

A photograph of a modern building facade with a series of curved, white panels that create a rhythmic, upward-sloping pattern. The building is set against a clear blue sky, with green foliage visible in the foreground and to the right.

# MULTI-FACTOR AUTHENTICATION (MFA)

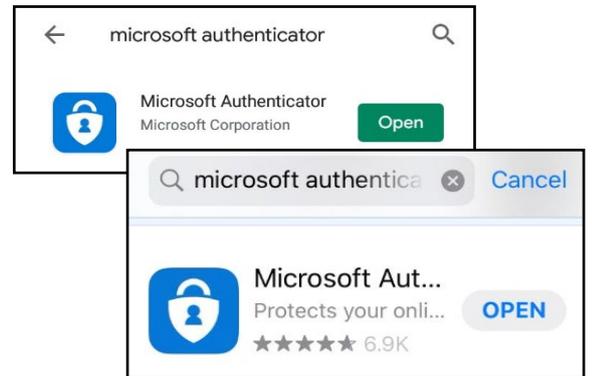
**USER SETUP GUIDE**

# CONFIGURING THE AUTHENTICATOR APP

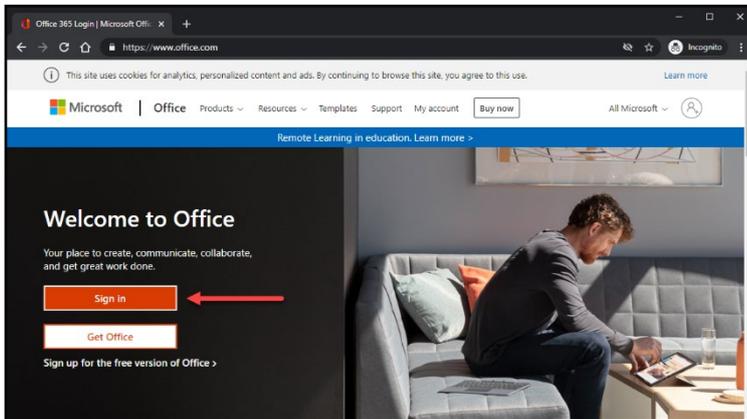
01

The Microsoft Authenticator application is required before beginning the setup of MFA on your account. Please download it from the Google Play Store for Android, or the App Store for iOS.

For more information on Microsoft Authenticator app, visit the Microsoft Authenticator page on the [Apple App store](#), or [Google Play store](#).



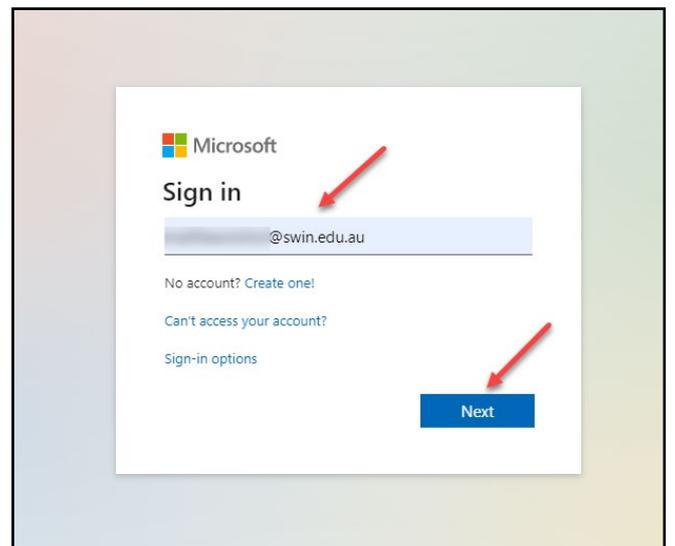
02



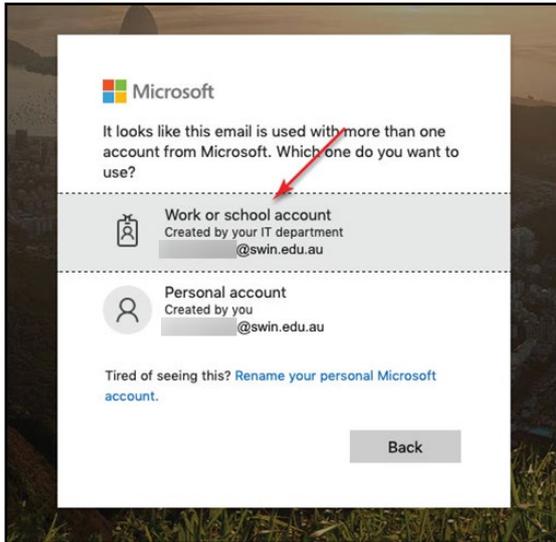
On your computer, open your preferred web browser and navigate to <https://www.office.com>  
Click on the **Sign in** button.

