Set up MFA using Microsoft Authenticator app

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

Use this guide to set up MFA by installing the Microsoft Authenticator app on your smartphone and completing the MFA registration on your computer. Watch this short video for an overview or if you can’t access YouTube, view it here.

For Microsoft Authenticator support, or to discuss your MFA alternatives should Microsoft Authenticator not be suitable, call the IT Service Centre on 02 9385 1333 and select MFA from the options presented. Alternatively drop into one of the many IT Walk-In Service Centres on campus. Please have ID verification with you.

Refer to the MFA website for all MFA information and how-to guides:

- Use Microsoft Authenticator
- Use Microsoft Authenticator without a data/internet connection.
- Transfer Microsoft Authenticator app to a new phone from your old phone.
- Set up and use a YubiKey
- Set up and use a YubiKey for non-Windows devices, such as Mac and Linux.
- Set up MS Authenticator app on a second mobile device as a backup after setting up MFA on your primary device.
- FAQs for staff
- FAQs for students.

Attention: China-based students

- If you are unable to download the Microsoft Authenticator app from your smartphone app store, please follow this guide.
- If ‘push notifications’ are blocked, follow this guide to verify your sign-in.

To complete this task, you will need

- Your zID@ad.unsw.edu.au account and password.
- A computer with internet access.
- A compatible smartphone with data connection.
- Please allow approximately 5 minutes to complete the setup.
- Have all your equipment ready and complete the setup from beginning to end in one go.

Instructions to set up MFA

You only need to set up MFA once, using your computer and the Microsoft Authenticator app on your smartphone. After setup, do not delete/uninstall the app from your smartphone. You will need this app to verify your login when accessing University SSO applications periodically.

If you delete/uninstall the app from your smartphone, call the IT Service Centre first as they will need to reset your account before you can follow these instructions again.
**Note:** When accessing a single sign-on application such as Moodle, if you are presented with a **More information required** window (see image), it is an indicator that you have not set up MFA and MFA is enforced on your zID account.

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 the set up. Once the counter expires you will not be able to access any SSO applications until you set up MFA.*

This instruction to set up MFA is in two parts: Part 1 is the installation of the app on your smartphone and Part 2 is to finish the registration using your computer.

If you already have Microsoft Authenticator app on your smartphone, please start from Part 2.

**Part 1: Install the Microsoft Authenticator app on your smartphone.**

1. **On your smartphone,** Install the Microsoft Authenticator app.
   
   a. In your smartphone’s app store (such as Google Play or App Store), search for the free Microsoft Authenticator app as shown.

   *Be aware!* Microsoft Authenticator app is free and will not require a subscription.

   Alternatively, you can get the app on your phone by scanning a QR code with your phone.

   **Note:** If you are in a country that does not allow you to access the Google Play/Apple stores please use your phones’ manufacturer provided store.

   b. Check that your smartphone operating system will support Microsoft Authenticator, and **install the app.** Leave the app open and go to Part 2.

   If you already have Microsoft Authenticator app installed on your smartphone, go to Part 2.
Part 2: Register Microsoft Authenticator on your computer.

1. **On your computer**, open a web browser, (E.g., Chrome, Microsoft Edge, or Safari) and start an *Incognito, InPrivate or Private* window by pressing:

   Ctrl + Shift + n (for Windows, Linux, or Chrome)

   OR

   ⌘ + Shift + n (for Mac)

   Please close any other active browser windows leaving only the current Incognito/ InPrivate/Private window open.

   a. Copy and paste this url into that window: https://aka.ms/mfasetup

   b. Press the **Enter** key on your keyboard.

2. **On your computer**, at the *Sign in* window, sign in by entering your zID@ad.unsw.edu.au and password.

3. **On your computer**, at the *More information required* window, click **Next**.
4. **On your computer**, at the *Start by getting the app* window click **Next**.

5. **On your computer**, at the *Set up your account* window click **Next**.

You will be shown a QR code on your computer screen.

6. **On your smartphone**, within the Microsoft Authenticator app, allow notifications then add work or school account:

   **For apple smartphones:**
   a) Tap the plus sign (Add Account)
   b) Tap **Work or School Account**.

   **For android phones:**
   c) Tap the 3 dots
   d) Tap **Add Account**
   e) Tap **Add work or school account**
7. **On your smartphone**, use the Microsoft Authenticator app to scan the QR code shown on your computer screen.

The app should successfully add your work account on your smartphone.

8. **On your computer**, after your phone has recognised the QR code scanned, click **Next**.

**Hint:** If you are using a second monitor and having trouble scanning the QR code shown on your second monitor, try moving the QR code screen to your primary monitor, e.g., your laptop monitor.

If you are still unable to scan the QR code, click the **Can’t scan image?** option and follow the prompts.

9. **On your computer**, the **Let’s try it out** window indicates a notification has been sent to your smartphone.

10. **On your smartphone**, a push notification will ask you to verify your sign-in, tap **Approve**.
11. **On your computer**, at the *Notification approved* screen, click **Next**.

12. **On your computer**, at the *Success* screen, click **Done**.

13. **On your computer**, the *My Sign-ins* window displays the Microsoft Authenticator that you just set up. **Close the browser window.**

**Congratulations**, you have registered your work account (zID) for MFA using the *Microsoft Authenticator* app on your smartphone.