Multi-factor Authentication (MFA): Authenticator Phone

What is Multi-factor Authentication?

Multi-factor Authentication (MFA) is an approach to online security that requires you to provide more than one type of authentication for a login or other transaction.

Also known as 'Two-step Verification', MFA adds an extra layer of protection to your account and is used on a regular basis for many online transactions such as banking, shopping, or PayPal.

MFA requires you to authenticate using:

1. **Something you know:** your username and password
2. **Something you have**: a trusted device, such as your mobile phone, on which to receive and respond to verification requests

You must complete both authentication steps in order to access your University Microsoft account when off campus or on eduroam. You will also need to use MFA when your sign-in properties are considered high risk or unusual.

Setting up Multi-factor Authentication

Multi-factor Authentication is fast becoming essential to secure cloud-based services. For this reason, you are strongly recommended to set up **at least two additional** methods of authentication on your University Microsoft 365 account, eg the Microsoft Authenticator app on your mobile device plus an additional phone to receive calls.

⚠ It's best to set up at least two methods of additional authentication in case you lose your phone or change your phone or number. Don't rely on only one device for authentication.

Use two or more of these authentication methods:

- Use the Microsoft Authenticator app on a mobile device (recommended)
- Receive a code by text[1]
- Receive a call by phone (This could be a different mobile phone or a landline phone, eg home phone)

💡 This user guide steps you through setting up your **Phone(s)** as a method of authentication. See our guide Multi-factor Authentication (MFA):Microsoft Authenticator App for details on setting up the app.

[1] Some services will not accept the entry of a code. If you use these services, please make sure you set up the Authenticator app and phone call as methods of authentication and set one of these as your default.

Set up an Authentication phone

Can I use my office phone?

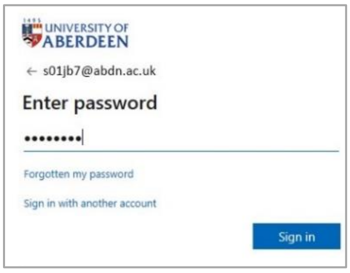
Although your office phone number is listed, it is preferable to set up another phone such as your mobile or home phone.

This ensures that if you need to sign in to Microsoft 365 away from the campus network or at home, you have the means to receive the authentication code.

To set up first Phone

On your PC, Mac or Tablet

1. Open a browser and go to: https://aka.ms/setupsecurityinfo
2. **Sign in** with *your* University **username@abdn.ac.uk**, eg s01jb7@abdn.ac.uk
3. Enter your University **password** at the prompt



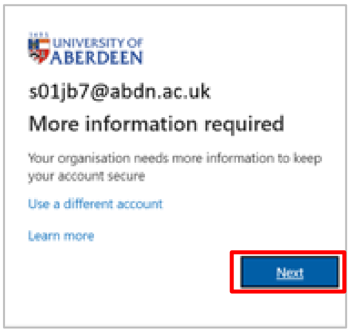
UNIVERSITY OF ABERDEEN

← s01jb7@abdn.ac.uk

Enter password

••••••••

4. ***If*** you are prompted that *Your organisation needs more information to keep your account secure* click **Next.**

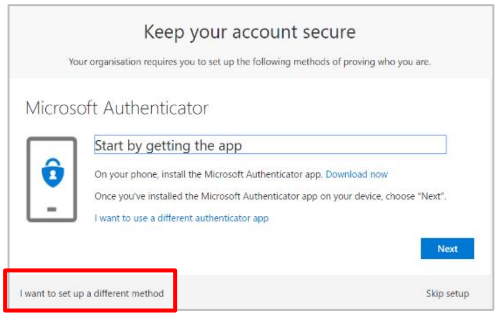


UNIVERSITY OF ABERDEEN

s01jb7@abdn.ac.uk

More information required

Your organisation needs more information to keep your account secure



Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

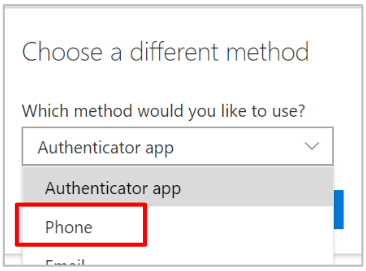
Once you've installed the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app
Next
I want to set up a different method
Skip setup

Click **I want to set up a different method** at the prompt to set up the Microsoft Authenticator app.

Choose **Phone** from the drop-down options.

Skip to step 8.



