

Registering for multi-factor authentication (MFA) at Birkbeck

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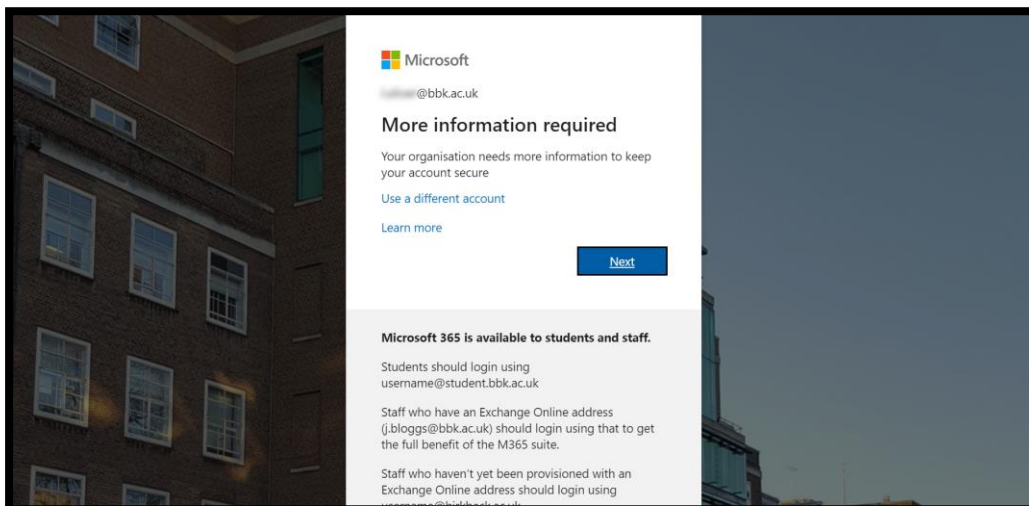
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Register for MFA with Microsoft Authenticator app

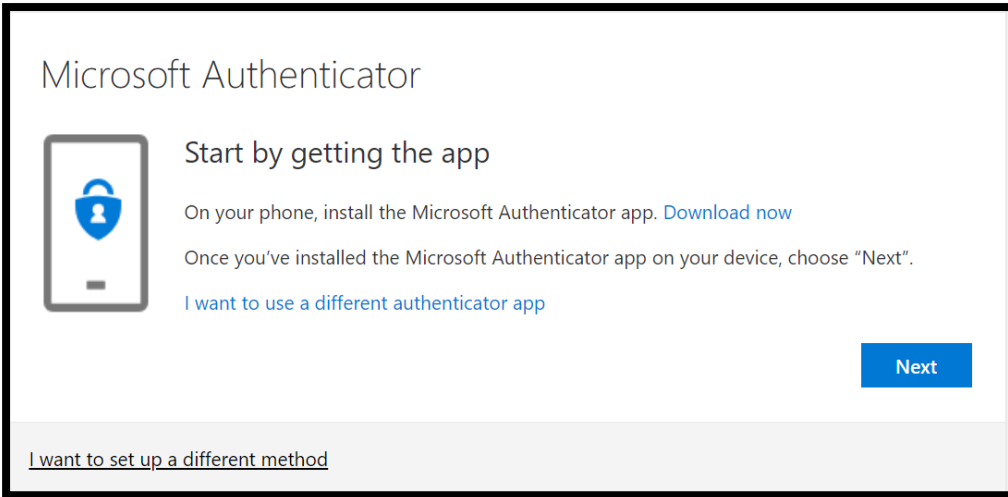
With this method of verification, you install and use the Microsoft Authenticator app on your mobile phone. Once set up, you can choose to verify by notification or code.

Before you begin, download and install the **Microsoft Authenticator App** from your mobile app store ([App Store for iOS](#) or [Play Store for Android](#)).

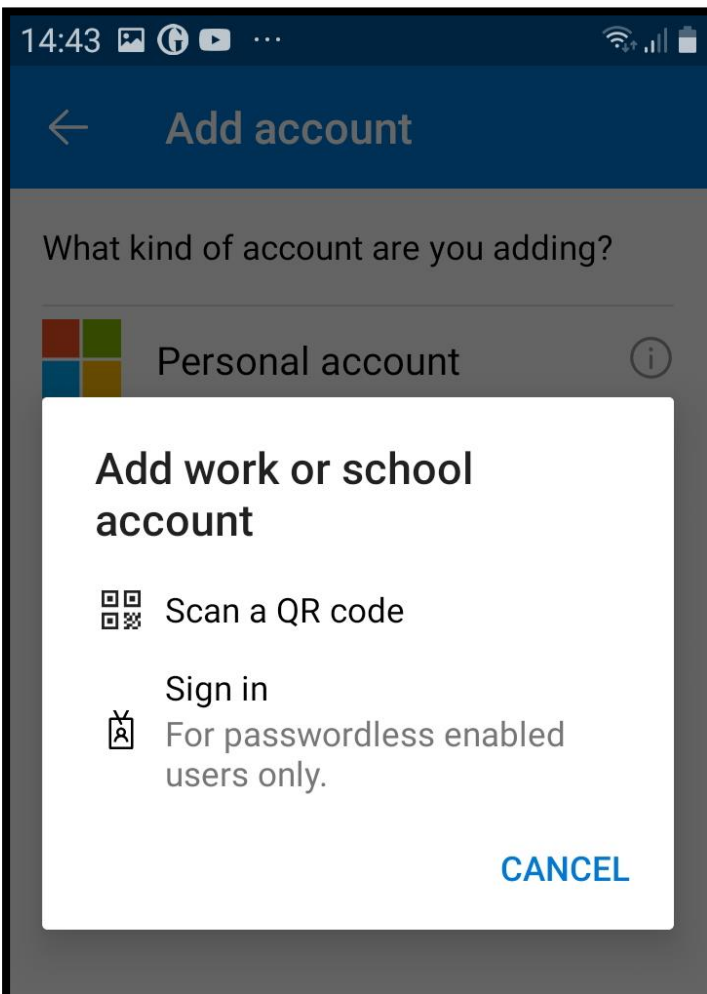
1. Go to the Microsoft 365 security info page (<https://aka.ms/mfasetup>). If you are not already signed in, login with your Birkbeck email address (username@student.bbk.ac.uk) and IT password.
2. On the **More information required screen**, click **Next**.



