



# Multi-Factor Authentication (MFA)

## Adding an additional MFA device

This document explains how to set up **Multi-Factor Authentication (MFA)** on an additional device, allowing it to receive and approve verification requests in addition to an already configured device.

Please consult the [Troubleshooting](#) section at the end of this document if you require assistance.

## What do I need to set up MFA?

An internet connected smartphone (or tablet).



This is the device you will install the **Microsoft Authenticator** app on allowing it to perform MFA.

An internet connected computer.



[What if I don't have a smartphone or tablet?](#)

# Step 1

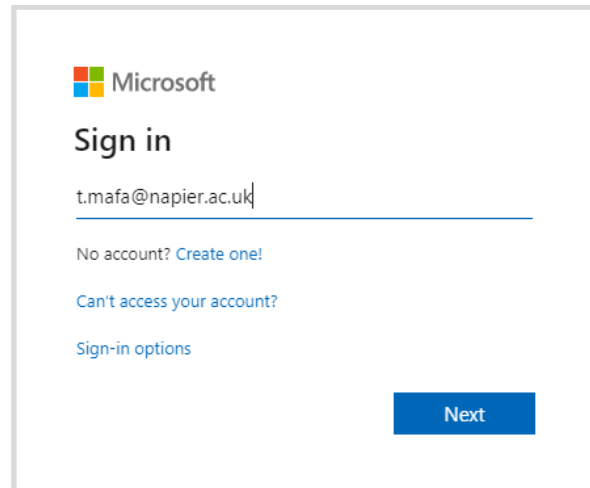
On your computer



Navigate to <https://aka.ms/mfasetup>.

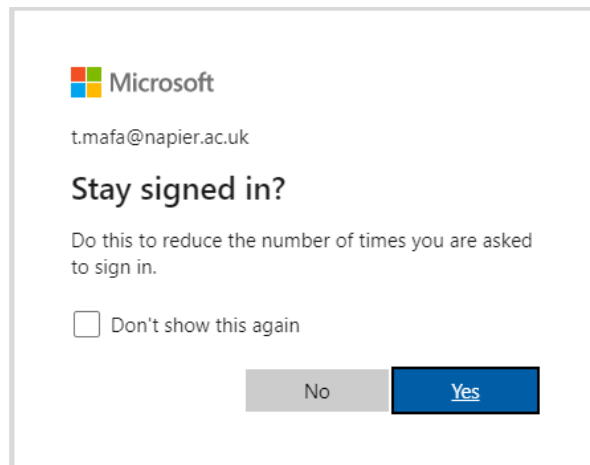
Sign in with your University **email address** and password.

**Staff must not use their 4xxxxxxx number.**



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "t.mafa@napier.ac.uk". Below the input field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom right, there is a blue button labeled "Next".

If prompted to stay signed in, select **Yes** if you trust the computer you are using.

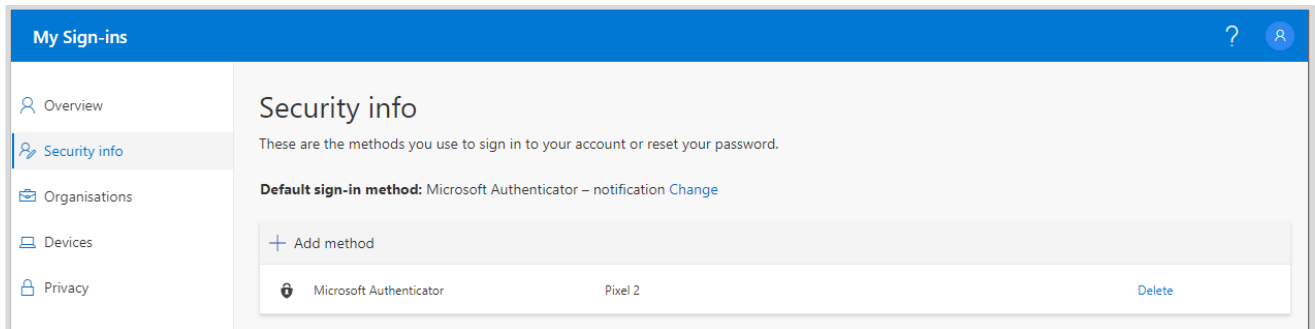


The screenshot shows a Microsoft prompt titled "Stay signed in?". Below the title, it says "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again" which is currently unchecked. At the bottom, there are two buttons: a grey "No" button and a blue "Yes" button.

