

The University has now transitioned all staff and students to two factor/multifactor authentication. https://warwick.ac.uk/services/its/news/news-main/changes_to_the

I would suggest if you haven't tried accessing your account using the new Microsoft two factor authentication yet try logging onto your Warwick webmail

- <https://go.warwick.ac.uk/mymail>

For anyone still experiencing issues

Call IT Helpdesk - 024 765 73737. They are open 9:00am to 5:00pm, Monday to Friday

Help Guides - <https://warwick.ac.uk/services/its/service-support/web/sign-on/help/twostep/>

Restoring Email on Mac devices - <https://support.apple.com/en-us/HT204075>

Top Tip

Once you have been able to successfully log into your account with two factor authentication. ***I would strongly advise everyone to setup 2 factor authentication more comprehensively using the following steps:***

1. Go on the following link: <https://websignon.warwick.ac.uk/origin/account/twostep/setup?method=app>
2. You will be prompted to login to your account and authenticate your login with 2 factor authentication. If you cannot do this, go back to instructions for anyone experiencing issues.
3. Click on "Microsoft Account Portal"

WARWICK

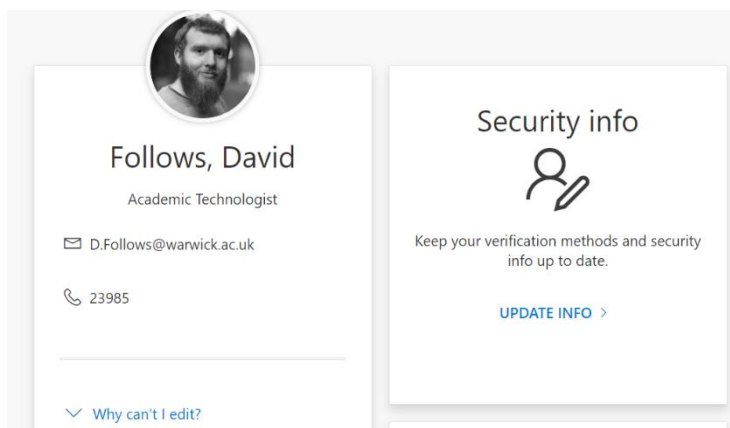
IT Services Account

Two-step authentication

You can manage your security information using the Microsoft account portal

[Microsoft account portal](#)

4. Under the Security Info Tab > click "Update Info"



5. Here you will be able to "Add sign-in method" and choose an option in addition to any existing methods.
6. I personally find using the authenticator app easiest. I would **strongly suggest adding an option not related to your phone such as email/security questions** as it is very feasible that you may be without your phone at some point - smashed/stolen/out of battery/left at home - which would prevent access to your Warwick account, email, Teams, OneDrive. If you only have authentication setup through the authenticator app or text, you will need your phone with you throughout work.

