Registering for multi-factor authentication (MFA) at Birkbeck

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Register for MFA with Microsoft Authenticator app (recommended)

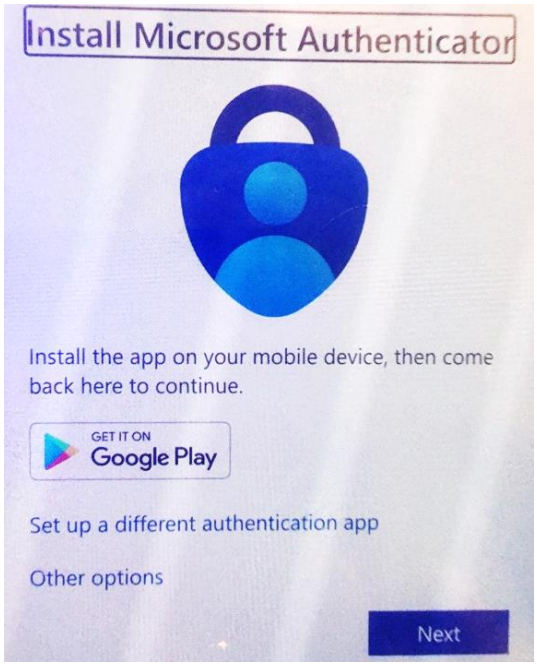
With this method of verification, you install and use the Microsoft Authenticator app on your mobile phone. Once set up, you can choose to verify by push notification or one-time passcode.

Before you begin, download and install the **Microsoft Authenticator App** on your phone via your mobile app store (App Store for iOS or Play Store for Android).

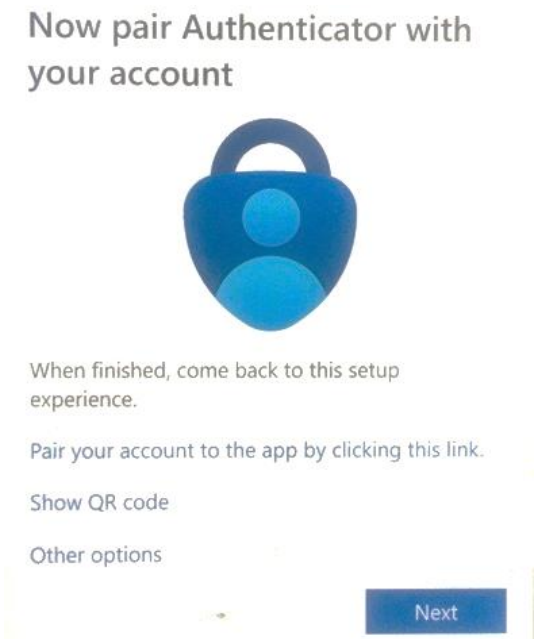
1. Go to the Microsoft 365 security info page (https://aka.ms/mfasetup). If you are not already signed in, login with your Birkbeck email address (username@student.bbk.ac.uk) and password.

2. On the **Let's keep your account secure** screen**,** click **Next.**

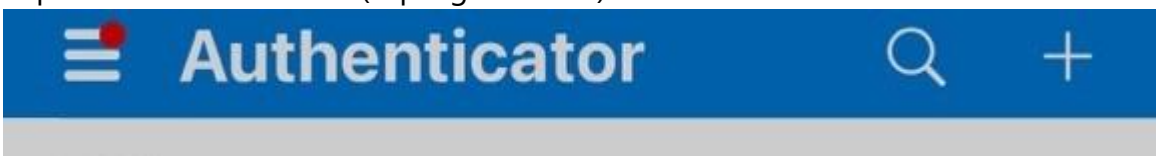
3. If you already installed the app, click **Next** to proceed



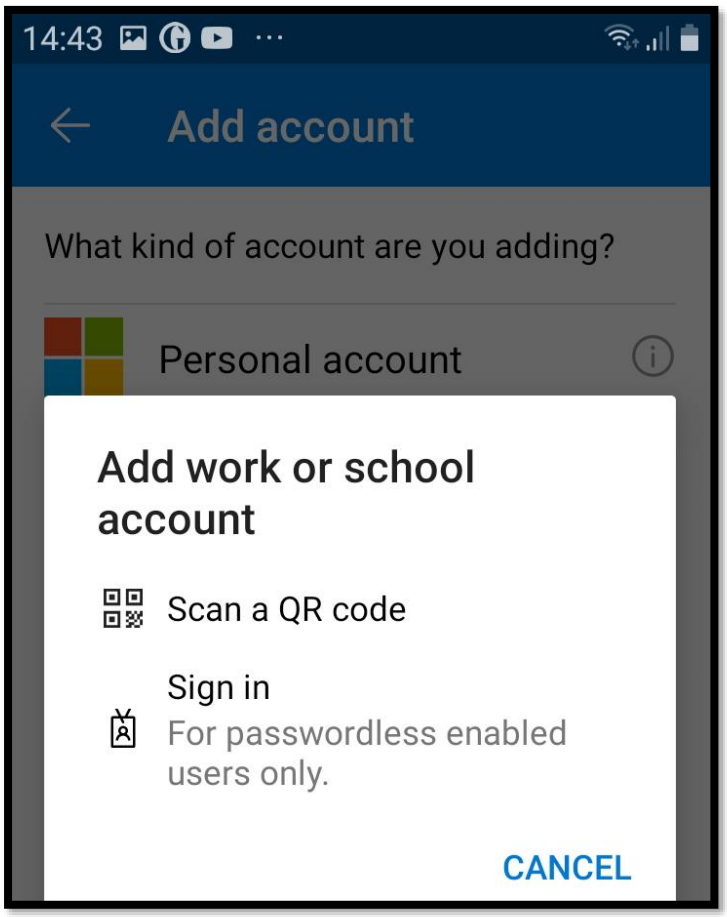
(NOTE: If you are only using your phone during MFA setup (you're not using a computer, too), then click **Pair your account to the app by clicking this link.** You will be taken to the app and you will see your Birkbeck email address appear on the app. Then return to your web browser and click **Next**. Skip to the last image in step 6.)