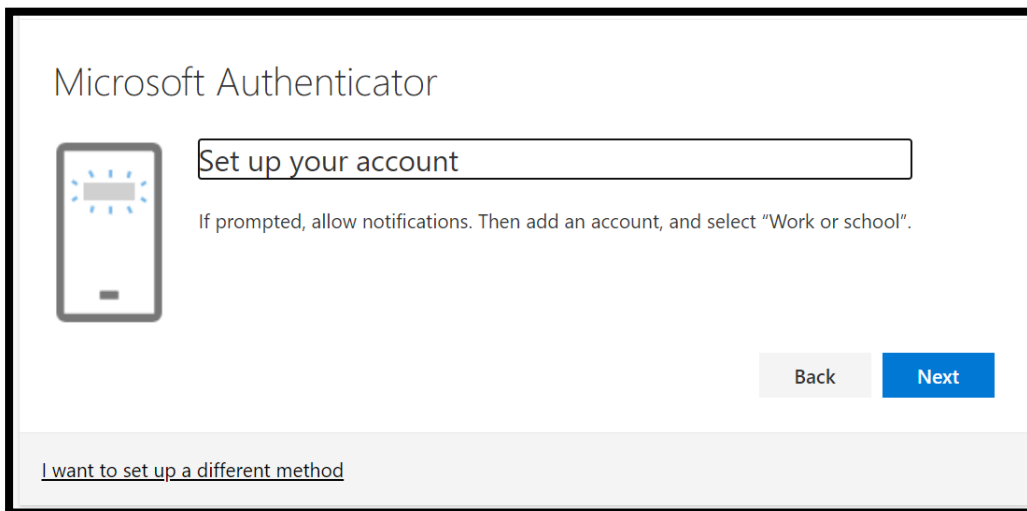
3. Click **Next** to proceed.



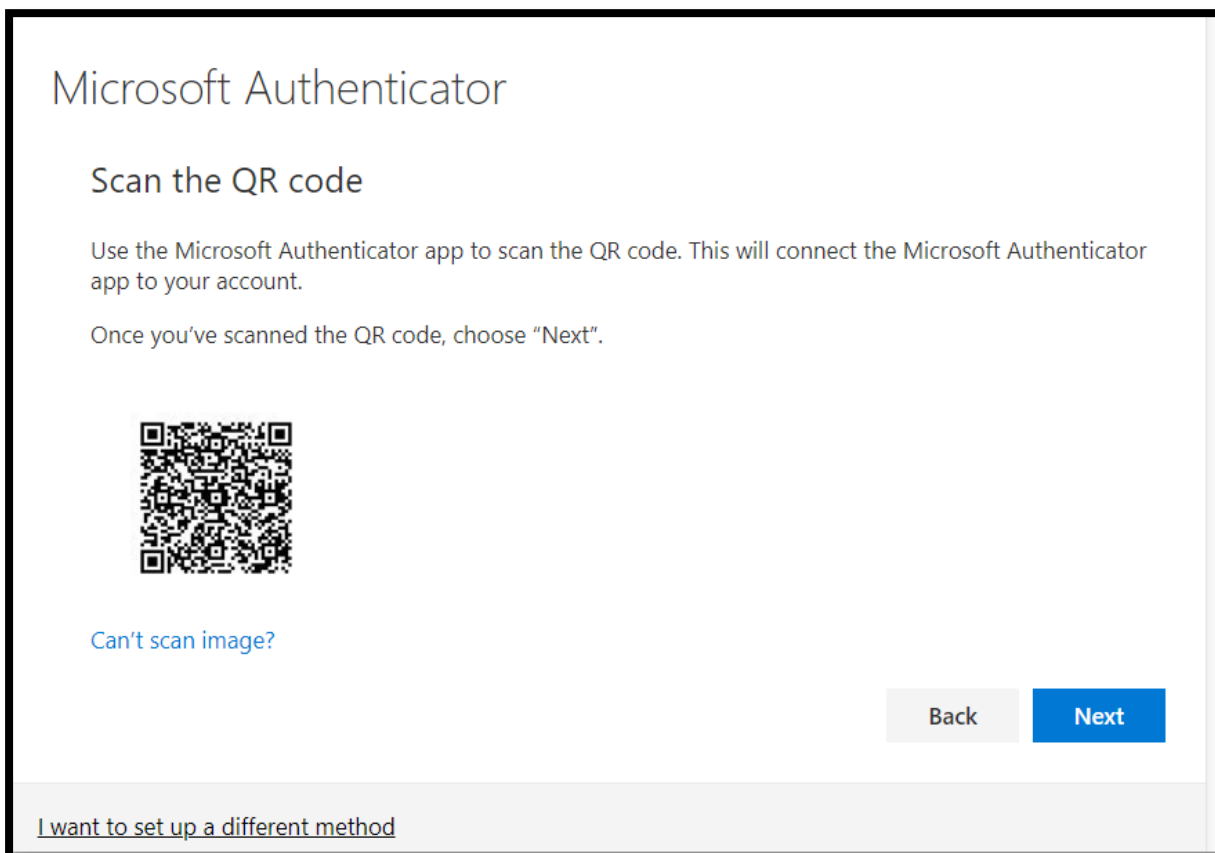
4. Now go to your **mobile** and add your account to the app:
 - a. Tap **+** to add an account (top right corner)
 - b. Select **Work or school account**.
 - c. Tap **Scan a QR code** to open the camera.



