Multi-Factor Authentication (MFA) SMS set up guide - Student version

Contents summary

- **How does MFA work?**
- **Setting up MFA**
- **How to change your preferences**

How does MFA work?

We use MFA at UAL as an extra level of security, to help keep you and the university safe. It works by using your mobile phone to authenticate yourself when logging into certain UAL systems. You will receive a prompt to do this occasionally, for example when connecting through a new device or network.

This quick guide will show you how to set up MFA **using SMS** as a verification method.

Setting up MFA

You will need both your mobile phone and a computer to complete the next steps.

Please have both ready now.

If you don't have access to a computer or mobile phone, please call the UAL IT Service Desk on +44 (0)20 7514 9898.

New students

If you are a **new** student, you will have received an email titled: '**Accessing your University network and email account**'.
- Using your computer, follow the instructions in the email to set up a network password for your UAL username.
- Once you have done this, go back to the email and click the link in the next section titled **'Set up Multi-Factor Authentication (MFA)'.**
- This will take you to the My Sign-Ins page, where you can set up your MFA preferences.
- Proceed to Step 1.

Current students

- If you **already have a UAL network account and password**, search '**aka/mfa.setup**' in your internet browser.
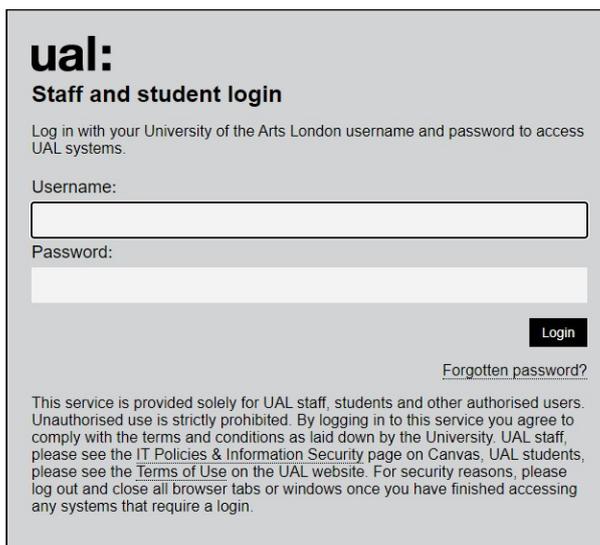- Proceed to Step 1.

ual:

1. A Microsoft pop-up box will ask you to **Pick an account** or **Sign in.**

   If not already pre-populated, enter your UAL email address and password now.
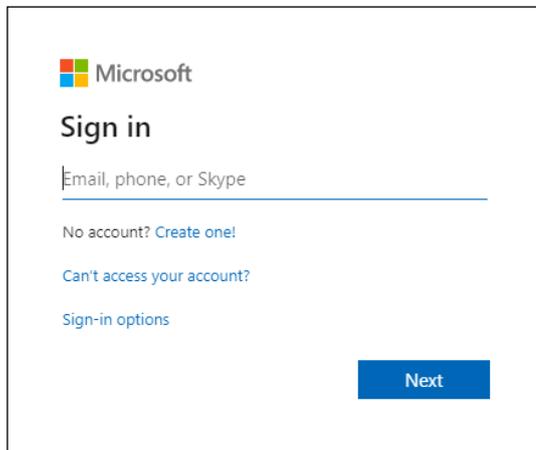
2. If a **UAL staff and student login box** appears, enter your UAL username or email address and password. Select **Login.**
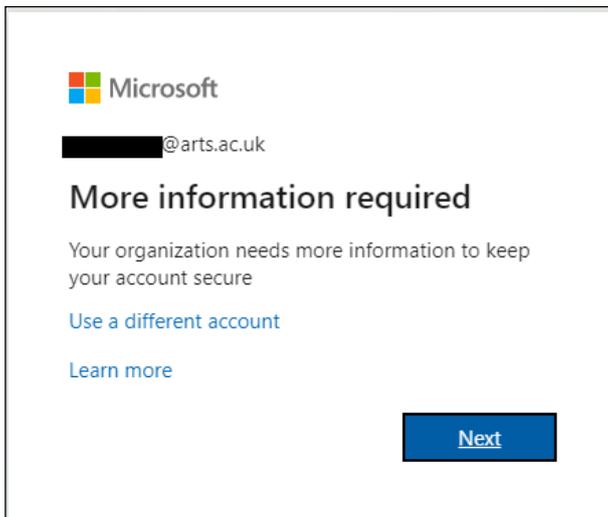
3. A Microsoft pop-up box will ask you **if you'd like to stay signed-into this account**.

