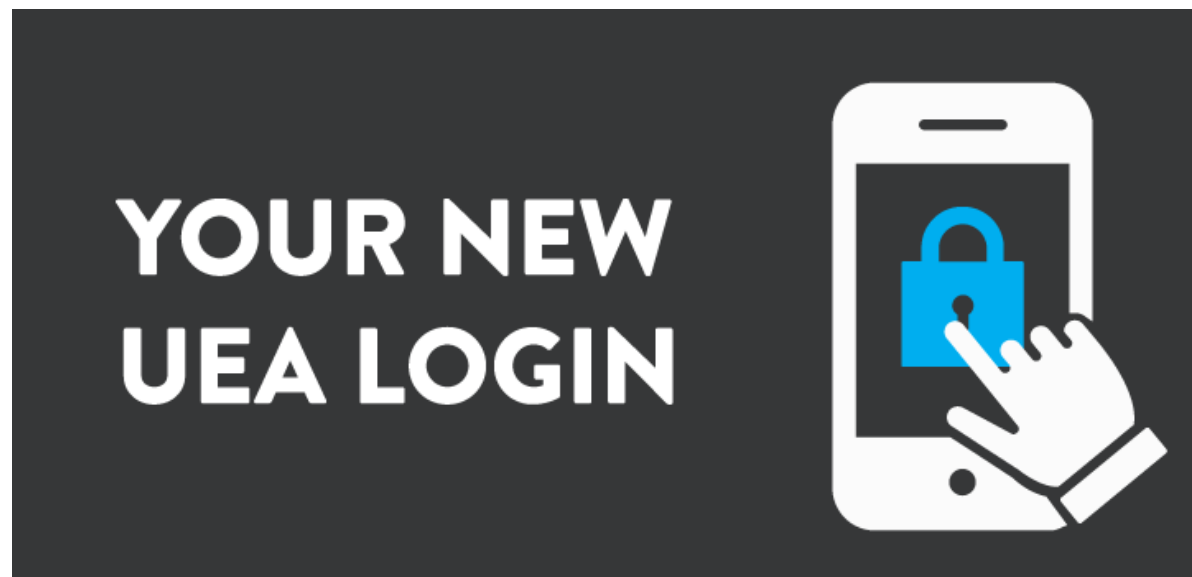


Set up and register for Multi-Factor Authentication (MFA) with text messaging (SMS)

This guide is for staff and students.

MFA will be enabled on all UEA accounts, and will trigger a prompt on UEA services, such as Microsoft Office (Word, Excel, etc), Teams and the MyUEA website, as well as the University systems such as Blackboard.

You won't have to use the two-step process every time you login. Instead, it is triggered by changes in behaviour, for example, switching devices or the applications you are using.



Before you start

- You should only complete these instructions if you have been notified by IT Services that you should register for MFA.
- You will need a mobile device which can receive text messages (SMS)
- Please note that registering a device gives your phone access to the UEA services, but does **not** allow UEA access to your phone
- You may be asked to change your 4-digit passcode to a 6-digit passcode, which will bring your device in line with UEA security standards
- The phone icon shown below appears when you need to use your **mobile device** and the computer icon show below appears when you need to use your **desktop or laptop**.

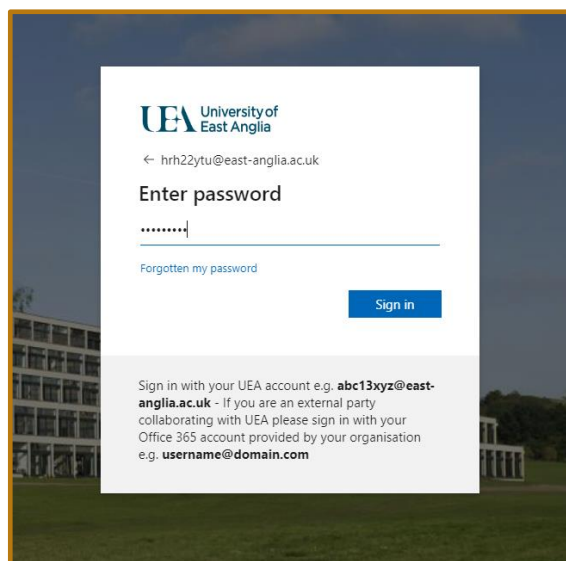
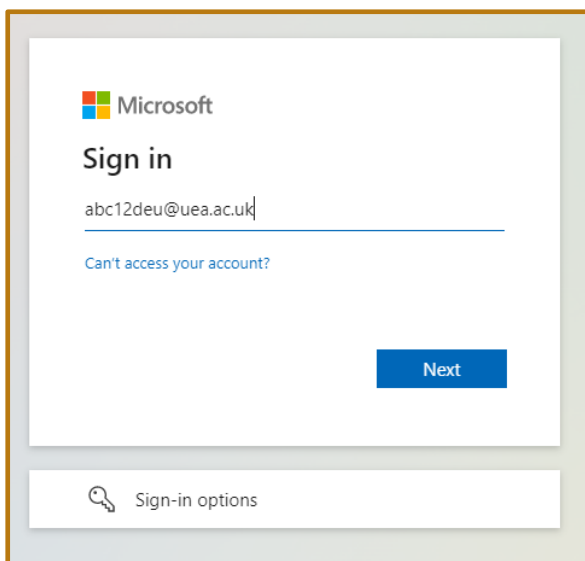