Choose a different method

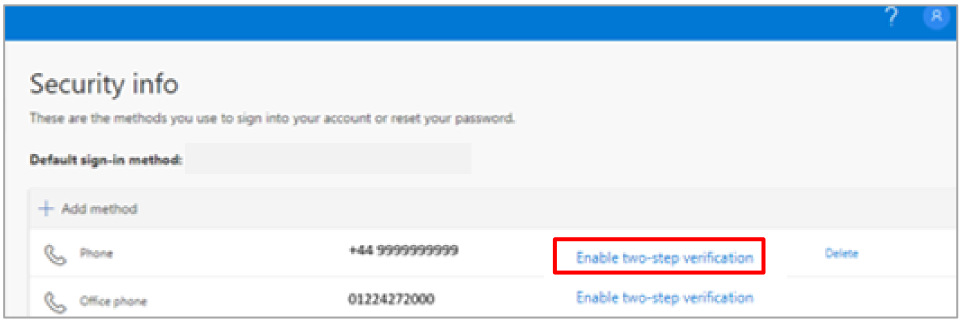
Which method would you like to use?

Authenticator app

5. ***Otherwise*** the **My Sign-Ins** window will open.

   Note: If you have registered a phone for SSPR (Self Service Password Reset), the details of this phone will already be listed.

   To be able to authenticate by receiving a notification (text or a call) to that phone, click on **Enable two-step notification** next to the number and follow the instructions from **step 8**.



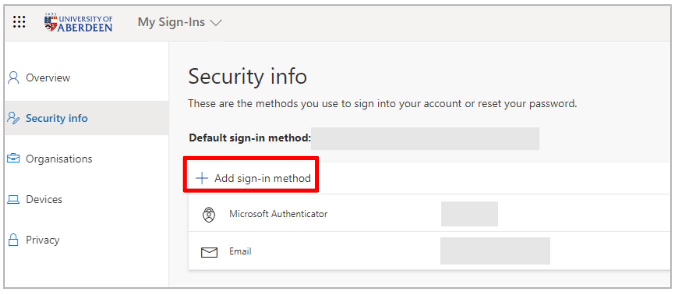
Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method:

If there are no phones listed continue to **step 6** to set up your first **Phone.** If you choose to register a *mobile phone* you will have the options to receive a text or call.

6. Click on **+ Add sign-in method**

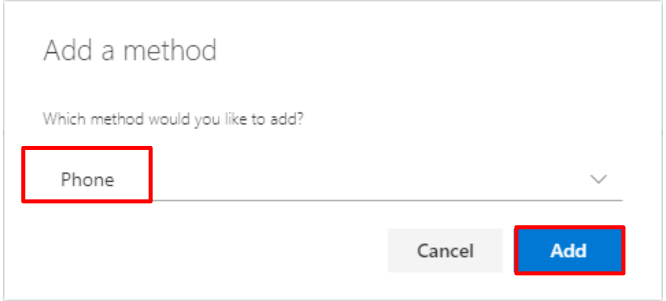


Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method:

7. Choose **Phone** as your method and click **Add**

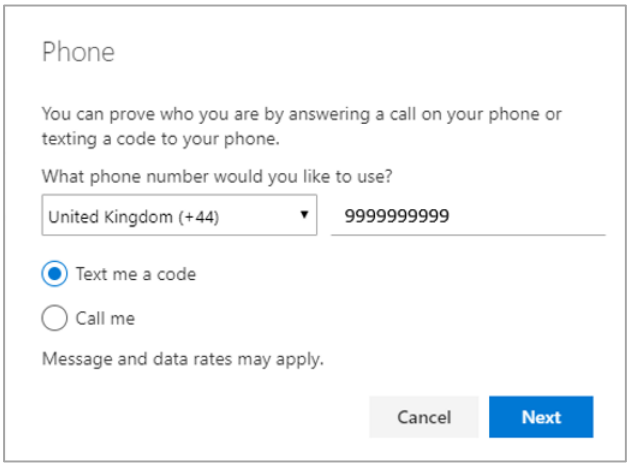


Add a method

Which method would you like to add?

Phone

8. In the **Phone** window, enter the details of your phone, on which you want to receive notification, ie **country code** (from the drop-down) and **phone number**.



Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United Kingdom (+44) ▾ 9999999999

● Text me a code

○ Call me

Message and data rates may apply.

