

# Use Microsoft Authenticator app without a data connection or if push notifications are unavailable

## Multi-Factor Authentication (MFA)

Updated: 4 July 2022

Multi-Factor Authentication (MFA) is a requirement to access UNSW single sign-on applications. MFA provides an additional layer of security to protect the University and your zID account from unauthorised access.

Use this guide to help you verify your sign-in to UNSW single sign-on applications using the Microsoft Authenticator app when you do not have internet/data connectivity or when the push notifications are disabled/blocked/unavailable on your smartphone.

For help with MFA contact the **IT Service Centre on 02 9385 1333** or alternatively visit the [MFA website](#) to access support guides and all information.

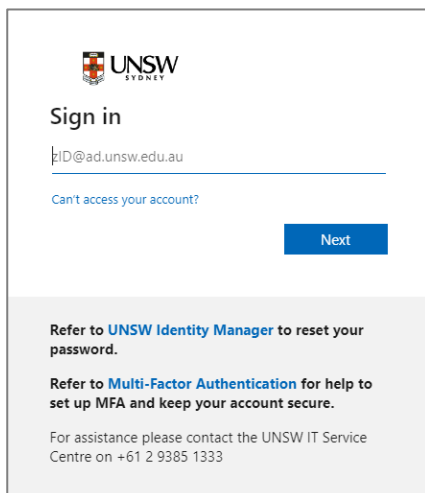
## To complete this task, you will need

- To have [set up MFA using Microsoft Authenticator](#).

## Instructions

When your smartphone doesn't have data/internet connectivity, you can follow these instructions to verify your sign-in to UNSW single sign-on (SSO) applications when prompted. Within the Microsoft Authenticator app, under your zID account, you can use the **One-Time Password**, a 6-digit code that changes every 30 seconds.

- On your computer**, access your UNSW SSO application and when prompted, sign-in using your zID and password.

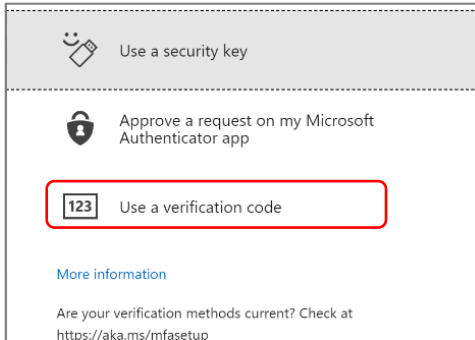


The screenshot shows the UNSW Sign in page. At the top left is the UNSW Sydney logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "zID@ad.unsw.edu.au". Below the input field is a link that says "Can't access your account?". A blue "Next" button is positioned to the right of the input field. At the bottom of the page, there is a grey box containing the following text: "Refer to [UNSW Identity Manager](#) to reset your password.", "Refer to [Multi-Factor Authentication](#) for help to set up MFA and keep your account secure.", and "For assistance please contact the UNSW IT Service Centre on +61 2 9385 1333".

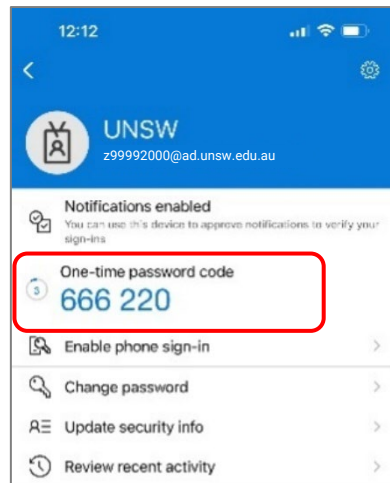
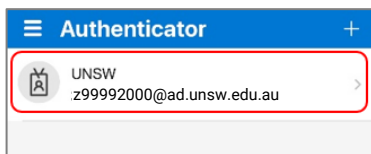
2. **On your computer**, when presented with the *Approve sign-in request* screen, click **I can't use my Microsoft Authenticator app right now**.



3. **On your computer**, click **Use a verification code**.

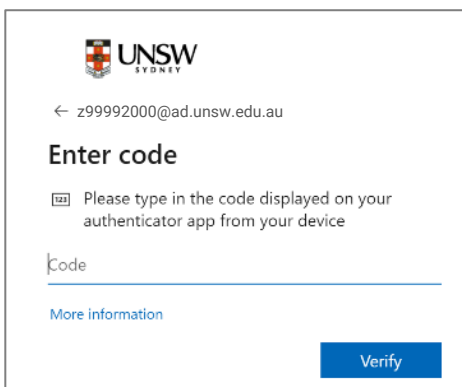


4. **On your smartphone**, open the Microsoft Authenticator app and tap on your zID account to see the One-time password code.



**Note:** The one time 6-digit code changes after 30 seconds. If this happens when you are entering it, use the next code that appears.

5. **On your computer**, enter the 6-digit One-Time password code shown in the app and click **Verify**.



**Congratulations**, you have just verified your log in, and the University application has opened.