03

Enter your Swinburne email address and click on the **Next** button



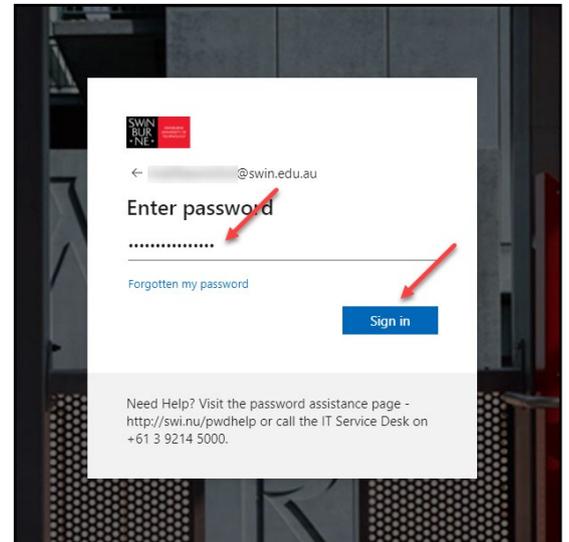
04



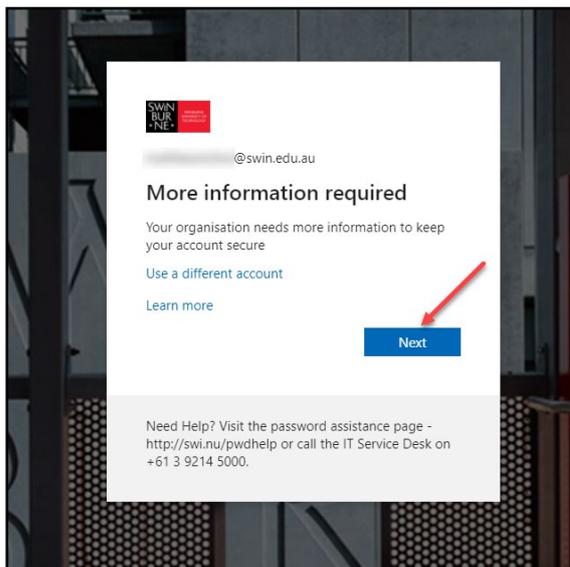
After typing in your email address, you may be prompted to choose which account to use, if so, click on **Work or school account**.

05

Enter your Swinburne email address' password and click the **Sign In** button



06



It is now time to setup Multi-Factor Authentication (MFA).

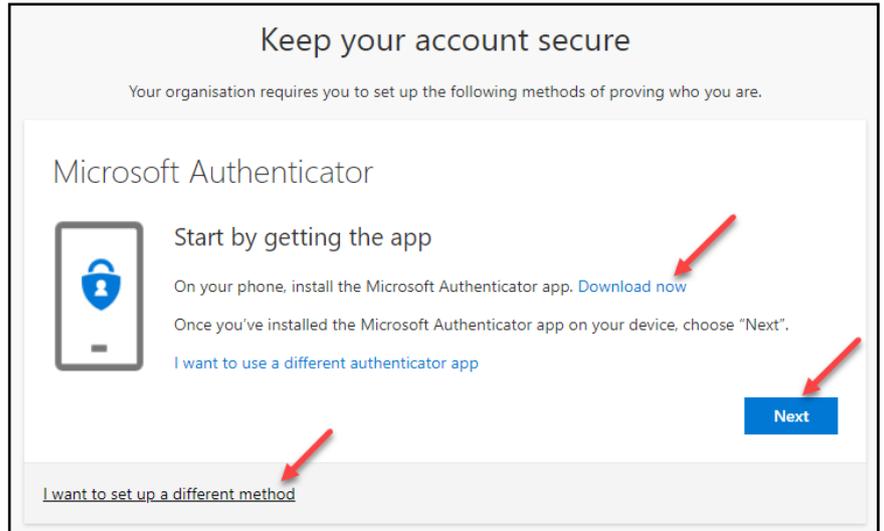
Click on the **Next** button to proceed.

**Note:** If this screen does not appear, please call the service desk on (03) 9214 5000, option 5, to ensure your account is activated for MFA enrolment.