   Select **Yes**.

ual:

4. The next screen will state: **More information required**.

You will now choose how you'd like to authenticate on your phone.

The following steps show you how to choose **the SMS or phone call method**, rather than authenticating via the Microsoft Authenticator app.

You should choose the SMS/phone call method if you are based in China or Hong Kong and using an Android phone. You will not be charged.
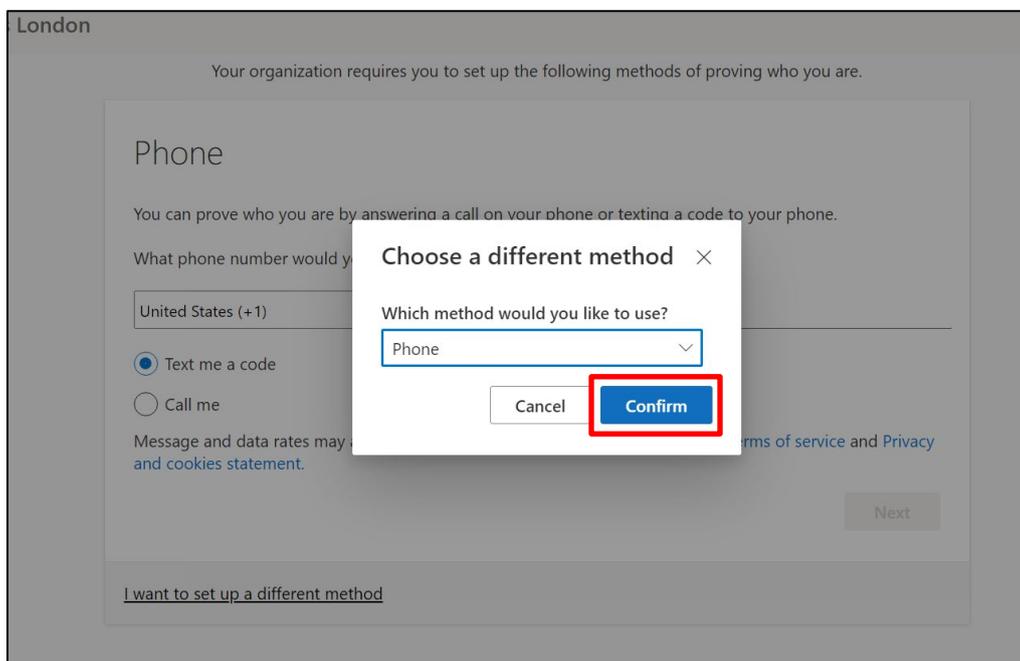
5. Select **'I want to set up a different method'**.

ual:
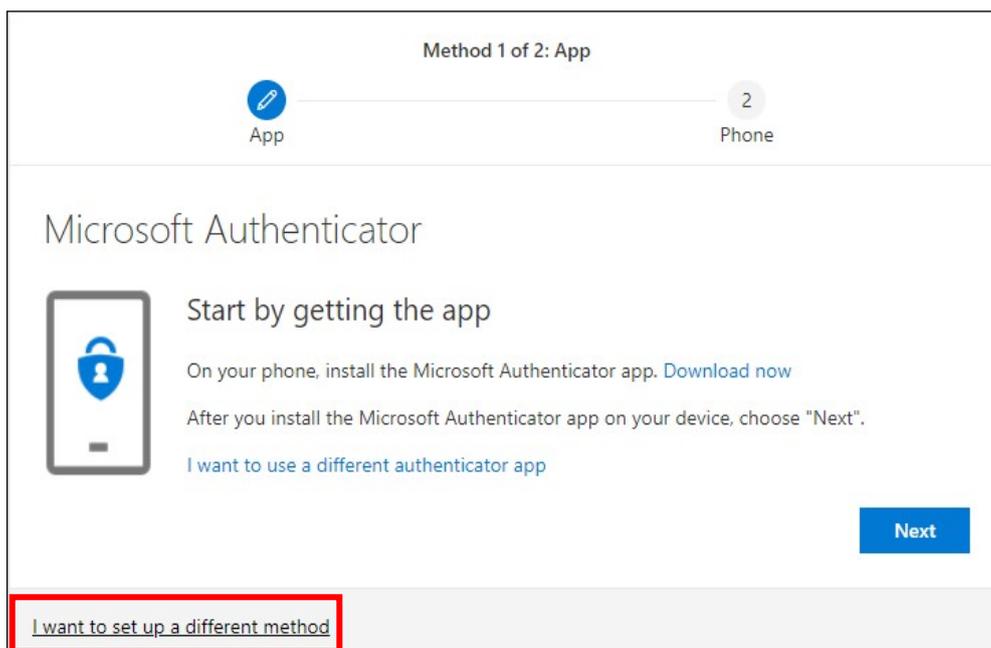
6.   Select **'Phone'** from the drop-down list.

