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

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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 it up.

Setting up MFA

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

Please have both ready now.

If you don't have access to a computer or smart 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.
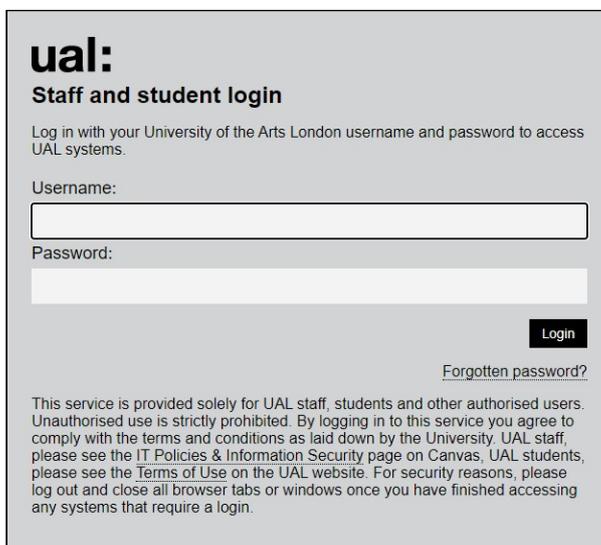- Proceed to Step 1.

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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.
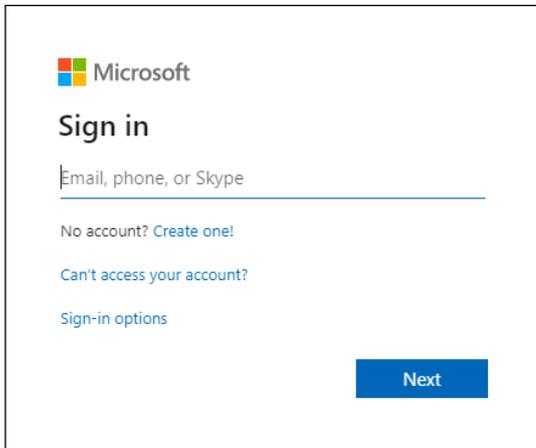
2. If a **UAL staff and student login box** appears, enter your UAL username or email address and password. Select **Login.**
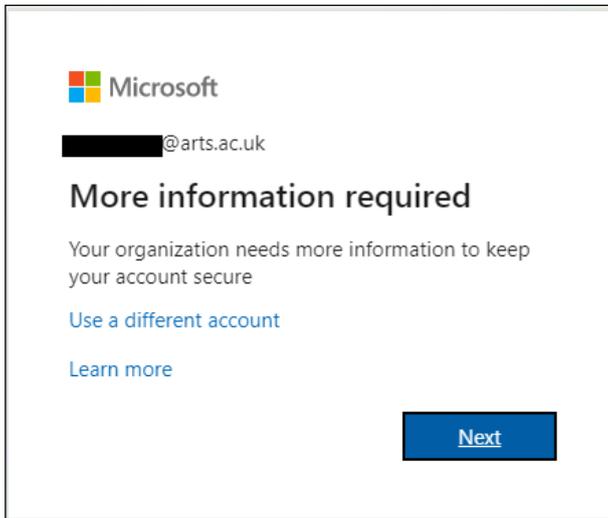

3. A Microsoft pop-up box will ask you **if you'd like to stay signed-into this account**.

   Select **Yes**.

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

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

If you have a smart phone, the easiest way to authenticate is using the **Microsoft Authenticator app**. It is free and easy to use.

