Account Recovery and Multi Factor Authentication (MFA)

This guide covers the following topic:

- **How to set up and use Multi Factor Authentication**
- **How to set up account recovery**

If you need any support with this, please ask your tutor or email
digital.learning@abingdon-witney.ac.uk

FAQs are at the end of the document.

🔒 What's MFA?

MFA is like using more than one key to open a door. It keeps your college account extra safe. Instead of just a password, MFA asks for two different ways to prove it's you. We suggest using the Microsoft Authenticator app and your personal email.

📅 Using MFA at College

When you're at college:
- Set up MFA using the MS Authenticator app.
    - You'll do this once, and it's good for 90 days.
    - Every 90 days, do it again when you're at home.
    - Also, if you use a new device or want to change security info.

Setting up recovery methods

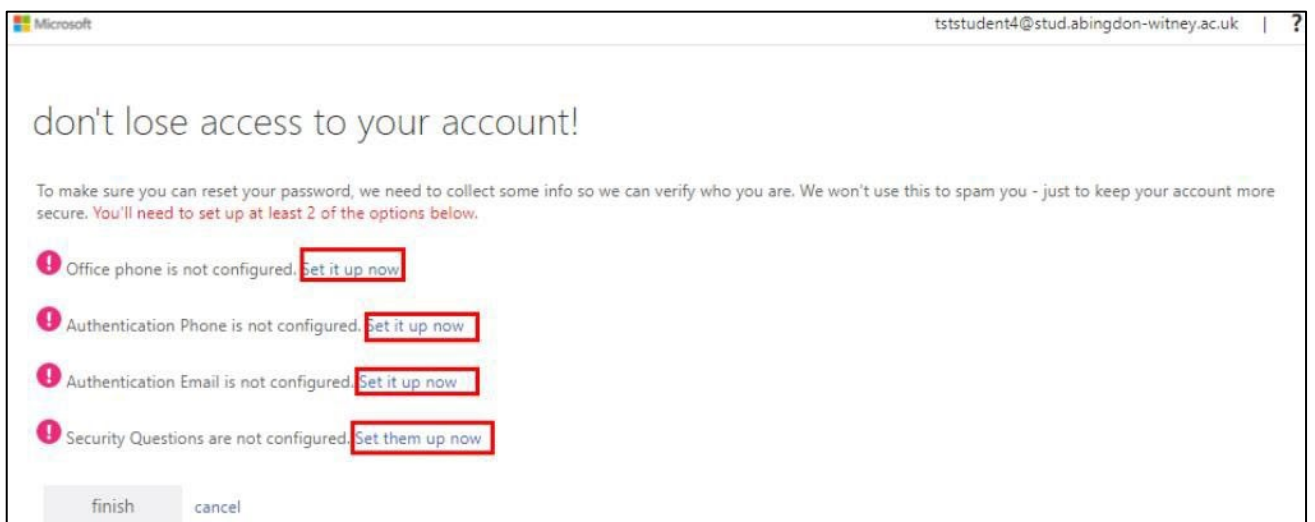It's important to set up ways to recover your account in case of problems.

📱 Step 1: Sign in

1. Go to www.office.com/signin and log in with your college account.
2. A window will appear, click 'Next'.
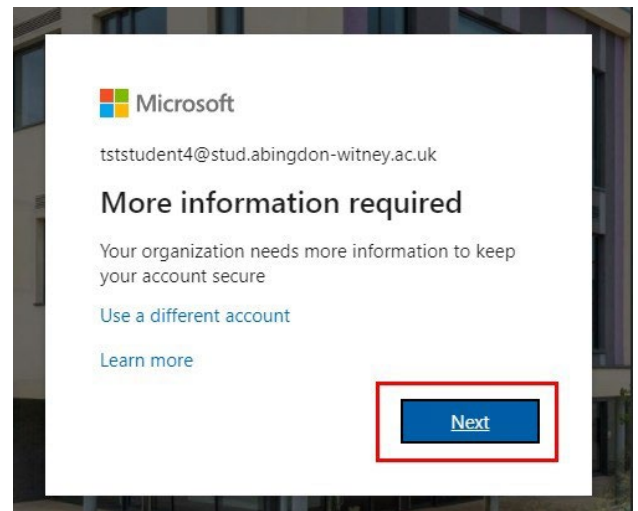
🔐 Step 2: **Choose recovery methods**
1. Pick two ways to reset your password and recover your account.
2. Click 'Set it up now'.