Add your authentication method to your account

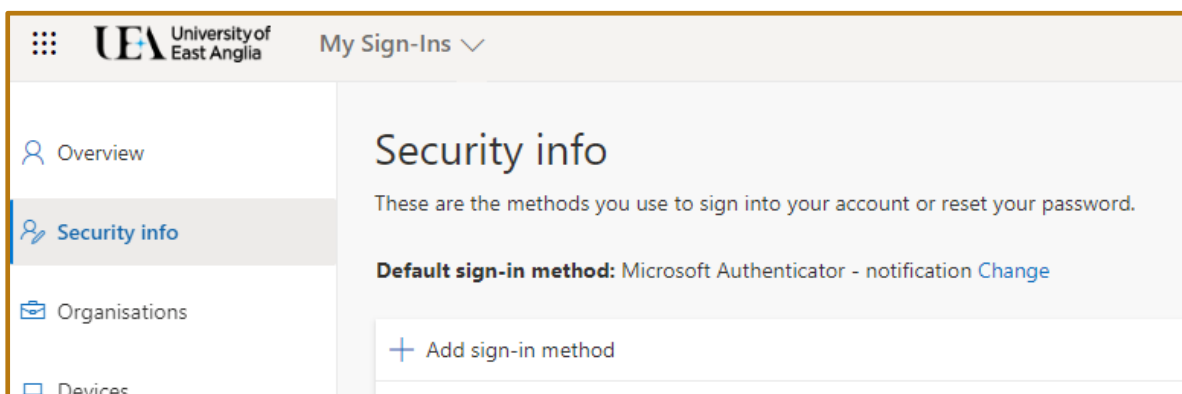
From any **laptop or desktop device** open a web browser and go to the Microsoft site: <https://mysignins.microsoft.com/security-info>

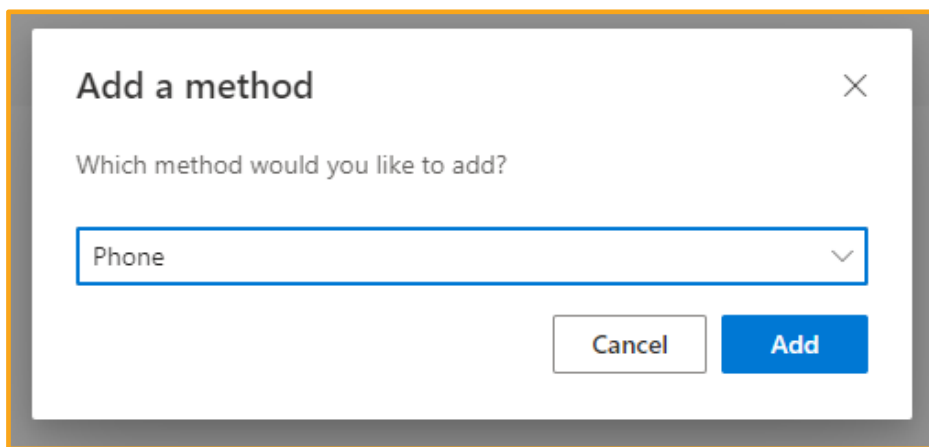
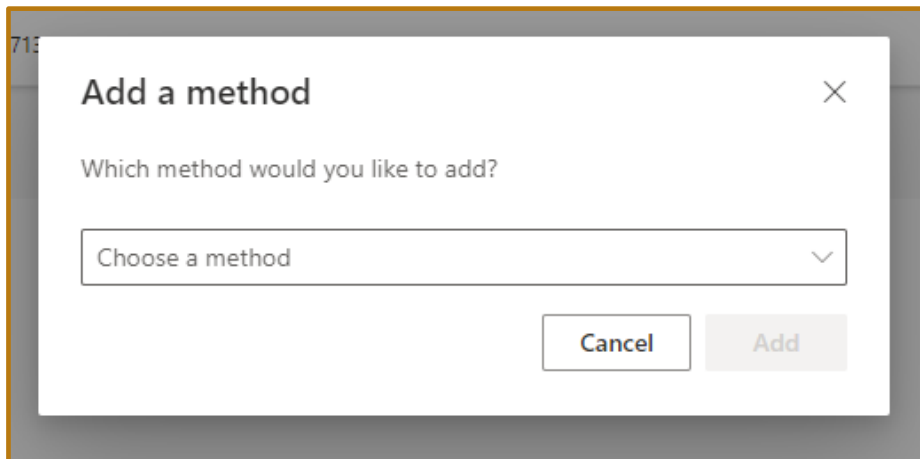
When asked to **Sign in** enter your UEA email address in the format abc12deu@uea.ac.uk and then **Enter password** and click on **Sign in**



