How to authenticate (MFA) using the Authenticator app

From time to time, you will be prompted to verify your identity when attempting to log in to an MU system. This verification process is called *authentication*, and it is how Multi-Factor Authentication (MFA) helps to protect our digital environment from unauthorised access.

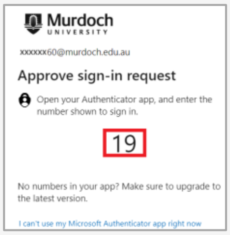
This guide details how to authenticate using the Microsoft Authenticator app (henceforth 'the App') when you have mobile reception (Section 1) *and* when you do not have mobile reception or internet connection on your smartphone (Section 2).

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 telephone on +61 8 9360 2000. email to itservicedesk@murdoch.edu.au.

Section 1 – How to authenticate with mobile reception

1. You are prompted to authenticate when the '*Approve sign-in request*' pop-up appears on your screen after you log in using your MU username and password. Take note of the two-digit code that appears on your screen, you will need this to authenticate in Step 3.

Note that authentication prompts are time sensitive and will time out if you do not complete the authentication in time. If this occurs, go to Step 4.



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xxxxxx60@murdoch.edu.au

Approve sign-in request

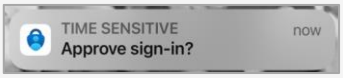
Open your Authenticator app, and enter the number shown to sign in.

19

No numbers in your app? Make sure to upgrade to the latest version.

I can't use my Microsoft Authenticator app right now

2. You will immediately receive the '*Time Sensitive Approve sign-in?*' notification on your smartphone. Tap on this notification to proceed.

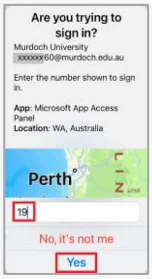


TIME SENSITIVE now

Approve sign-in?

3. On the '*Are you trying to sign in*' pop-up, enter the two-digit code from Step 1 and tap on **[Yes]**.

- If you have entered the code correctly, you will be granted access to the MU system that you are attempting to access, and you can proceed with your session as normal. *[Authentication completed]*



Are you trying to sign in?

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Enter the number shown to sign in.

App: Microsoft App Access Panel

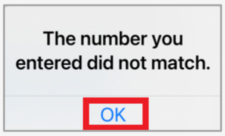
Location: WA, Australia

19

No, it's not me

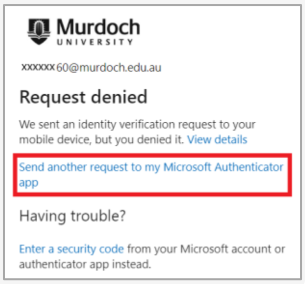
Yes

- If you have entered the code incorrectly, the *'The number you entered did not match'* pop-up will appear on your smartphone. Tap on **[OK]**.
  - On your screen, the '*Request denied*' pop-up will appear. Click on **[Send another request to my Microsoft Authenticator app]**.
  - A new two-digit code will appear on your screen. Repeat from Step 2.



The number you entered did not match.

OK



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Request denied

We sent an identity verification request to your mobile device, but you denied it. View details

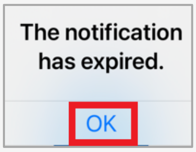
Send another request to my Microsoft Authenticator app

Having trouble?

Enter a security code from your Microsoft account or authenticator app instead.

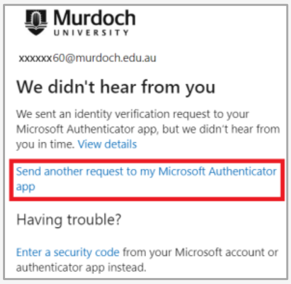
4. If the authentication prompt has timed out, the *'The notification has expired'* pop-up will appear on your smartphone. Tap on **[OK]**.

- On your screen, the '*We didn't hear from you*' pop-up will appear. Click on **[Send another request to my Microsoft Authenticator app]**.
- A new two-digit code will appear on your screen. Repeat from Step 2.



The notification has expired.

OK



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We didn't hear from you

We sent an identity verification request to your Microsoft Authenticator app, but we didn't hear from you in time. View details

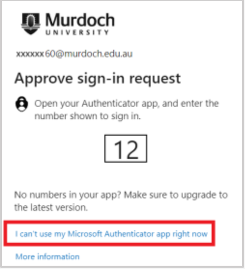
Send another request to my Microsoft Authenticator app

Having trouble?