If you're happy to use the Microsoft Authenticator app, proceed to **Step 5.**

a. Alternatively, you can authenticate via SMS text message or automated phone call. This option is also free, and you should be used if you are based in China or Hong Kong *and* using an Android phone.
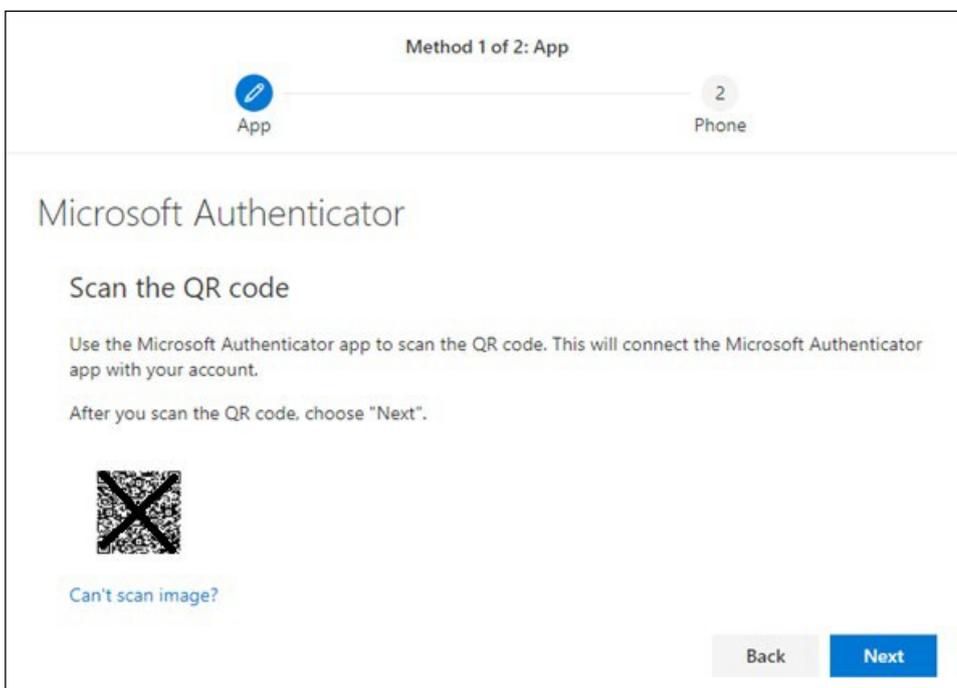