3. When it's complete, there will be a green checkmark.

Mobile phone verification

1. Add your mobile number and choose text or call.
2. Get a verification code the chosen method.
3. Enter the code and verify.

Email authentication

1. Add another email, not your college one.
Note: it can't belong to the college, it needs to be a personal email e.g., Gmail, Live, Hotmail, Yahoo or any other email address that you have access to.
2. You'll get an email with a verification code.
3. Enter the code and verify.

Setting up the Microsoft Authenticator App

This guide from Microsoft can be helpful when setting up the Microsoft Authenticator app: Use Microsoft Authenticator with Microsoft

📱 **Step 1: Download and Install**

- Get the "Microsoft Authenticator app" from App Store or Google Play.
- Allow it to use your camera and send notifications.

Google Play

App Store

🖥️ Step 2:
Open a browser on your computer and go to portal.office.com. Sign into Office 365 using your college email address and password.

When this screen appears:

Office 365

For added security, we need to further verify your account

tstudent1@stud.abingdon-witney.ac.uk

Your admin has required that you set up this account for additional security verification.

Set it up now

Sign out and sign in with a different account

More information

1. Click **Set it up now**.
2. Choose **Mobile app** from the dropdown.
3. Make sure "**Receive notifications for verifications**" is selected. Click **Set up**.
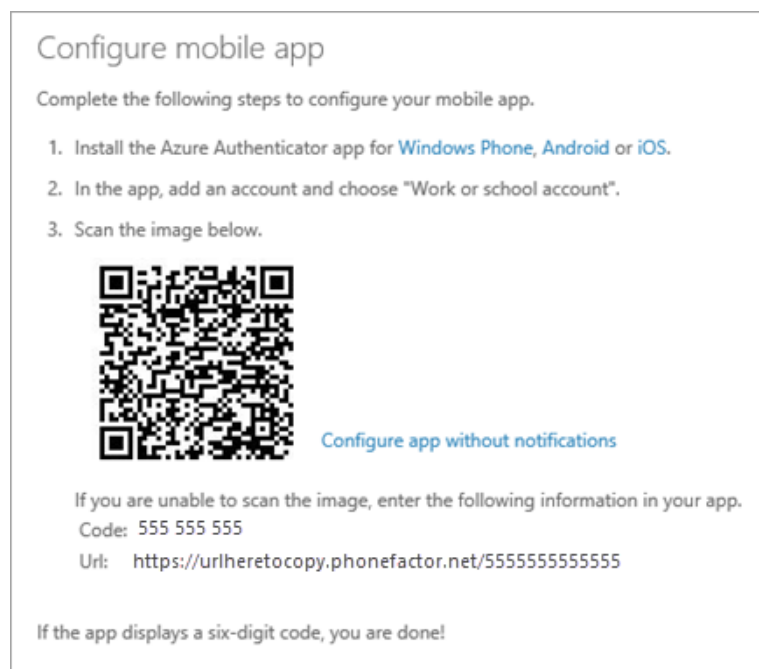
🔐 Step 2: Add Your Account