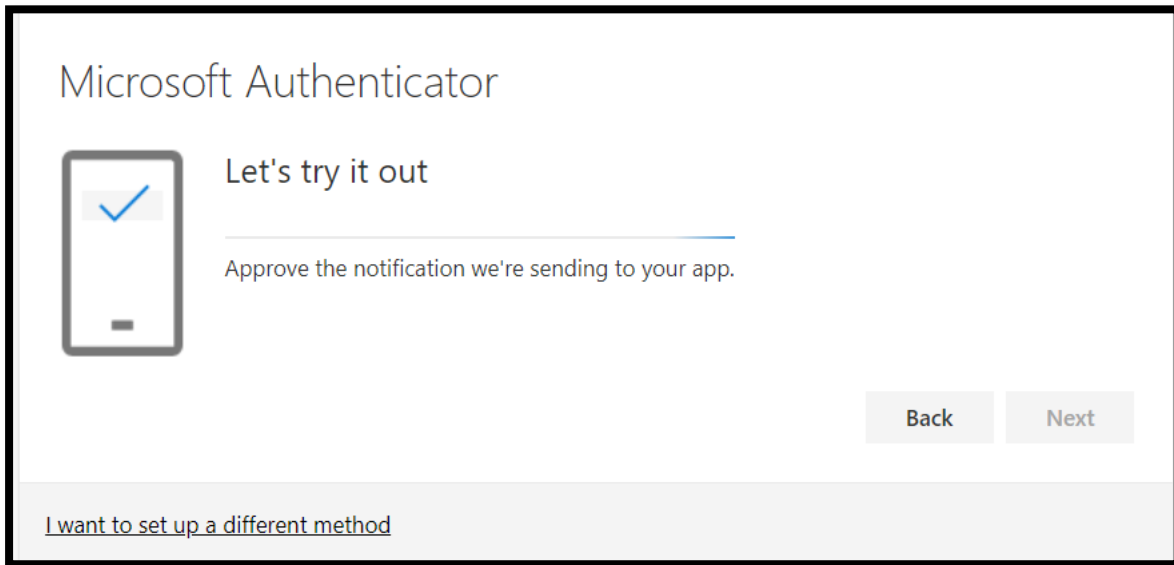
5. Return to your **computer** and click **Next** to proceed.



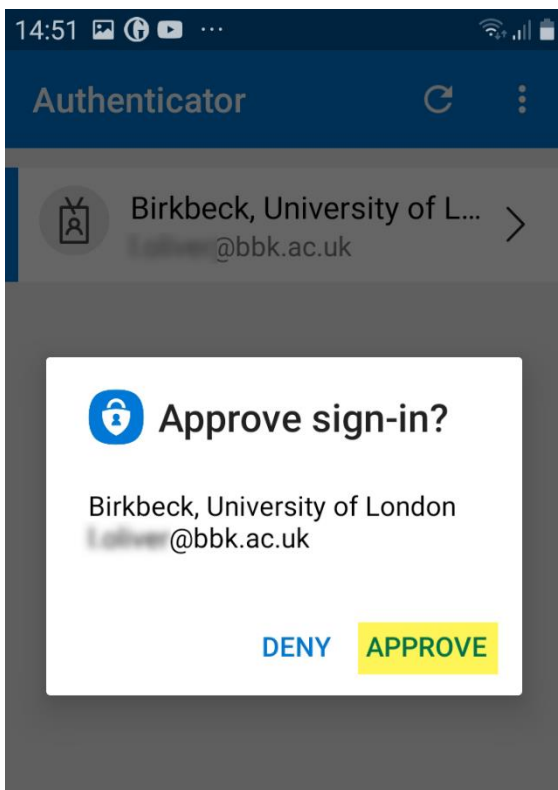
6. With your **mobile**, scan the QR code on your computer screen then click **Next**.



