Setting up MFA (Multi-factor Authentication)

MFA (Multi-factor Authentication) is a way of two-step verification you use besides your username and password to approve your login. You can do this with the MFA app on your smartphone. Follow the instructions below to see how to set this up.

Before you begin
In order to follow the steps below you need a laptop and mobile phone with the Microsoft Authenticator app. You can install this on Android and iOS (iPhone).

Instruction A: Register Azure MFA

1. After downloading the app on your phone, open an internet browser on your laptop and go to the website: https://portal.office.com.

There are 3 possible scenarios:

- You will immediately arrive at the screen of **step 2.**
- You will see a login window where you can log in with your HU account.
- You are logged into the website. In that case, log out by clicking on your profile picture at the top right and on Log out. Then log in again with your HU account.

If the screen described in **step 2** does not appear, scroll down to **Instruction B.**

2. Click **Next.** You can also choose **Skip** to postpone this process. You can do so for 14 days. After this time period you will not be able to postpone as logging in will be required.
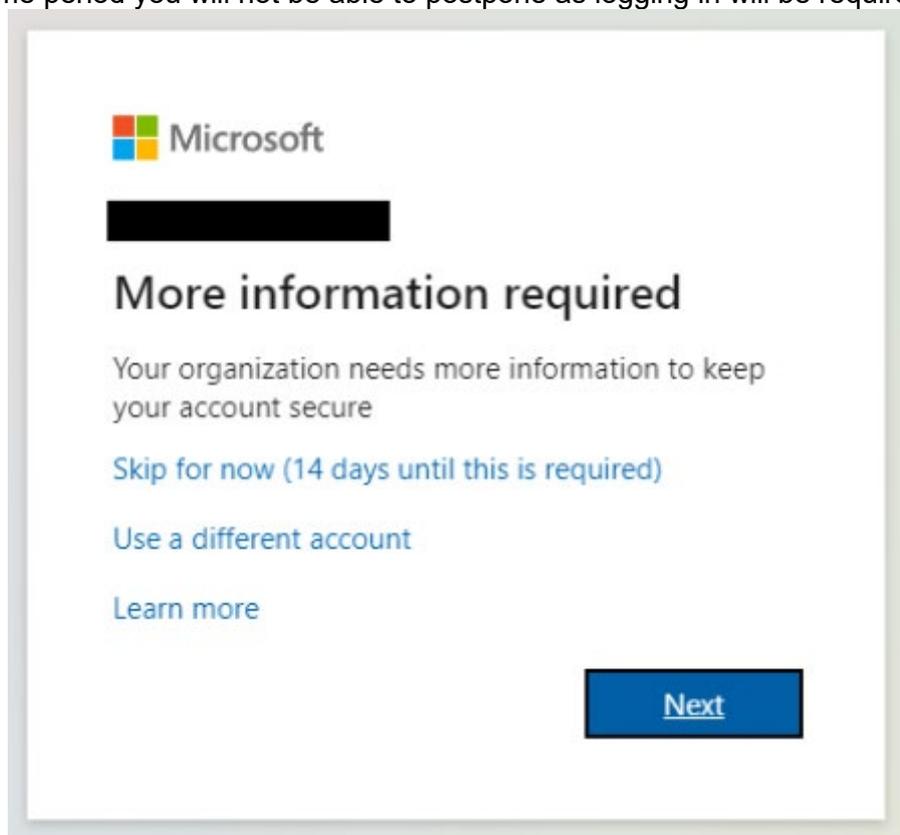
3. Click **Next** if you have already installed the Authenticator app.
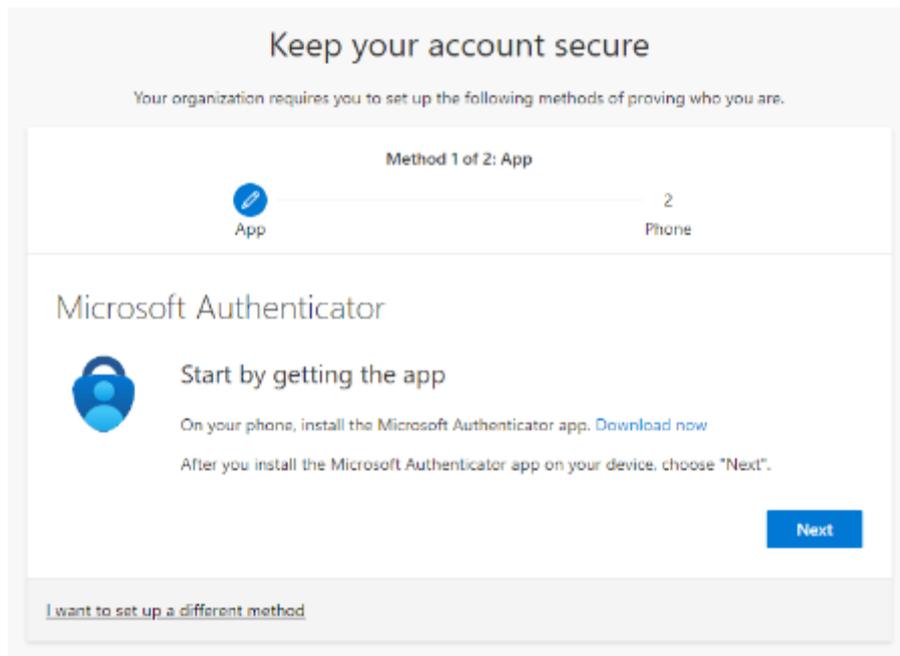
4. Click **Next** in the following screen as well.
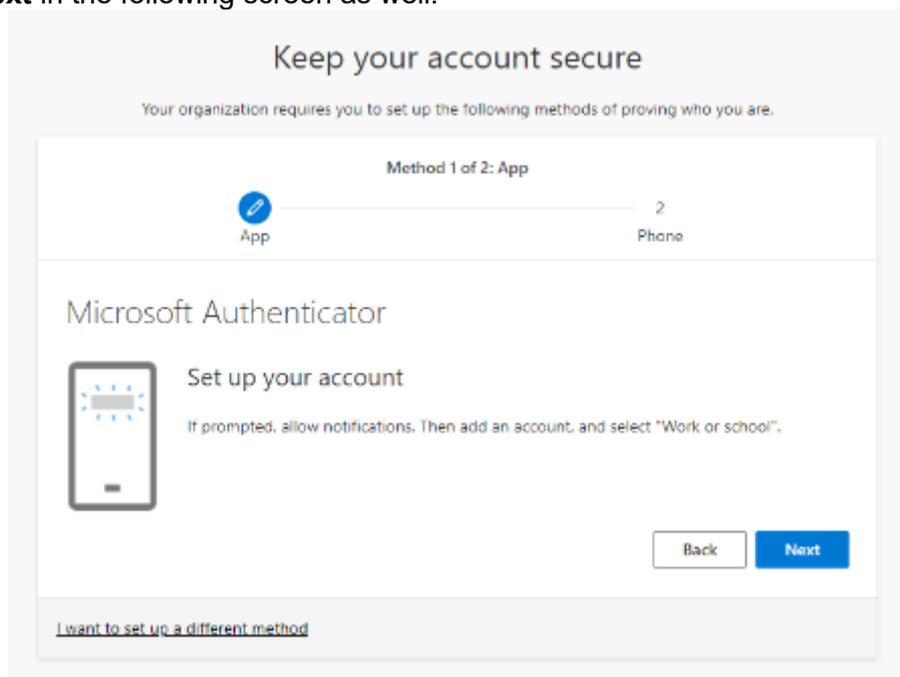
5. Start the **Microsoft Authenticator app** on your smartphone.

