Logging Into Your Application For The First Time When You Have Been Assigned Multi-Factor Authentication (MFA)

This quick reference guide is for users logging into their chosen application when they have been assigned MFA.

1. Log into your chosen application.

2. You will need to provide your credentials when you get a prompt.

3. Once you have provided your credentials, your credentials will then be verified.

* If you cannot be verified, please contact IT helpdesk

4. Post the verification, you will be redirected to the ‘More Information Required’.

5. User clicks ‘Next’ button.
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6. You will be asked to install the authenticator app on your mobile.
   You will need to set up the app (‘Set up your account’ dialogue box)
   Scan the QR Code with the Authenticator app (“Scan the QR Code” dialogue box)

7. Follow the on-screen instructions, including using your mobile device to scan the QR code, and then select "Next”.
   Attempt a push verification (“Let’s try it out” dialogue box)
   Click on “Save” button.

* Please note - If you have already logged into Azure AD, you will not be asked to re-login.

Additional Tips and Hints

If you have problems registering, as a first point of check, please make sure you have entered your ID (zID) correctly.

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 Sign On 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.