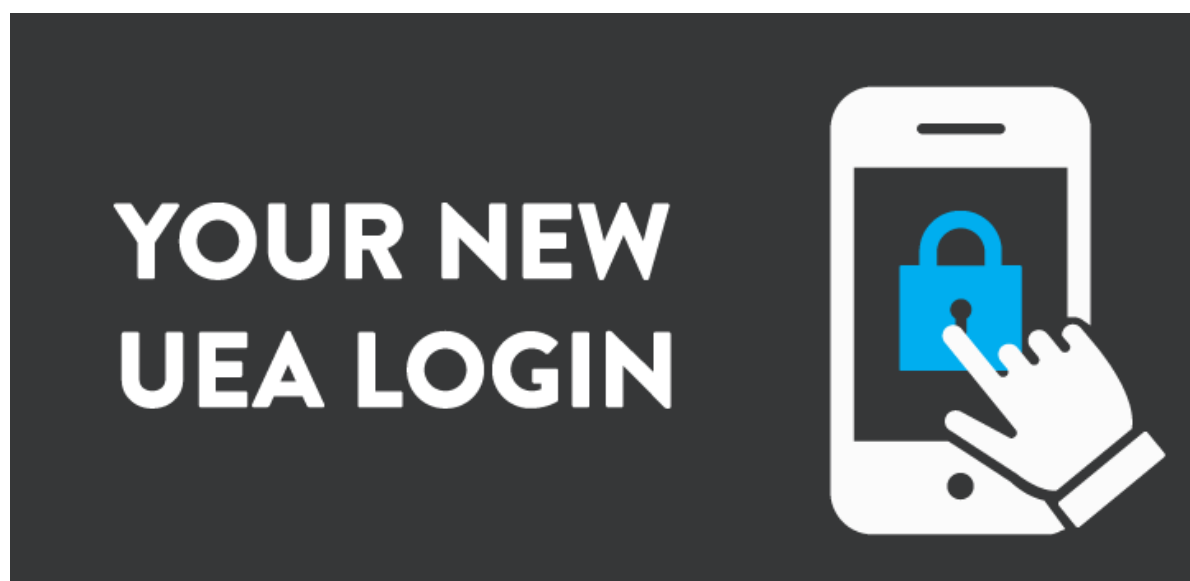


Set up and register for Multi-Factor Authentication (MFA) with Microsoft Authenticator app

This guide is for UEA 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 My.UEA website, as well as 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 be contacted by the IT Service Desk, by email
- You will need an iOS and Android device (or a device with an operating system that supports running Android applications)
- We advise that you **read through the guidance** before starting as the set-up process is designed to **time out** after a few minutes. The guided process will be clear on screen.
- 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**.





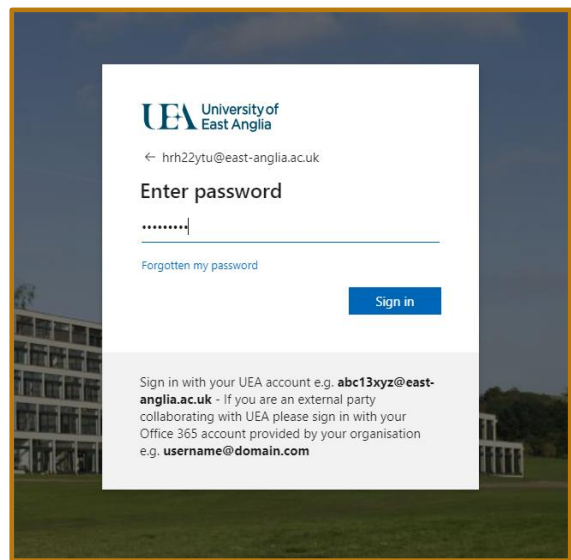
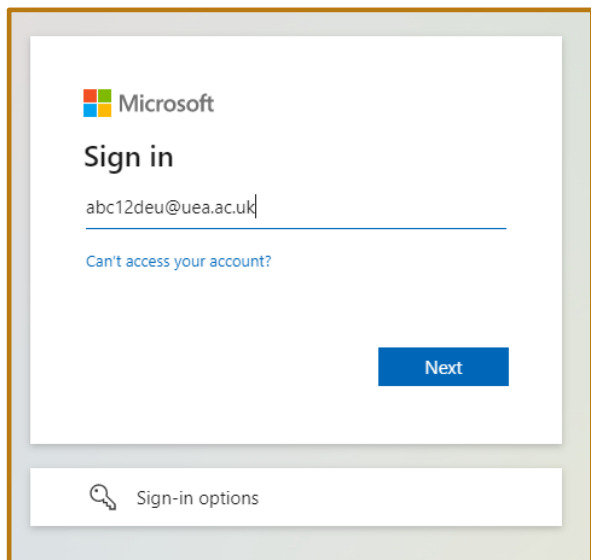
Add your authentication method to your account