6. Add an account by clicking on the **+ icon.**

7. Choose **Work- or school account.**
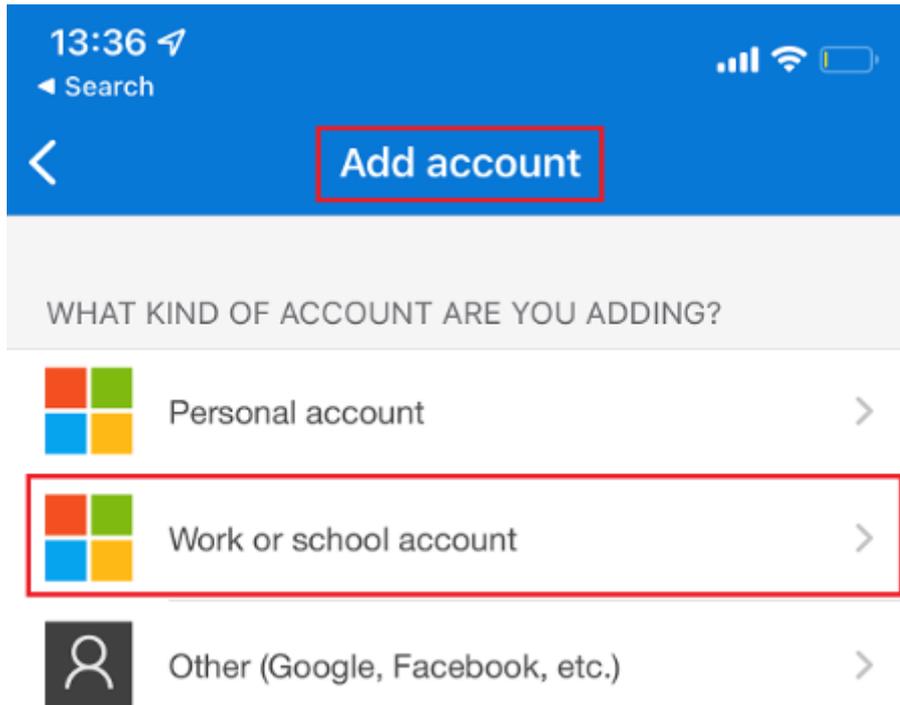
8. Click **Scan a QR code.**
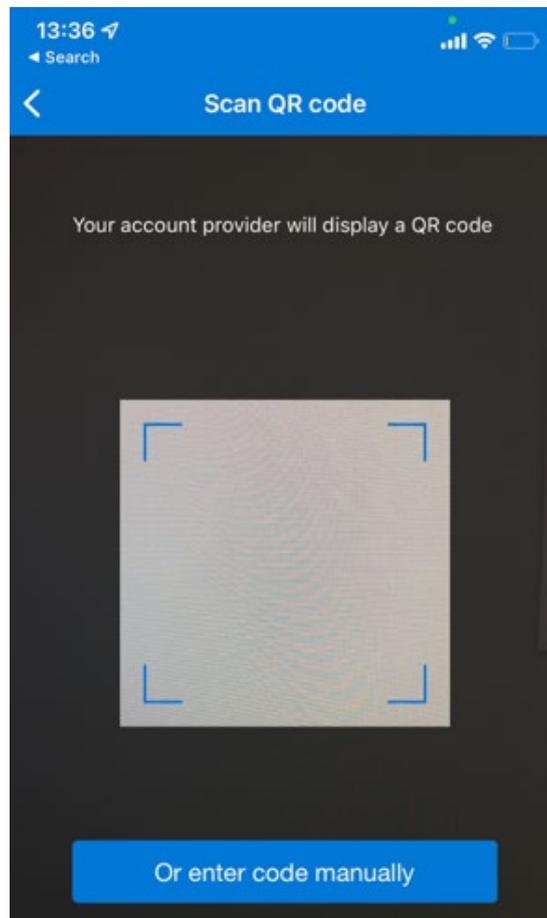
NOTE: If a message states something along the line of 'Your organisation will let you know if this is required and where to find your QR Code for activation' is displayed on your phone, contact the IM&ICT Service Desk by calling 088 481 6666.

9. The code that needs to be scanned is displayed on your computer screen. Scan the code with your smartphone and click **Next** on your PC.

DO NOT scan the QR codes displayed on the images above and below. These are part of the manual.