7.   Select **'Confirm'.**

ual:
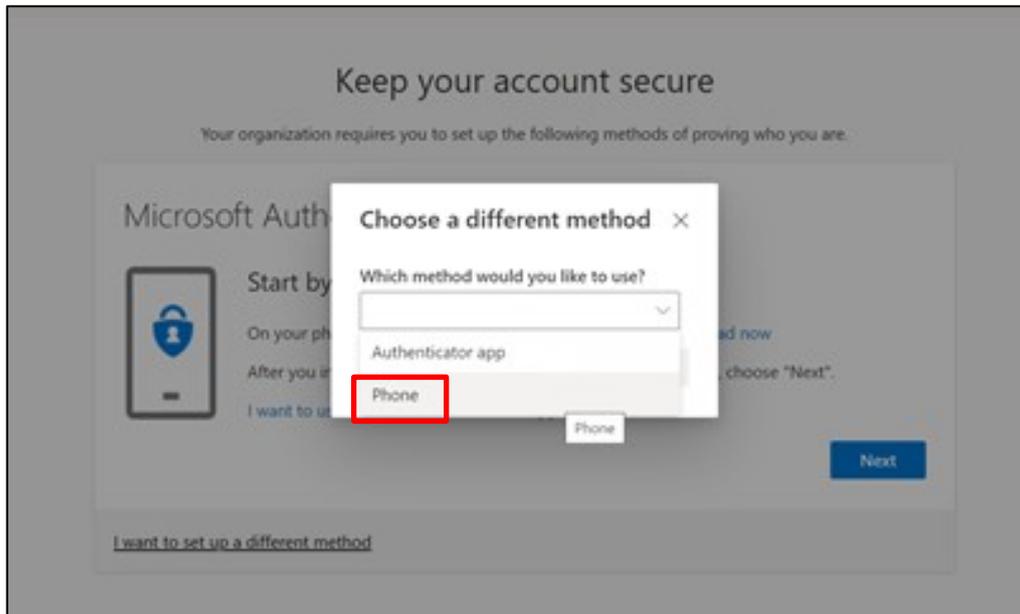
8. Choose your country's dialing code (the UK code is +44) and enter your full mobile number.

9. To receive your code, choose either **'Text me a code'** to receive via SMS or **'Call me'** to receive it via automated phone call.

10. Click **'Next.'**

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United Kingdom (+44)   Enter phone number

● Text me a code

○ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Next

I want to set up a different method

11. You will now be sent the 6-digit code. Once received, enter it into the field when prompted and click **'Next.'**

Keep your account secure

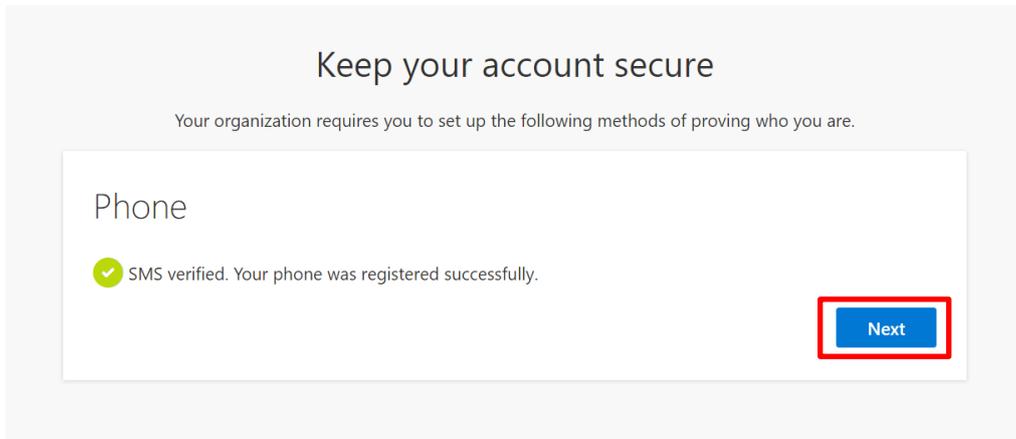Your organization requires you to set up the following methods of proving who you are.