The easiest way to set up the Microsoft Authenticator app, is to use a laptop or desktop and the mobile device, that can run the app.

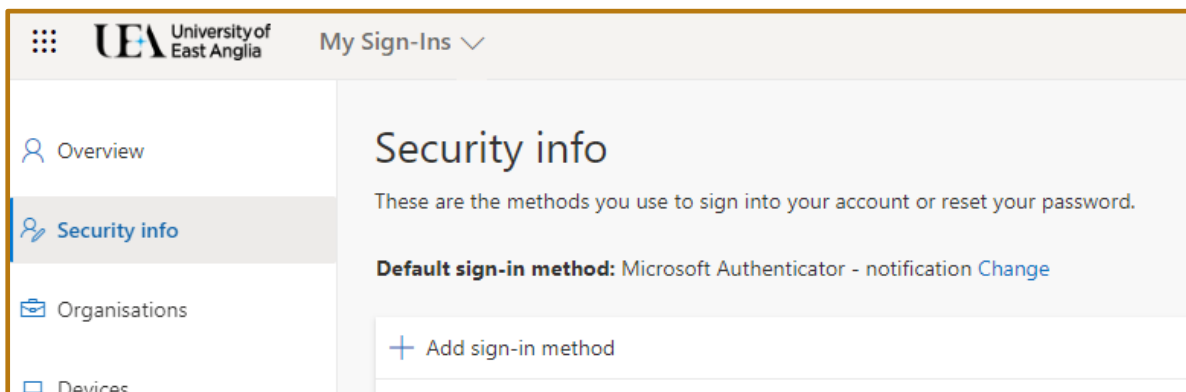
From any **laptop or desktop device** open a web browser and go to the Microsoft site: <https://mysignins.microsoft.com/security-info>

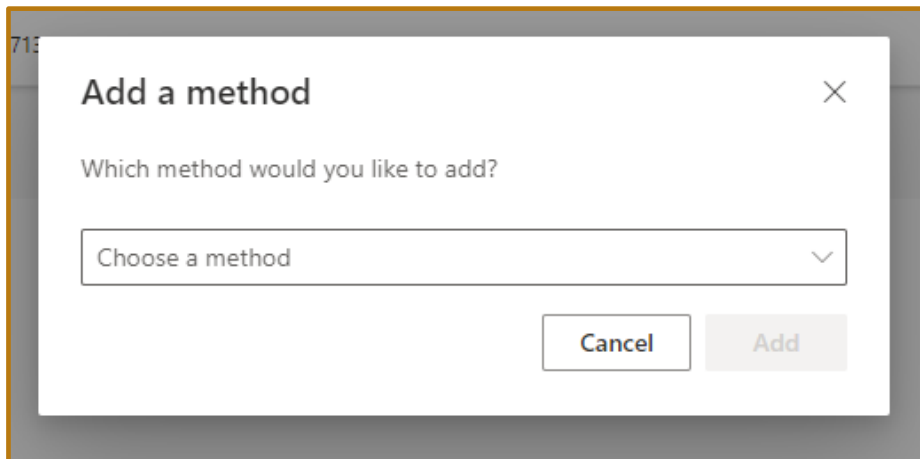
When asked to **Sign in** enter your UEA email address in the format abc12deu@uea.ac.uk and then **Enter password** and click on **Sign in**