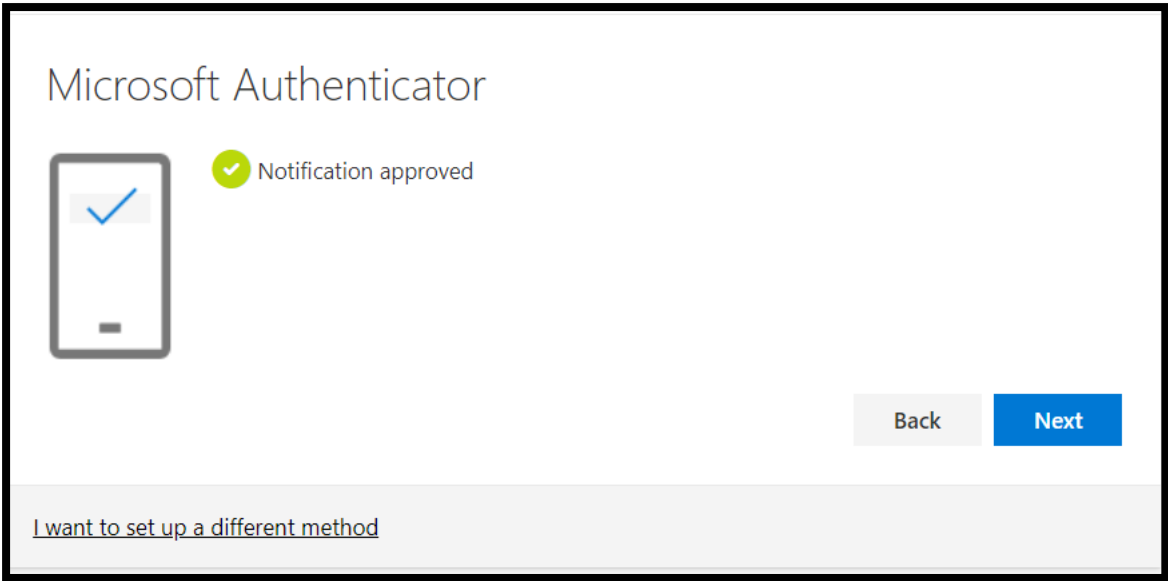
A notification will be sent to the app.



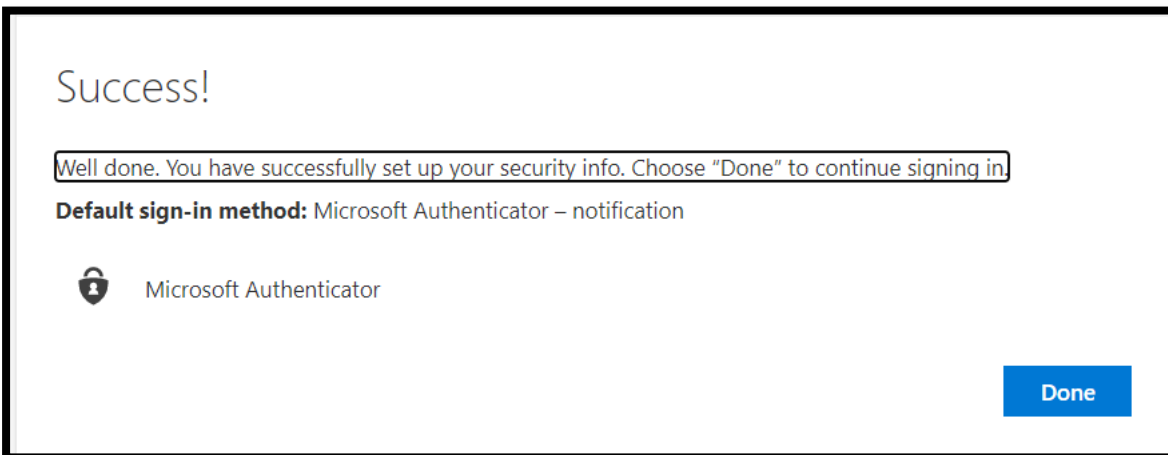
7. On your **mobile** tap **Approve** (you may be prompted to unlock your phone to authorise the app).



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.