9. Choose Text me a code or Call me.

10. Click **Next**

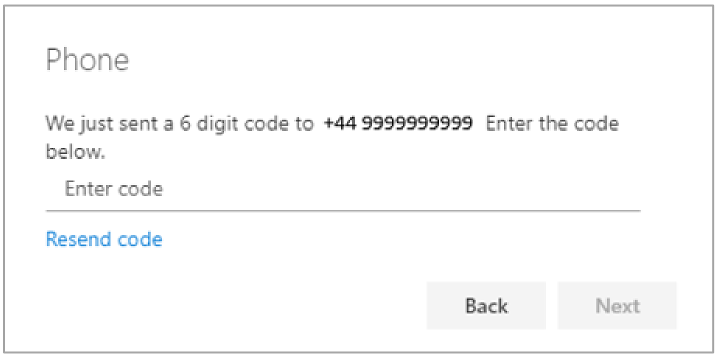
On your mobile phone

If you chose **Text me a code**

i. You will receive an SMS message to your mobile phone with the code.

On your PC, Mac or Tablet

ii. **Enter** this 6-digit code in the window that appears on screen on your PC, Mac or Tablet:



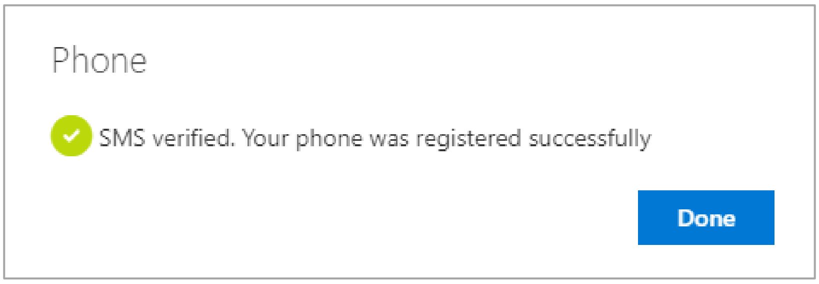
Phone

We just sent a 6 digit code to +44 9999999999 Enter the code below.

Enter code

iii. Click **Next**

iv. You should see a message to indicate you have registered your mobile phone as an authentication method.



Phone

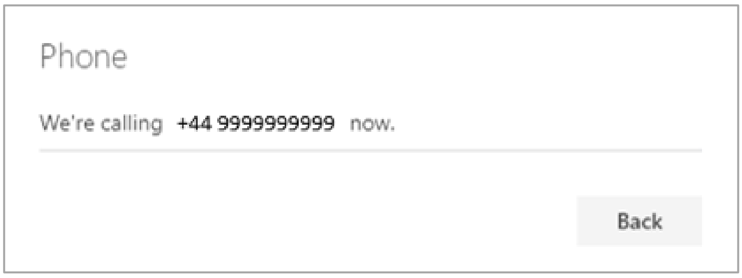
✓ SMS verified. Your phone was registered successfully

v. Click **Done** and **go to Step 11** below.

On your PC, Mac or Tablet

If you chose **Call me**

i. You will see the following message and receive a call to your phone, which you have registered:



Phone

We're calling +44 9999999999 now.

On your mobile or home phone

ii. **Answer** your phone – a voice message will instruct you to press the **Hash** or **Pound** key to finish your verification.

iii. Open or view your phone's **keypad**.

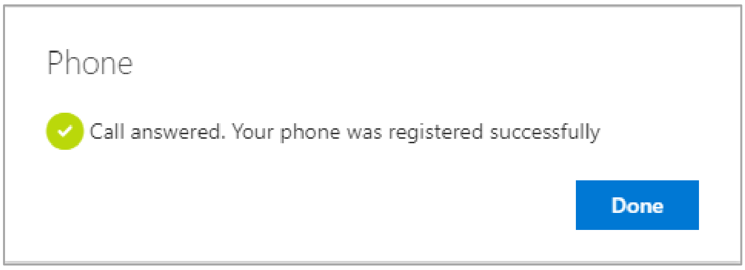
iv. **Press #** - this is known as the hash, pound or number key on a phone.

v. You should hear the message: “Your sign in was successfully verified”.

vi. **End the call and return to the browser on your PC, Mac or Tablet.**

On your PC, Mac, or Tablet

vii. You should see a message to indicate you have registered your mobile phone as an authentication method.



