Enrol and Un-enrol for Multi-Factor Authentication (MFA) - Maintenance

This quick reference guide is for users enrolling with new mobiles and unenrolling for MFA from old mobiles.

**Un-Enrolling Your Device to MFA**

1. Click on the [myprofile.microsoft.com](#).

2. You will be redirected to the page where you can manage the authenticator.


4. Once you navigate to the ‘Security Info’ tab, you will then receive an ‘Approve Sign-In’ request.

5. Follow the prompts. You will receive a push notification on your mobile device.
6. Once you accept the push notification request, you will be redirected to the ‘Security Info’ page.

7. Select ‘Delete’ button next to the device listed.

8. Your device will then be unenrolled for MFA.

9. Please delete the Authenticator app from the device you aren’t using anymore.
Enrolling Your Device to MFA

1. Click on the [https://mysignins.microsoft.com/](https://mysignins.microsoft.com/)

2. You will be redirected to the page where you can manage the authenticator. Go to ‘Security Info’.


4. Follow the on-screen instructions, including their mobile device to scan the QR code, and then click ‘Next’ button.
4. Once you navigate to the ‘Security Info’ tab, you will then receive an ‘Approve Sign-In’ request.

5. Follow the prompts. You will receive a push notification on your mobile device. You will need to click on ‘Save’ button to finish.

6. You have successfully added in an ‘Authentication device’.

Reminder: When approving MFA on your phone, make sure you only hit ‘Approve’ when you are logging in. If you have not initiated the authentication, do not hit ‘Approve’ and treat this as suspicious by reporting to itservicecentre@unsw.edu.au.

Please contact the service helpdesk – For urgent issues or if you have lost your phone, if you are on campus, please walk into our service centre or call on (02) 9385 1333.