Set up Multi-Factor Authentication (MFA)

New to Murdoch? These step-by-step instructions will guide you through MFA setup.

MFA setup takes 10 minutes to complete. You will need:
- A mobile device (smartphone) with internet connectivity, and
- Your Murdoch University (MU) account username and password.

Need support? Please refer to the MFA Frequently Asked Questions page for more information regarding 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.

1. ***On your mobile device***: Use the camera app to scan this QR code *or* open a web browser and go to https://goto.murdoch.edu.au/setupmfa.

    - Follow the prompts to log in using your MU username and password. Your username is your student or staff number followed by the MU domain. For example:
        - *for students:* 12345678@student.murdoch.edu.au
        - *for staff:* 12345678@murdoch.edu.au

2. Please select the option that applies to you:
    - If you are prompted with 'More information required' – go to **Step 2a**.
   - If you are prompted to 'Verify your identity' – go to **Step 2b**.

2a. *If the 'More information required' screen appears:*

   - Tap on [Next].

   - On the 'Keep your account secure – Phone' screen, choose your country code, enter your mobile number and make sure that the [Receive a code] button is selected. Tap on [Next] to receive a code via SMS text message.

   - On the CAPTCHA test to prove that you are a human. Enter the characters and numbers in the [Enter characters] field. Tap on [Next].

   - Check your SMS text messages for the verification code. Enter this code in the 'Keep your account secure – Phone' screen and tap on [Next].

   - You will receive two confirmation messages notifying that your mobile number has been successfully registered, tap on [Next] then [Done].

   - You will be navigated to the 'Security info' page and your mobile number should now be listed as a sign-in method. Proceed to **Step 3**.
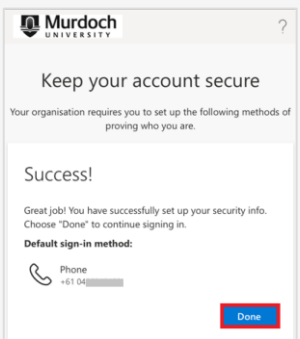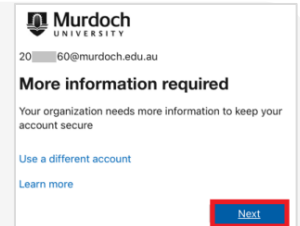
2b. *If the 'Verify your identify' screen appears:*

   - Tap on [Text] to receive a verification code via SMS text message.

   - Check your SMS text messages and enter the verification code on the 'Enter code' screen. Tap on [Verify].

   - You will be navigated to the 'Security info' page and your mobile number should now be listed as a sign-in method. Proceed to **Step 3**.
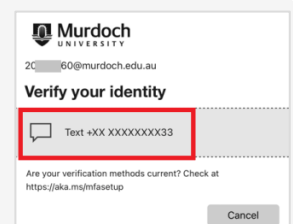
Note – If the registered mobile number is incorrect or you did not receive the SMS code, please contact the IT Service Desk by phoning +61 8 9360 2000 or email to itservicedesk@murdoch.edu

3. Please choose the option that applies to you:
   - If you are already using the Microsoft Authenticator app (henceforth 'the App') – start at **Step 3a**.
   - If you are using the App for the first time – start at **Step 3b**.

3a. *If you are already using the App for another account:*

   Open the App and tap on the [+] symbol on the top ribbon. Tap on [Work or school account] and proceed to **Step 4**.

3b. *If you are using the App for the first time:*

   - Go to Google Play (for Android devices) or App Store (for Apple iOS devices) and download the *Microsoft Authenticator* app. Please install then open the App.

   - Follow the prompts to accept the App's privacy policy. On the 'Secure your digital life' pop-up, tap on [Add work or school account]. Proceed to **Step 4**.

4. On the 'Add work or school account' pop-up, tap on [Sign in].
   - Follow the prompts to enter your MU username and password.
   - Then, follow the prompts to verify your identity via SMS verification code.
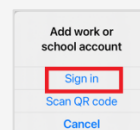
5. The 'Sign-in with your phone' screen should now appear. You now have the option to register for **Passwordless Sign-in** which allows you to sign-in using the App instead of entering a password. *Passwordless Sign-in is not mandatory.* For more information, please refer to the MFA Frequently Asked Questions page. Please select the option that applies to you:

   - If you would like to register to use Passwordless Sign-in – proceed to **Step 5a**.
   - If you do not wish to register to use Passwordless Sign-in – tap on [Skip] and proceed to **Step 6**.

5a. *Passwordless Sign-in registration:*

   - If you do not have a security measure set up on your mobile device such as a passcode, pattern lock or biometrics (face or fingerprint recognition), please go to your device's security settings to set up a security measure, then return to this step.
   - If you are using an Android device, please note that Passwordless Sign-in can only be enabled on one account per device.
   - On the 'Sign-in with your phone' screen, tap on [Continue].
   - On the 'Help us keep your device secure' screen, tap on [Register].
   - Proceed to **Step 6**.
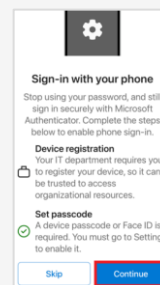
6. Tap on [Finish] on the 'Account added' screen.

7. Return to your web browser and refresh the 'Security info' page.

   NOTE: If you previously closed the page, please scan this QR code and follow the prompts to sign in and verify your identity.

8. On the 'Security info' page, find the [Sign-in method when most advisable is unavailable] field:
   - If it is set to **Microsoft Authenticator**, please proceed to **Step 9**.

   - If it is set to 'Phone' or 'Email', tap on [Change] and expand the drop-down menu to select [App based authentication – notification], and tap on [Confirm]. Your default sign-in method should now be set to the Microsoft Authenticator app. Proceed to **Step 9**.
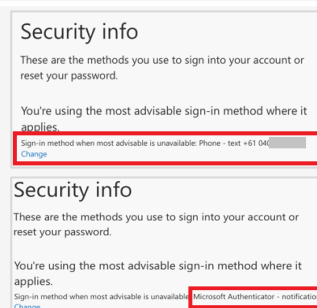
9. You have now completed MFA setup successfully. Please logout of the 'Security info' page and close the browser session.
   - If you registered for Passwordless Sign-in in Step 5a, please refer to the Password Sign-in using the App Instructions available from the MFA Frequently Asked Questions page for information on how to use this feature.