

Transcript

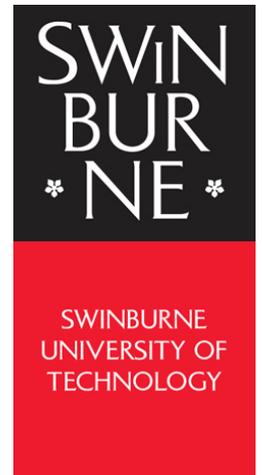
Title: Multi-Factor Authentication (MFA) User Experience 2020

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Audio/video for this transcript available from: <http://commons.swinburne.edu.au>

[Note: this video has no dialogue]



Multi-Factor Authentication is an extra step to verify your identity when you log into your Swinburne accounts.

It is one of the most effective ways to prevent unauthorised access to your personal information and Swinburne data.

When logging into selected Swinburne systems, you will be prompted to verify your identity via your phone. This prompt is known as an 'MFA Challenge'.

Before you can start using MFA, you will need to have downloaded the Microsoft Authenticator app onto your phone and completed the set up process.

Let's see the experience on your PC or laptop.

When using your PC or laptop to access selected Swinburne systems, you may be required to verify your identity when you log in.

An MFA Challenge will be sent to the authenticator app. You will need to approve the login attempt. Only approve login challenges that you initiate.

If you receive a Challenge you did not initiate, tap Deny, then Report Fraud. We recommend you change your password immediately. This will make your account more secure again. Otherwise, tap Approve.

Once approved, your login attempt will be allowed to proceed.

Select 'Yes' if you are using your own device and 'No' if you are using a public or shared device.

Now, let's see how it looks on a mobile device.

When you open an app such as Outlook, you may receive an MFA Challenge.

For further information, please contact:

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