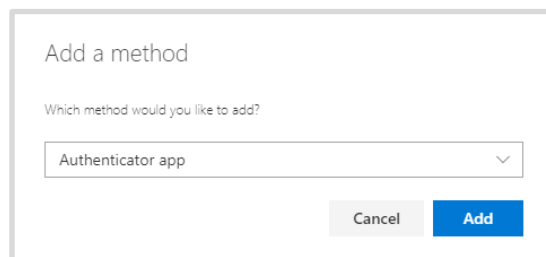
If you are prompted for MFA, complete this using another device you have already set up for MFA (or by your other configured MFA method).

## Step 2

Within your Security info page, select **Add method**.

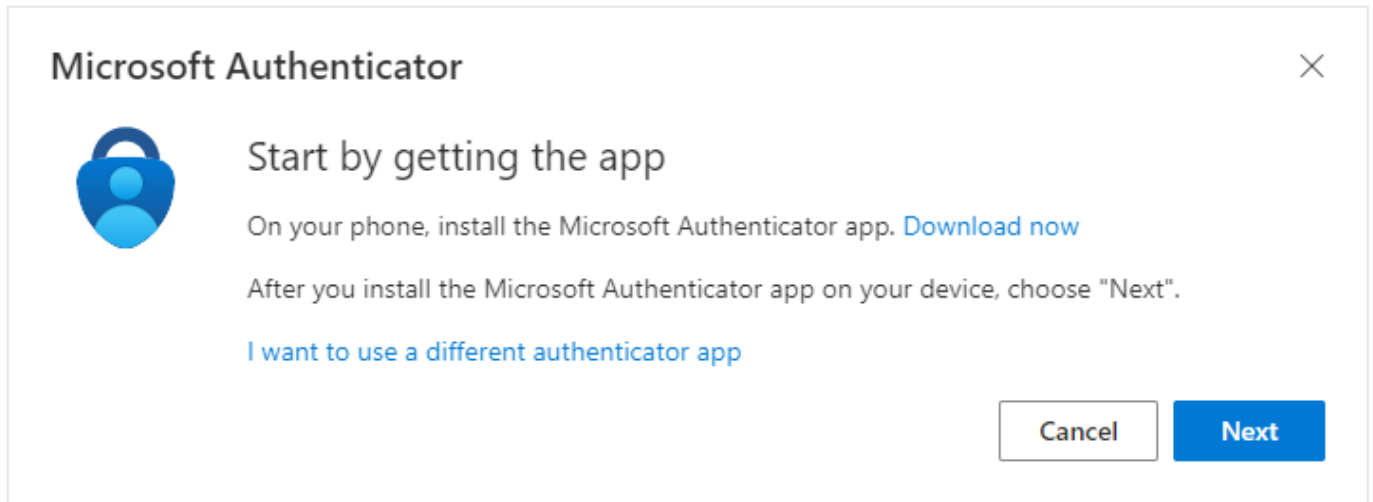


From the dropdown menu, choose Authenticator app, then **Add**.



## Step 3

The following message will display.



On the new device



Install and open the **Microsoft Authenticator** app, available on the [App](#) or [Play](#) store.

**Allow** the app to send you notifications if asked.

**Skip** all other initial messages.

[What is the Microsoft Authenticator?](#)



**Microsoft Authenticator** 4+

Protects your online identity  
Microsoft Corporation

#2 in Productivity

★★★★★ 4.8 • 230.2K Ratings

Free

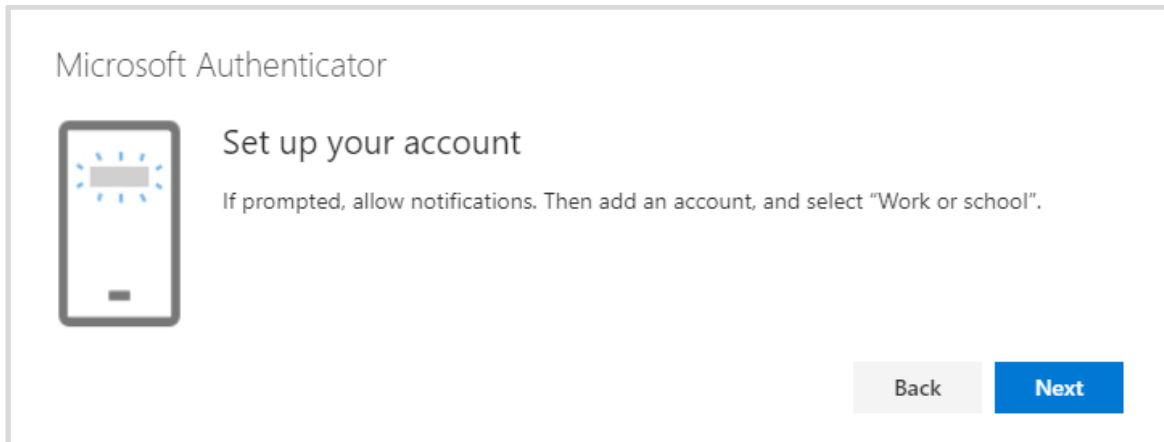
On your computer



Select **Next** to continue.