Enter a security code from your Microsoft account or authenticator app instead.

Section 2 – How to authenticate without mobile reception

1. You are prompted to authenticate when the ‘*Approve sign-in request*’ pop-up appears on your screen after you log in your MU username and password. If you do not have mobile reception, click on **[I can’t use my Microsoft Authenticator app right now]**.



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Approve sign-in request

Open your Authenticator app, and enter the number shown to sign in.

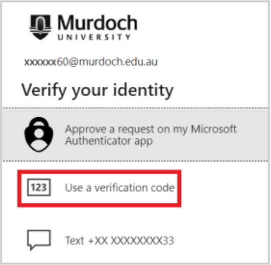
12

No numbers in your app? Make sure to upgrade to the latest version.

I can't use my Microsoft Authenticator app right now

More information

2. On the *‘Verify your identity’* pop-up, click on **[Use a verification code]**. The *‘Enter code’* pop-up will now appear. You now need to go your smartphone.



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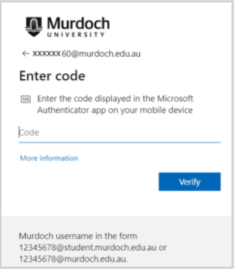
Verify your identity

Approve a request on my Microsoft Authenticator app

123 Use a verification code

Text +XX XXXXXXXX33



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Enter code

Enter the code displayed in the Microsoft Authenticator app on your mobile device

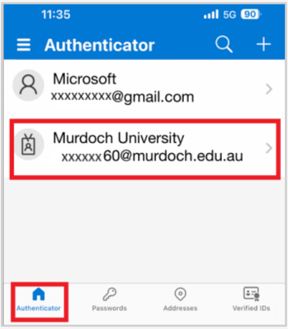
Code

More information

Verify

Murdoch username in the form 12345678@student.murdoch.edu.au or 12345678@murdoch.edu.au.

4. On your smartphone, open your Microsoft Authenticator app. Ensure that you are on the *‘Authenticator’* tab (bottom menu). Tap on your MU account. Your MU account details will now appear.



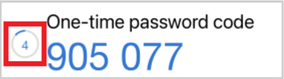
11:35 5G 90

Authenticator

Microsoft
xxxxxxxxx@gmail.com

Murdoch University
xxxxxx 60@murdoch.edu.au

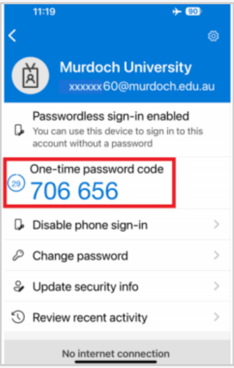
5. Locate the six-digit *‘One-time password code’*.



One-time password code

4 905 077

Note that this code is *time sensitive* *and valid for 30 seconds. The circle and countdown timer indicates how many seconds your code remains valid. If your code is valid for less than 5 seconds, we recommend that you wait until the code expires and a new code is automatically generated.*



11:19 90

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Passwordless sign-in enabled
You can use this device to sign in to this account without a password

One-time password code
29 706 656

Disable phone sign-in

Change password

Update security info

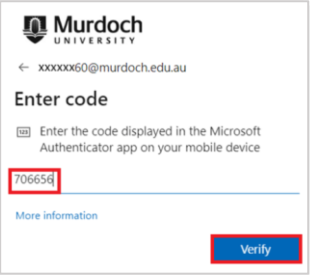
Review recent activity

No internet connection

6. Enter this six-digit code into the *‘Enter code’* pop-up from Step 3 and click on **[Verify]**.

- If you have entered the code correctly, you will be granted access to the MU system that you are attempting to access, and you can proceed with your session as normal. *[Authentication completed]*

- If you have entered the code incorrectly, a message will appear informing you of an incorrect entry. Return to your smartphone to recheck your code and validity time remaining. Repeat Step 6.



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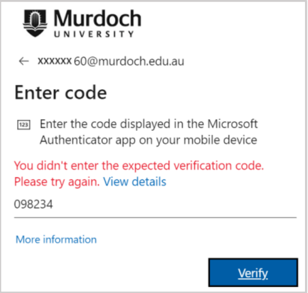
Enter code

Enter the code displayed in the Microsoft Authenticator app on your mobile device

706656

More information

Verify



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Enter code

Enter the code displayed in the Microsoft Authenticator app on your mobile device

You didn't enter the expected verification code. Please try again. View details

098234

More information

Verify