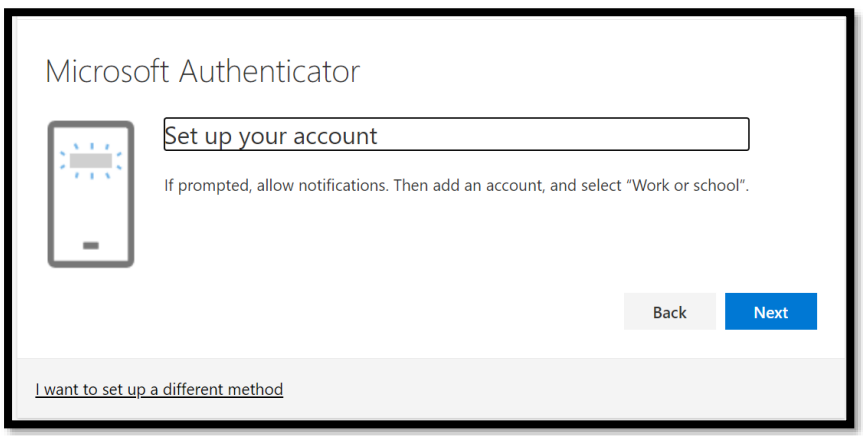
4. Now go to the app on your **mobile**:
   a. Tap **+** to add an account (top-right corner)



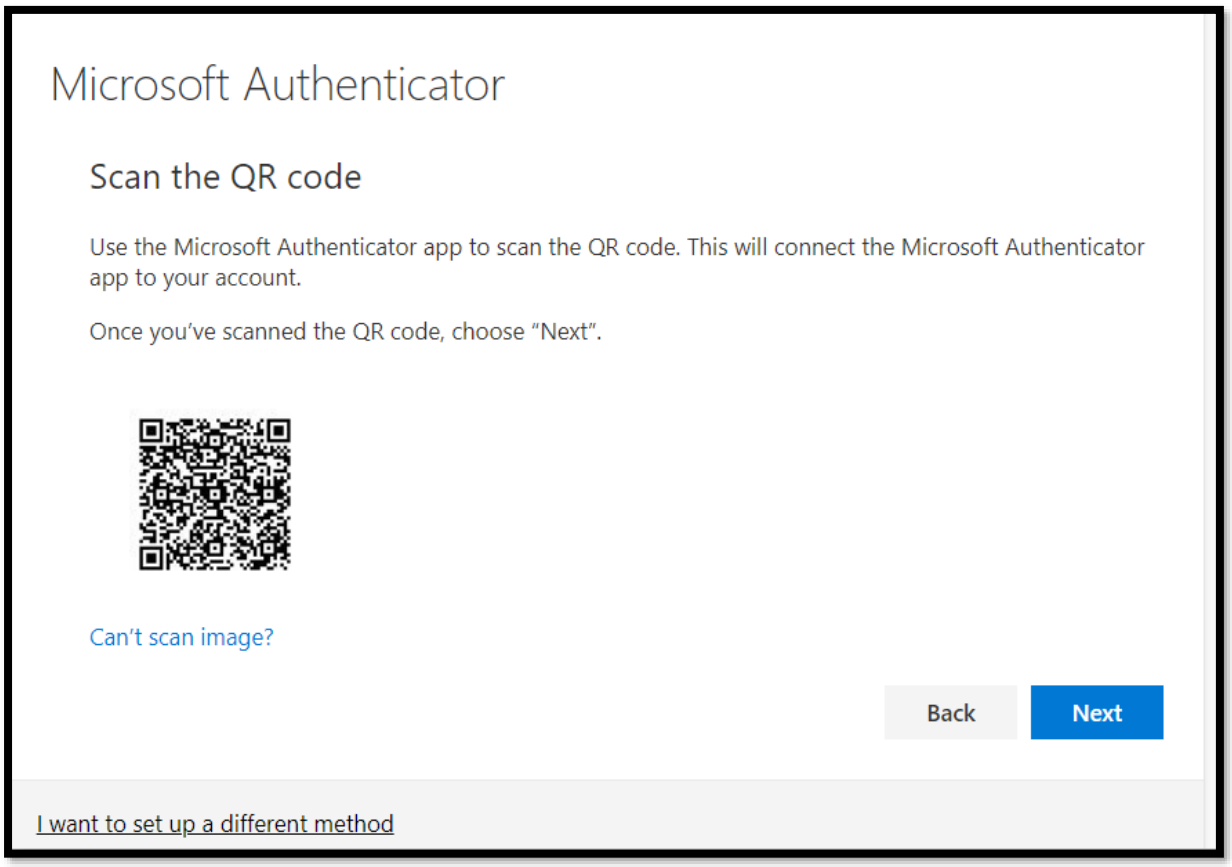
   b. Select **Work or school account.**
   c. Tap **Scan a QR code**



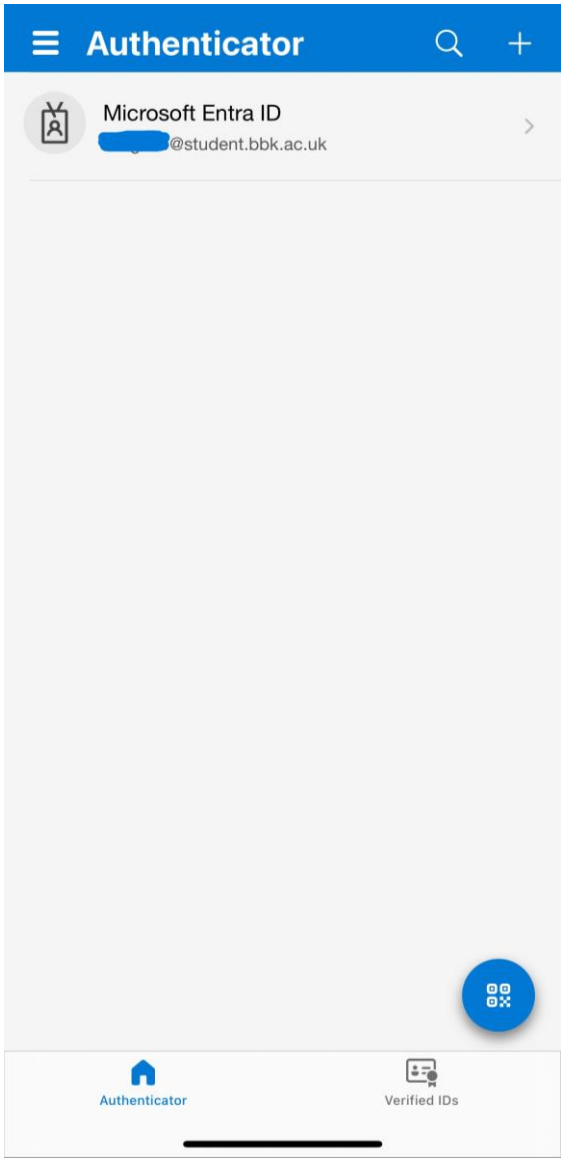
5. Return to your **computer** and click **Next** to proceed.