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

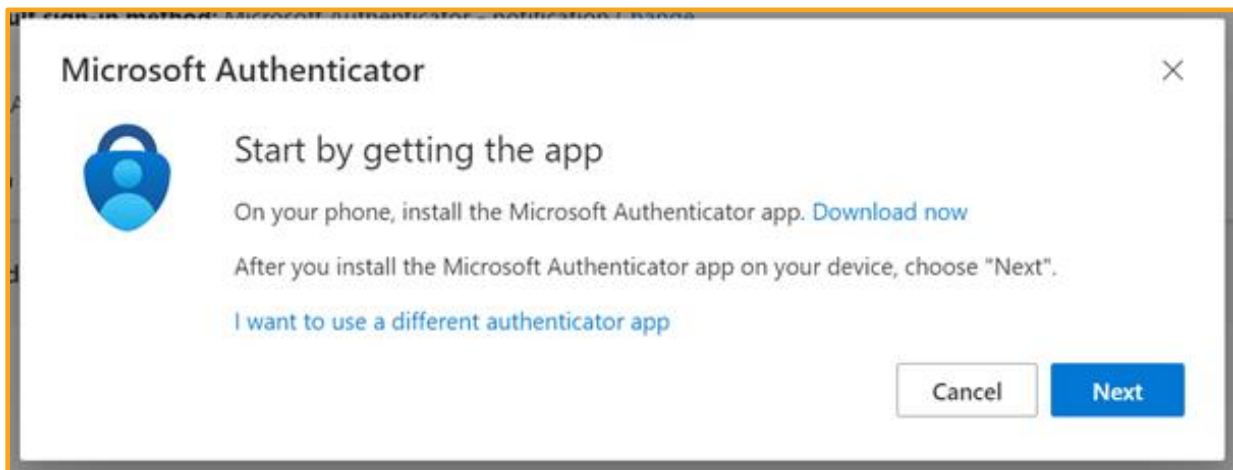
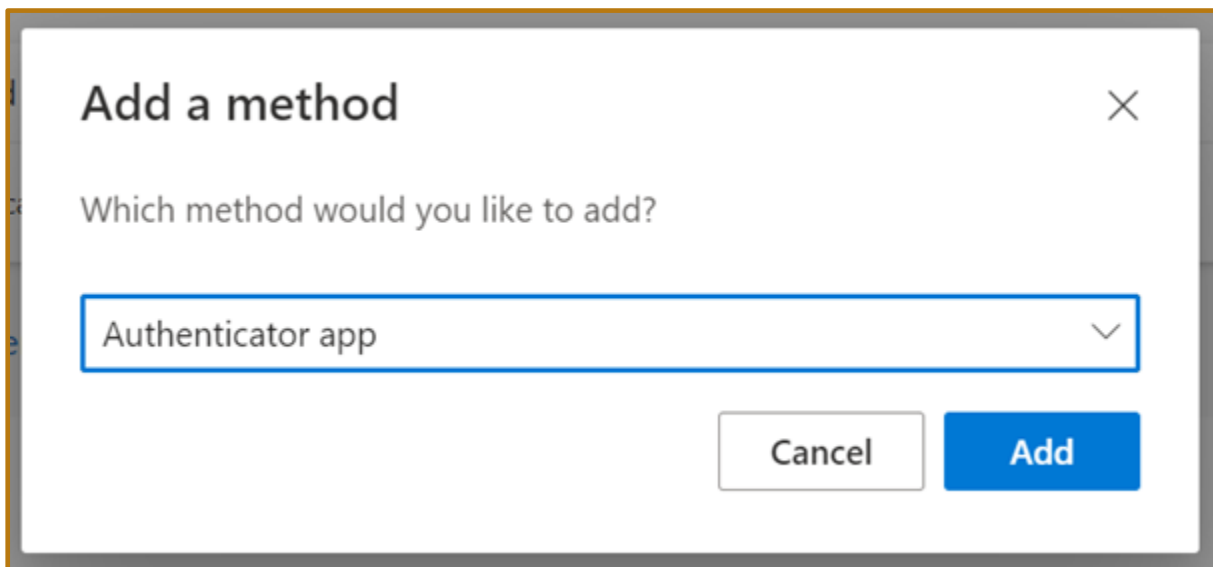


If you are already signed in, you will be taken to the **Security info** screen, where you can click on **Add sign-in method**





Click on **Choose a method**, and select **Authenticator app**.