Phone

We just sent a 6 digit code to ▮▮▮▮▮▮▮. Enter the code below.
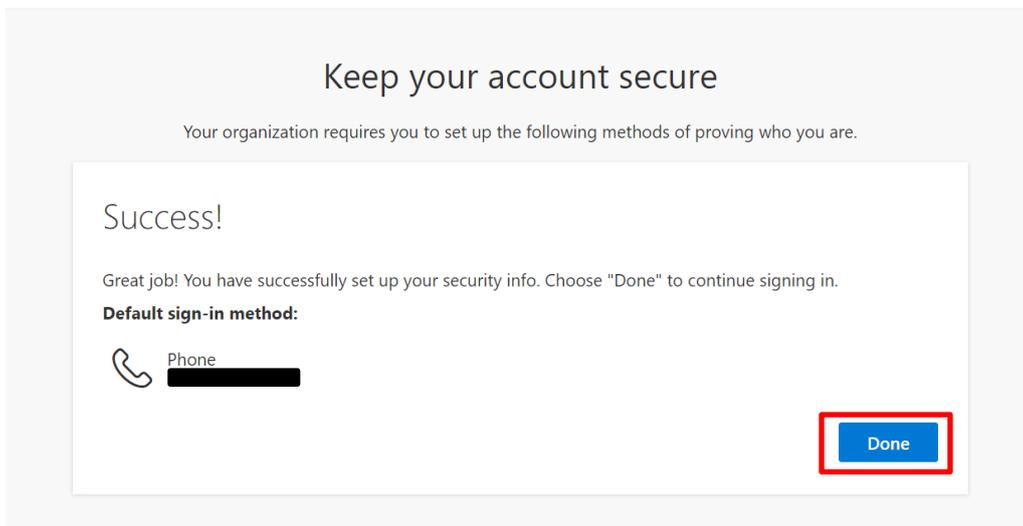
Enter code

Resend code

Back   Next

I want to set up a different method

12. A message will appear on screen confirming this has been successful. Click **'Next'**.

13. Click **'Done'** to complete the process.

How to change your preferences

You can edit your verification options at any time, for example if you get a new phone number, you will need to update this.

Simply go to https://mysignins.microsoft.com/ and navigate to **Security info** to change your preferences.
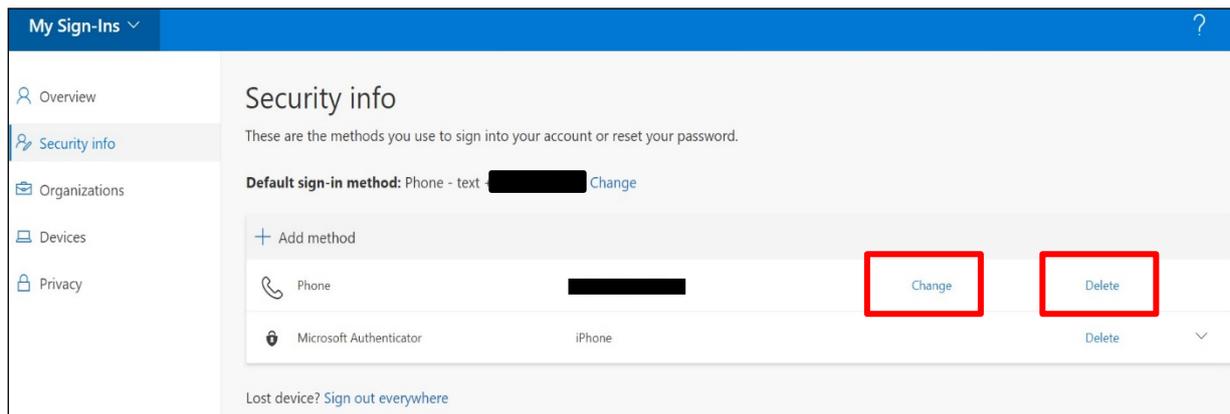
You've now set up MFA for your UAL account and will be able to approve any authorisation requests you receive by using your phone.

You can now access your UAL email account via Outlook.
Go to: **https://www.office.com** and log in with your UAL account credentials

Technical problem?

Call **University IT Services** on **+44 (0)20 7514 9898.** Lines are open 24/7, 365 days a year.