

# MULTI-FACTOR AUTHENTICATION (MFA) USER GUIDE

If you have been prompted to set up your MFA, here’s how to set it up.

## WHAT IS MFA AND WHY IS IT IMPORTANT?

For comprehensive information about this, please see <https://www.unisa.ac.za/mfa>

Once you have familiarised yourself with the concept of Multi-Factor Authentication (MFA), use the following steps as a personal guide before escalating for further assistance.

## HOW DO I SET UP MFA?

Start by **choosing one** of two MFA verification methods:

**Method 1: Phone to receive a text message (SMS) or a phone call (see page 2), OR**

**Method 2: Microsoft Authenticator free mobile app to receive app-based messaging (see page 4).**

Note that you can add additional methods after your initial setup.

## HOW DO I CHOOSE THE MOST APPROPRIATE METHOD FOR ME?

While each one of these choices significantly reduces the risk of unauthorized access to your account, the most secure choice is the **Microsoft Authenticator** mobile app.

Use **Phone** to receive a text message (SMS) or a phone call, if

- you only have a standard feature phone – a cellphone that can only send or receive SMS and make or receive phone calls or
- you prefer not to install and use another app on your smartphone.

Use **Microsoft Authenticator** mobile app if

1. you have access to a smartphone which is only used by you and
2. you don’t mind installing and using another app on your smartphone and
3. your smartphone has Internet Connectivity from your chosen place to study.

## PLEASE PAY ATTENTION TO THE FOLLOWING IMPORTANT DETAILS

- Using the Phone method: If your mobile number has changed and you have not yet notified the university, Phone (SMS) authentication will still be sent to your old mobile number until your MFA has been updated accordingly. Students who are impacted must download the **DSAR03** form, complete it, and email it to [myLifehelp@unisa.ac.za](mailto:myLifehelp@unisa.ac.za), along with a copy of their ID or passport. After you have updated your mobile number with the university, if your authentication code is not being received on your new mobile number, please contact us via **phone** on **0800 00 1870 – option 2**, via **email** on [myLifehelp@unisa.ac.za](mailto:myLifehelp@unisa.ac.za), or through our **Live Chat** or **Social Media** for further assistance.
- Using the Microsoft Authenticator App method: If you have lost or replaced your device previously used to download and install the Microsoft Authenticator app – please contact us via phone on **0800 00 1870, option 2**, via email on [myLifehelp@unisa.ac.za](mailto:myLifehelp@unisa.ac.za), or through our **Live Chat** or **Social Media** for further assistance.
- To our international students, please remember to include the code and the country when updating your contact information.

## METHOD 1: HOW TO SET UP THE “PHONE” METHOD OF VERIFICATION

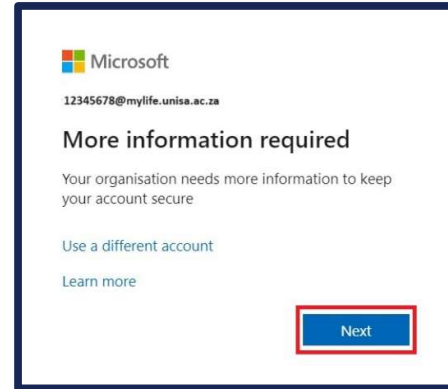


### ON YOUR COMPUTER OR LAPTOP

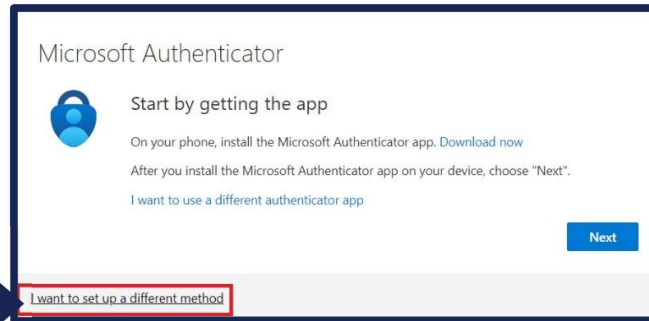
**1** Login to your **Office 365/myLife account** (<https://myaccount.microsoft.com>) with your **myLife email** and **password**.