Download the Microsoft Authenticator App onto your device

The Authenticator app is free and UEA will not have any access to the data you provide. You can also use the app for any personal accounts you may have, which require authentication. MFA is becoming more common, with services such as banks, social media, like Facebook and shopping apps such as Amazon.

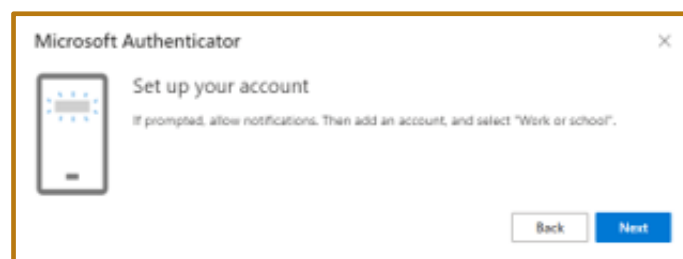
- Download the app from the **Google Play Store** if you have an **Android** device
- Download the app from the **iOS App Store** if you have an **Apple** device



The app uses this icon

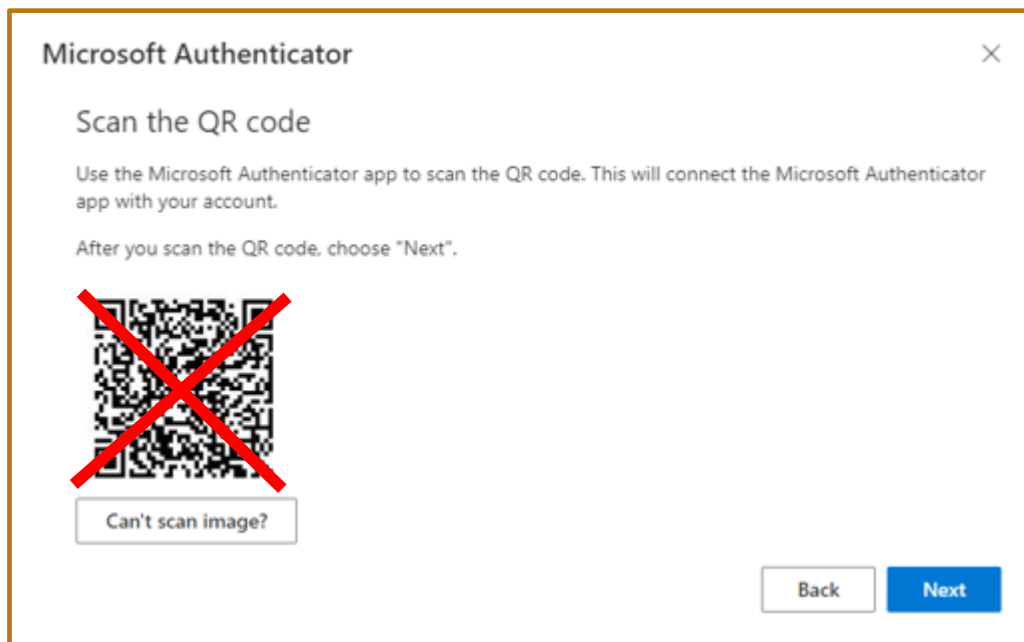
The Microsoft Authenticator can receive notifications both over mobile and Wi-Fi connections. The app can also generate verification codes even when the device has no signal at all.

Once you have clicked **Next** you will be asked to **Set up your account**



You will now see a new screen with the title **Scan the QR code** on Screen. The QR code will be generated to link your account to the Microsoft Authenticator app.