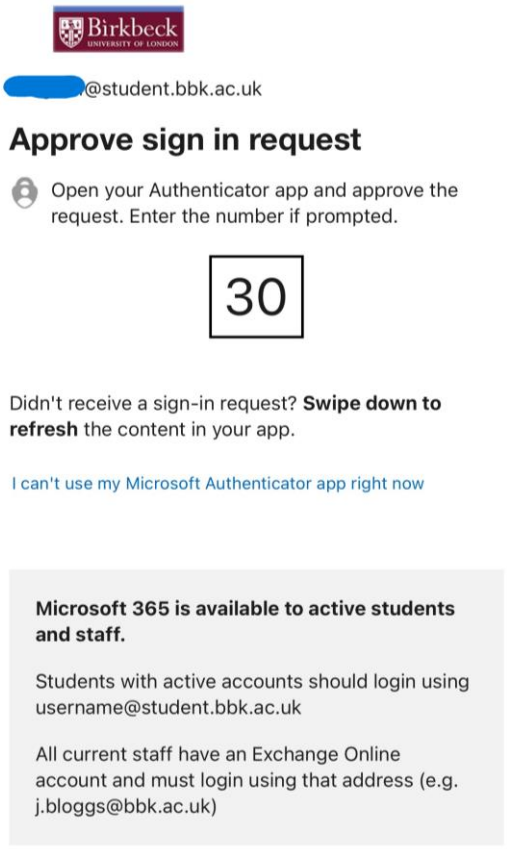
6. With your **mobile**, scan the QR code on your computer screen.



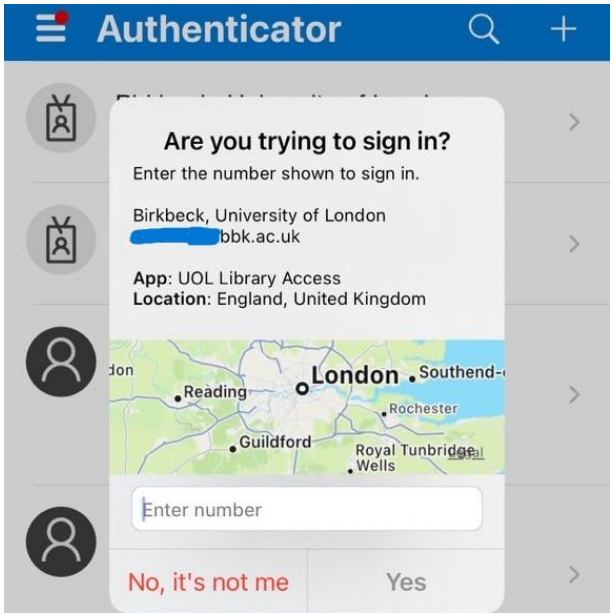
You will see your Birkbeck email address appear on the app.



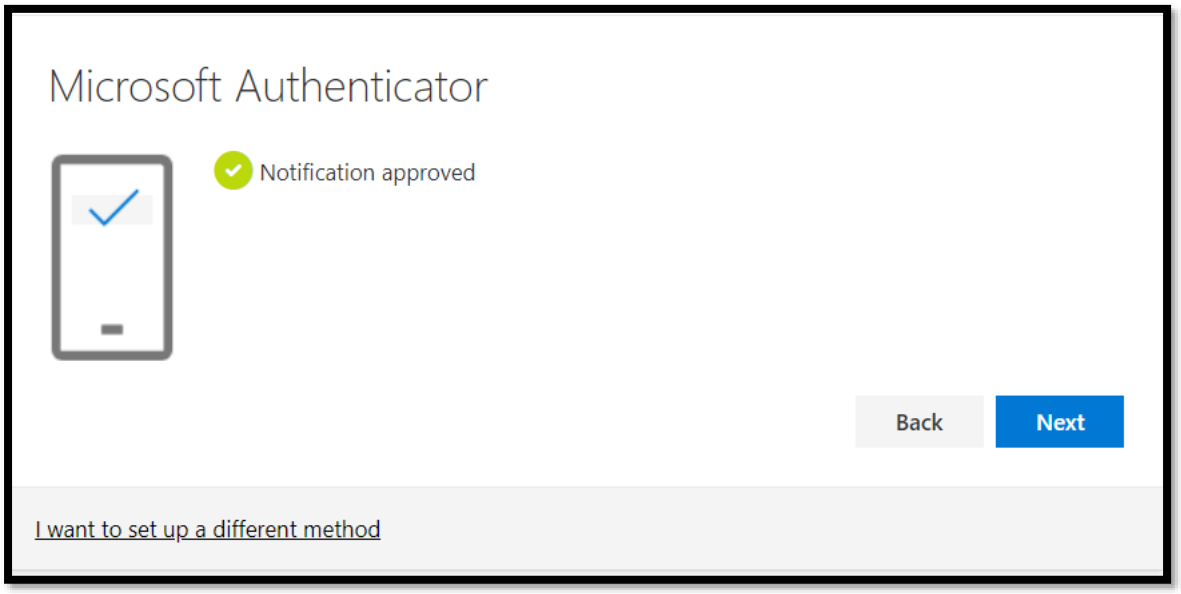
On your computer, click **Next**. A two-digit code will show on your computer screen.



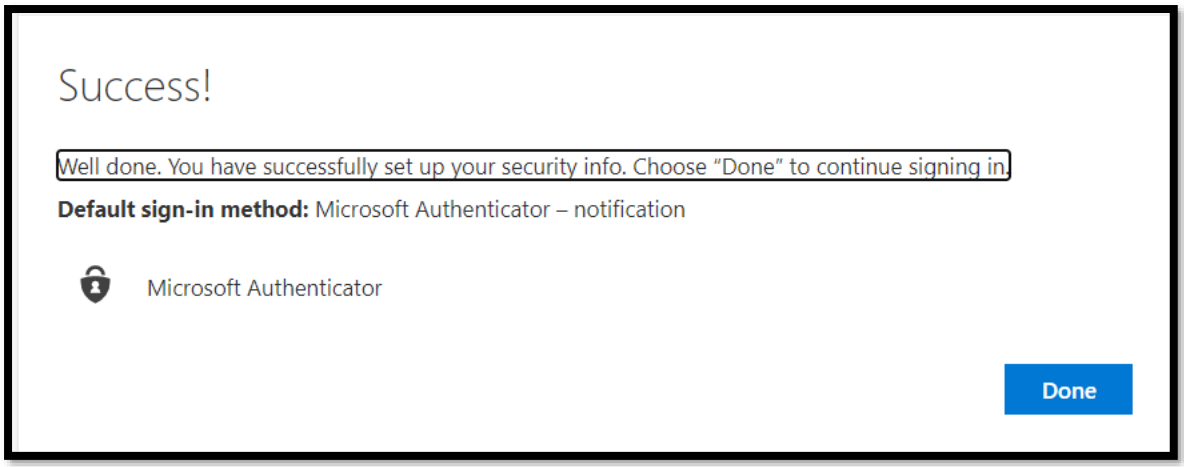
7. On your **mobile** enter the number (you may be prompted to unlock your phone to authorise the app).



