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 _and_ 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**.
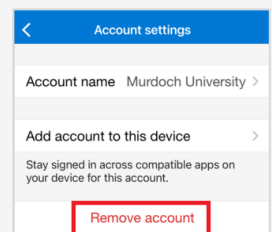
5. You now need to set up the App _on your new mobile device_ by following the MFA Setup Instructions available from the [MFA Frequently Asked Questions](#) page.

6. We recommend that you also update your mobile number in [MyInfo](#) 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.

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.

1. *If you are using the App to authenticate*, click on the following link or open a web browser and go to https://goto.murdoch.edu.au/setupmfa. 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.
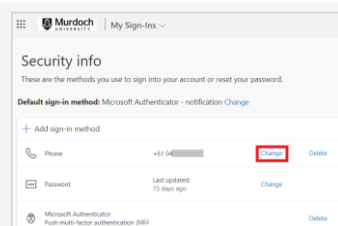
2. On the 'Phone' pop-up, expand the ˅ drop-down menu to select your country code and enter your *new mobile number*. Make sure that the [Receive a code] button is selected then click on [Next].
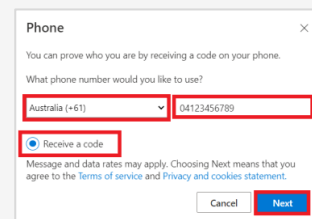
3. You will be presented with one or two CAPTCHA tests.

   - Enter the characters and numbers in the [Enter characters] field then click [Next].

4. 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].
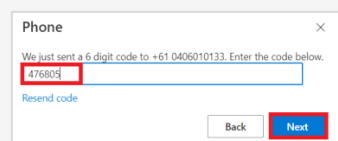
5. You will be navigated to back to the 'Security info' page and your new mobile number should be listed as your registered mobile number.

6. We recommend that you also update your mobile number in MyInfo 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.
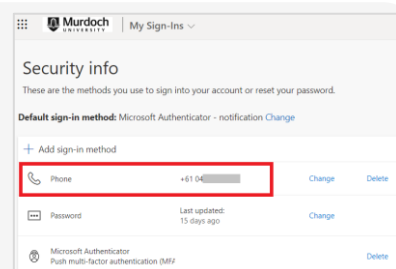
Section 3 – New mobile device only

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:
  - 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:*

   - 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**.
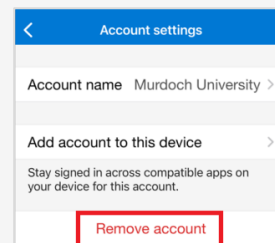
2. *On a computer or your new mobile device:*

   - Click on the following link or open a web browser and go to https://goto.murdoch.edu.au/setupmfa.
   - Follow the prompts to sign in using your Murdoch username and password.
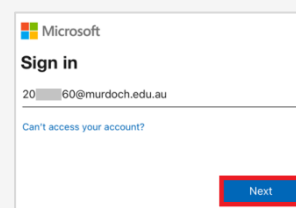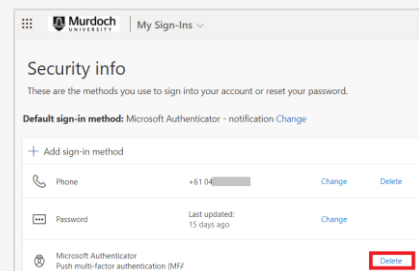
3. On the 'Approve sign-in request' pop-up, click on the [I can't use my Microsoft Authenticator app right now] link.
4. On the 'Verify your identity' pop-up, click on [☐ Text] then check your SMS messages for the verification code.
5. Enter this code on the 'Enter code' pop-up, then click on [Verify].
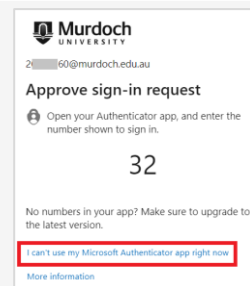
6. On the 'Security info' page:

   - Locate and click on [Delete] next to *Microsoft Authenticator.*
   - On the 'Delete authenticator app' pop-up, click on [Ok]. The App should now be removed as a sign-in method.

7. You now need to set up the App *on your new mobile device* by following the MFA Setup Instructions available from the MFA Frequently Asked Questions page.