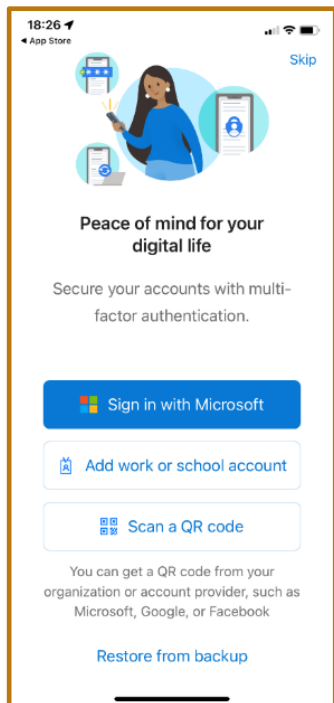
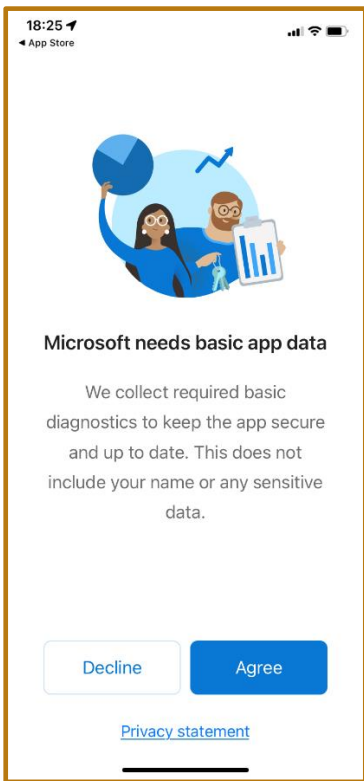
The QR code below is for demonstration purposes only.



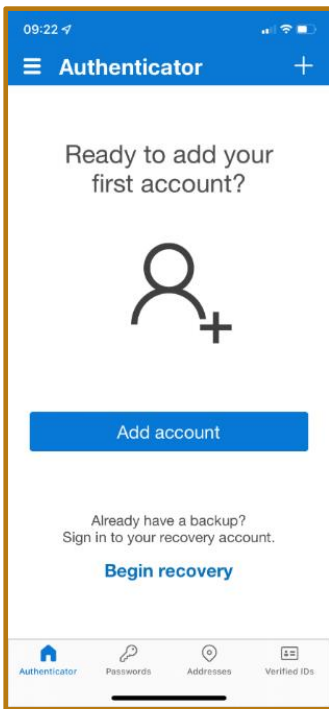
Open the Authenticator app on your phone.

It will display a screen relating to gathering basic app data. You will need to click on **Agree** to move forward.

On this page, there is a link to the Microsoft **Privacy statement**.

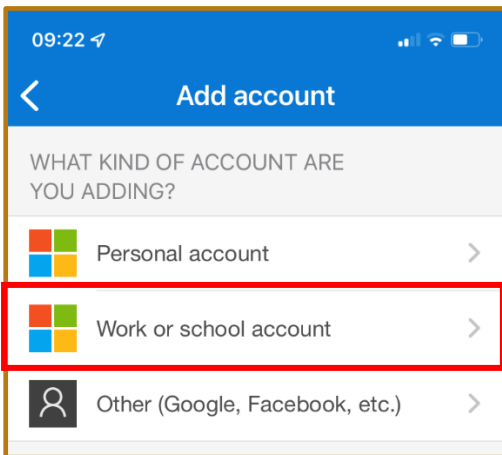


On the next screen tap on **Add work or school account**.

