Edinburgh Napier UNIVERSITY | Information Services

Multi-Factor Authentication (MFA)

QR code setup guide

This document explains how to set up **Multi-Factor Authentication** (**MFA**), allowing access to **Office 365** services (including **email, calendar** and **OneDrive**) from outside the University Network.

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 you to perform MFA. Please have it with you when you wish to access Office 365 out with the University.

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.

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

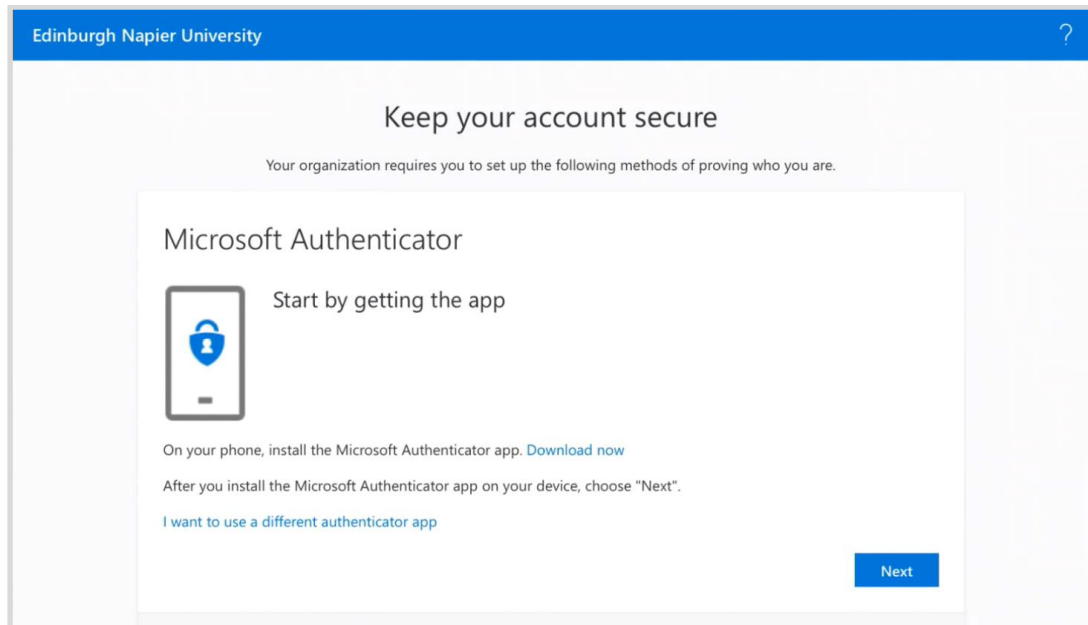You will be prompted to provide additional information.

Select Next to continue.

Step 2

The following page will display.

On your
smartphone

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.
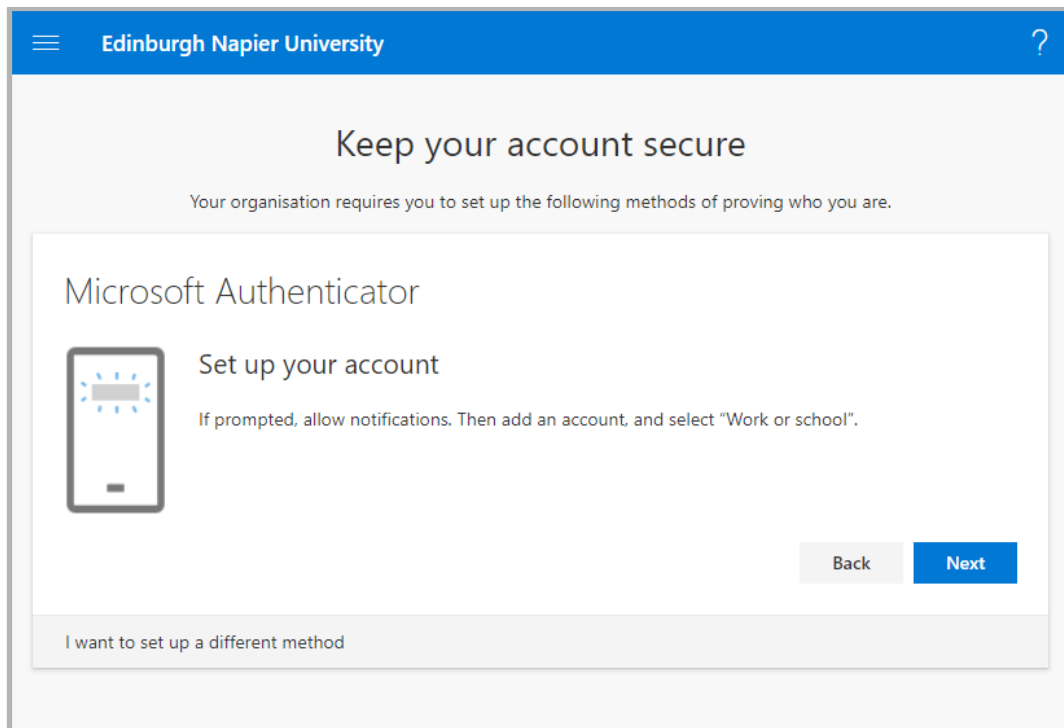
What is the Microsoft Authenticator?