## Step 4

The following message will display.



On the new device



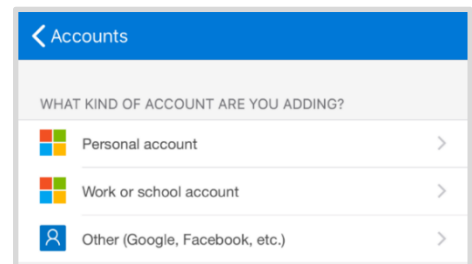
In the **Microsoft Authenticator** app, **add an account**.

Select **Work or school account**.

Select **Scan QR code**.

**Allow** the app to use your camera.

The app will then start using the camera.



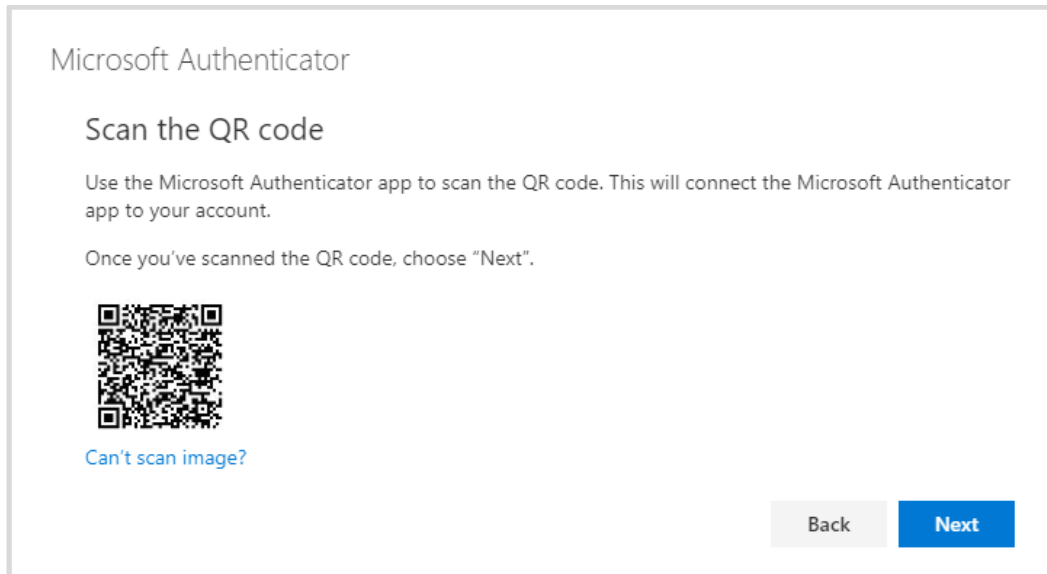
On your computer



Select **Next** to continue.

## Step 5

A QR code will display.



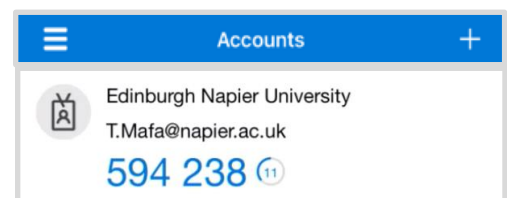
On the new device



Point the camera at the QR code displayed on the computer.



The Microsoft Authenticator app will scan it and then add it as an account.



