

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 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**.

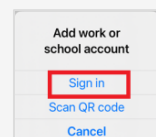


1b. *If you are using the App for the first time:*

- 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**.



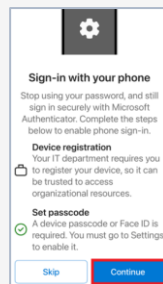
2. On the 'Add work or school account' pop-up, tap on [Sign in].
 - If the 'Pick an account to continue' screen appears, tap on [Use another account].
 - Follow the prompts to enter your MU username and password.
3. Tap on [Text] and follow the prompts to verify your identity via an SMS code.



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.* If you are using an:
 - iOS (Apple) device – Passwordless Sign-in will be registered by default. Proceed to **Step 4b**.
 - Android device – To register for Passwordless Sign-in, proceed to **Step 4a**. If you do not wish to register, 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.
- 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 4b**.

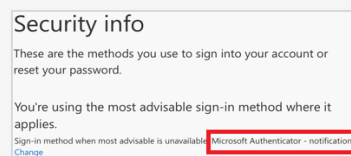
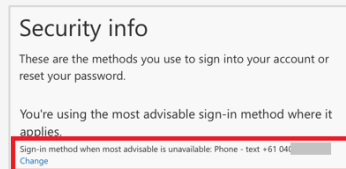


- 4b. On the 'Account added' screen, tap on [**Continue**] then proceed to **Step 5**.

5. 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>.
6. Follow the prompts to sign-in using your MU username and password.
7. Follow the prompts to 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**] 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 9**.



9. 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.