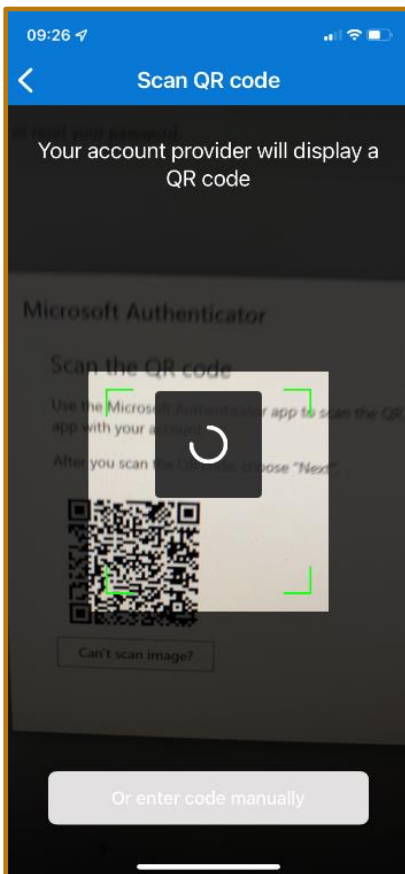
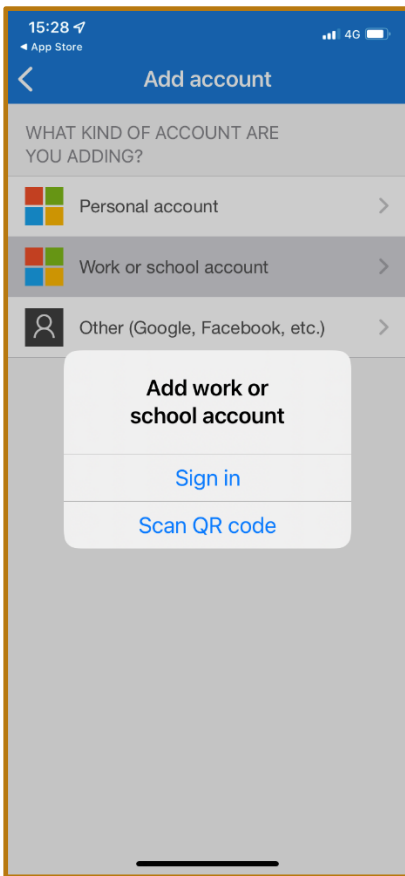


And then, **Add account** on the next screen

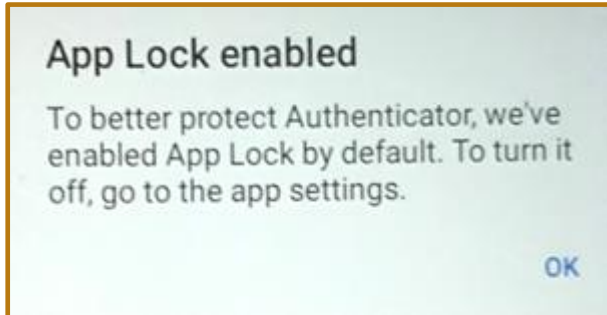
Tap on **Work or school account** on the next screen.



The box shown will appear on screen. Tap on **Scan QR code** to open your camera. You may be asked to give permission to access your camera.



The camera will come up to scan the **QR code**. Position your phone so that the **QR code** is in view and the phone will pick it up automatically.



You may see a message about **App Lock enabled**, if you have that setting on your phone.

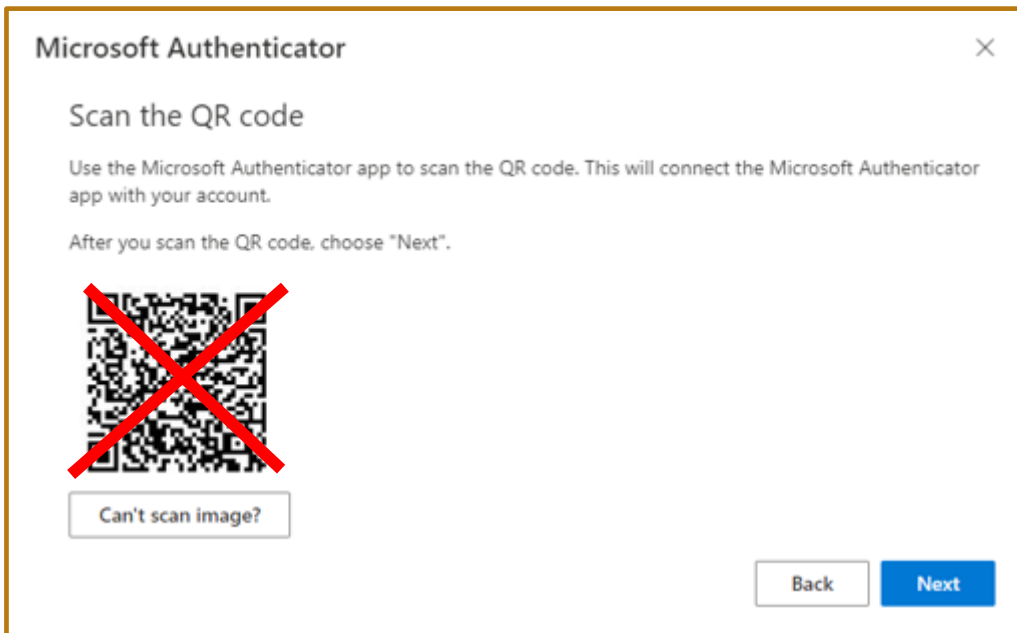
This means you will need to unlock the app, with the same method you unlock your phone e.g., code, face ID or fingerprint ID.