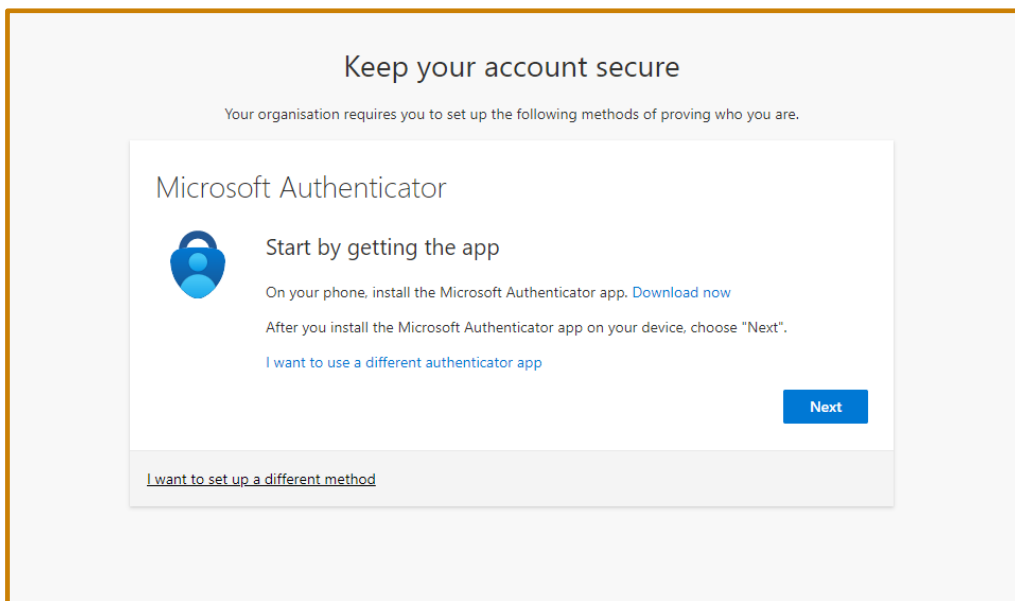
If you are already signed into your account, you may not see these screens.

If you are already signed in, you will be taken to the **Security info** screen, where you can click on **Add sign-in method**

