

ual:

Multi-Factor Authentication (MFA) FAQs

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Technical issues

1. MFA isn't working, where can I get help?

Call the IT Service Desk on +44 (0)20 7514 9898 for advice.

2. I have lost my phone/don't have it with me

Call the IT Service Desk: +44 (0)20 7514 9898,
We recommend setting up a back-up method or alternative phone number to help in this situation in future. Go to My Sign-ins: <http://aka.ms/mfasetup>.

3. I don't have phone signal

We recommend downloading the Microsoft Authenticator app and connecting to Wi-Fi to avoid this issue where possible.

Alternatively, you can enable Wi-Fi Calling on your phone, if available.

If you have a landline number, you can also choose this as a verification method.

- Go to My Sign-ins: <https://aka.ms/mfasetup>
- Change your verification method to "Phone"
- Enter your landline number

4. I have a new phone, what should I do?

New phone handset

You will need your old phone with you to enable MFA on your new phone.

- On your computer, go to My Sign-ins: <https://aka.ms/mfasetup>
- Select 'Add Method' and follow the instructions
- Your old phone will receive a prompt asking you to connect your new phone handset with MFA. Please confirm this.

If you have already discarded your old device, contact IT Service Desk on +44 (0)207 514 9898.

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New phone number

- Go to MySign-ins: <https://aka.ms/mfasetup>
- Select “Add Method” and follow the instructions to add your new number

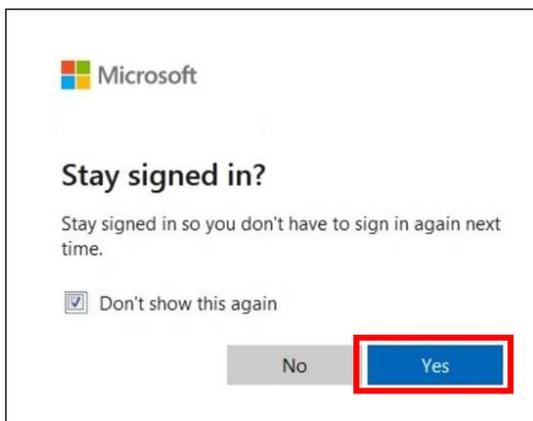
5. I have an MFA request, but I wasn't trying to login - what should I do?

Your account may have been compromised.
Contact the Service Desk on +44 (0)20 7514 9898 and they will investigate.

6. I'm getting too many MFA prompts

You should only receive an MFA prompt periodically or when you're logging in with a new device or on a new network.

If you think you're getting too many prompts, select “Yes” when you are next presented with the “**Stay signed in**” prompt.
This should reduce the number of times you're asked.



How MFA works

7. Does MFA work internationally?

Yes, MFA works worldwide however it is recommended you download the Microsoft Authenticator app to ensure no charges. See Question 8.

8. Will I be charged for using the service?

If you're in the UK, you won't be charged for receiving SMS/calls.
If you are overseas, Microsoft works with local affiliated SMS providers to avoid charges, however this may not always be possible.

We recommend you use the free Microsoft Authenticator app to ensure no charges, wherever you are.

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9. Which systems are using MFA?

MFA is initially rolling out to all Office 365 apps, followed gradually by other key systems in use across UAL.

10. When will I receive an MFA prompt?

If a system is using MFA, it will ask you to authenticate periodically. It will also prompt you when using a new device or Wi-Fi network.

11. Will I need to use MFA on a VPN?

Yes, systems using MFA will still ask you to verify when using a VPN.

12. Can I add multiple devices to MFA?

Yes, you can add additional devices via My Sign-ins: <https://aka.ms/mfasetup>.

Privacy, data and security

13. Will data from my device be collected by UAL or a third party?

No data is collected by UAL from the device used to authenticate.

The Microsoft Authenticator app collects 3 basic types of data for the app to function:

- **Your UAL account**
To tell Microsoft which account you will want to log in to.
- **Diagnostic log data**
Data collected periodically to help troubleshoot and improve the app. This includes things like server addresses, network information and device operating system. This data stays on your device until you choose to share with Microsoft by clicking "Send feedback".
- **Data on usage**
e.g. "notification approved." This data informs Microsoft engineering and app design and can be turned off in the app's setting if desired.

More information can be found on the [Microsoft website](#).

14. Is there an alternative to using my phone number?

If preferred, you can use the Microsoft Authenticator app to verify when prompted instead of receiving an SMS or automated call. However, it does ask that a mobile number is entered as a back-up, should the app fail.

15. Why is MFA mandatory?

There is an increasing threat to universities and other institutions from human-operated cybercrime, specifically Ransomware. The use of MFA at UAL is crucial in protecting both the organisation and you as an individual.

MFA is a key, effective measure against account compromise. This is recognised worldwide by the National Cyber Security Centre (NCSC), Microsoft, the banking industry and regulators. Its use is now the norm for external services to prevent account compromise.

By implementing MFA, an attacker would need to have both your password and physical possession of your second authentication method i.e. your mobile phone, to gain access.

16. Who should I contact with concerns about the use of MFA?

For concerns about your personal data, you should contact UAL's Data Protection Officer at: dpo@arts.ac.uk.