This can be turned off in the app, if needed.



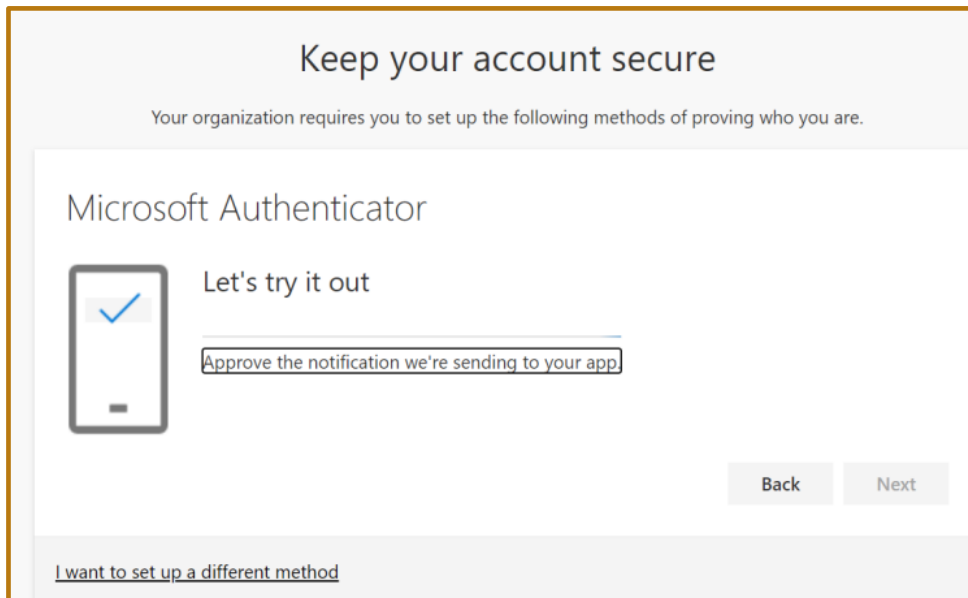
Now that you have scanned the QR code, go back to your ***laptop or desktop device***. Please note that the QR code will only be ***usable for 120 seconds (2 minutes)*** and after this point will not link your device to your account

The QR code below is for demonstration purposes only.

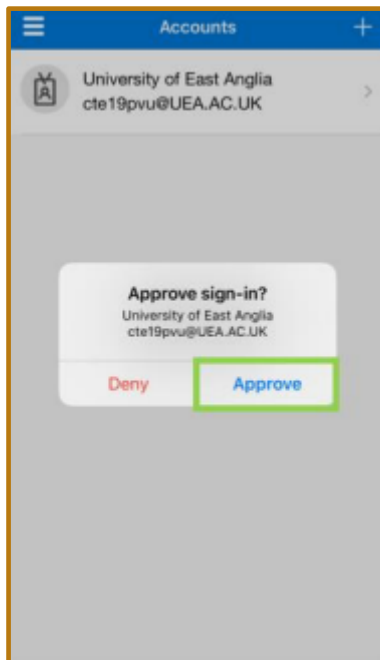


Click **Next** on the screen.

You will now be prompted for your first MFA approval at UEA.



On your mobile device within the **Authenticator app**, you will receive a prompt. Tap on **Approve**.



Please see the **What will I see when I'm prompted** section for more information.



Once approved on your device, you will get a message on your laptop or desktop stating **Notification approved**. Click on Next.