**2** You will see this screen if MFA is enabled but not setup on your account.

Click on **Next**

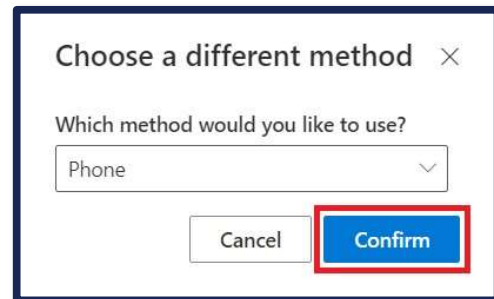


**3** Click on **I want to setup a different method**



**4** Click on the dropdown list for **“Which method would you like to use?”**

1. Select **Phone**
2. Click **Confirm**



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Select your appropriate country name, for example **South Africa (+27)**, if it's not already selected, and enter the **10-digit cell phone number** on which to be contacted. Do not include spaces, parentheses, or any other punctuation marks.

Click **Next**.

**NB:** To our international students, please remember to include the code and the country when updating your contact information.

The screenshot shows the 'Keep your account secure' page. Under the 'Phone' section, there is a dropdown menu for the country code, currently set to 'South Africa (+27)', and a text input field for the phone number, containing '0821234567'. Below this, there are two radio buttons: 'Receive a code' (selected) and 'Call me'. A small disclaimer text is present below the radio buttons. A blue 'Next' button is highlighted with a red box in the bottom right corner. At the bottom left, there is a link: 'I want to set up a different method'.

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Enter the CAPTCHA code on the screen

Click **Next**.

The screenshot shows the 'Keep your account secure' page. Under the 'Phone' section, there is a CAPTCHA challenge with the text 'Please show you are not a robot.' and a red-bordered box around the CAPTCHA image. The CAPTCHA image shows the numbers '123456' and '789' with a small 'X' icon. Below the CAPTCHA, there are 'Back' and 'Next' buttons. The 'Next' button is highlighted with a red box. At the bottom left, there is a link: 'I want to set up a different method'.

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On your mobile phone, you will receive **6-digit code**. Enter the code and then

Click **Next**.

The screenshot shows the 'Keep your account secure' page. Under the 'Phone' section, there is a text input field for the 6-digit code, containing '123456'. Above the input field, there is a message: 'We just sent a 6 digit code to +27 0821234567 Enter the code below.' Below the input field, there is a 'Resend code' link. 'Back' and 'Next' buttons are present. The 'Next' button is highlighted with a red box. At the bottom left, there is a link: 'I want to set up a different method'.

8

Verification confirmation is complete

Click **Next**.

The screenshot shows the 'Keep your account secure' page. A green checkmark icon is followed by the text: 'Verification complete. Your phone has been registered.' A blue 'Next' button is highlighted with a red box in the bottom right corner.

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Confirmation of successful verification setup and

Click **Done**.

The screenshot shows the 'Keep your account secure' page. The word 'Success!' is displayed at the top. Below it, there is a message: 'Great job! You have successfully set up your security info. Choose "Done" to continue signing in.' Underneath, there is a section titled 'Default sign-in method:' with a phone icon and the text: 'Phone +27 0821234567'. A blue 'Done' button is highlighted with a red box in the bottom right corner.

## METHOD 2: HOW TO SET UP THE “MICROSOFT AUTHENTICATOR” METHOD OF VERIFICATION



### STEP 1: ON YOUR MOBILE PHONE

- 1 Download the relevant Microsoft Authenticator app and follow the instructions to install the **Microsoft Authenticator app** onto your smartphone.

**Apple AppStore:**

<https://apps.apple.com/app/microsoft-authenticator/id983156458>

**Google Play Store:**

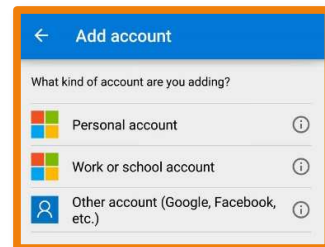
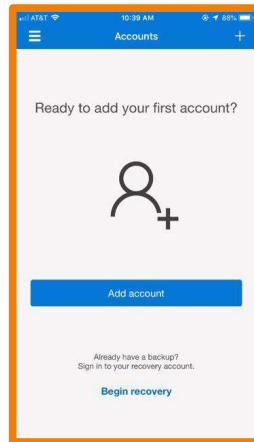
<https://play.google.com/store/apps/details?id=com.azure.authenticator>



- 2 Once you have completed the installation of the **Microsoft Authenticator**, it will appear on your mobile device.



