

# **Updating MFA Setup Guide**

This guide details how to update your Multi-Factor Authentication (MFA) setup for instances where you obtain a new mobile device and/or a new mobile number.

This guide is arranged into three sections, please refer to the section that applies to you:

- Section 1 Updating MFA setup when you have a new mobile device <u>and</u> a new mobile number.
- Section 2 Updating MFA setup when you are using the same device but have a new mobile number.
- Section 3 Updating MFA setup when you are using the same mobile number but have a new device.

#### **Need support?**

Please refer to the MFA Frequently Asked Questions page for more information on MFA.

If you require assistance with MFA, please contact the IT Service Desk by email to itservicedesk@murdoch.edu.au or telephone on +61 8 9360 2000.

### Section 1 – New mobile device and new mobile number

- 1. Contact the IT Service Desk to delete your old mobile device from your list of MFA sign-in methods and update your registered number to your new mobile number, then proceed to **Step 2**.
- 2. Please select the option that applies to you if you are authenticating using the:
  - Microsoft Authenticator app (henceforth 'the App') proceed to Step 3.
  - SMS verification code, you have successfully completed updating your MFA setup.
- 3. If you are using the App to authenticate, please select the option that applies to you:
  - If you still have access to your old device proceed to Step 4.
  - If you do not have access to your old device proceed to Step 5.
- 4. On your old mobile device:
  - Open the App and tap on your MU account.
  - Tap on the gear symbol on the top right-hand corner to go to Account Settings. Tap on [Remove account].
  - Tap on [Continue] on the confirmation pop-up. Your account should now be removed from the App. Proceed to **Step 5**.

<	Acco	unt settings	
Accoun	name	Murdoch Univ	versity >
Add acc	ount to	this device	>
your devi	ce for this	account.	p3 011
	Remo	ove account	

- 5. You now need to set up the App *on your new mobile device* by following the MFA Setup Instructions available from the <u>MFA Frequently Asked Questions</u> page.
- 6. We recommend that you also update your mobile number in <u>MyInfo</u> so that you can continue to receive communications from the University, such as communications from your lecturers.
  - Click on the following link or open a web browser and go to <a href="https://goto.murdoch.edu.au/MyInfo">https://goto.murdoch.edu.au/MyInfo</a>
  - Navigate to 'Contact Details' under the Personal Details menu and update your mobile number.

## Section 2 – New mobile number only

Please select the option that applies to you – if you are authenticating using the:

- Microsoft Authenticator app (henceforth 'the App') start from Step 1.
- SMS verification code to update your MFA setup, you only need to contact the IT Service Desk to update your registered number to your new mobile number.
- <u>If you are using the App to authenticate</u>, click on the following link or open a web browser and go to <u>https://goto.murdoch.edu.au/setupmfa</u>. Follow the prompts to sign-in using your Murdoch username and password, and authenticate using the App.
  - On the 'Security info' page, click on [Change] next to your old mobile number.
- On the 'Phone' pop-up, expand the <sup>∨</sup> drop-down menu to select your country code and enter your *new mobile number*. Make sure that the [Receive a code] button is selected then click on [Next].
- 3. You will be presented with one or two CAPTCHA tests.
  - Enter the characters and numbers in the [Enter characters] field then click [Next].
- Check your SMS messages for the verification code and enter the code in the [Enter code] field then click on [Next].
  - If you entered the code correctly, you will be notified that your verification and registration of your new mobile number was successful. Click on [Done].
- 5. You will be navigated to back to the 'Security info' page and your new mobile number should be listed as your registered mobile number.
- We recommend that you also update your mobile number in <u>MyInfo</u> so that you can continue to receive communications from the University, such as communications from your lecturers.
  - Click on the following link or open a web browser and go to https://goto.murdoch.edu.au/MyInfo
  - Navigate to 'Contact Details' under the Personal Details menu and update your mobile number.



Phone	
Please show you are not a robot.	
Carlo g	
PGLA	
LJPP	
sgpgljpp	
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Phone	×
We just sent a 6 digit code to +61	0406010133. Enter the code below.
	Back Next

••	Murdoch	My Sign-Ins $\vee$		
Sec	curity info			
These	are the methods you	use to sign into your account or rese	et your password.	
-faul	t sim in methods M	crosoft & thenticator - notification (		
efaul	it sign-in method: Mi	crosoft Authenticator - notification C	hange	
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+ A &	dd sign-in method Phone	+61.04	Change	Delete
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# Section 3 – New mobile device only

If you are authenticating using the:

- SMS verification code you are not required to update your MFA setup.
- Microsoft Authenticator app (henceforth 'the App') please select the option that applies to you:
  - $\circ~$  If you still have access to your old mobile device start from Step 1.
  - If you do not have access to your old mobile device start from Step 2.
- 1. On your old mobile device:

On the 'Security info' page:

- Open the App and tap on your MU account.
- Tap on the gear symbol on the top right-hand corner to go to Account Settings. Tap on [Remove account].
- Tap on [Continue] on the confirmation pop-up. Your account should now be removed from the App. Proceed to **Step 2**.
- 2. On a computer or your new mobile device:
  - Click on the following link or open a web browser and go to <u>https://goto.murdoch.edu.au/setupmfa</u>.
  - Follow the prompts to sign in using your Murdoch username and password.
- 3. On the 'Approve sign-in request' pop-up, click on the [I can't use my Microsoft Authenticator app right now] link.
- On the 'Verify your identity' pop-up, click on [Text] then check your SMS messages for the verification code.
- 5. Enter this code on the 'Enter code' pop-up, then click on [Verify].

Locate and click on [Delete] next to Microsoft Authenticator.

should now be removed as a sign-in method.

On the 'Delete authenticator app' pop-up, click on [Ok]. The App

Account settings	
Account name Murdoch Univ	ersity >
Add account to this device	>
Stay signed in across compatible app your device for this account.	is on
Remove account	

Microsoft	
Sign in	
20 60@murdoch.edu.au	
Can't access your account?	
	Next



II D Murdoch	My Sign-Ins $\vee$		
Security info			
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7. You now need to set up the App *on your new mobile device* by following the MFA Setup Instructions available from the <u>MFA Frequently Asked Questions</u> page.