8. Return to your **computer**. A notification approved message is displayed. Click **Next.**



9. Your account and Microsoft Authenticator app are now linked. Click **Done** to complete the registration.



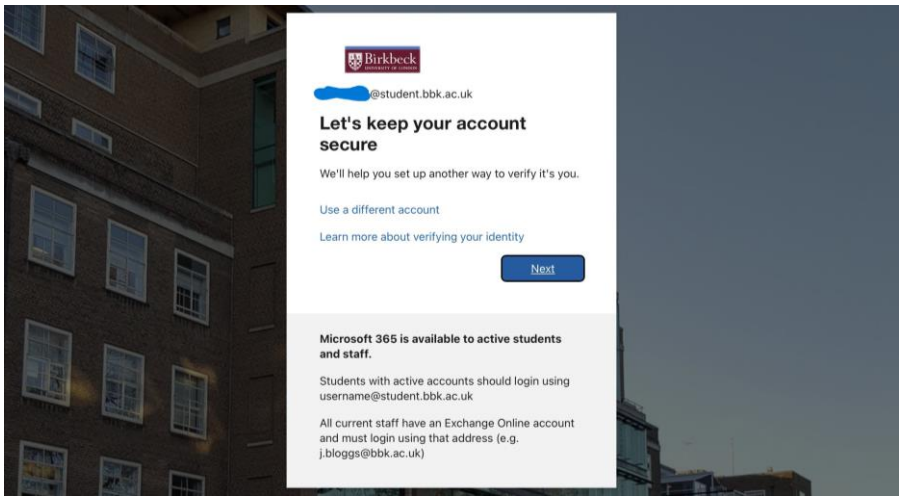
Register for MFA with phone call

With phone call verification an automated voice call is made to your phone. This could be a mobile or landline number (office or home).

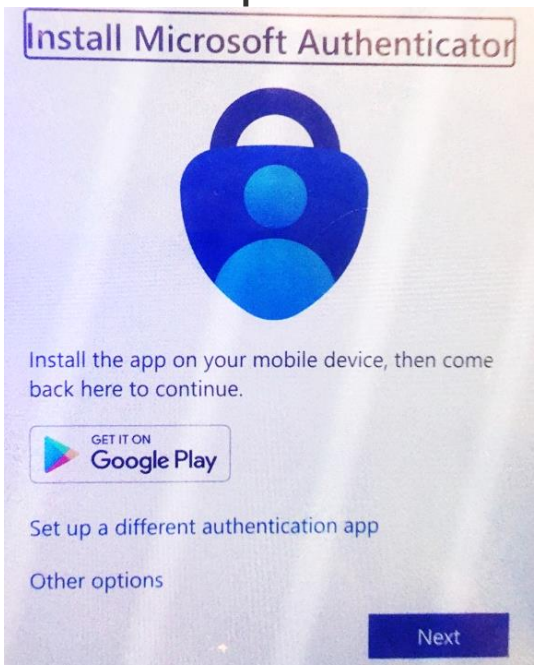
We recommend you set up an additional verification method using a landline number so you are not totally reliant on having your mobile phone with you.

To register follow these steps:

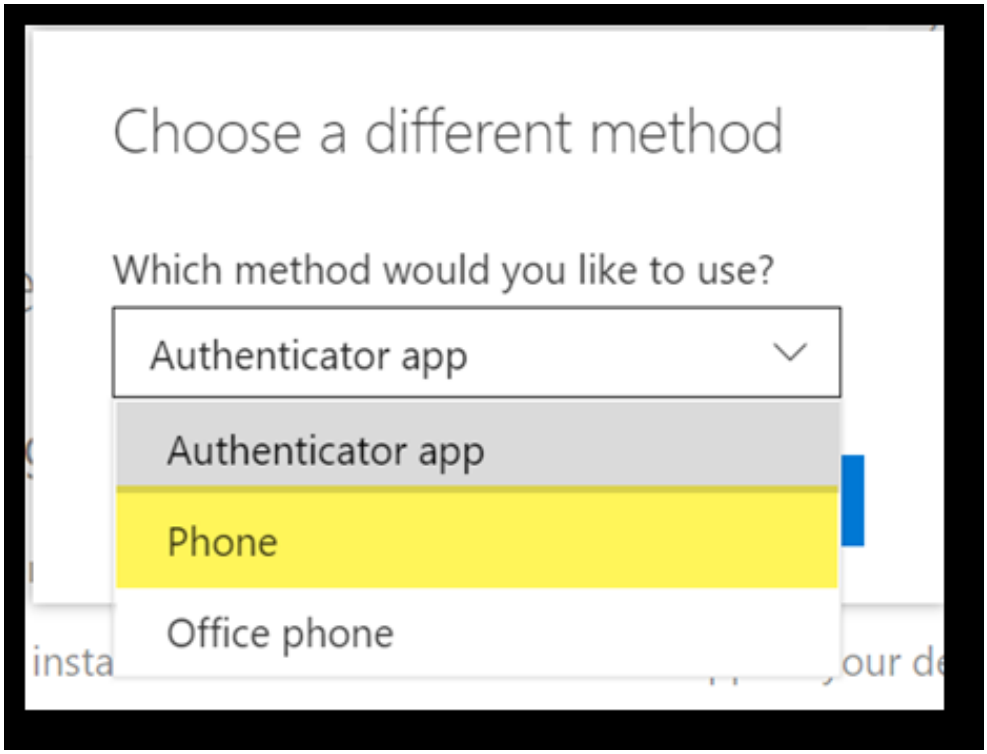
1. Go to the Microsoft 365 security info page (https://aka.ms/mfasetup). If you are not already signed in, login with your Birkbeck email address (username@student.bbk.ac.uk) and IT password.
2. On the **Let's keep your account secure** screen**,** click **Next.**