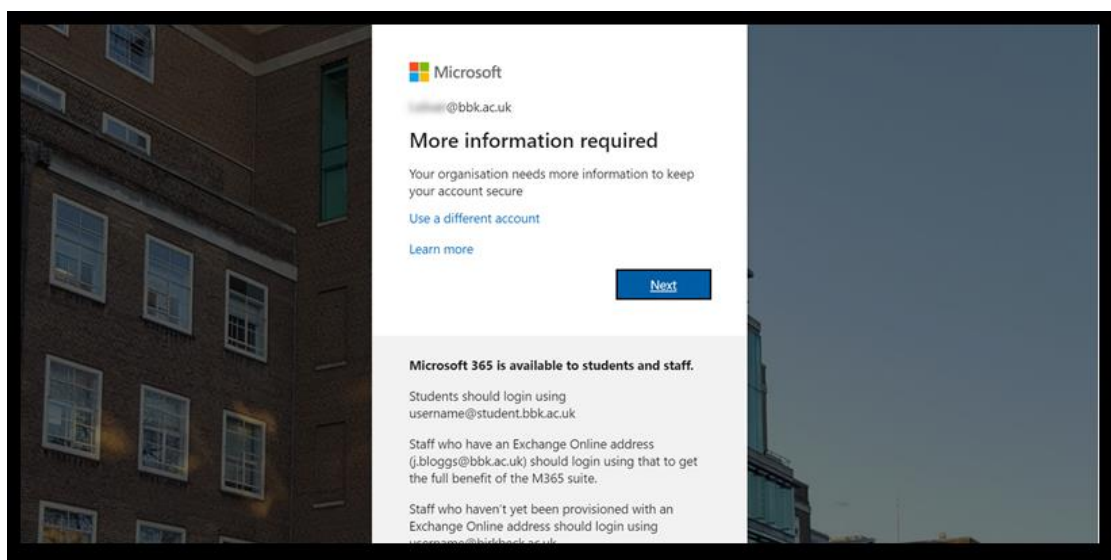
Register for MFA with phone call

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

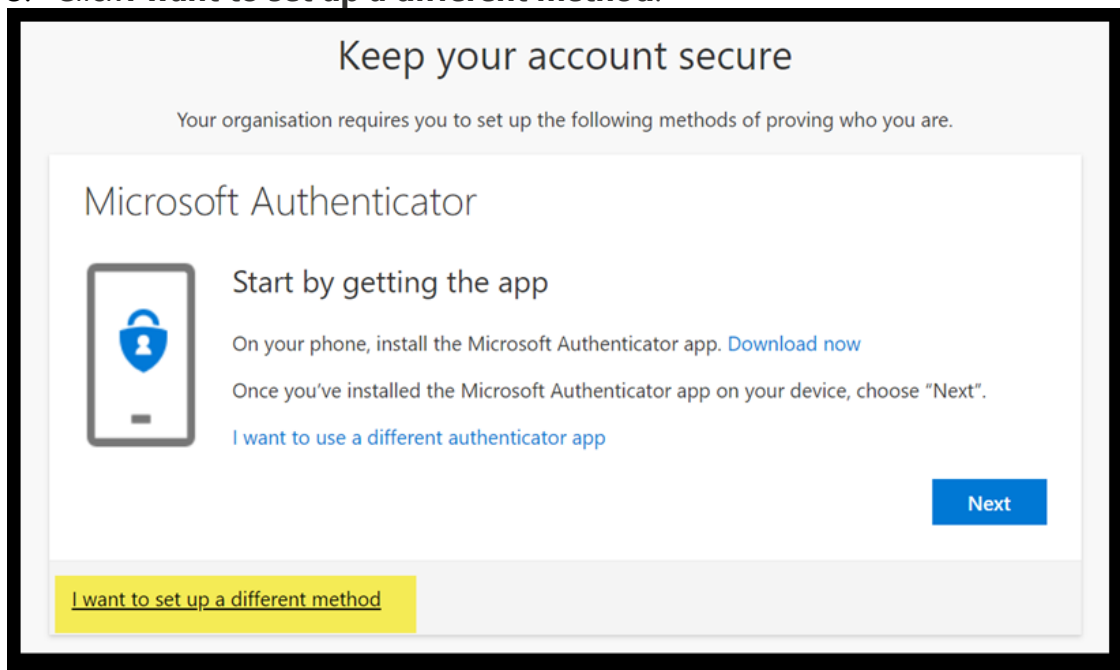
We recommend you set up one verification method using a landline number so you are not totally reliant on having your mobile phone with you.

To register follow these steps:

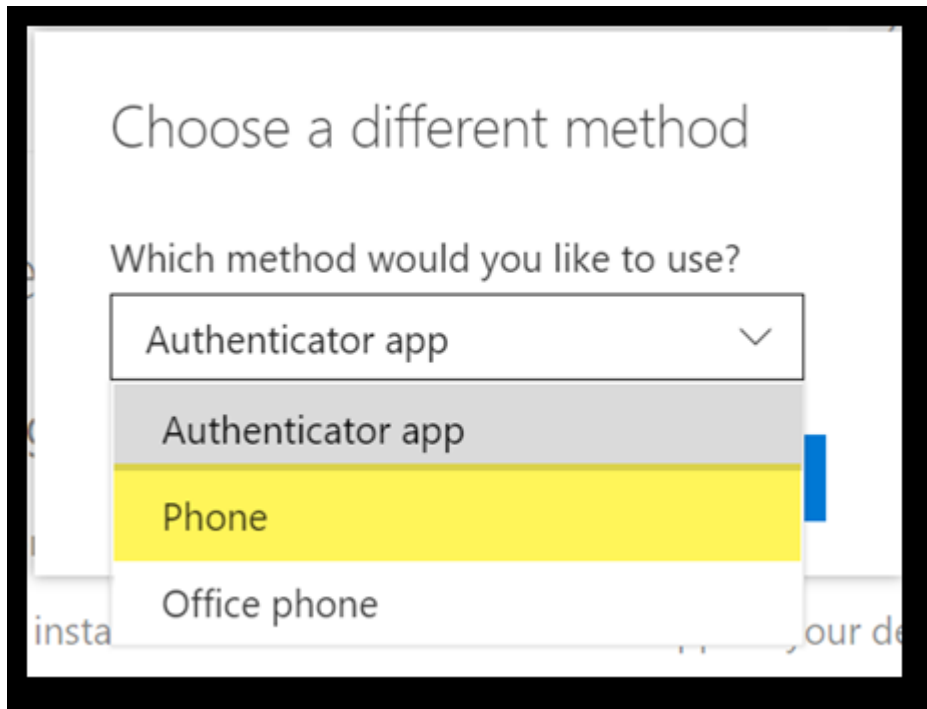
1. Go to the Microsoft 365 security info page (<https://aka.ms/mfasetup>). If you are not already signed in, login with your Birkbeck email address (username@student.bbk.ac.uk) and IT password.
2. On the **More information required** screen, click **Next**.



