Registering for multi-factor authentication (MFA) at Birkbeck

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Register for MFA with Microsoft Authenticator app
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 notification or code.

Before you begin, download and install the Microsoft Authenticator App from 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 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**.
A notification will be sent to the app.

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.
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](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 **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

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 **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**.

![Image of account registration process]

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

![Image of account registration success]

9. Click **Done**.