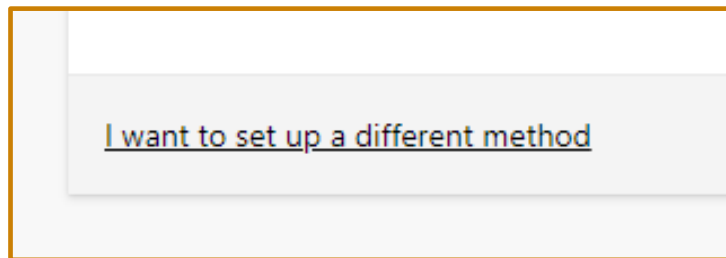




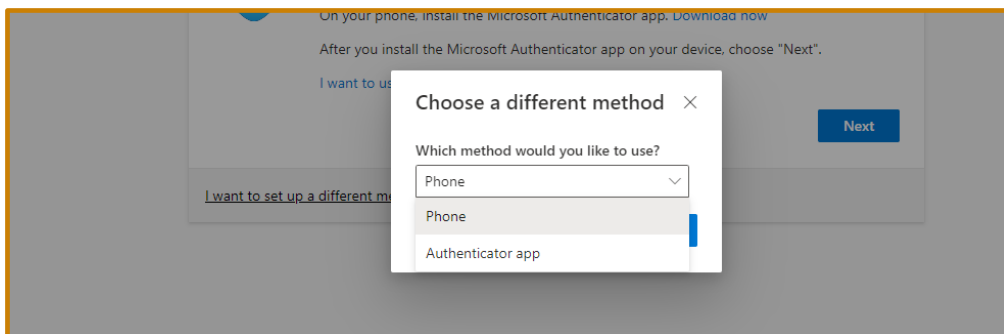
If this is the first-time setting up authentication, you **may** see the screen below



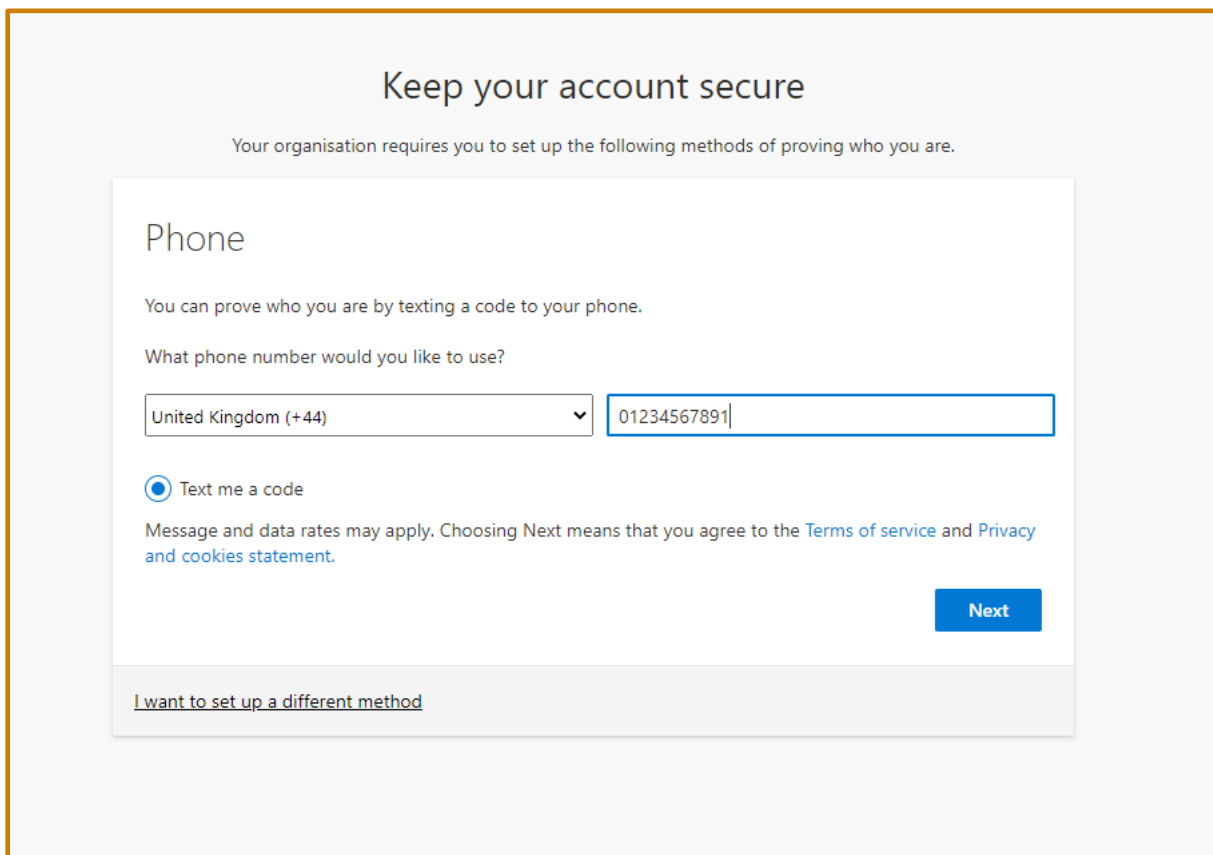
Click on **I want to set up a different method**