An extra account will now be added to the app called: **Stichting Hogeschool Utrecht.**
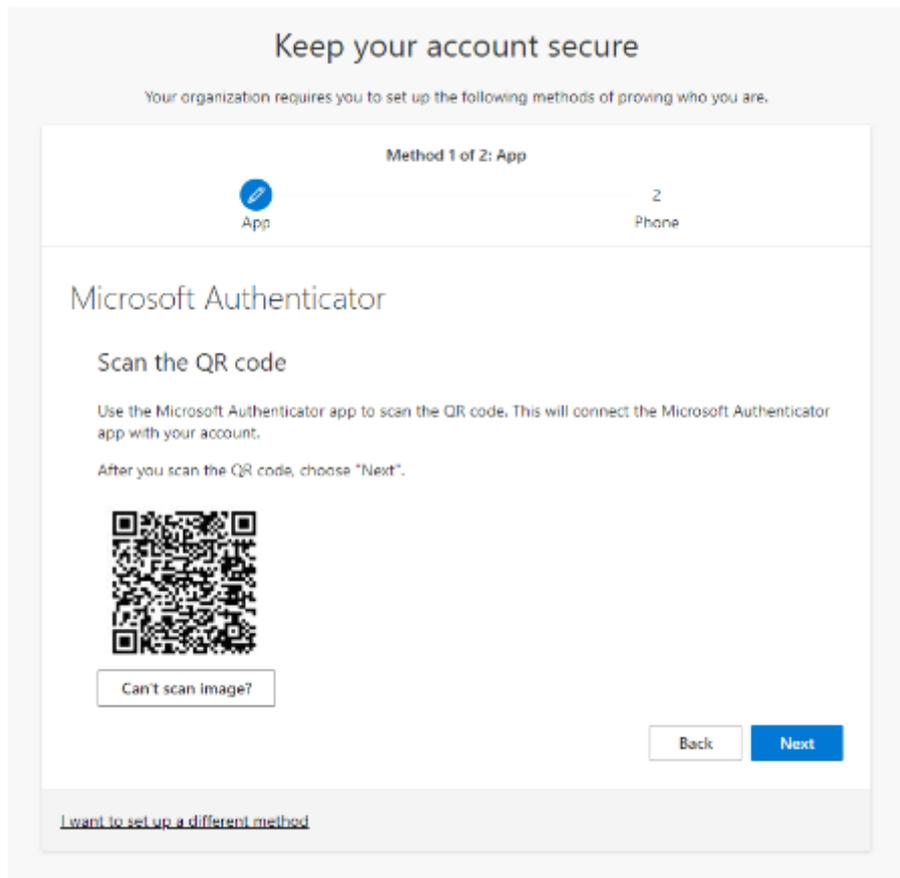
NOTE: If the QR code is not accepted, generate a new QR code or click **Can't the image be scanned?** A code and a URL will be generated which you both have to manually type on your phone.

10. Allow notifications when prompted on your smartphone.

11. Go back to your PC and click **Next.**

12. A number will now appear on your computer screen. Copy it in your phone and click **Yes.**
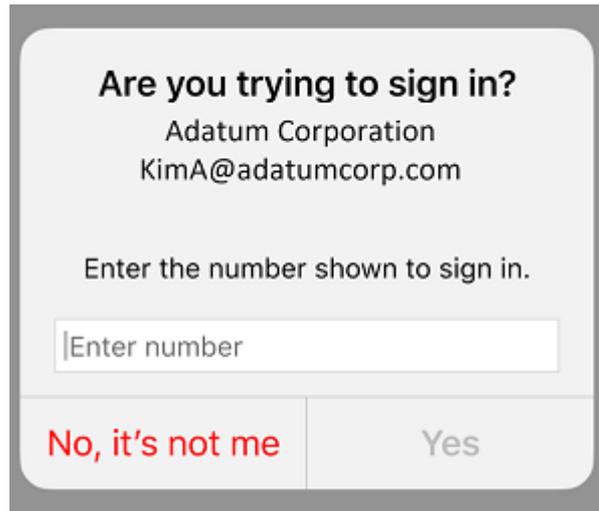
13. It is possible that your phone asks you for a PIN, fingerprint or a face scan. If a PIN is requested, use the same one that you use for unlocking your phone. Complete this process to continue.

