

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>.



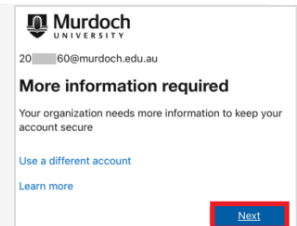
- Follow the prompts to log in using your MU username and password. Your username is your student or staff number followed by the MU domain. For example:
 - for students: 12345678@student.murdoch.edu.au
 - for staff: 12345678@murdoch.edu.au

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' 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.
- 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 identity' 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.au

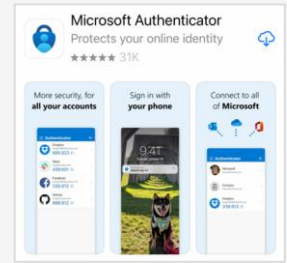
3. Please choose the option that applies to you:
 - If you are already using the Microsoft Authenticator app (henceforth ‘the App’) – start at **Step 3a**.
 - If you are using the App for the first time – start at **Step 3b**.

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



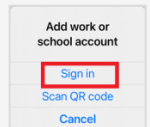
Open the App and tap on the [+] symbol on the top ribbon. Tap on [Work or school account] and proceed to **Step 4**.

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**.

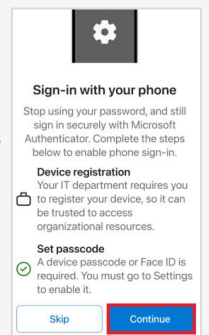
4. On the ‘Add work or school account’ pop-up, tap on [Sign in].
 - If the ‘Pick an account to continue’ screen appears, tap on [Use another account].
 - Follow the prompts to enter your MU username and password.
 - Tap on [Text] and follow the prompts to verify your identity via an SMS code.



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.* If you are using an:
 - iOS (Apple) device – Passwordless Sign-in will be registered by default. Proceed to **Step 5b**.
 - Android device – To register for Passwordless Sign-in, proceed to **Step 5a**. If you do not wish to register, 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.
- 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 5b**.



- 5b. On the ‘Account added’ screen, tap on [Continue] then proceed to **Step 6**.

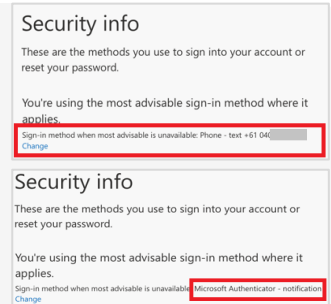
6. Return to your web browser and refresh the ‘Security info’ page.

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



7. 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 8**.
- 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 8**.



8. 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 5, 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 or disable this feature.