From the drop-down list, select **Phone** and click on **Confirm**

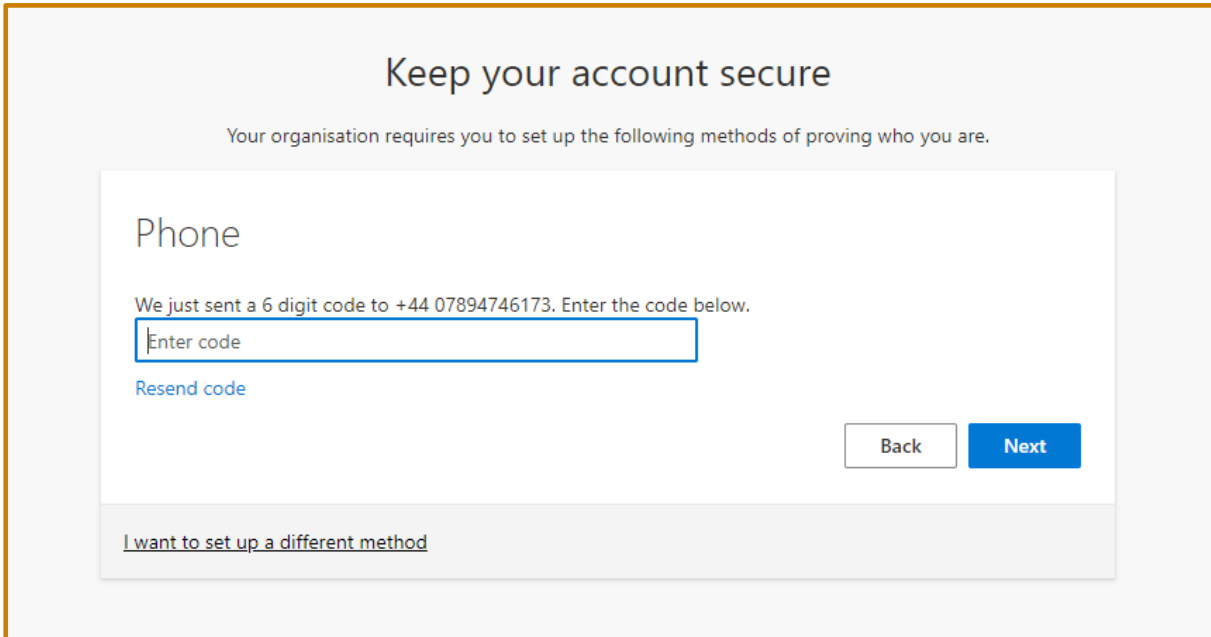


Change the **Country** from the drop-down menu to **United Kingdom** and enter your full **mobile phone number** including the leading zero.



You will note that the **Text me a code** button is ticked. A code will be sent to your mobile device.

Click on **Next**



Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

We just sent a 6 digit code to +44 07894746173. Enter the code below.

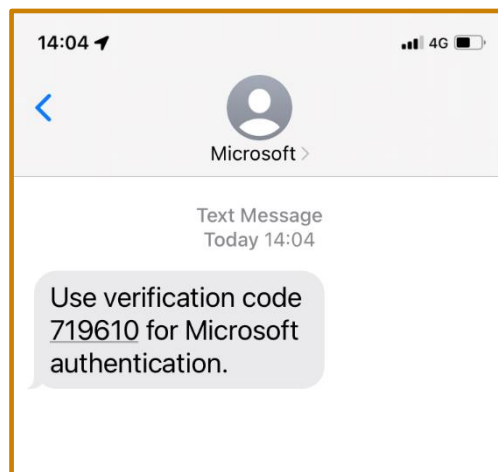
[Resend code](#)

[Back](#) [Next](#)

[I want to set up a different method](#)