- 3 Open/Launch the **Microsoft Authenticator** on your phone, select **Add account** and then **Work or School account**



- 4 Under **Add Work or school account**, select **Scan a QR code**

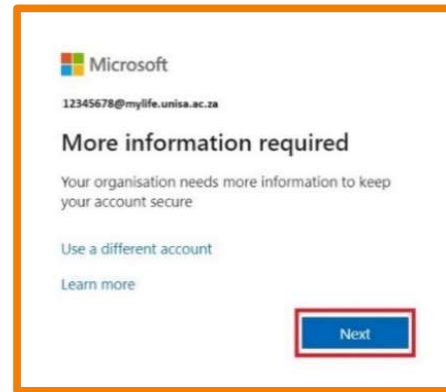
## METHOD 2: HOW TO SET UP THE “MICROSOFT AUTHENTICATOR” METHOD OF VERIFICATION (CONTINUED...)



### STEP 2: ON YOUR COMPUTER/LAPTOP/OTHER DEVICE

1 Login to your **Office 365/myLife** account (<https://myaccount.microsoft.com>) with your **myLife** email and password.

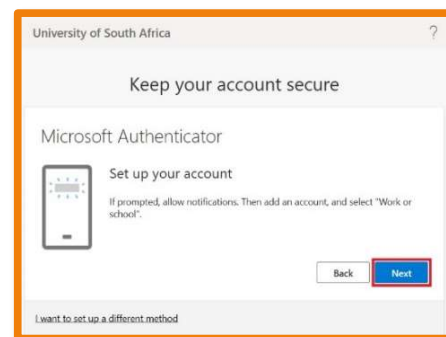
2 Click on the **Next** option.



3 Screen will appear, and click **Next**



4 Click **Next**



- 5 Use your mobile phone to scan the QR code from the Web registration page and then click **Next**

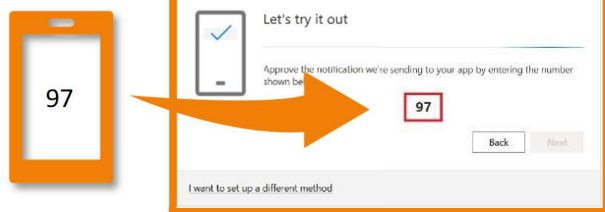


- 6 **On your mobile phone:** Wait until your account is successfully added on Microsoft Authenticator.

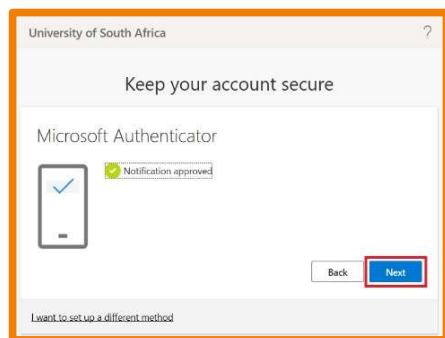
- 7 In the **web browser** the following page will appear  
Click **Next**



- 8 A number will appear on the web screen (e.g. 23).  
**Enter the number** on your phone after allowing the app.



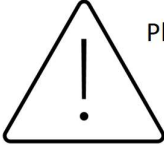
- 9 After entering the number on your mobile phone, the message will appear, and click **Next**



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Once you have successfully set up your security info

Click **Done**



Please note that some older apps or devices do not support two-step verification directly. These apps require an app password instead of your regular password to sign in securely. In such case, follow the steps as they present themselves.

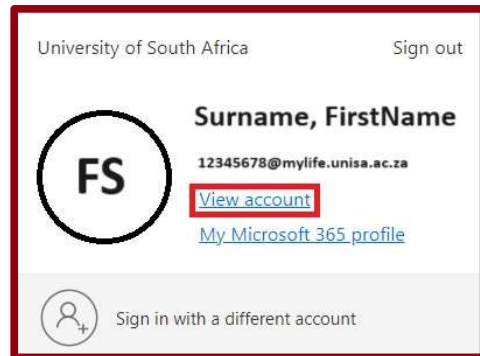
# STEPS TO UPDATE YOUR PHONE NUMBER OR CHANGE DEFAULT SIGN-IN METHOD FOR THE MFA VERIFICATION METHOD

This method is applicable if:

- You need to update your sign-in phone number, or
- You want to choose a different default method of verification.

**1** Login to your **Office 365/myLife account** (<https://myaccount.microsoft.com>) with your **myLife email and password**.

**2** Click on the person icon or initials in the top right corner, and then click on **View Account**.



**3** Click on **Security Info**



**4** Next to **Default sign-in method**, click **Change** to choose your preferred default sign-in method or to delete any unwanted sign-in methods.