14. Your computer will notify you that the notification is approved. Click **Next.**
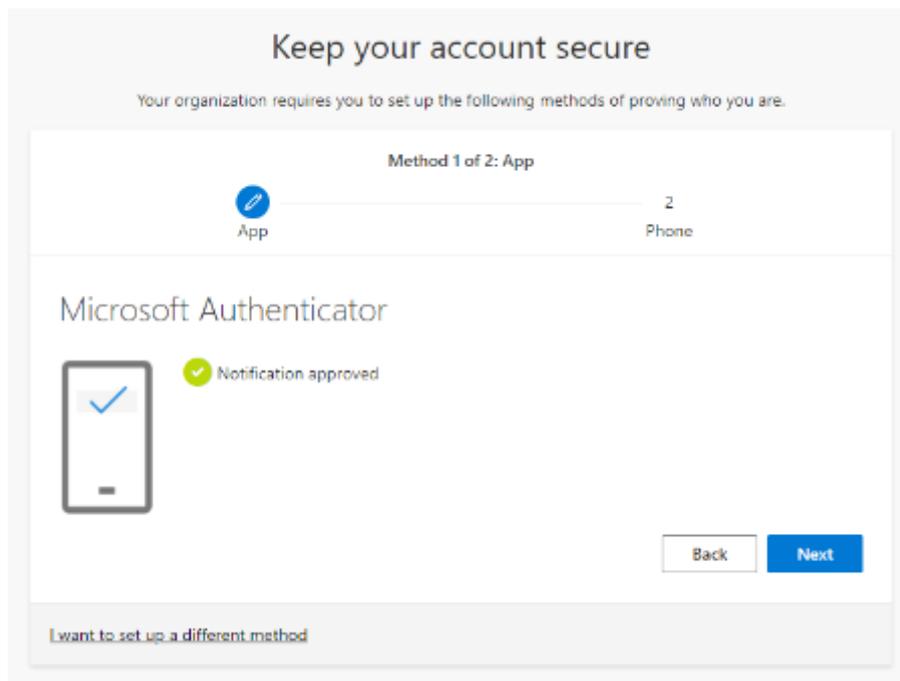
The next step is to add a phone number as a backup. (If the screen shown in step 14 does not appear, go directly to **Instruction B, Step 4** and choose the Login method: **Phone number.**

15. Select your country, enter your phone number (without the 0) and click **Next.**

16. You will now receive a call on your phone. Answer the call and tap **Pound(#)** to approve. If you can't find the pound sign, click on the numeric keypad in the conversation window.

Your smartphone is now registered successfully.
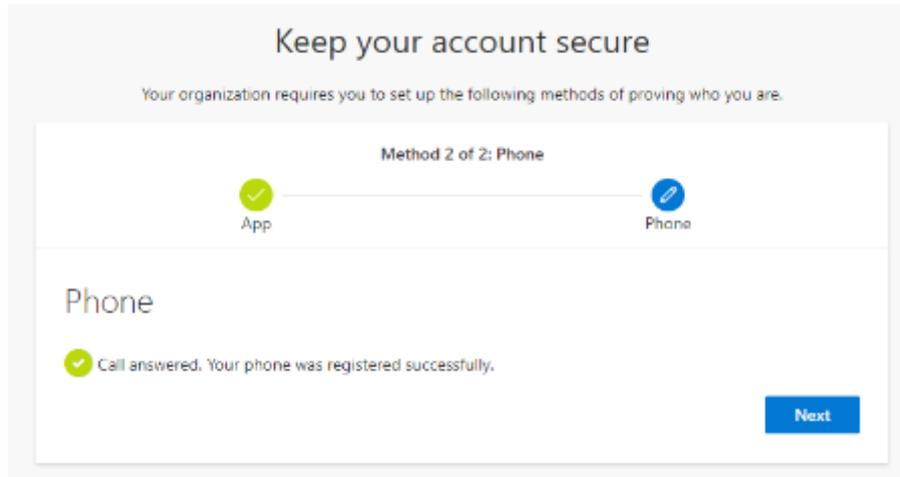
The registration has been completed successfully. You can close the browser or continue using the Office 365 website.