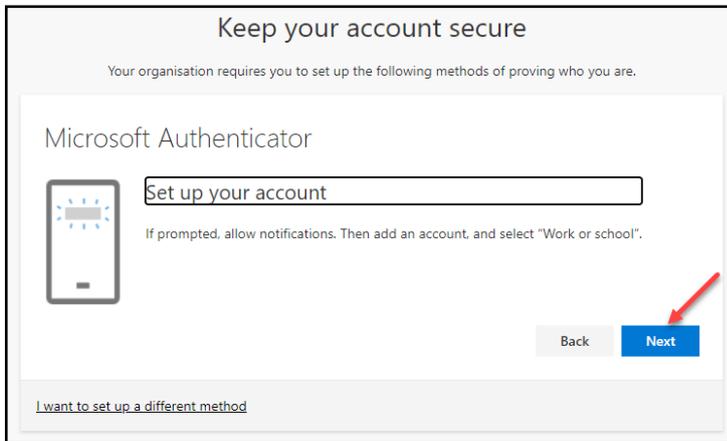
07

Please ensure you have the Authenticator app downloaded onto your phone, then press the **Next** button.

**Note:** If you do not own a smart phone, click **I want to set up a different method** and proceed to **Alternate Authentication Methods** below.



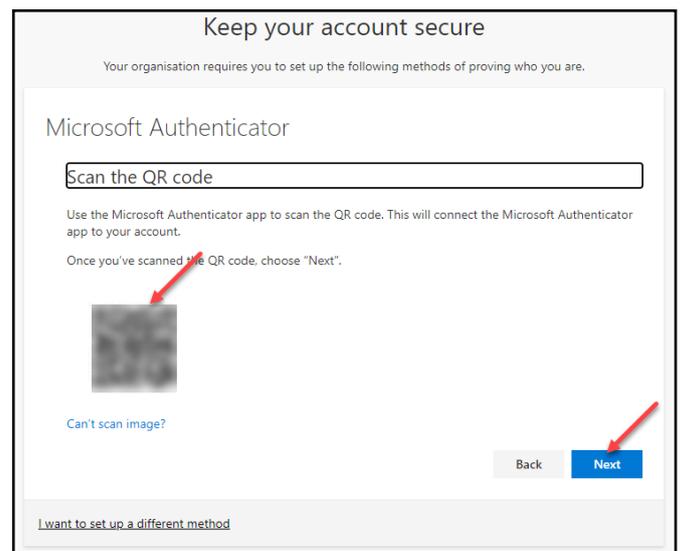
08



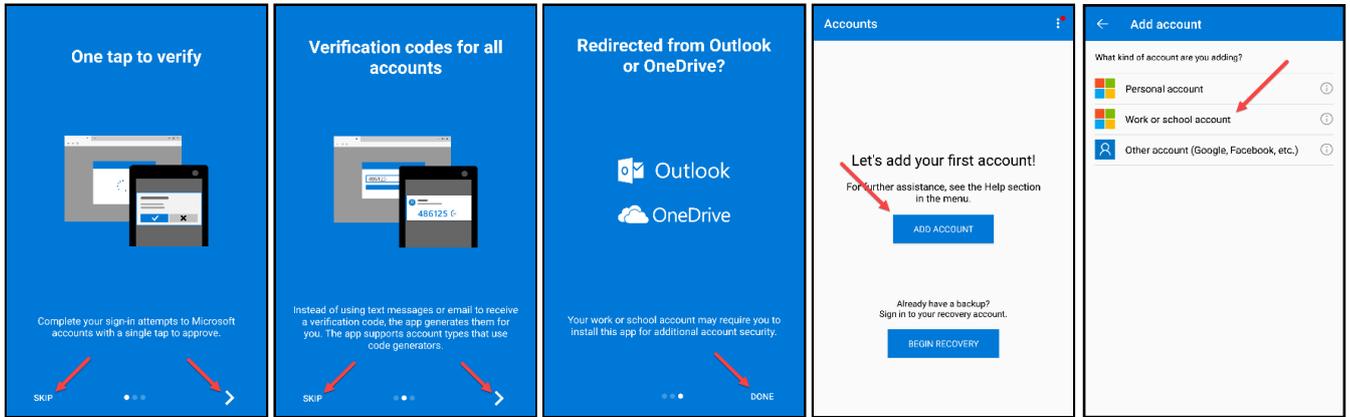
Click **Next** on your computer screen to continue.