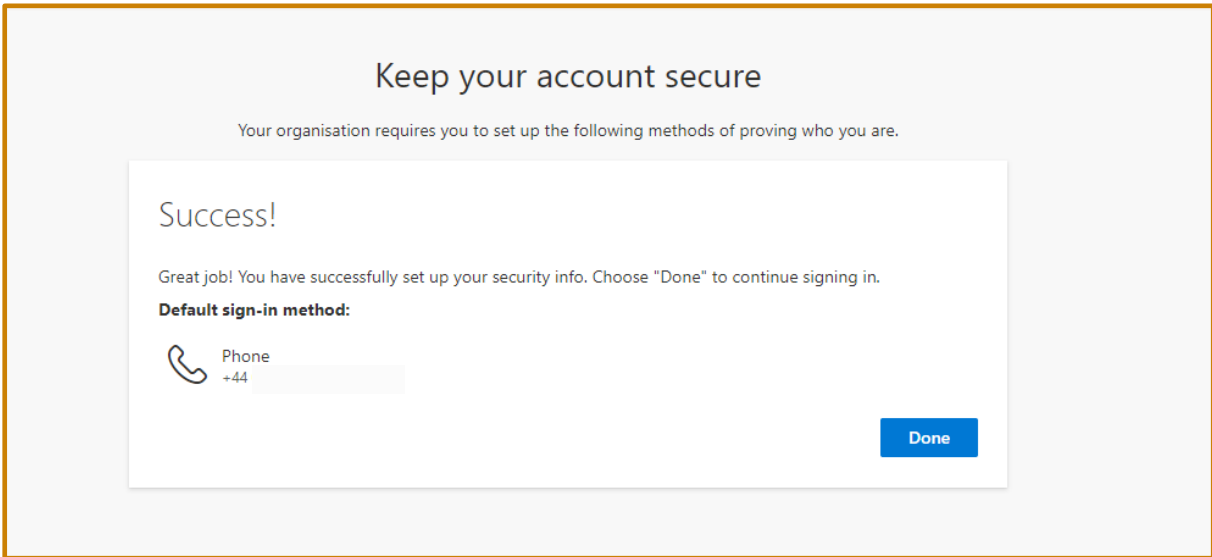
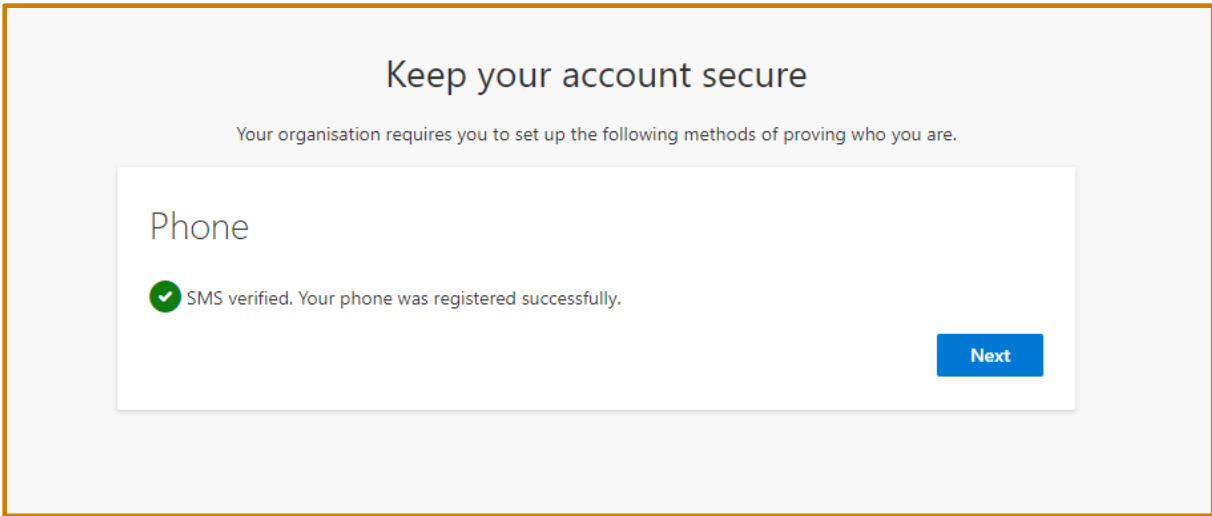


You will receive a **text message** on your device with a **random 6-digit verification code**, like that below. The code will be valid for **180 seconds (3 minutes)** and after this point, you will need to ask for a new code.