Instruction B: Alternative registration

Only do this if the screen shown in **Instruction A, Step 1** does not appear.

1. Go to the website: https://portal.office.com and log in with your HU-account.

2. Click on your **profile picture** at the top right corner, and click **View account.**
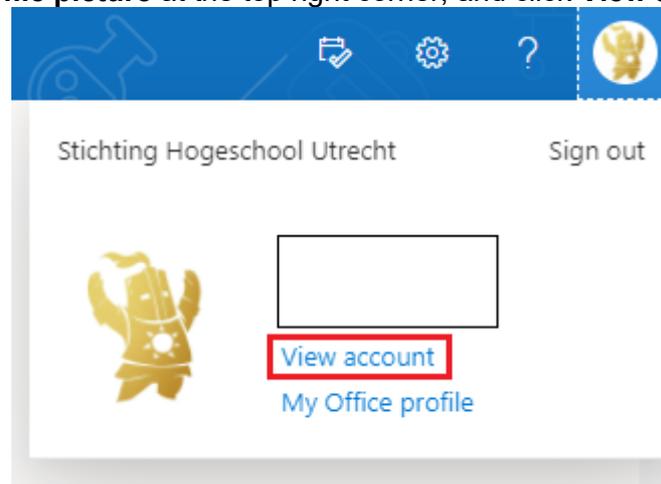
3. Go to **Security details** and click on **Information about the update.**
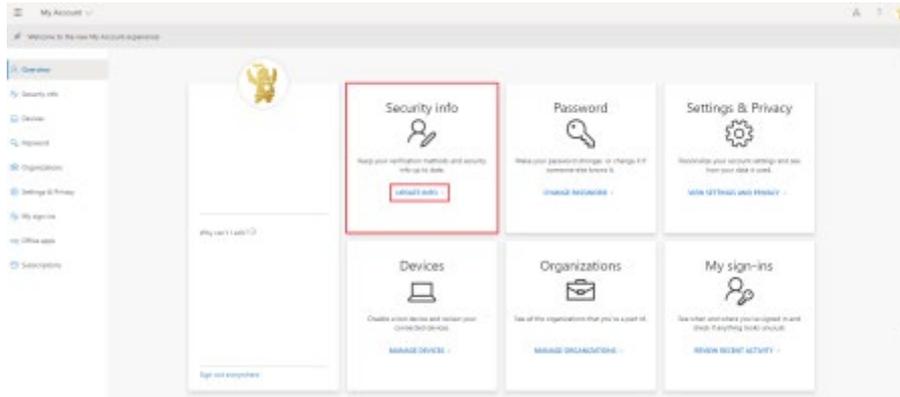
4. It is possible that your phone number is already displayed here. In that case, you are finished. If not, click on **Add method** and choose **Phone number**. You can link up to 5 methods to your account. This way you are not dependent on one device.
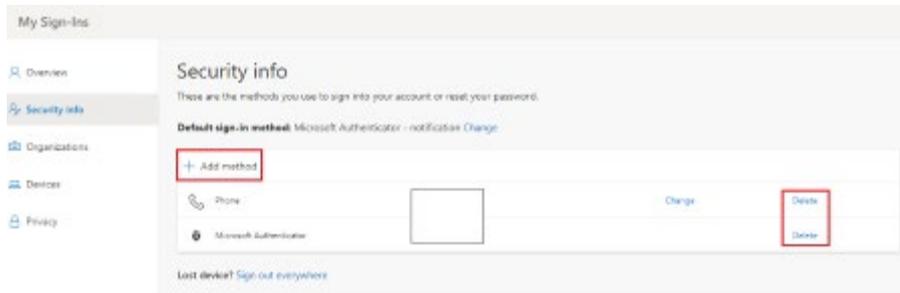
TIP: If you want to be called instead of receiving a message, you can also set the default method in the screen above by clicking **Change** to the right of **Default sign-in method.**

<u>**Contact**</u>
If you experience any problems during the registration, please call the IM&ICT Service Desk at 088 481 6666.