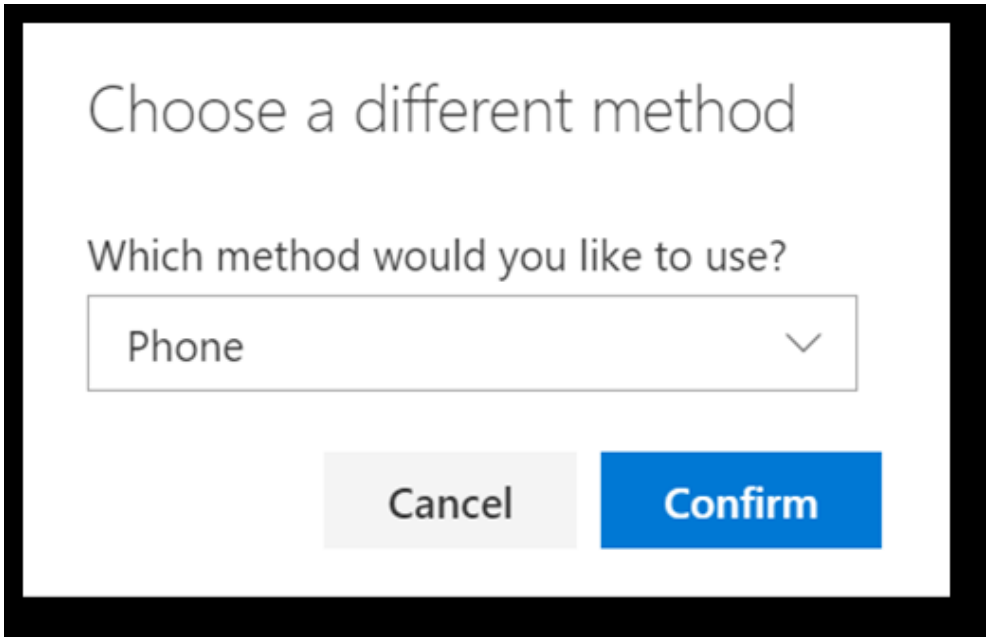
3. Click **Other options**.



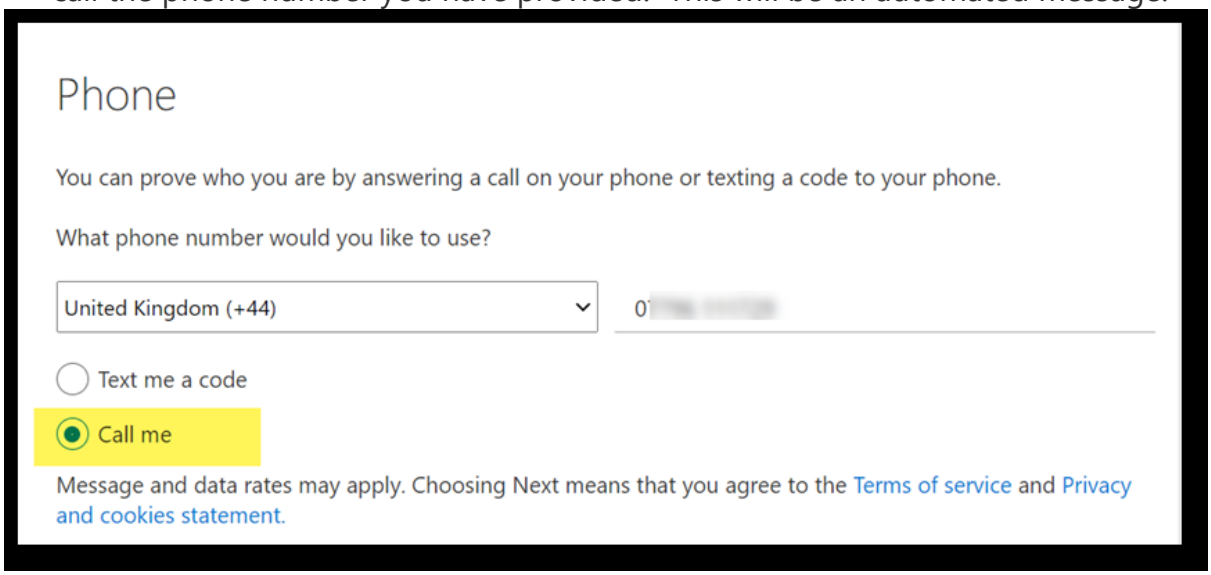
4. Select **Phone** from the menu.



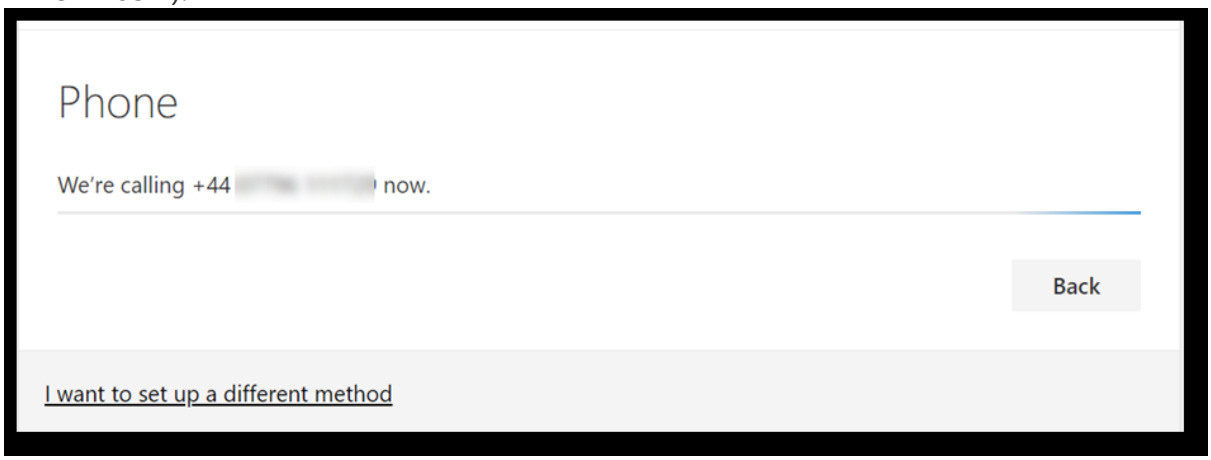
5. Click **Confirm**



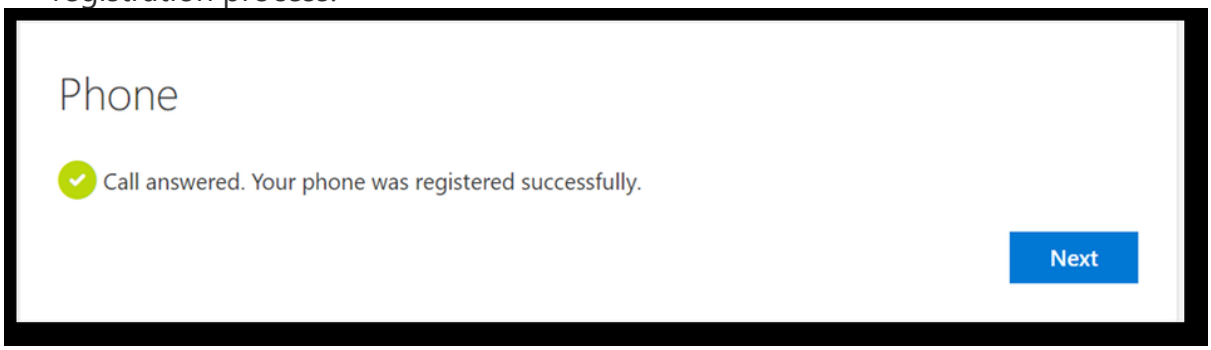
6. Select the correct country, enter your mobile, office or home landline number, select **Call me** as your authentication method and click **Next**. Microsoft MFA will call the phone number you have provided. This will be an automated message.