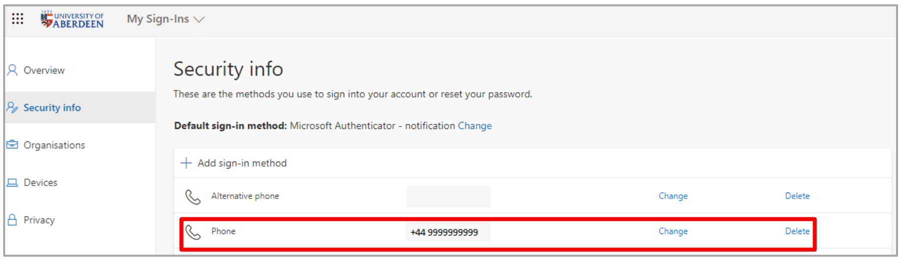
Phone

✓ Call answered. Your phone was registered successfully

viii. Click **Done** and carry on to step 11.

On your PC, Mac, or Tablet

11. Your phone will now appear on the list of methods of authentication:



Security info

These are the methods you use to sign into your account or reset your password.

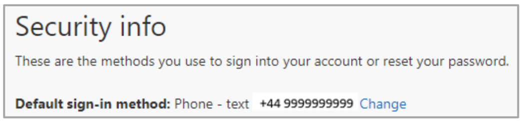
Default sign-in method: Microsoft Authenticator - notification Change

+ Add sign-in method

Alternative phone		Change	Delete
Phone	+44 9999999999	Change	Delete

Note: If it is a mobile phone it will allow authentication by call or text, whichever way you chose to register it.

12. At top of the **My Sign-Ins** window, under **Security Info**, you will see what has been set as your **Default sign-in method** – for example **Phone – text**, as shown below.

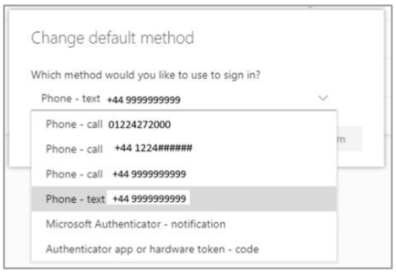


Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +44 9999999999 Change

13. Click **Change** to see other options and to select a different default sign-in method if required – for example **Phone – call**.



Change default method

Which method would you like to use to sign in?

Phone - text +44 9999999999

- Phone - call 01224272000
- Phone - call +44 1224######
- Phone - call +44 9999999999
- Phone - text +44 9999999999
- Microsoft Authenticator - notification
- Authenticator app or hardware token - code

Note: If you have also set up the Microsoft Authenticator app, we recommend you set that as the Default sign-in method.

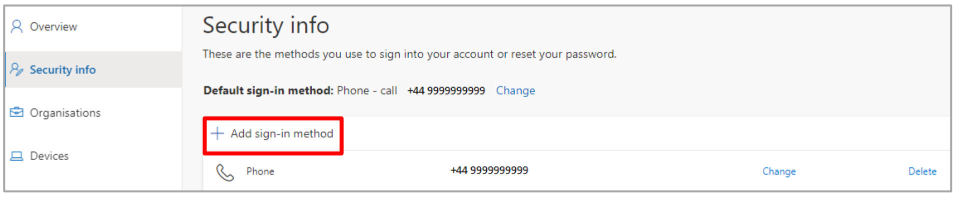
14. Now **go to Page 8** and follow the **Testing** Instructions

To set up an Alternative phone

You can only set up one Phone to receive texts, but you can set up an Alternative phone to receive calls.

On your PC, Mac or Tablet

1. To add an Alternative phone, click on **+ Add sign-in method**

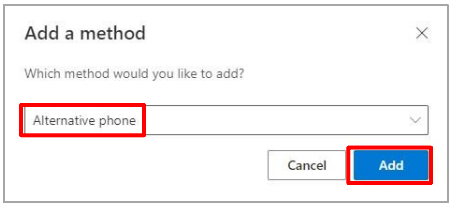


Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - call +44 9999999999 Change

2. Choose **Alternative phone** as your method and click **Add**

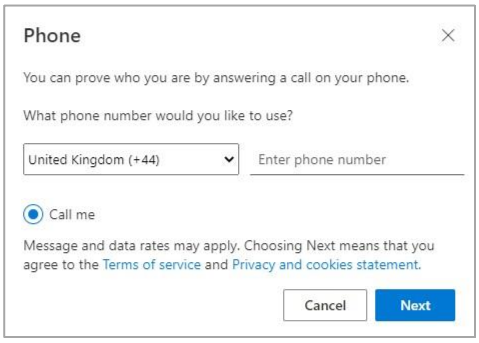


Add a method

Which method would you like to add?