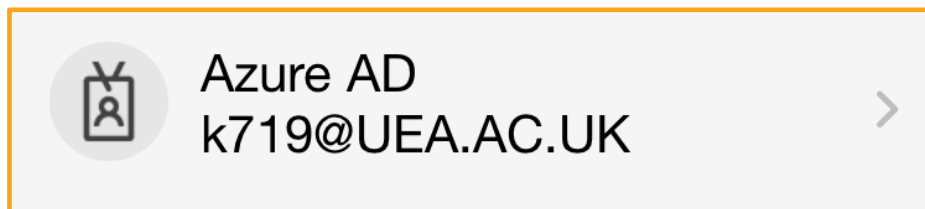


You have successfully set up MFA on your account. On the app you will see a unique code, which is autogenerated every 30 seconds. An example is below:



Your username in the format of **abc123deu@uea.ac.uk** should appear.

If you see the following, unfortunately your account has **not** been linked to the app and you will need to delete this account and start again.



Please tap on the account and then on the cog in the top right-hand corner. There will then be the option to Remove account. Tap on this and the account will be removed.

For support, please contact the IT Service Desk <https://www.uea.ac.uk/about/university-information/it-services/it-service-desk>

Please remember that you will need your mobile device or access to the Authenticator app, 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, 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**

UEA University of East Anglia

Sign in

abc13xyz@uea.ac.uk

[Can't access your account?](#)

Next

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**

UEA University of East Anglia

← hrh22ytu@east-anglia.ac.uk

Enter password

.....|

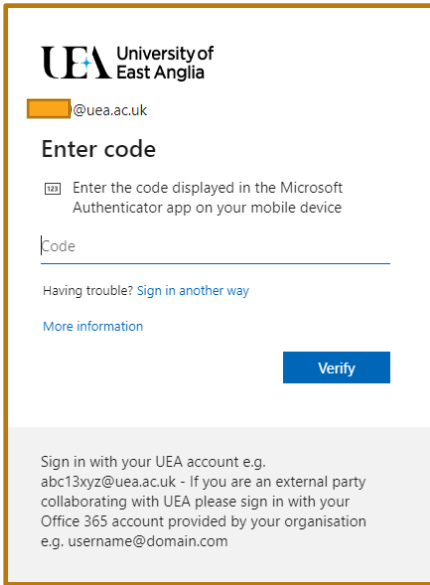
[Forgotten my password](#)

Sign in

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

You will then be asked to **verify your identity**, with either of the methods below, based on your set up

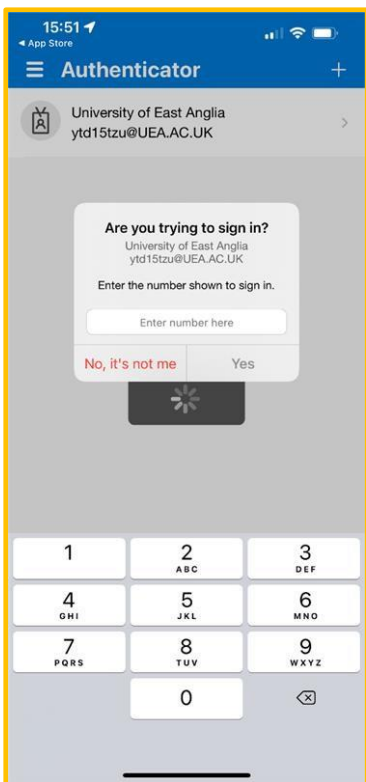
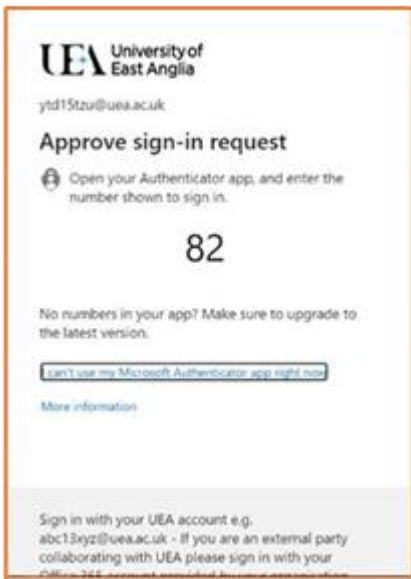




Passcode option (enter into computer)



Passcode option (enter code into the app from screen)



Enter the **code** and click on **Verify** or tap **Yes** on the app. You should now be able to access your UEA services.

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).