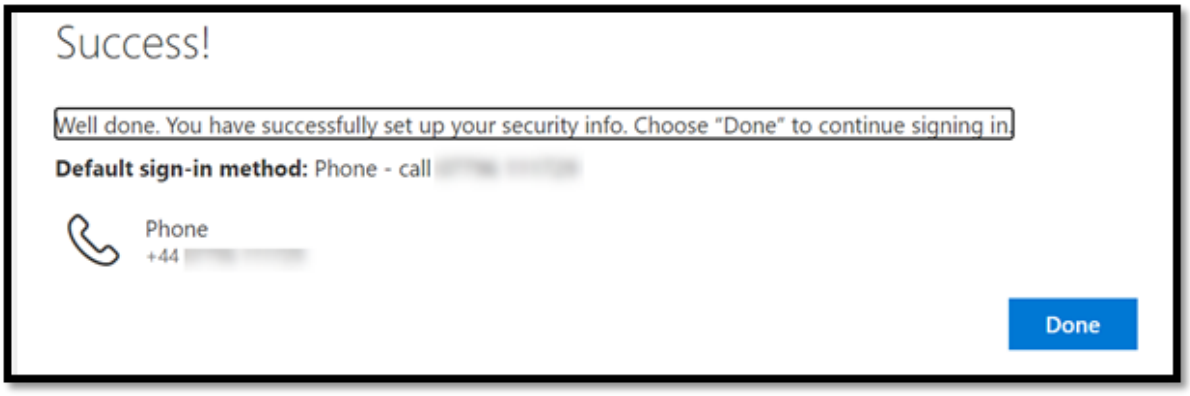
7. Answer the call and press the **#** key to confirm (note the voice may call it 'pound' or 'hash').



8. A 'registered successfully' message is displayed. Click **Next** to complete the registration process.



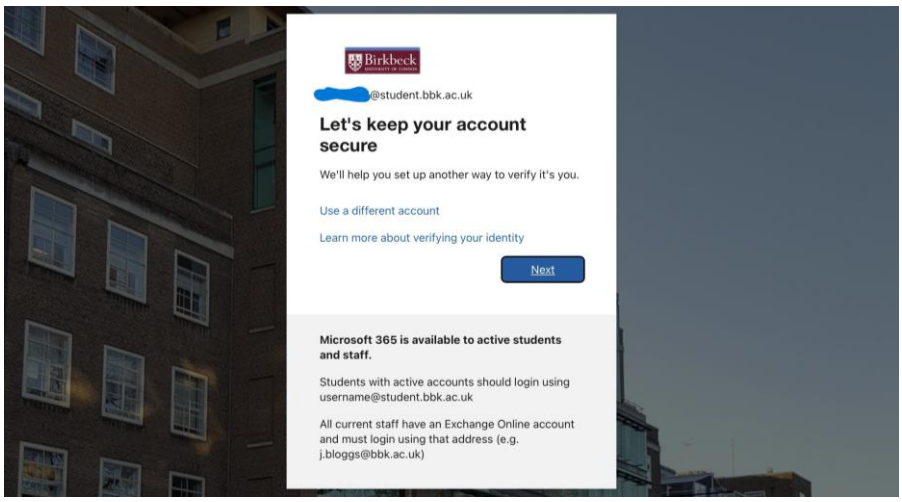
9. Click **Done**.


Success!
Well done. You have successfully set up your security info. Choose "Done" to continue signing in.
Default sign-in method: Phone - call
Phone
+44
Done

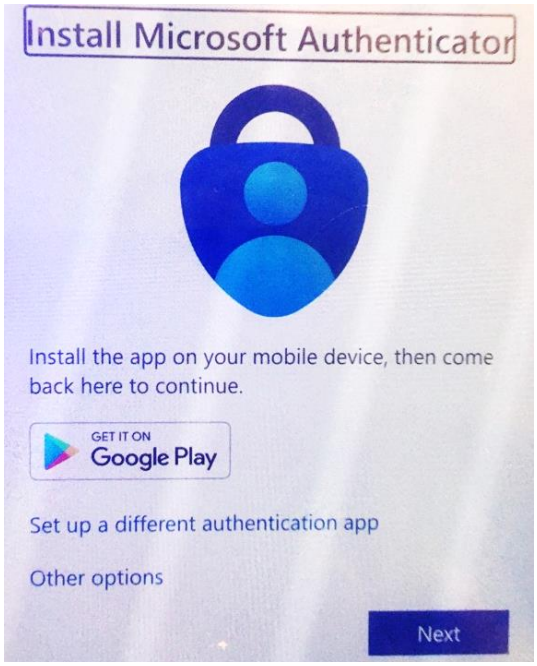
Register for MFA with text message

With text message verification, an SMS is sent to your mobile phone number containing a verification code.

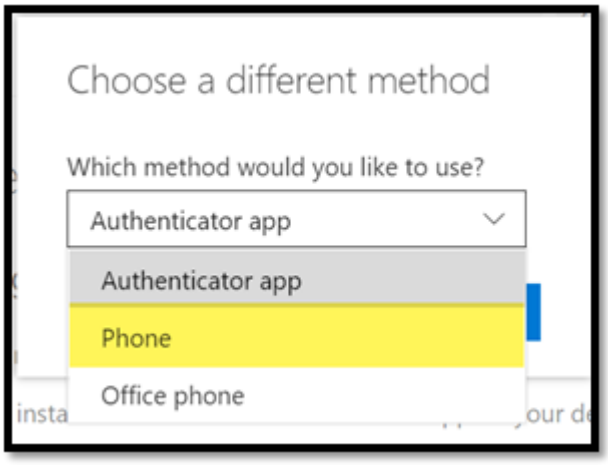
1. Go to the Microsoft 365 security info page (https://aka.ms/mfasetup). If you are not already signed in, login with your Birkbeck email address (username@student'bbk.ac.uk) and IT password.
2. On the **Let's keep your account secure** screen, click **Next**.