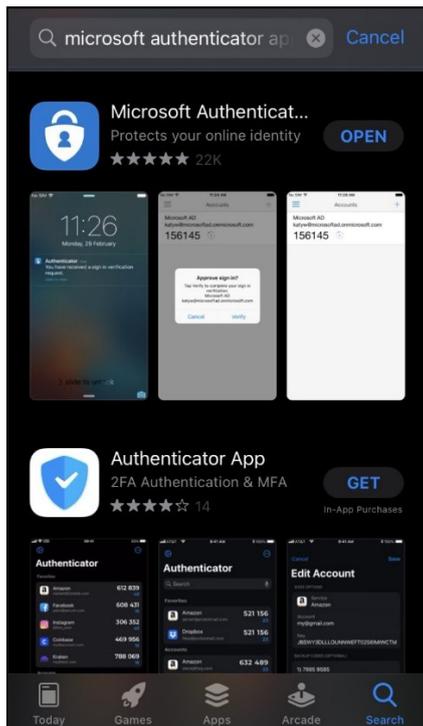   To use this option, click **'I want to set up a different method'** and follow the on-screen steps.
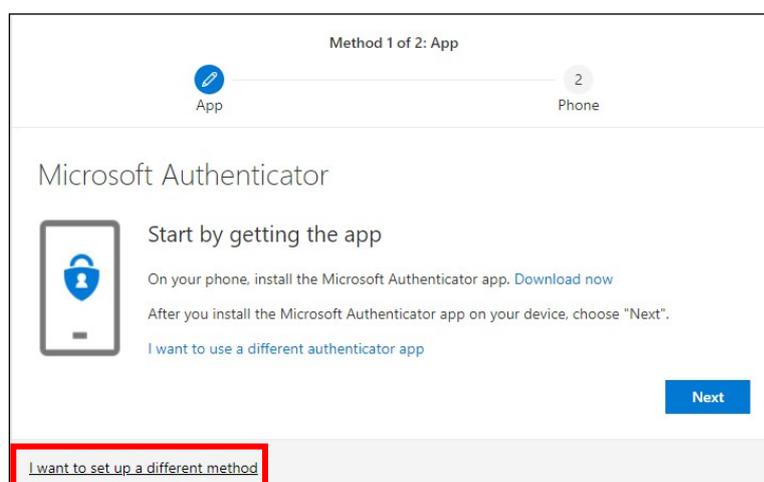
5. On the MFA set-up process screen, click '**Next**'.
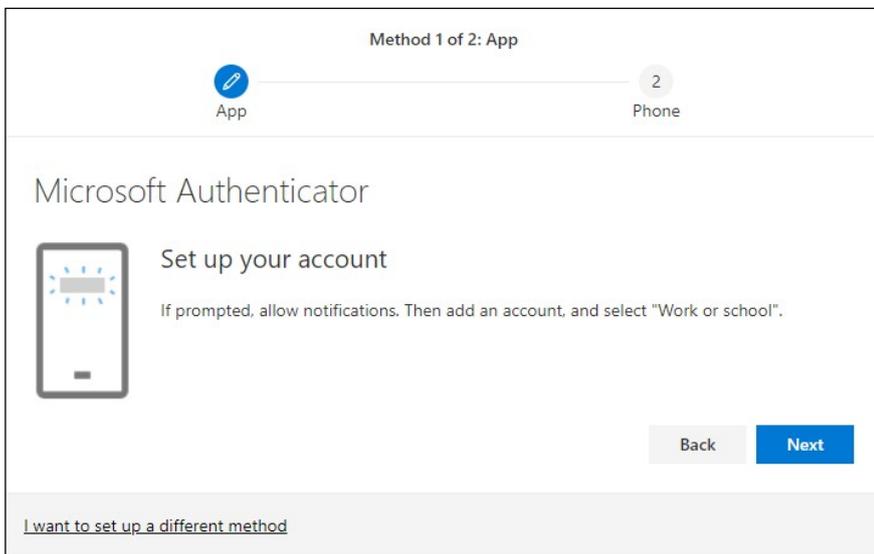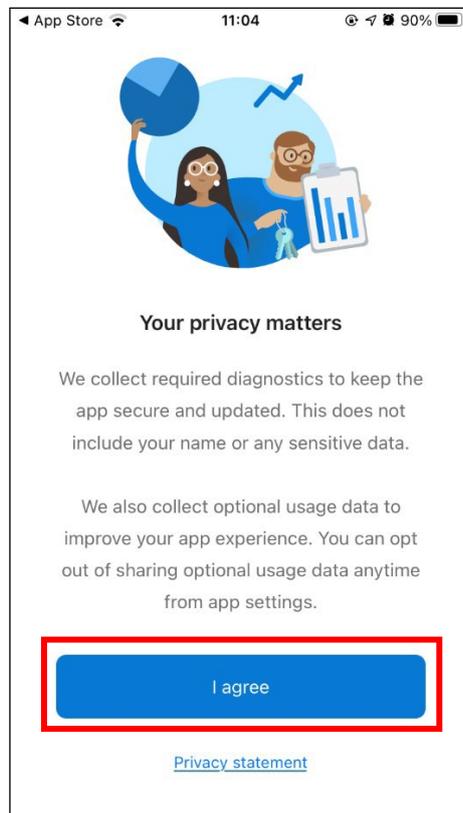