09

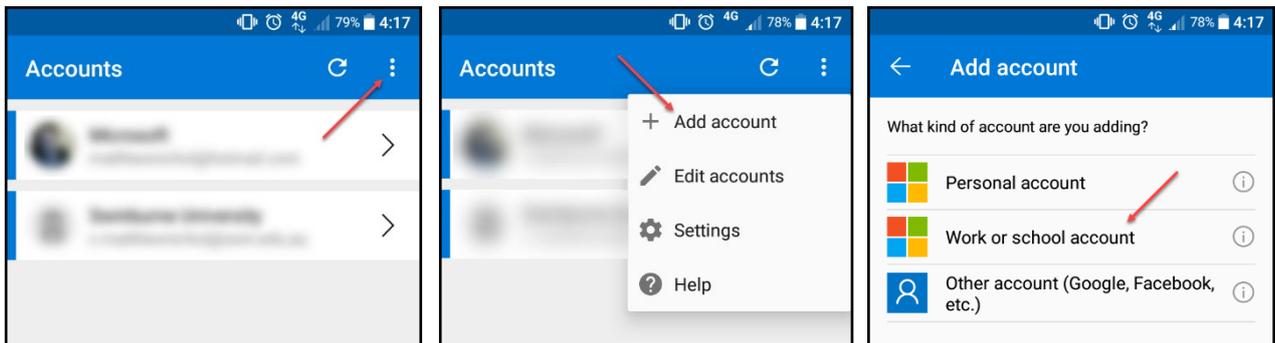
You will need to keep this screen open while you work on your mobile in the next steps, as the QR code displayed will be used to set up the Authenticator app.



Open the Authenticator app on your phone. If you have not used the app before, you will be shown an introduction. Press **Skip** or the > arrow to get to the main menu. You may be directed to enable push notifications, which is recommended. Next, press **Add account** on the main menu, then **Work or School account**. Proceed to **Step 12** of this guide.



If you do not have the **Add Account** button on the main screen of the **Microsoft Authenticator** app, click on the options menu dots in the upper right-hand corner, then click on **Add account**, and finally, click on **Work or school account**.



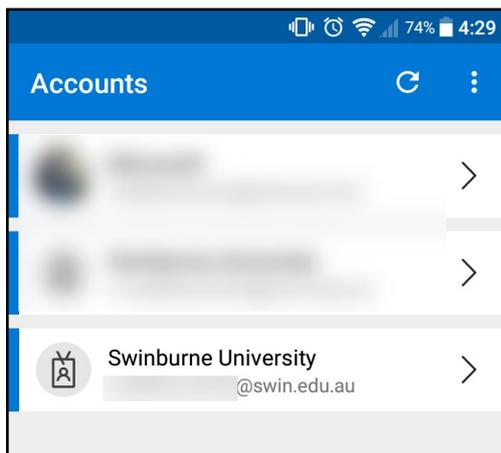
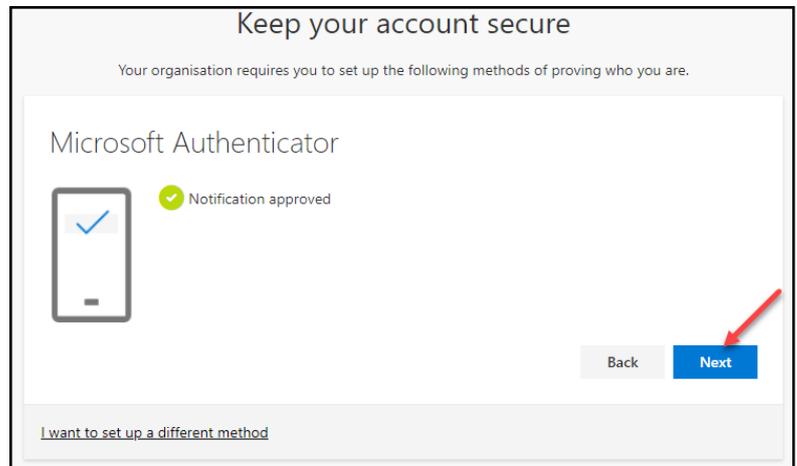
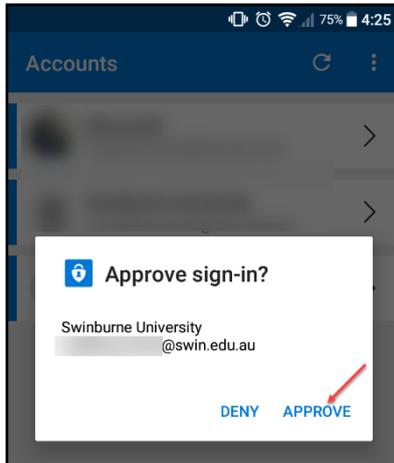
The **Authenticator** app will now look for the QR code prepared in **Step 9**, above.