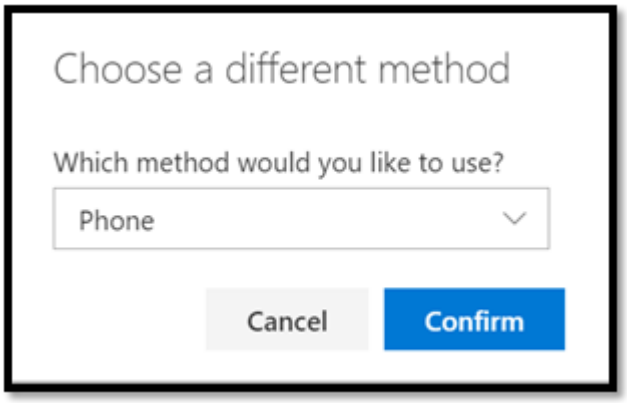
3. Click **Other options**.



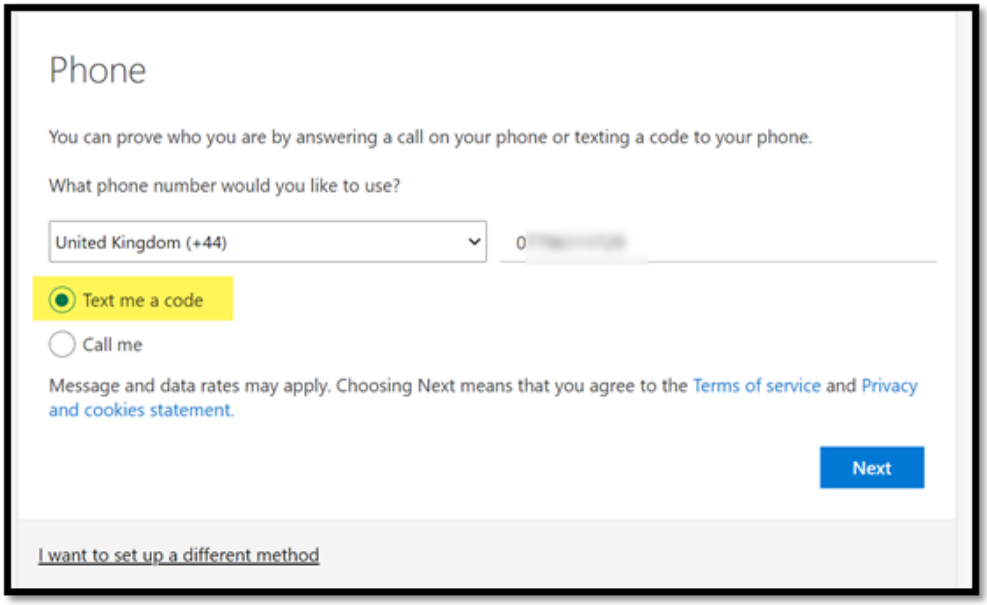
4. Select **Phone** from the menu



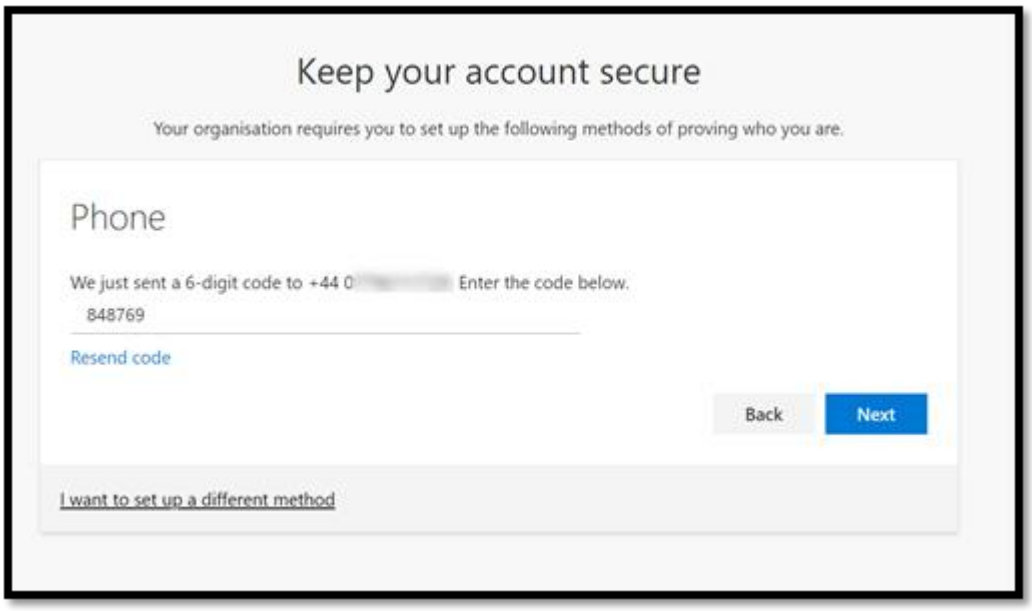
5. Click **Confirm**



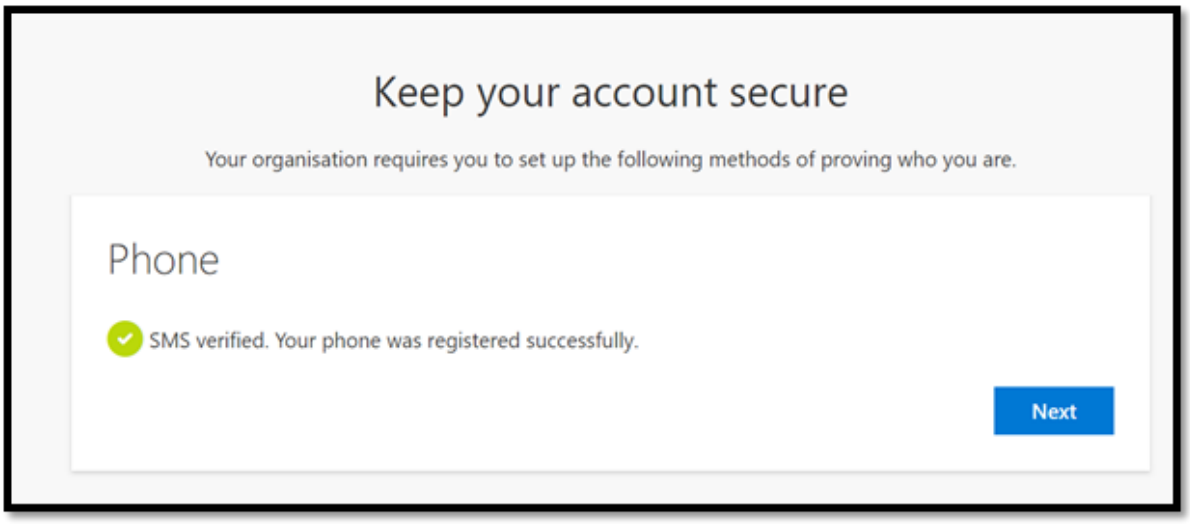
6. Select the correct country, enter your mobile phone number, select **Text me a code** as your authentication method and click **Next**. Microsoft MFA will send a verification code to your mobile number.