6. The next screen will display a QR code.
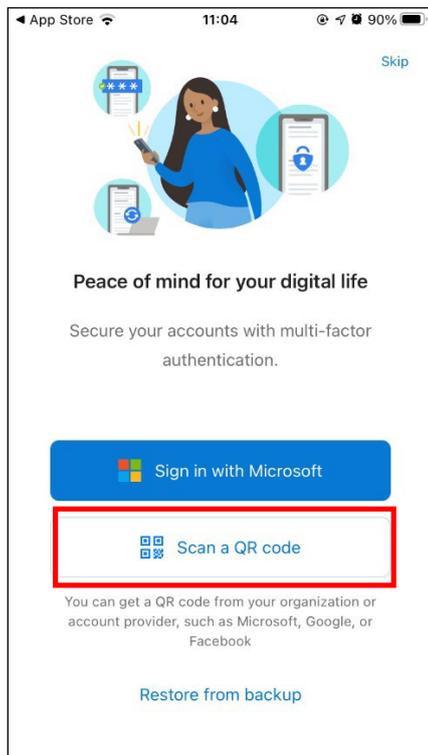
7. On your phone, download the free '**Microsoft Authenticator**' from your app store.

8. Open the Microsoft Authenticator app.
   a. If prompted, **agree** to the privacy notice, and **allow** both notifications and camera access.
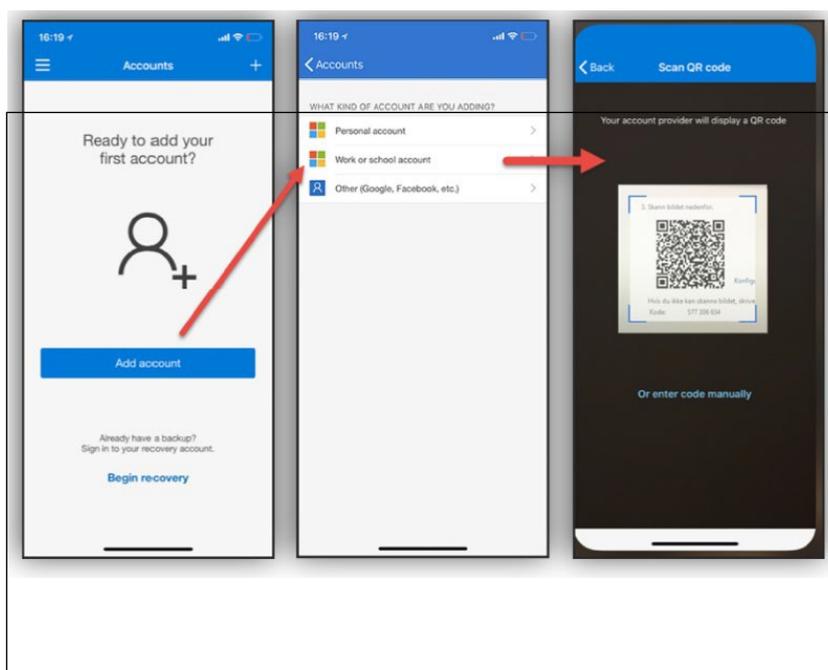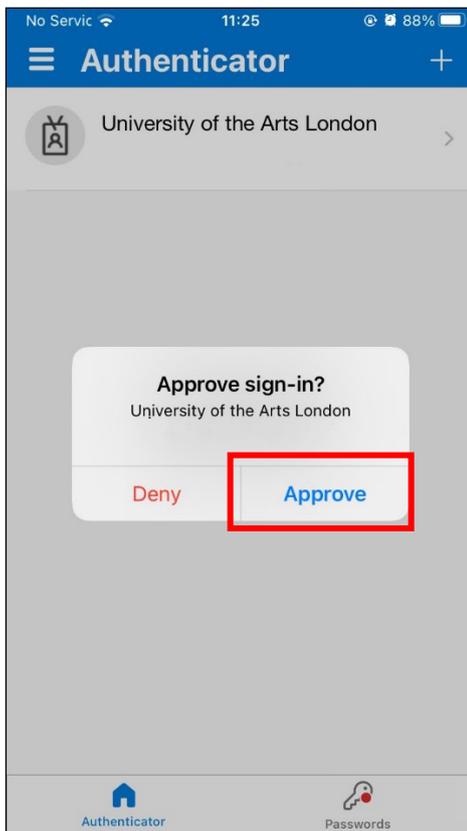
9. Select **'Scan a QR code'** when prompted:

10. If prompted, add a **'Work or school account'**.

11. Point your phone's camera at the QR code on your computer screen to scan.

13. Select **'Next'** on your computer screen.

14. You'll now receive a test MFA approval notification on your phone.
    Select **'Approve'.**

16. Go back to the MFA set-up screen on your computer and click **'Next'**.

17. You should now be presented with a screen confirming your registration successful.

18. Click **'Done'.**

**Next, you will need to choose a back-up authentication method.
This is vital, as if you lose your phone or change your number, you could be locked out of your UAL account.**

You can choose to receive a six-digit code – either by SMS or via an automated phone call. You will not be charged to receive the text or call in the UK.

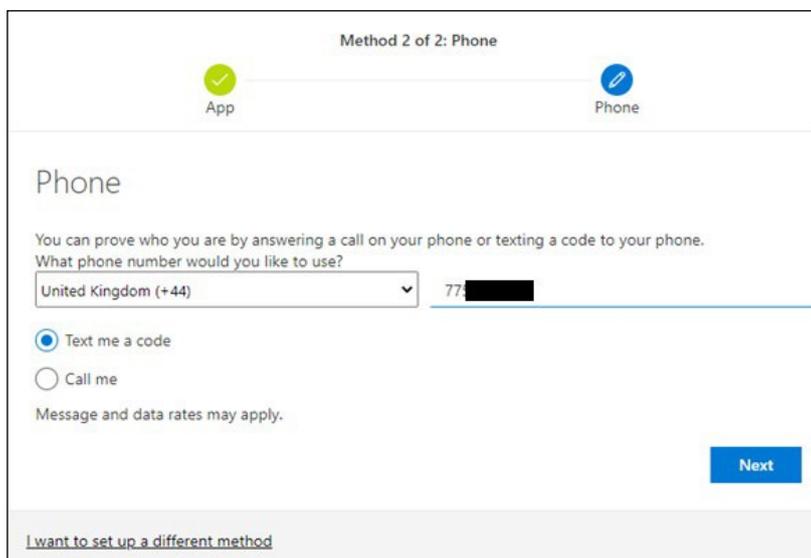19. You will be presented with a **'My Sign-Ins'** page.

