

9b- Multi-Factor Authentication

What is Multi-Factor Authentication ?

All staff and students must use multi-factor authentication to keep all user accounts and university systems secure.

It provides an extra layer of security when you sign in on a device. The extra layer is a request you approve in an application or a code you enter when you sign in.

How to enable Multi-Factor Authentication

To enable multi-factor authentication on your phone, you can install an authentication app such as Microsoft Authenticator.

You can download the Microsoft Authenticator app from the Apple Store (iPhone) and Play Store (Android)

Once you have installed the app, go to your Microsoft Account portal:

<https://mysignins.microsoft.com/security-info>

Select **Add sign-in method**.

When asked what method you would like to add, from the drop-down list, select **Authenticator app** and press the **Add** button.

Follow the setup wizard.

You don't need to have a phone signal to receive codes in the authenticator app.

Can I setup more than one sign-in method?

It is a good idea to setup a backup method, such as the Microsoft Authenticator app on a tablet or a different phone

In your Microsoft Account portal, if you have more than one method setup, the Default sign-in method will always be set to Microsoft Authenticator, if you have this sign-in method setup.

If you do have another sign-in method setup that isn't Microsoft Authenticator and you want to use it, when the challenge box appears, you can click on Use an alternative method and select the method you would like to use.

Do I have to use an app to authenticate?

There are other methods you could use but the Microsoft Authenticator App is the recommended method.

You could select the **Phone** method so that you receive codes via texts. You will require a phone signal to receive the texts.

If the only method you setup is Phone, then Microsoft will prompt you to install the Microsoft authenticator app.

What do I do if I change my phone number?

If you change your phone number, then in your Microsoft Account portal, you can delete the sign-in methods associated to your old phone number. Install the Microsoft Authenticator app and go through the Add sign-in method setup wizard again for your new phone

What do I do if I don't have my phone?

If you don't have your phone with you, if you call the IT Helpdesk on 024 76573737, we can provide you with a temporary backup code. The code is only valid for one day.

IT Services Help Desk

✉ helpdesk@warwick.ac.uk

🖥 warwick.ac.uk/its

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