

# Use Microsoft Authenticator

## Multi-Factor Authentication (MFA)

Updated: 2 June 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 use the Microsoft Authenticator app once installed and set up correctly.

For help with MFA call the **IT Service Centre on 02 9385 1333** or alternatively visit the [MFA website](#) to access support guides such as how to [use Microsoft Authenticator when you do not have a data/internet connection](#) on your smartphone.

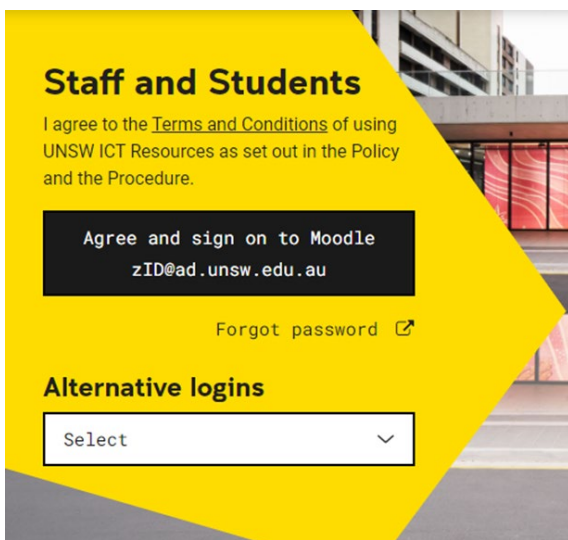
## To complete this task, you will need

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

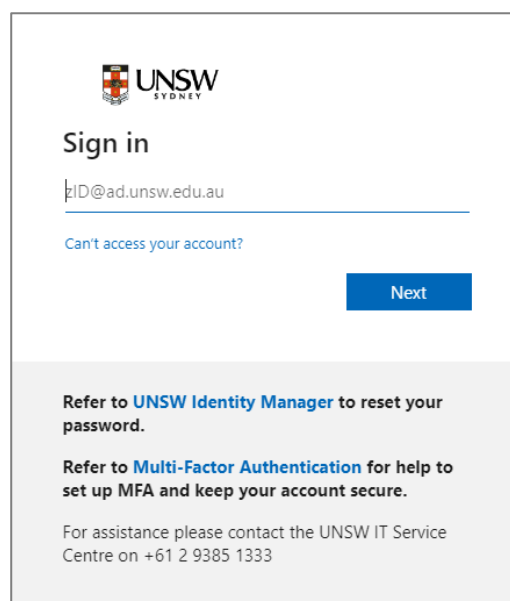
## Instructions

Follow these instructions to use the Microsoft Authenticator app to verify your sign-in to University single sign-on (SSO) applications when prompted.

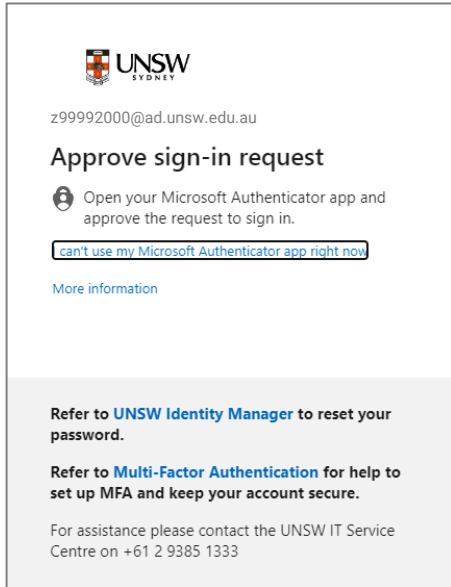
- On your computer**, access your UNSW single sign-on (SSO) application. If prompted, sign-in using your zID@ad.unsw.edu.au and password and click **Next**.



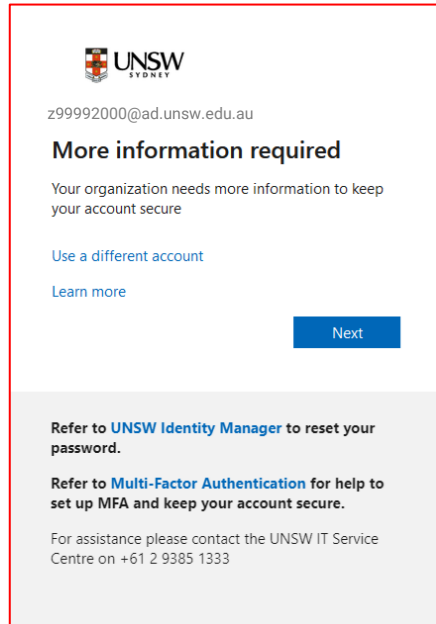
Moodle sign-in screen shown as an example of an SSO application



2. If MFA is triggered **on your computer**, you will be presented with the *Approve sign-in request* window. A verification request has been sent (pushed) to your smartphone.



**Note:** If you are presented with a **More information required** window (see image below), it is an indicator that you have not set up MFA. At this point you must set up MFA before you can access the SSO application.



If the screen contains a counter, then you have a limited amount of time to defer. Once the counter expires you will not be able to access **any SSO applications until you set up MFA.**

3. **On your smartphone**, if it is you, tap **Approve**. Your UNSW application will open. If the push notification is not immediately visible, open the Microsoft Authenticator app.

**Note:** If the push notification does not immediately come up, even when opening the app, your phone could be without data/internet connectivity. Please follow the guide: [Use Microsoft Authenticator without data/internet connection.](#)



**Security note:** If you receive a push notification on your smartphone but you know it isn't you trying to sign-in, please tap **DENY**. Then immediately change your zID password and contact the IT Service Centre on 02 9385 1333.

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

To understand the rules around how many times you will be prompted to verify, please visit the MFA website section: [How does MFA work.](#)