    You'll see your Default method is now set to Microsoft Authenticator app

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20. Select **'Add method'** and choose '**Phone**' from the options in the drop-down box.
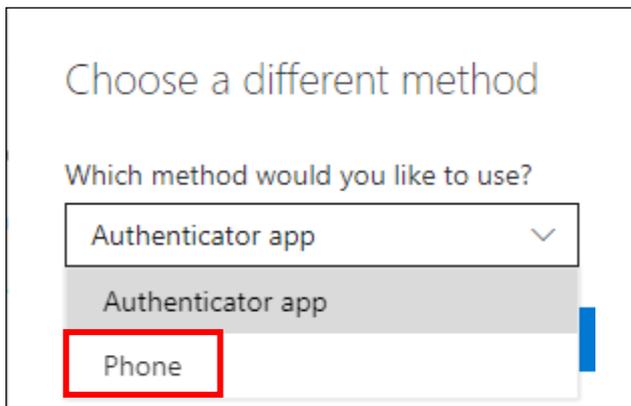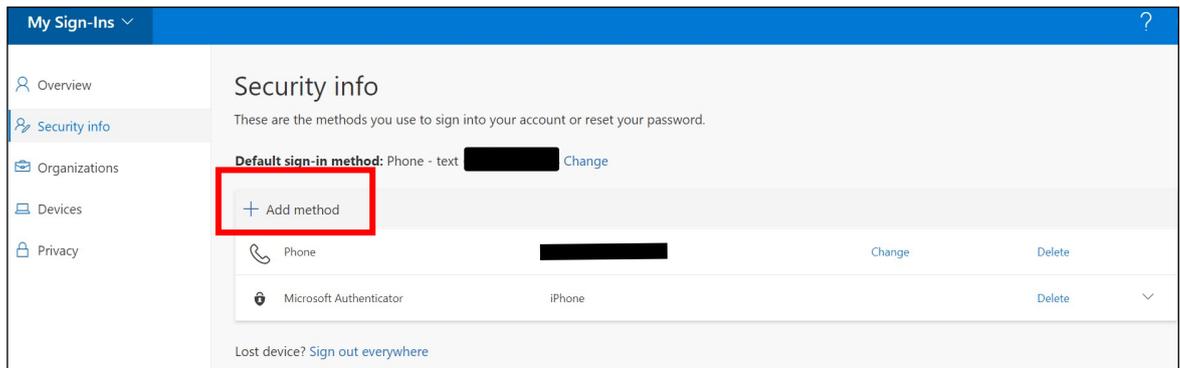
21. Click **'Add'.**

22. Choose your country's dialling code (the UK code is +44) and enter your full mobile number.

22. Select either '**Text me a code**' or '**Call me**'.

23. You will now receive a code either via SMS or phone call, depending on your choice. Enter this code into the on-screen prompt and click **'Next'.**

24. You should see a message on-screen, confirming that your second verification method has been registered.

    Click **'Done'.**

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 select either **'Change'** or **'Delete'** to make your changes.
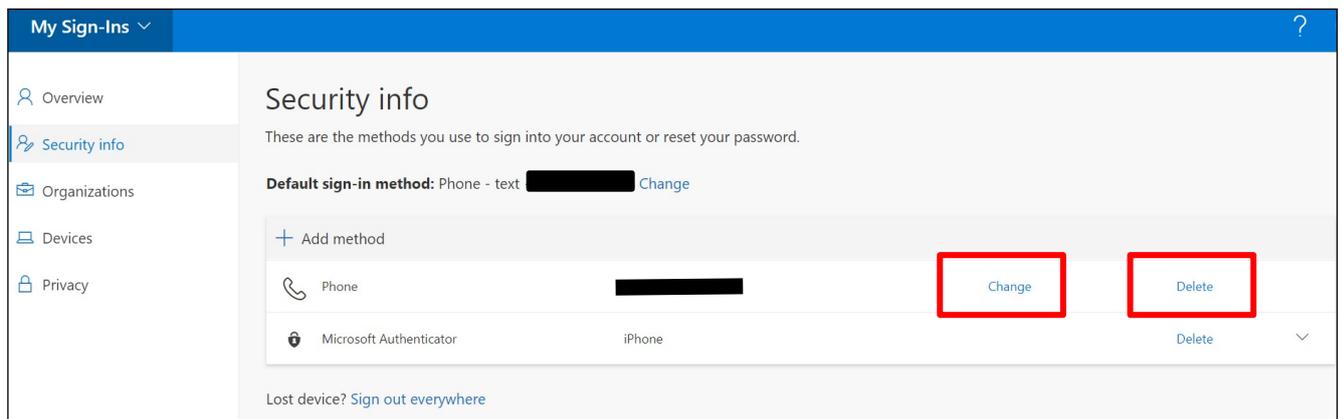
You've now set up MFA for your UAL account and will be able to approve any authorisation requests you receive by using your phone.

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.