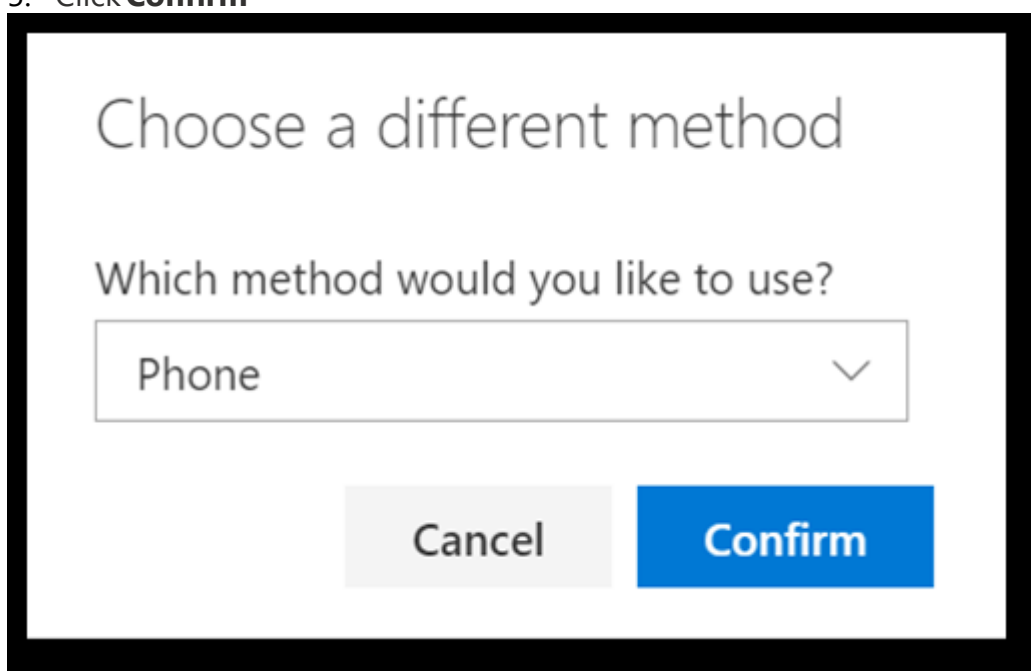
3. Click **I want to set up a different method**.



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.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United Kingdom (+44)

Text me a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

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

Phone

We're calling +44 now.

[Back](#)

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

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

Phone

Call answered. Your phone was registered successfully.

[Next](#)

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 [REDACTED]



Phone

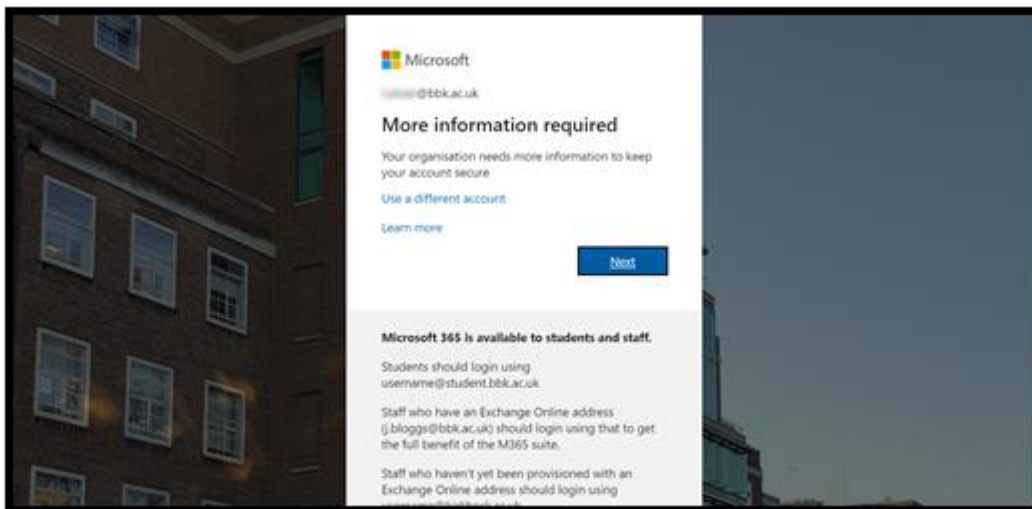
+44 [REDACTED]