1. Open the app on your device and tap "Add an account."
2. Choose "Work or school."
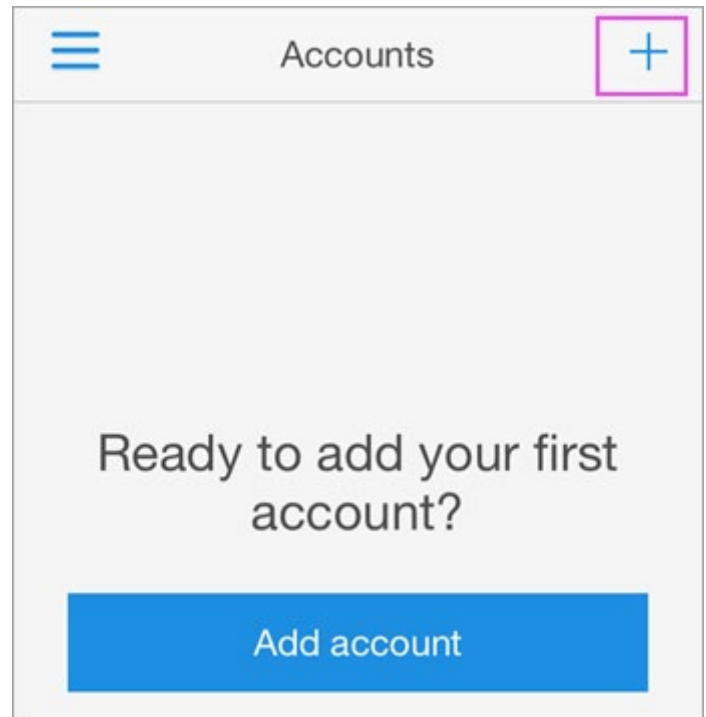
📷 Step 3: Scan the QR Code

1. On the app select "Scan a QR code."
2. Your phone's camera will turn into a QR scanner.
3. **On your** desktop or laptop, **the screen below should appear.**
4. **Scan the QR code on the desktop or laptop with your phone.**

5. Your account will be added automatically to the app and will display a six-digit code.

Please be aware:

- iPhone users may have to enable the camera in Settings in order to scan.
- If the QR code can't be scanned, you'll have to manually enter the 9-digit code and the URL by clicking on the "Can't scan image?" button.

💻 Step 4: Contact me

1. Go back to your computer and click 'Done'.
2. Wait for it to finish setting up your phone.
3. Click 'Contact Me' when it's done.

📱 Step 5: Approve the sign-in on your phone

1. Switch back to your phone and you'll see a notification for a new sign in.
2. Go to the Microsoft Authenticator app.
3. Tap **Approve** to allow it.

✅ Step 6: Finish Setup

1. Back on the computer, follow any prompts that you might see such as adding a mobile number.
2. Now the MS Authenticator app is setup.

FAQs:

I have lost my mobile/have a new mobile phone, do I need to do anything?
If you have changed or lost your phone you will need to delete the original authenticator method through the app in the security page of your account. My Sign-Ins | Security Info | Microsoft.com, then using '+ Add method' button you can add the new Microsoft Authenticator App or an alternative method. You need to have two multi-factor authenticator methods enabled.

What if I don't have a smartphone or I don't have space to install the app?
The Microsoft Authenticator App is the preferred method and will give you the best experience. However, if you don't have a phone or are incapable of running an app, you can have a phone call, SMS and or alternative email address. You can change your default MFA method from the Security page under My Account My Sign-Ins | Security Info | Microsoft.com.

What is the recommended method of MFA?
The recommended method, and easiest to use is the Microsoft Authenticator app on your smartphone or tablet. You also can receive a call, a SMS or an alternative email.

Can I delete the app?
Do not delete the app unless you have registered alternative methods of MFA such as the mobile phone or alternative email address. You will need to login to the account portal to delete the MS Authenticator app from your methods of MFA and remember, you need two authenticator methods, if not the "Need more information" will keep appearing once you login.

Does MFA work overseas?
Yes, the Microsoft Authenticator app works overseas, as well as the email address.

I've received an unexpected app notification or text message, what do I need to do?
Decline the app notification (select "No It's Not Me"). If it appears again, ignore the message and contact IT Services.