7. Enter the 6-digit code then click **Next**.



8. A message confirms your phone has been registered successfully. Click **Next** to finish the registration process.



9. Click **Done**.

Signing into services using MFA

The way you sign in depends on which verification method you use:

Authenticator app

You can use the app in two ways:

Push notifications

Type the two-digit code displayed on the login screen (Fig.1) into the app on your mobile device (Fig.2).

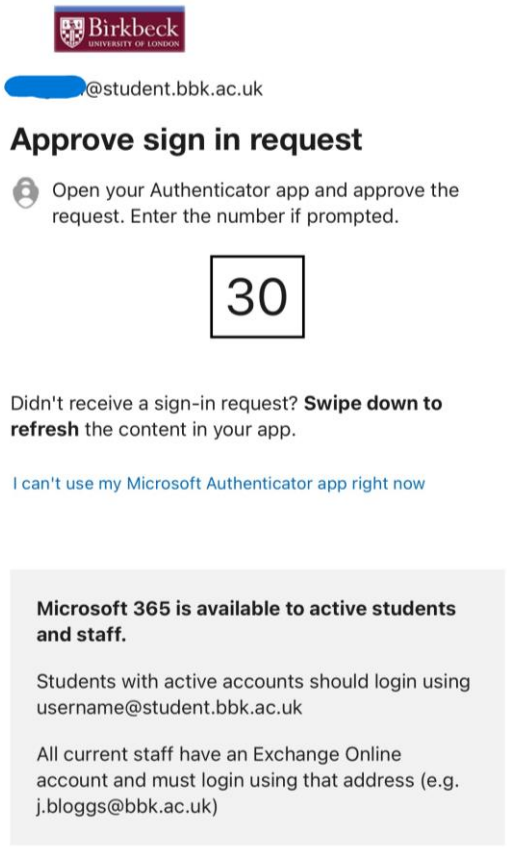


Fig.1 Two-digit code on the login screen.

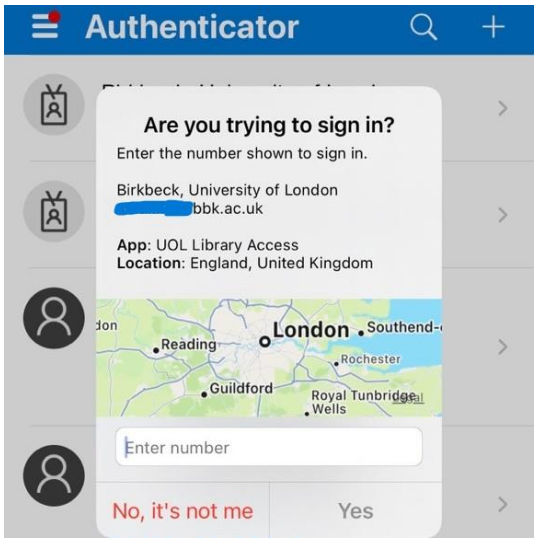


Fig.2 Enter the code in the app

Signing in to the VPN with push notifications

If push notifications is your **default sign-in method** and you are logging into the VPN you will be prompted to simply tap 'Approve'.

One-time passcode

Open your authenticator app, tap on your account then type the randomly generated code displayed on your device (Fig.3) into the **Enter code** box on the login screen (Fig.4). Click **Verify**.

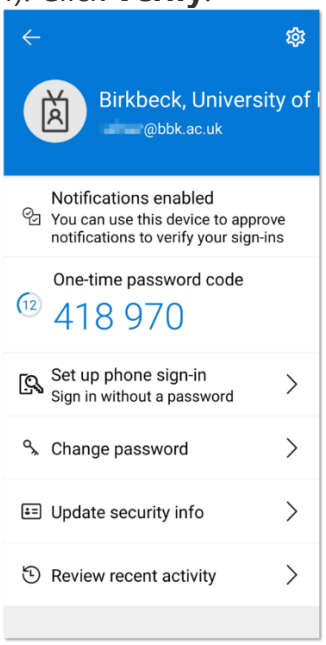


Fig.3 One-time passcode (regenerated every 30 seconds)

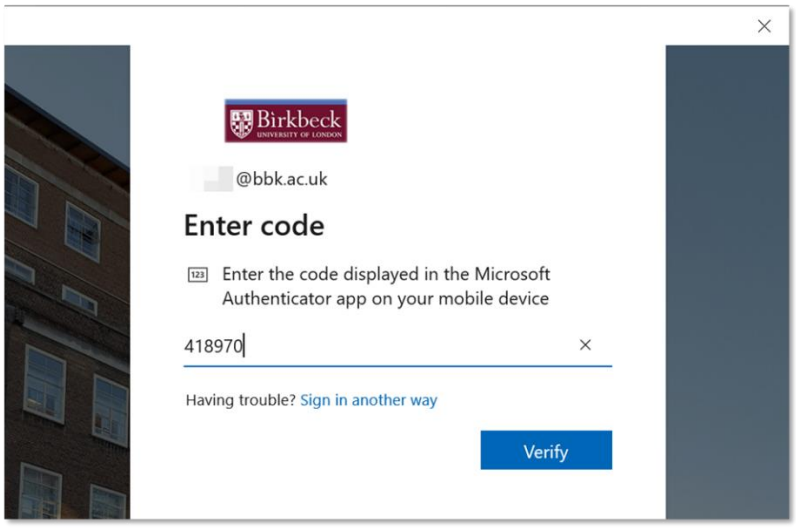


Fig.4 Enter code on the login screen

Phone call

1. Sign in to your account with your username and password.
2. Answer your phone and follow the instructions (n.b. the # key may be referred to as 'pound' or 'hash').

Text message

1. Sign in to your account with your username and password.
2. Open the text message and type the code from your text message into the **Enter code** box.