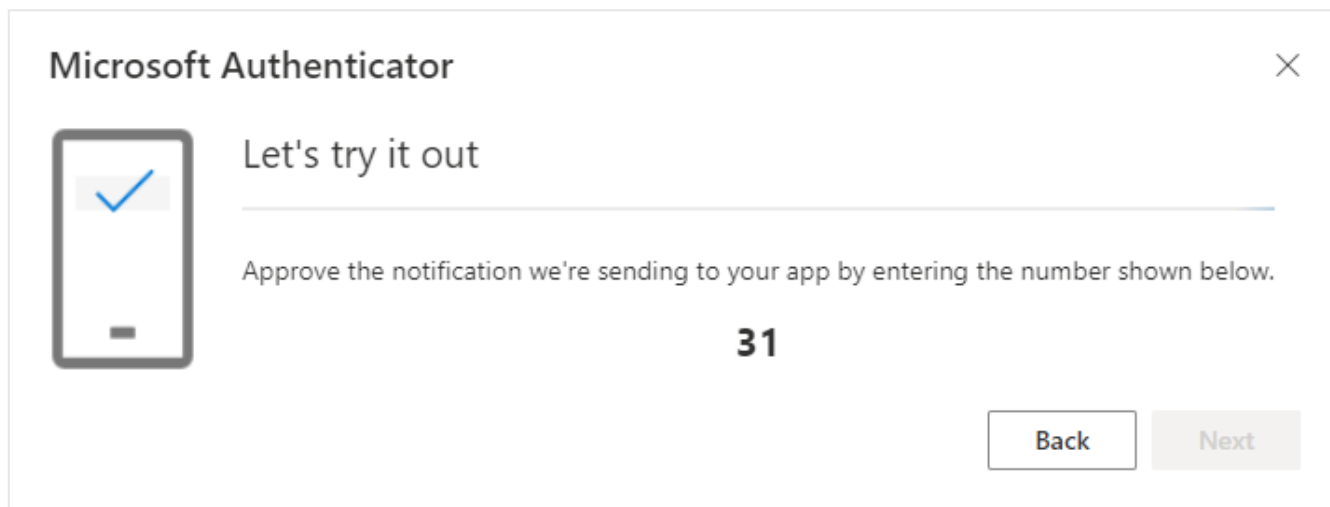
On your computer



Select **Next** to continue.

## Step 5

The following message will display, a notification will be sent to your new device.



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On the new device



**Enter** the number displayed on your computer in the authenticator app.

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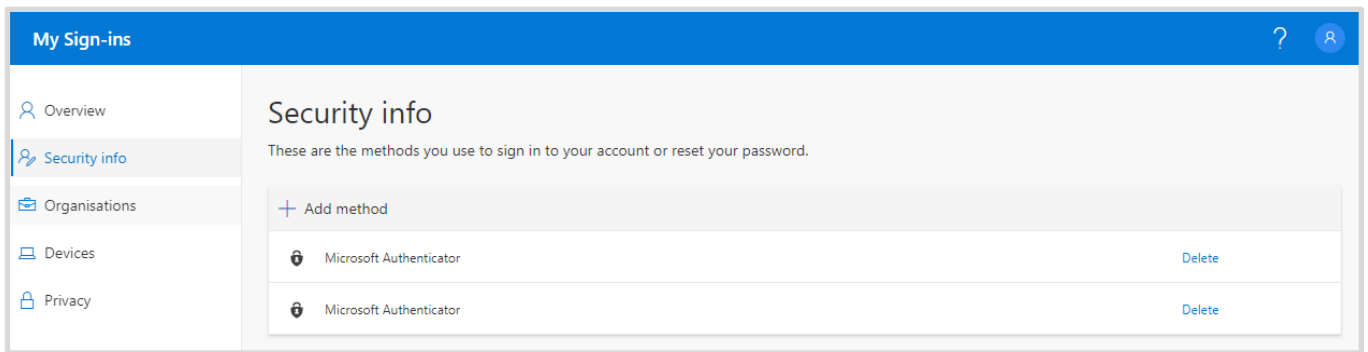
On your computer



Once the verification request has been approved, you can select **Next** to finish.

## Step 6

You will be returned to your Security info page with the additional method listed.



When MFA is required, the verification request will be sent to all devices. You need only approve it from one.



# Troubleshooting

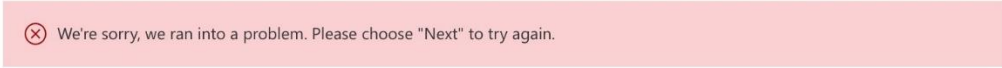
## What if I don't have a smartphone or tablet?

MFA can also be performed with an SMS code. You will need a mobile phone capable of receiving SMS messages. No charges are incurred. A guide to first time setup can be found [here](#).

## I haven't been sent a notification?

Make sure that the Microsoft Authenticator app is allowed to send you notifications in your phone's settings.

## It says I ran into a problem?



⊗ We're sorry, we ran into a problem. Please choose "Next" to try again.

This can appear if the process isn't completed quickly enough (it times out for security reasons). It's best to start the process again from scratch. Close down the browser tab and go back to **Step 2**.

## I get an error when I scan the QR code.

The QR code times out for security reasons, select back to return to the previous page, then next to generate a new one. If you still receive an error, close down the browser tab and return to **Step 1**. It isn't necessary to uninstall and reinstall the app.

## At Step 10 it says an unexpected error has occurred?

This is due to a conflict between your browser remembering a sign in using your 4xxxxxxx@napier.ac.uk and your email address. It doesn't indicate that MFA isn't working. You must sign out of the website from the top right dropdown, then clear your browser data. When you return to <https://aka.ms/mfasetup> it should display correctly.

Alternatively use a different browser to access this page in the future.

If you are still having difficulty, please phone the **IS Service Desk** on **0131 455 3000**.