Microsoft Authenticator set up guidance for University of Hertfordshire students

Set up the Microsoft Authenticator app
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Using the verification code in the app
Get help

Set up the Microsoft Authenticator app

Step 1 - Get ready

You will need:

- your smart phone
- access to a PC / tablet
- internet connection
- your UH username and password

This process should take no more than 10 minutes to complete.

As part of the set-up process you will be asked to scan a QR code with your phone’s camera.
- If you don’t have a camera, you can do this manually.

Step 2 - Download the Microsoft Authenticator App to your mobile phone from your app store

- Don’t do anything else with it at the moment.
- If you already have the app, just open it up for now.

Step 3 - On your PC/tablet go to https://mysignins.microsoft.com/security-info

You may need to sign in to your UH account first.
Use your `username@herts.ac.uk` (where it asks for an email address) and then your password.

- If you are already signed in, make sure you select your **UH student account**.
- If your student account is not your normal default you should sign out first.
- If you have a staff and a student account, you can check which account you are in by clicking on the initials or avatar in the top right-hand corner.

**NB:** These Microsoft MFA instructions are geared towards your UH Student account but can be used for your UH Staff account if you have both. These instructions are not intended for any personal accounts you might have.

**Step 4** – You should now be on the **Security info** page of your UH Microsoft Account

Select **Add method**

Choose **authenticator app** as your method

You should already have the app on your phone from step 1 so just click **Next**.

A **QR code** will now appear on your computer screen.
Step 5 - return to the app on your phone:
If prompted, allow notifications.
Select Add account

You may see one of two screens, depending on how the app is configured on your phone:

You may see this:
Select Work or school account and then select Scan a QR code

or

you may see this:
in which case just click Scan a QR code
Scan the QR code on your screen with your phone camera

- Click **next** on your PC get an **approve sign in** pop-up sent to your phone to confirm it’s all working.
- Approve on your phone.
- In a small number of cases, you may get a time out when scanning the QR code, in which case simply repeat.

Note: If you experience timeouts during the process please follow the onscreen instructions. You can repeat **Add account**, select **Work or school account** and then **QR code** from within the app if you need to.

**Step 6** - add at least one additional authentication method

We strongly recommend you have at least one alternative authentication method.

On the security info page go to **Add method** and follow the on-screen instructions to add another authentication method.

- Once you have followed the instructions you will see them added to your security info.
- The default method below is the authenticator app.
- You can manage this by clicking **change** and then selecting your preference
- We always recommend using the app whenever possible.
Step 7 – Update Profile to activate MFA on your University account.

Note: DO NOT proceed unless you have already set up MFA on your account (steps 1-5 above).

Go to https://pss.herts.ac.uk and log in.

NB: you will NOT be required to change your password to apply MFA.

As part of MFA enrolment, you will see (for one time only) an Update profile option.

• Select Update Profile

Check the confirmation box and then select continue.
Check the **OK for MS MFA** box and select **Update** and then **Continue**

![Image of a form with options to update and continue]

You are now set up for Multi-factor authentication when you log into the majority of University Systems and will see a request to authenticate after entering your username and password.

![Image of University of Hertfordshire logo]

For security reasons, we require additional information to verify your account.

- Your University account is usually in the format `ab123@herts.ac.uk`
- Forgot your password?

Click **Azure Multi-Factor Authentication**

And then confirm on the app on your phone (you should see a pop-up)

As an additional security feature we recommend enabling **app lock** on your mobile phone for the authenticator app.
Setting up MFA on a phone if you cannot download the app

Click on Add method and then Phone

Select your Country code and enter Phone number and then select Text me a code or Call me

Enter the 6-digit code sent to your phone
Microsoft will now confirm this is correctly set up for you.

On the security page you can then set the default authentication method to either call or text

Now go to Step 7 above to complete MFA enrolment on your UH account.

Next time you log in you will be asked for an authentication code to verify it’s you.

Enter the code that has been set to you by text or phone call to authenticate and complete sign in.

Remember it is a good idea to set up more than one authentication method, so that you can always access your account and manage your authentication methods.
Using the verification code in the app

Sometimes it may not be possible to use the push notification; perhaps you have no Wi-Fi, data or phone signal but you need to log into a system.

In this case you can use the one-time password code in the app, which is refreshed every 30 seconds and works even in airplane mode.

When logging in to a UH system select 'use a different verification option'

For security reasons, we require additional information to verify your account

We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.

... Use a different verification option

Then select Use verification code from mobile app or hardware token.

For security reasons, we require additional information to verify your account

How do you want us to verify your account?
Text me at +xx xxxxxx1842
Send notification to my mobile app
Use verification code from mobile app or hardware token
Call me at +xx xxxxxx1842

Enter the verification code from your mobile app or hardware token.

Verification code
Enter your verification code

Sign in
Use a different verification option

Enter the code appearing in the app onto the login screen and complete sign in.

Remember, you will only have the above options if you have previously set them up on your Microsoft account Security page.

Get help
Contact the Helpdesk 24/7
Online: https://helpdesk.herts.ac.uk/login
Telephone: +44 (0)1707 284678
Email: helpdesk@herts.ac.uk