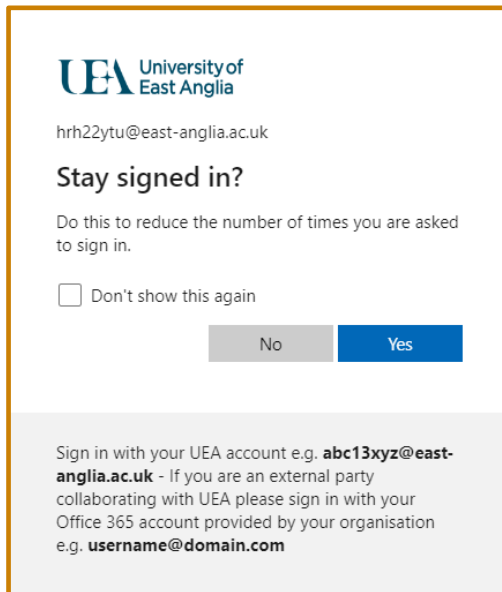


Enter the **verification code** into the box on screen, on your laptop or desktop and click on **Next**.

You will then be shown the confirmation screens.



Click on **Done** and you will see the screen below.



By clicking on **Yes** it will reduce the number of times you will be asked to login.

You have successfully set up MFA on your account. **Please remember that you will need your mobile device for any future prompts.**

How often you see these prompts will depend on the device and applications you are using. MFA has been implemented to be as user friendly as possible, whilst still maintaining a high level of security around your account.

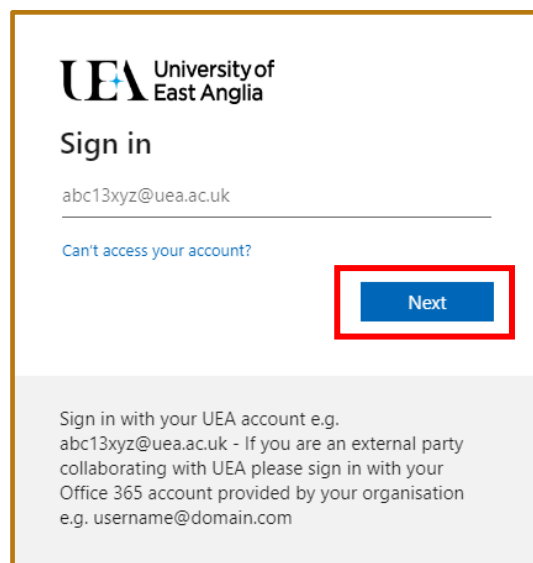
What will I see if I'm prompted?

When you receive a prompt to complete MFA in the future, you will see a box come up on screen to indicate that **More information** is required. Follow the instructions on screen and you can use the method you have set up to authenticate.



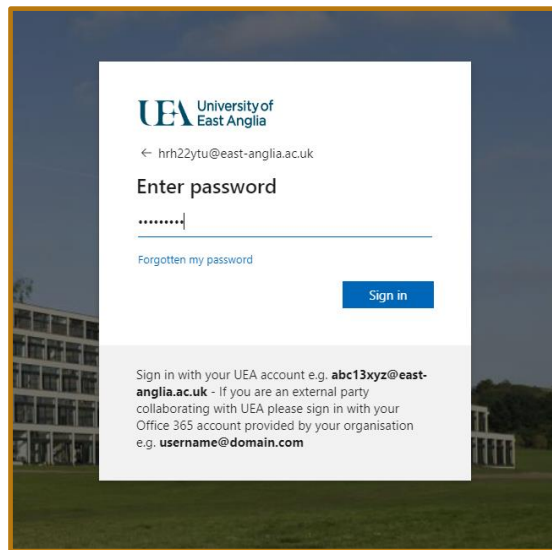
You will be asked to log into your account if you access any services that MFA has been applied on. For example, if you log into My UEA, you may be prompted.

Enter your **username** in the format of abc123xyz@uea.ac.uk and click on **Next**