Alternative phone

3. In the **Phone** window, enter the details of your phone, on which you want to receive notification, ie **country code** (from the drop-down) and **phone number**.



Phone

You can prove who you are by answering a call on your phone.

What phone number would you like to use?

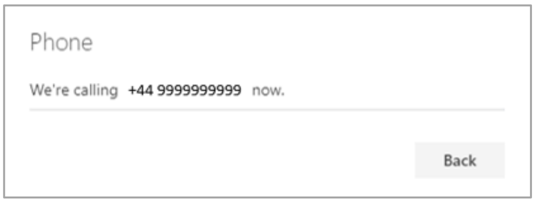
United Kingdom (+44) | Enter phone number

● Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Note: You can only receive calls to an Alternative phone.

4. Click **Next**
5. You will see the following message:



Phone

We're calling +44 9999999999 now.

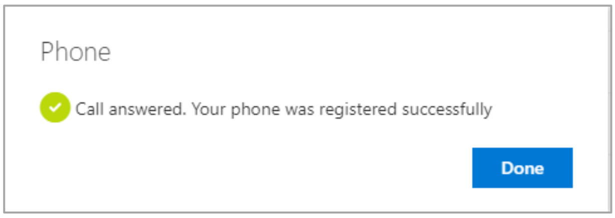
6. **LEAVING THE MESSAGE OPEN, go to your phone, which you have registered.**

On your mobile or home phone

7. **Answer** your phone – a voice message will instruct you to press the **Hash** or **Pound** key to finish your verification.
8. Open or view your phone's **keypad**.
9. **Press #** - this is known as the hash, pound or number key on a phone.
10. You should hear the message: "Your sign in was successfully verified".
11. **End the call and return to the browser on your PC, Mac or Tablet.**

On your PC, Mac or Tablet

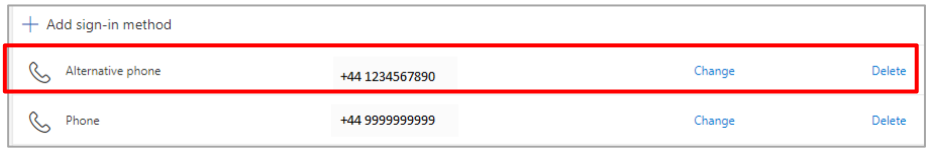
12. Click **Done** in the Phone window.



Phone

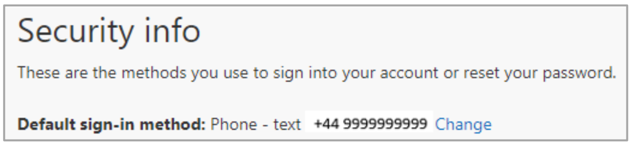
✓ Call answered. Your phone was registered successfully

13. Your Alternative phone is now listed as a method of notification.



Alternative phone	+44 1234567890	Change	Delete
Phone	+44 9999999999	Change	Delete

14. At top of the **My Sign-Ins** window, under **Security Info**, you will see what has been set as your **Default sign-in method** – for example **Phone – text**, as shown below.

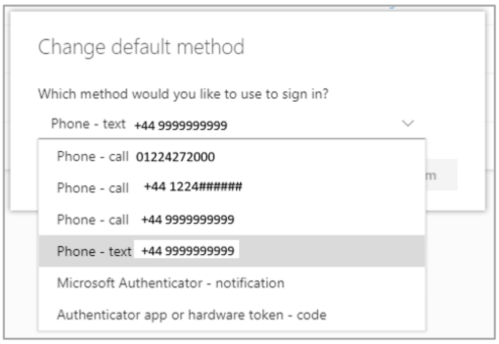


Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +44 9999999999 Change

15. Click **Change** to see other options and to select a different default sign-in method if required – for example **Phone – call**.



Change default method

Which method would you like to use to sign in?

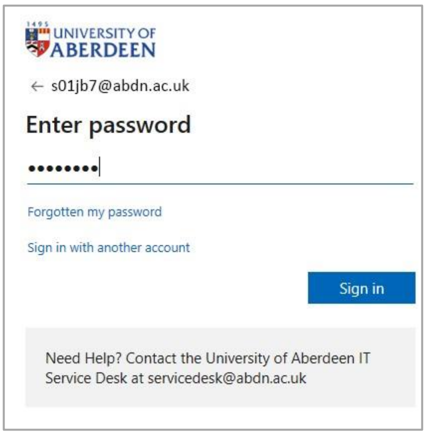
Phone - text +44 9999999999

Phone - call 01224272000
Phone - call +44 1224######
Phone - call +44 9999999999
Phone - text +44 9999999999
Microsoft Authenticator - notification
Authenticator app or hardware token - code

Note: If you have also set up the Microsoft Authenticator app, we recommend you set that as the Default sign-in method.