Done

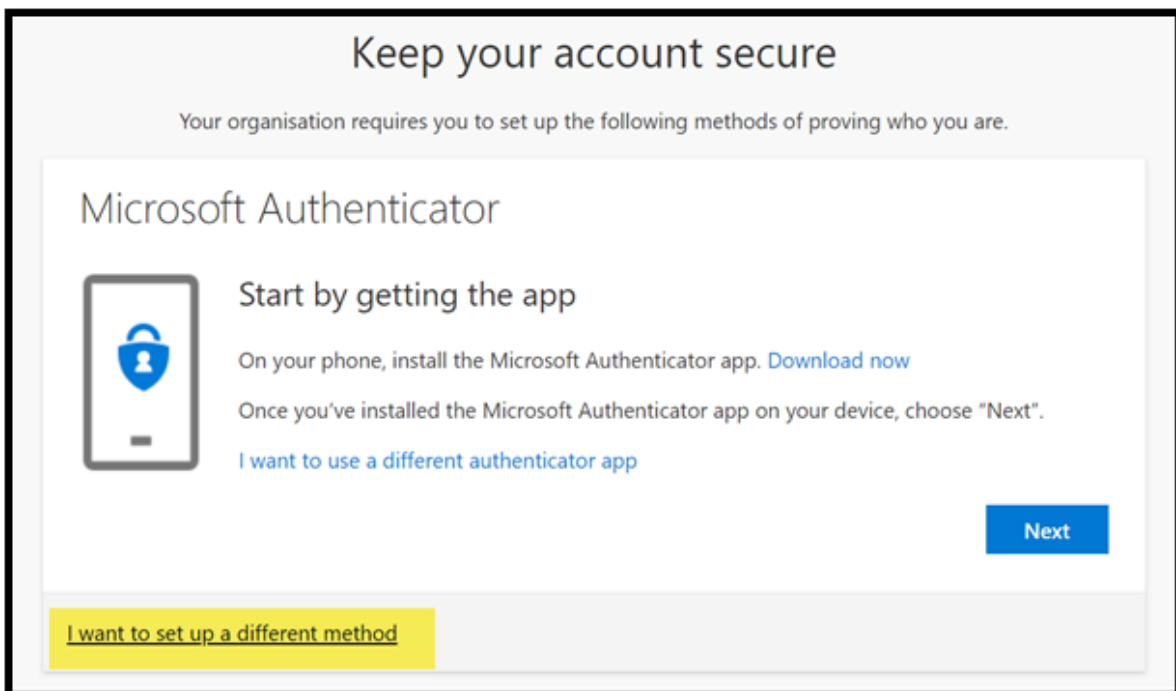
Register for MFA with text message

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

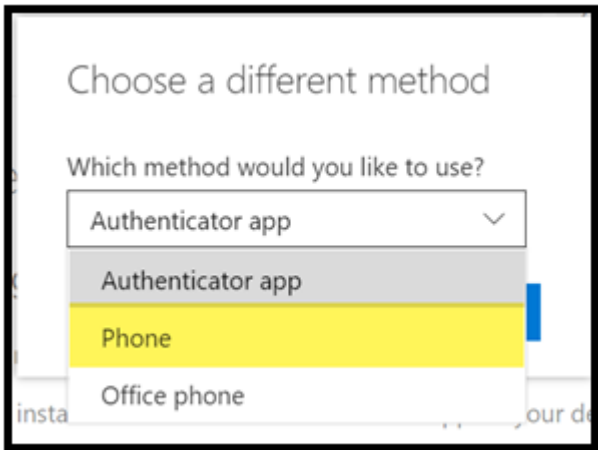
1. Go to the Microsoft 365 security info page (<https://aka.ms/mfasetup>). If you are not already signed in, login with your Birkbeck email address (username@student'bbk.ac.uk) and IT password.
2. On the **More information required** screen, click **Next**.



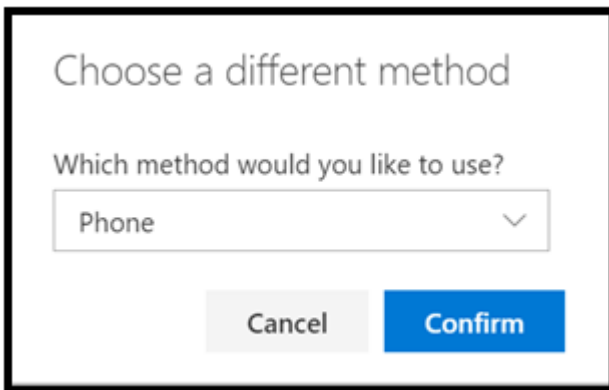
3. Click **I want to set up a different method**.



