
University	of Surrey				
University	of Surrey Keep your a	account secure			
University	of Surrey Keep your a Your organisation requires you to set up	account secure the following methods of proving who you are.			
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Pho You can	Vour organisation requires you to set up Your organisation requires you to set up Method App DRE prove who you are by answering a call on your p	account secure the following methods of proving who you are. 2 of 2: Phone Phone whone or texting a code to your phone.			
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Pho Vou can Whete Junited Text C call	Vour organisation requires you to set up Vour organisation requires you to set up Method Prove who you are by answering a call on your p none number would you like to use? Kingdom (+44) true a code me	the following methods of proving who you are. 2 of 2: Phone Phone or texting a code to your phone.  O7000 01234567			

8. The phone is now linked to your account.

On your laptop click Next.

Keep your acc	count secure
Your organisation requires you to set up the	following methods of proving who you are.
Method 2 of	f 2: Phone
App.	Phone
Phone	
We just sent a 6-digit code to +44 07900 012345 Enter the co 539703	de below.
Resend code	
	Back

9. Setup of MFA is now complete.

Click Done

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10. On your laptop your security	
information will now be confirmed	1.

The methods of authentication will be shown.

	Keep your ac	count secure
	Your organisation requires you to set up the	following methods of proving who you are.
	Method 2	of 2: Done
	0	Ø
	Abb	FIMIN.
Success!		
Well doop You I	have successfully set up your security info. (	"hones "Done" to continue signing in
Default sign-in	method: Microsoft Authenticator - notifica	ition
C Phone	900 012345	
<ul><li>→ ±±±±</li><li>071</li></ul>	200 016.PH2	
63	oft Authenticator	

Security	y info				
	methods you use to sign in	to your account or reset your password.			
Default sign-i	in method: Microsoft Author	nticator – notification Change			
& Phone		+44 07900 012345	Change	Delete	
Micros	oft Authenticator	iPhone		Delete	

# If you change your mobile phone, please update your MFA

To update phone numbers or update your authentication methods go to <u>https://aka.ms/setupsecurityinfo</u>

- To add/change a phone number or add another Authenticator phone/tablet: Click + Add method. Select Alternative phone. Note: email can NOT be used for authentication Click Add.
- Click + Add method.
   Select new method from drop down list.
   Add the additional phone number.
   Click Add.
- 3. A text or phone call will be sent to your mobile phone.

Security info			
hese are the methods you use to sign in t	to your account or reset your password.		
lefault sign-in method: Phone - text #4	107 Change		
+ Add method			
& Alternative phone	+44 T	Change	Delete
& Phone	+44 07	Change	Delete
	(News)		Delete
My Sinn-ins ~	interes.		2
■ My Sign-ins ~	- Mare		?
■ My Sign+ins ~ Security info			2
My Signins ~ Security info here are the methods you use to sign in Default sign-in method: Microsoft Aur	to your account or react your password. Add a method		?
My Sign-Ins      My Sign-Ins      Security info here are the methods you use to sign in Default sign-in method: Microsoft Aur     Add method	to your account or reset your passend. Add a method		2
My Signi-line      My Signi-line      My Signi-line      Model     Security info      Here are the methods you use to sign in      Printer     Add marthod     Printer     Printer	to your account or reset your passeed. Add a method When method oud you live to add? Attenuitive phone	~	Parks ? Delate

Security info		
hese are the methods you use to sign	Phone	
Default sign-in method: Microsoft Aut	You can prove who you are by answering a call on your phone.	
+ Add method	What phone number would you like to use?	
& Phone	Call me	Delete
Microsoft Authenticator	Message and data rates may apply.	Delete

- You will receive a text or call.
   If text, please enter the code on your laptop. If call, please answer then press #.
- 5. A confirmation will be received that the new number is registered successfully.
- 6. Set the default sign-in method to the most appropriate to you.