Focus the camera over the QR code square. The app will automatically pair itself to your account.

Once scanned, press **Next** on the MFA setup screen in **Step 9**.

The MFA setup will now confirm that the configuration was successful by sending a test approval to your phone.

Click **Approve** on your phone and **Next** on your computer to complete the setup.

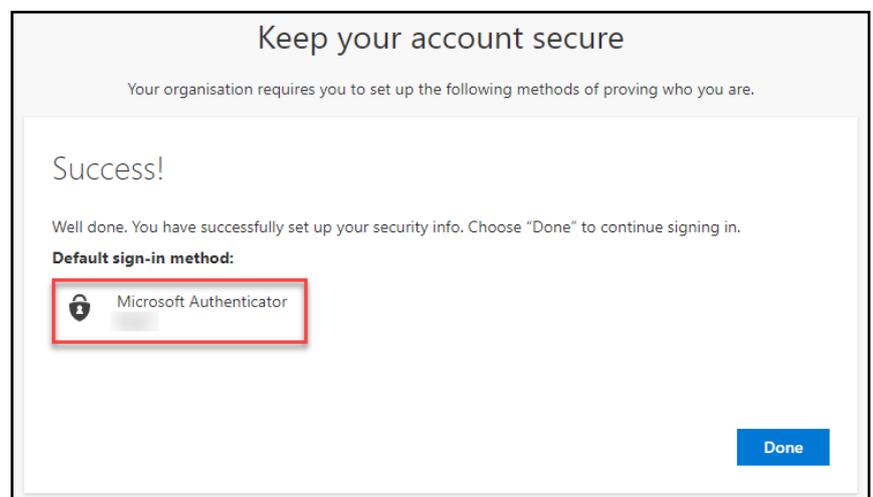


The Microsoft **Authenticator** app has now been configured, and you will be able to see your account listed as “Swinburne University” with your email address below.

Congratulations!

Your email (O365) account has now been setup with Multi-Factor Authentication.

The final page on the website will show you what device and default sign-in method you have configured.



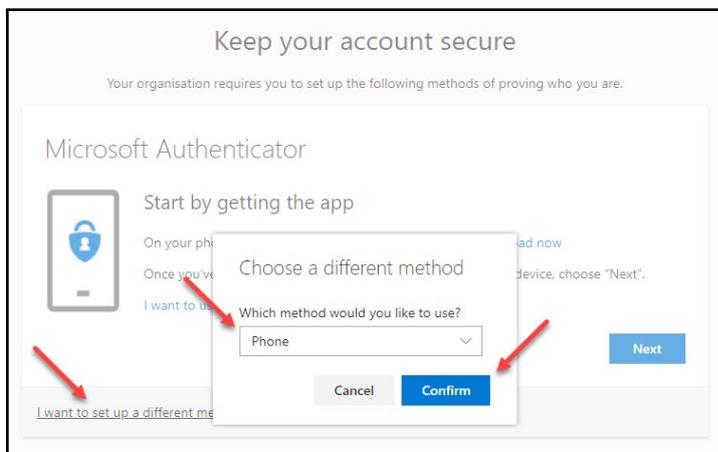
# ALTERNATE AUTHENTICATION METHODS

01

To set up an alternate verification method, you will need a phone that is accessible to you; your desk-phone, home-phone, or mobile will work.



02



After clicking **I want to set up a different method** in [Configuring the Authenticator App, Step 7](#), you will be provided with a dropdown list of alternate login methods.

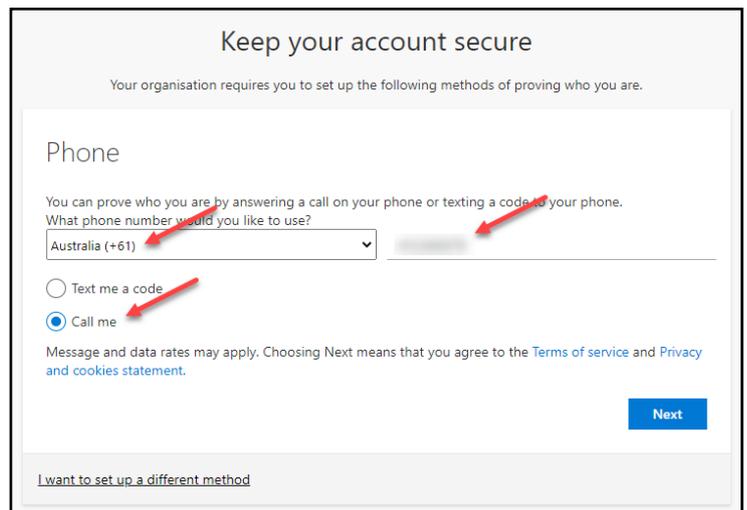
Select **Phone** and then click **Confirm**.