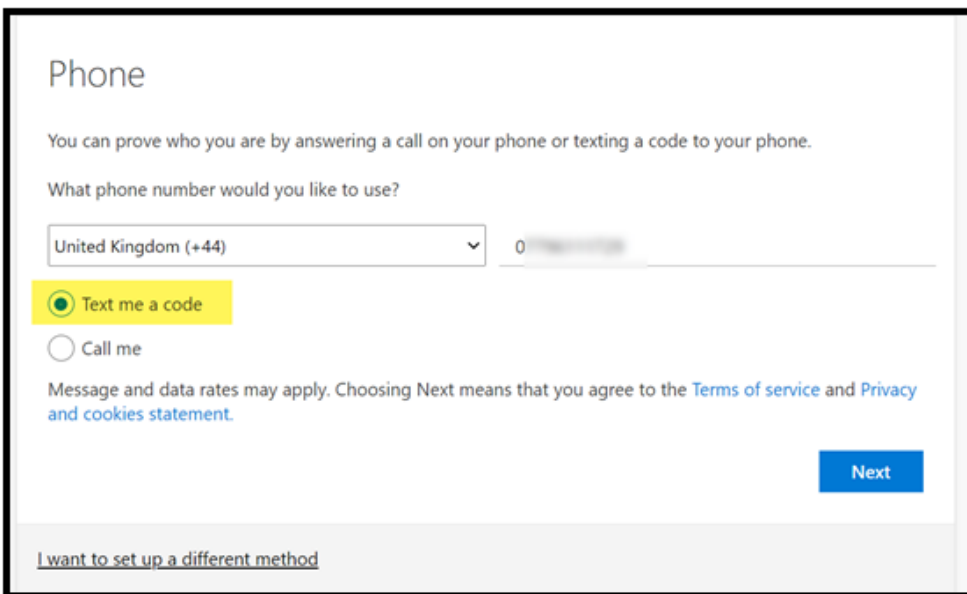
4. Select **Phone** from the menu



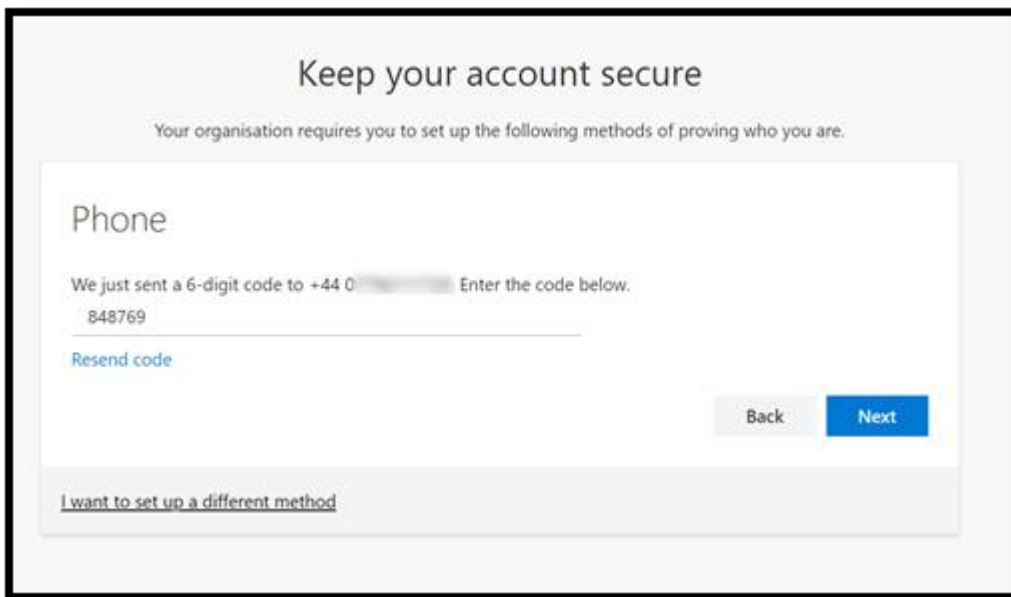
5. Click **Confirm**



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.

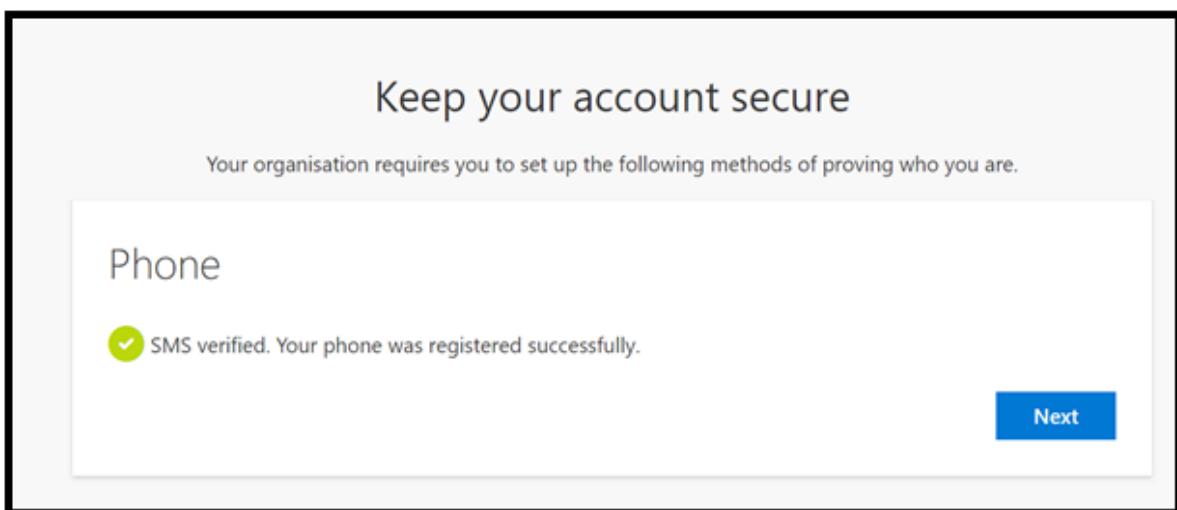


7. Enter the 6-digit code then click **Next**.



The screenshot shows a web interface titled "Keep your account secure" with the subtitle "Your organisation requires you to set up the following methods of proving who you are." The main heading is "Phone". Below it, a message states: "We just sent a 6-digit code to +44 0 [redacted] Enter the code below." A text input field contains the code "848769". To the left of the input field is a link "Resend code". At the bottom right of the form area are two buttons: "Back" and "Next". At the bottom left of the form area is a link: "[I want to set up a different method](#)".

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



The screenshot shows the same "Keep your account secure" page. The main heading is "Phone". Below it, a green checkmark icon is followed by the text: "SMS verified. Your phone was registered successfully." At the bottom right of the form area is a blue button labeled "Next".

9. Click **Done**.