'Microsoft Authenticator – notification' is recommended.

ese are the methods you use to s	gn in to your account or reset your password.	
efault sign-in method: Microsoft + Add method	Aut Phone Write cilling and 24	
& Phone		Delete
Microsoft Authenticator	Back	Delete
∭ My Sign-ins ∀		?
≅ My Sign-ins ∨		?
My Sign-ins ~		?
My Sign-ins ~ iecurity info	yn in to yntur account ar reest ynur jaarmered.	?
My Sign-ins ~ eccurity info ese are the methods you use to si efault sign-in method: Microsoft	gn in to your account or read your password. Auf	9
My Sign-ins ~ ecurity info ese are the methods you use to al effect sign-in methods: Microsoft + Add method	gn in to your account or read your password. Ad Phone	?
My Sign-ins ~ ecurity info etault sign-in method: you use to si efault sign-in method: Mucroott + Add method & Atomatre phone	gn in to your account or read your password. And Phone Call answered. Your phone was registered successful)	? Deste
My Sign-ins ~ Security info here are the method you use to al effect sign-in method: Microsoft + Add method & damatice phone & Prone	ps in to your account or reset your password. Au Phone Cat answered, Your phone was registered successfully Cours	Powe Down

😑 🛛 My Sign-ins 🗠			? 8
Security info These are the methods you use to sign in	to your account or reset your password.		
Default sign-in method: Microsoft Aut	Change default method		
+ Add method	Which method would you like to use to sign in?		
C. Alternative phone	Microsoft Authenticator – notification $\sim$		Defete
& Phone	Phone - call +44 7 Phone - call +44 07	m	Delete
Microsoft Authenticator	Phone - text +44 07		Delete
	Microsoft Authenticator – notification		

### What is Authenticator Lite and who should use it?

Authenticator Lite is a new Microsoft Authenticator available to users who have not already installed the Microsoft Authenticator app.

It can be used to approve multifactor authentication requests for your University Microsoft account directly in your Outlook mobile app. Users receive a notification in Outlook mobile to approve or deny sign-in, or they can copy a Time-based One-Time Password (TOTP) to use during sign-in.

The Authenticator Lite aims to enhance security for users who have not already installed the Microsoft Authenticator app, which remains the most secure authentication method to use.

Authenticator Lite works on the Outlook mobile app on mobile devices (iOS and android) only and is more secure than SMS text authentication.

To setup Authenticator Lite on your Outlook mobile app on your iOS or android mobile device, please follow the instructions on Microsoft's website here:

https://support.microsoft.com/en-us/topic/authenticate-with-outlook-mobile-a57026c0-26af-4d17-bf84d9ec637efda1

### When will I be asked for Authentication Approval?

University PCs and Laptops (windows only) will automatically sign in. In most circumstances you will only be prompted to approve login using number matching if a change or unusual activity is detected. You are likely to be prompted to authenticate more frequently if you are using a VPN or if you have recently travelled to another country.

Other devices will be prompted to authorise login every 14 days on each device. This can vary if there is a change to your account.

### Approve sign in using the Microsoft Authenticator App

Once you have set up MFA on your device you will be able to use your smart device to authenticate your login if prompted. If you are asked to approve a sign in a screen like the one below will appear on your screen.



If this happens you will need to open the Microsoft Authenticator App from your device and enter the 2-digit number you see on your screen, onto your mobile device and tap 'Yes', to gain access or enter a code generated from the app to gain access to your account.



Remember to only approve notifications you know you have initiated. If you have not initiated it, ignore the request, or click on deny.

## Microsoft Authenticator will now display geolocation on sign-ins.

Microsoft Authenticator has added a new feature to show the geographic location of the device you are signing in with. This helps you verify that you are the one who is accessing your account and not someone else who might have stolen your credentials.

To use this feature, follow these steps:

• Enter your username and password as usual to sign into your university account.

Microsoft	
← a <b>nan</b> .m <b>u</b> yu	@e <b>ndph</b> om
Enter passwo	ord
•••••	•••••
Forgot my password	
	> Sign in

• You will receive a sign-in request message on your mobile phone.



On your phone, you will see the location of the device and the application that is requesting
access to your account. The location might not be very accurate, depending on your network
settings. It should at least be from the country you are residing in and be within approximately
one hundred miles of your actual location.



- If the location and the application match your expectations, on your phone, enter the number you see on your device screen and tap 'Approve' to complete the sign-in process.
- If you have not attempted to log in and you receive a request tap 'Deny' and change your password immediately.

# I am in a location with weak signal, and I cannot receive a number match notification – what should I do?

You may find yourself in a situation where you have a weak signal to your mobile phone and cannot receive number match notifications. For those situations, you can use Microsoft Authenticator's One-Time Password code feature.

To do that, when presented with the MFA prompt whilst logging into your University IT account, choose "I can't use my Microsoft Authenticator app right now."



Now choose 'Use verification code from my mobile app.'



Now launch the Microsoft Authenticator app on your mobile device and tap your account:



Locate the one-time passcode:



Enter that code into the prompt on your browser and click verify:



You will now be signed into your University account.