03

In this section, we will need to fill out your contact details and verification method.

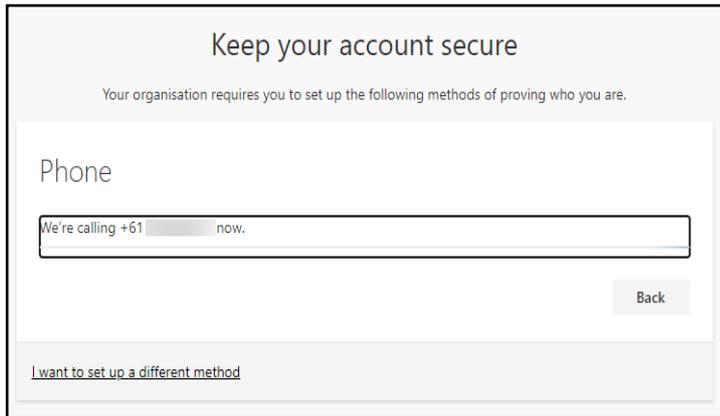
In the dropdown-box, please select **Australia (+61)** and enter your phone number in the text box to the right.

Lastly, select **Call me** and then click **Next**.



**Note:** Due to security concerns, Swinburne IT does not recommend using SMS as your authentication method.

04

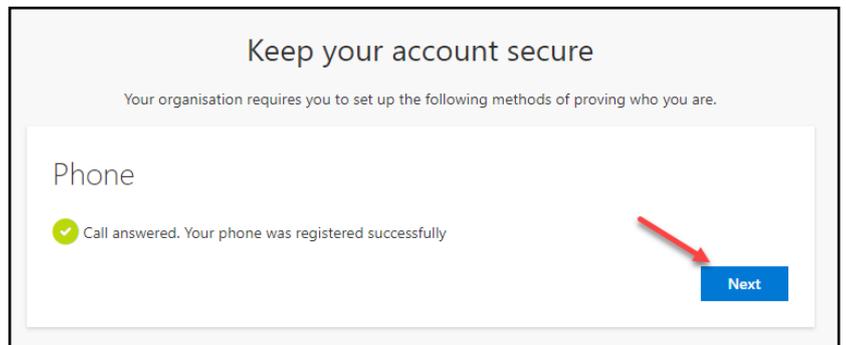


At this point, you will receive a phone call from Microsoft. Answer the call and you will be directed to press # to authorise the login attempt.

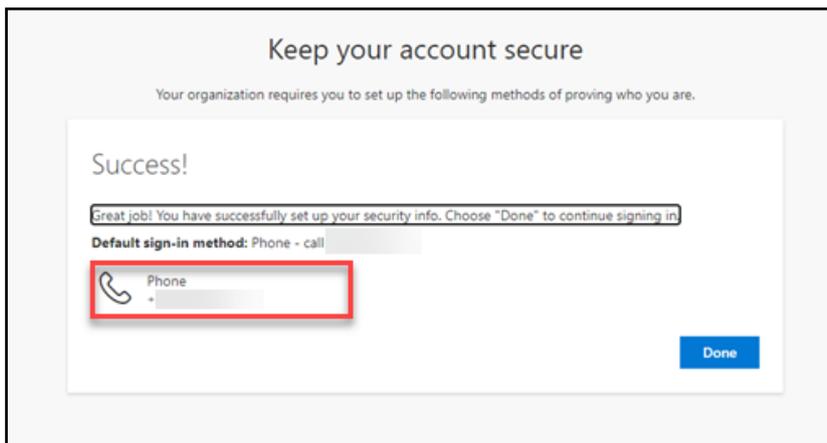
05

The authentication service has now verified your phone and has set it as an authentication method on your account.

Press **Next** to continue.



06



Congratulations!

Your email (O365) account has now been setup with Multi-Factor Authentication.

The final page on the website will show you what device and default sign-in method you have configured.