Registering for multi-factor authentication (MFA) at Birkbeck

Register for MFA with Microsoft Authenticator app (recommended).......................... 2
Register for MFA with phone call.............................................................................. 7
Register for MFA with text message........................................................................ 11
Signing into services using MFA ............................................................................... 14
  Authenticator app.................................................................................................. 14
    Push notifications............................................................................................... 14
    One-time passcode.............................................................................................. 15
Phone call.................................................................................................................. 16
Text message............................................................................................................. 16
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** from your mobile app store ([App Store for iOS](https://apps.apple.com/us/app/microsoft-authenticator/id1181676793) or [Play Store for Android](https://play.google.com/store/apps)).

1. Go to the Microsoft 365 security info page ([https://aka.ms/mfasetup](https://aka.ms/mfasetup)). If you are not already signed in, login with your Birkbeck email address ([username@student.bbk.ac.uk](mailto:username@student.bbk.ac.uk)) and IT password.
2. On the **More information required screen**, click **Next**.

3. Click **Next** to proceed.
4. Now go to your mobile and add your account to the app:
   a. Tap + to add an account (top right corner)
   b. Select Work or school account.
   c. Tap Scan a QR code to open the camera.

5. Return to your computer and click Next to proceed.
6. With your **mobile**, scan the QR code on your computer screen then click **Next**.

![Microsoft Authenticator](image)

A notification will be sent to the app.

![Microsoft Authenticator](image)
7. On your **mobile** tap **Approve** (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.
Success!

Well done. You have successfully set up your security info. Choose “Done” to continue signing in.

**Default sign-in method:** Microsoft Authenticator — notification

 ![Microsoft Authenticator](image-url)
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 one 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 More information required screen, click Next.
3. Click I want to set up a different method.
4. Select **Phone** from the menu.

5. Click **Confirm**

6. 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 say ‘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 +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 More information required screen, click Next.

3. Click I want to set up a different method.
4. Select **Phone** from the menu

5. Click **Confirm**

6. 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

1. Sign in to your account with your username and password.
2. 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.](image-url)
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*

1. Sign in to your account with your username and password.
2. 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.