

## MFA – Microsoft Authenticator Setup Instructions

MU strongly recommends using the **Microsoft Authenticator app** (the App) for multi-factor authentication (MFA). The App provides better security and user experience compared to the SMS verification method.

Please allow 5 minutes and follow these instructions to set up the App for MFA.

You will need:

- A mobile device (smartphone) with internet connectivity, and
- Your Murdoch University (MU) account username and password.



Please refer to the [MFA Frequently Asked Questions](#) page for more information on MFA.

### Need support?

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

1. Please select the option that applies to you:

- If you are already using the Microsoft Authenticator app (henceforth 'the App') – start at **Step 1a**.
- If you are using the App for the first time – start at **Step 1b**.

1a. *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 2**.



1b. *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 2**.

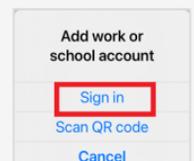


2. On the 'Add work or school account' pop-up, tap on [**Sign in**].

- Follow the prompts to log in using your MU username and password.

Your MU 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



3. On the 'Verify your identity' screen:

- 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].

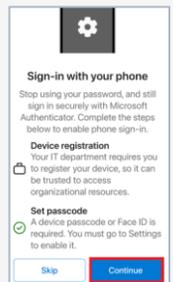


4. The 'Sign-in with your phone' screen should now appear. You now have the option to register for **Passwordless Sign-in** which allows you to sign-in using the App instead of entering a password. *Passwordless Sign-in is not mandatory.* For more information, please refer to the [MFA Frequently Asked Questions](#) page. Please select the option that applies to you:

- If you would like to register to use Passwordless Sign-in – proceed to **Step 4a**.
- If you do not wish to register to use Passwordless Sign-in – tap on [Skip] and proceed to **Step 5**.

4a. 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 5**.



5. Tap on [Finish] on the 'Account added' screen.

6. Use your device's camera app to scan this QR code *or* open a web browser on your mobile device and go to <https://goto.murdoch.edu.au/setupmfa>.

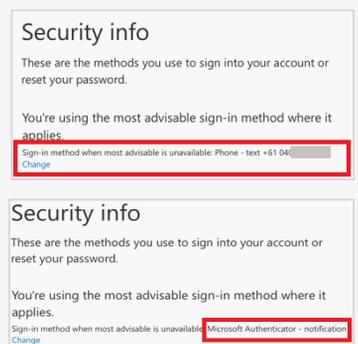
7. Follow the prompts to sign-in using your MU username and password.

8. Follow the prompts to verify your identity.



9. 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 10**.
- If it is set to 'Phone' or 'Email', tap on [Change] next to the Default sign-in method field 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 10**.



10. Please logout of the 'Security info' page and close the browser session.

You have now successfully completed MFA setup using the App.

- Please refer to the [MFA Frequently Asked Questions](#) page to access the How to Authenticate using the App guide.
- If you registered for Passwordless Sign-in in Step 4a, 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.