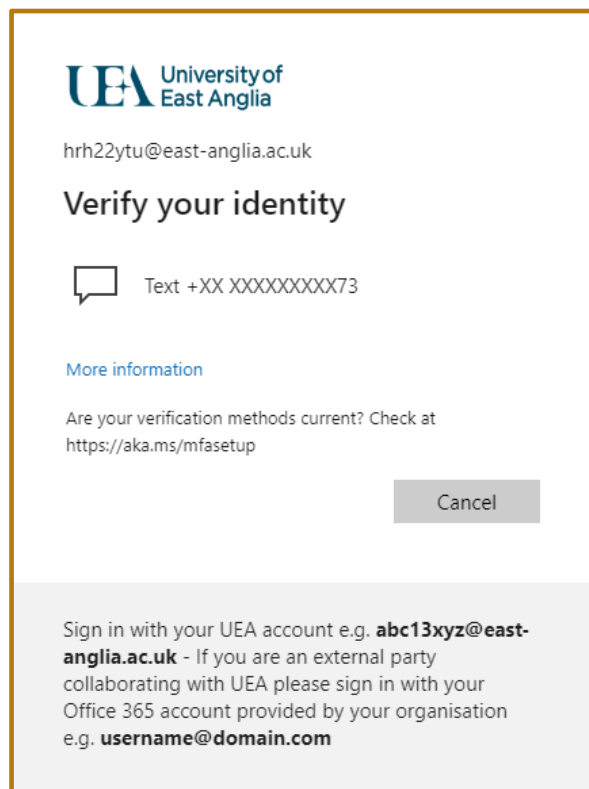


The screenshot shows the UEA sign-in page. At the top left is the UEA logo and 'University of East Anglia'. Below that is the heading 'Sign in'. A text input field contains the username 'abc13xyz@uea.ac.uk'. Below the input field is a blue link that says 'Can't access your account?'. To the right of the input field is a blue button labeled 'Next', which is highlighted with a red rectangular border. At the bottom of the page, there is a grey box containing the following text: 'Sign in with your UEA account e.g. abc13xyz@uea.ac.uk - If you are an external party collaborating with UEA please sign in with your Office 365 account provided by your organisation e.g. username@domain.com'.

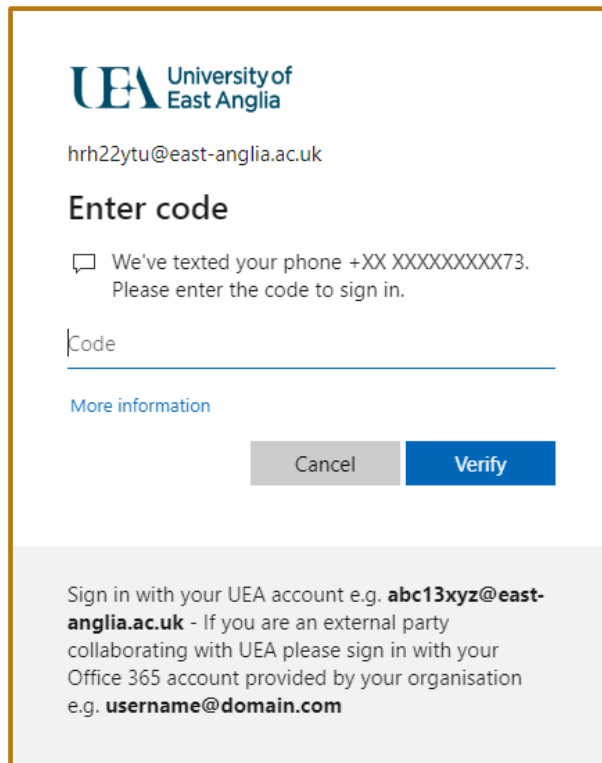
Enter your **password** and click on **Sign in**



You will then be asked to **verify your identity**, with a code which will be sent to the number you have provided.



Click on the **Text and the number on screen**. You will then be asked to enter the **code** sent to you by text message.



The screenshot shows a mobile authentication interface for the University of East Anglia. At the top is the UEA logo and the text 'University of East Anglia'. Below that is the email address 'hrh22ytu@east-anglia.ac.uk'. The main heading is 'Enter code'. A message box contains the text: 'We've texted your phone +XX XXXXXXXXXXX73. Please enter the code to sign in.' Below this is a text input field with the placeholder 'Code'. A link for 'More information' is positioned below the input field. At the bottom of the form are two buttons: 'Cancel' (grey) and 'Verify' (blue). A grey footer box contains the following text: 'Sign in with your UEA account e.g. **abc13xyz@east-anglia.ac.uk** - If you are an external party collaborating with UEA please sign in with your Office 365 account provided by your organisation e.g. **username@domain.com**'



From your mobile device, check your text messages.



Enter the **code** from the text message and click on **Verify**, as you did when you set up MFA.

More information about MFA can be found on My.UEA: <https://my.uea.ac.uk/newlogin>

For support, please contact the IT Service Desk visit: <https://www.uea.ac.uk/itsupport> (you do not require your UEA login to access this page).