Testing authentication

1. In a browser on your PC, Mac or Tablet go to https://aka.ms/setupsecurityinfo
2. If you are already signed in, go to your Profile picture and choose **Sign out**.
3. **Sign in** again with *your* University **username@abdn.ac.uk**, eg s01jb7@abdn.ac.uk
4. Enter your University **password** at the prompt



← s01jb7@abdn.ac.uk

Enter password

••••••••

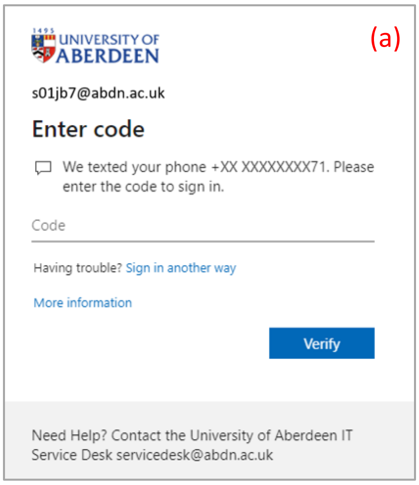
Forgotten my password

Sign in with another account

Sign in

Need Help? Contact the University of Aberdeen IT Service Desk at servicedesk@abdn.ac.uk

5. If prompted to stay signed in, click **No**.
6. From the menu on the left, click **Security Info**.
7. You will see an action briefly on screen followed by one of the dialogs shown below.
   - If you chose **Text** as the default sign-in method, a code will be sent to your mobile phone. Enter this in the box provided on screen and click **Verify**. (a)
   - If you chose **Call** as the default sign-in method, you will receive a call. Answer this and follow the instructions using your phone's keypad. (b)



(a)

s01jb7@abdn.ac.uk

Enter code

We texted your phone +XX XXXXXXXX71. Please enter the code to sign in.

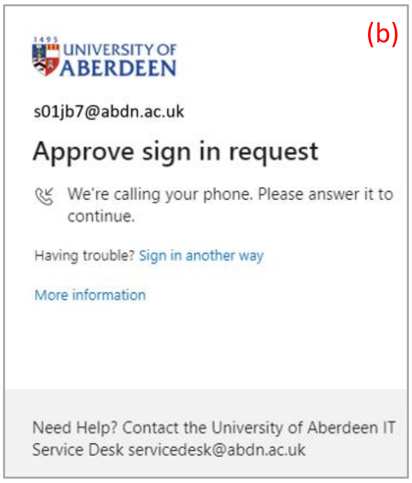
Code

Having trouble? Sign in another way

More information

Verify

Need Help? Contact the University of Aberdeen IT Service Desk servicedesk@abdn.ac.uk



(b)

s01jb7@abdn.ac.uk

Approve sign in request

We're calling your phone. Please answer it to continue.

Having trouble? Sign in another way

More information

Need Help? Contact the University of Aberdeen IT Service Desk servicedesk@abdn.ac.uk

8. The sign-in to your account is complete.

> If the authentication method offered is not suitable or convenient at that time, you can choose **Sign in another way**. You will be presented with a list of all the authentication methods you have set up, from which you can choose an alternative.

9. When you have completed the set up and testing of authentication methods go to the profile icon at top right and choose **Sign Out**.

After you have set up Multi-factor Authentication…

What to expect on campus

You will see no difference when using the Outlook desktop client, Outlook Web App, SharePoint or Microsoft 365 online on your desktop computer or on a University managed laptop when connected via uoa-corporate.

However, a device connected using *eduroam* is regarded as ‘off campus’.

What to expect at home or off campus

If you were already signed into Microsoft 365 apps – eg Outlook or OneDrive – on a personal device or on a University managed laptop using f5 VPN, you will be required to sign in again with the extra step of authenticating.

When you sign into Outlook Web App, SharePoint, or Microsoft 365 online you will be asked to authenticate, ie you will be prompted to:

- Enter *your* University **username@abdn.ac.uk**, e.g. s01jb7@abdn.ac.uk
- Enter your University **password**
- Authenticate by text or call

Further information and help

If you have any questions or concerns contact the Service Desk: myit.abdn.ac.uk