On your
computer

Select **Next** to continue.

Step 3

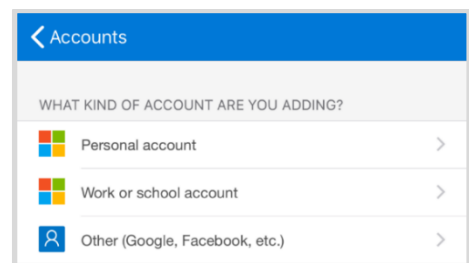The following page will display.

On your smartphone 📱

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

Select **Work or school account**.

Select **Scan QR code**.

Allow the app to use your camera.

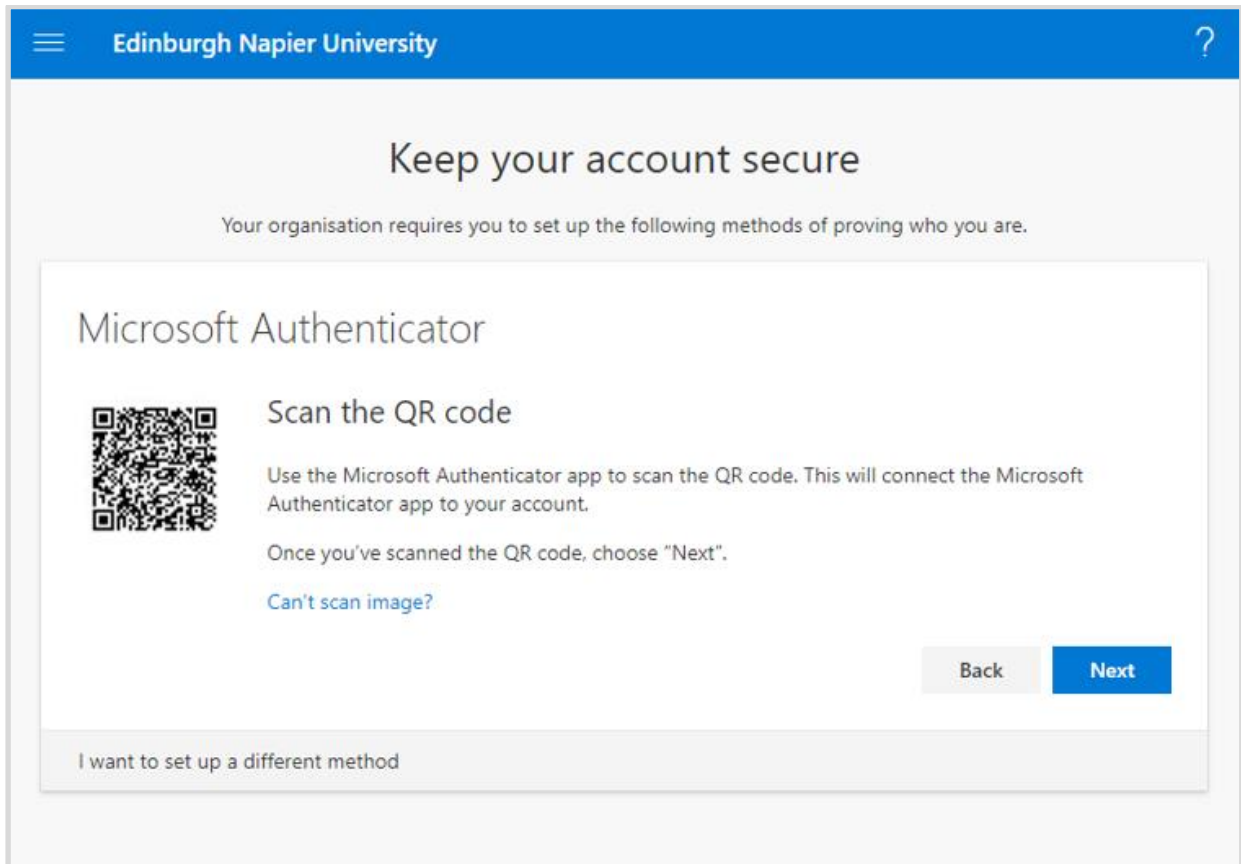The app will then start using the camera.

On your computer 💻

Select **Next** to continue.

Step 4

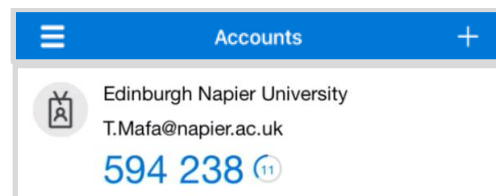The following page will display, showing a QR code.

On your smartphone

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

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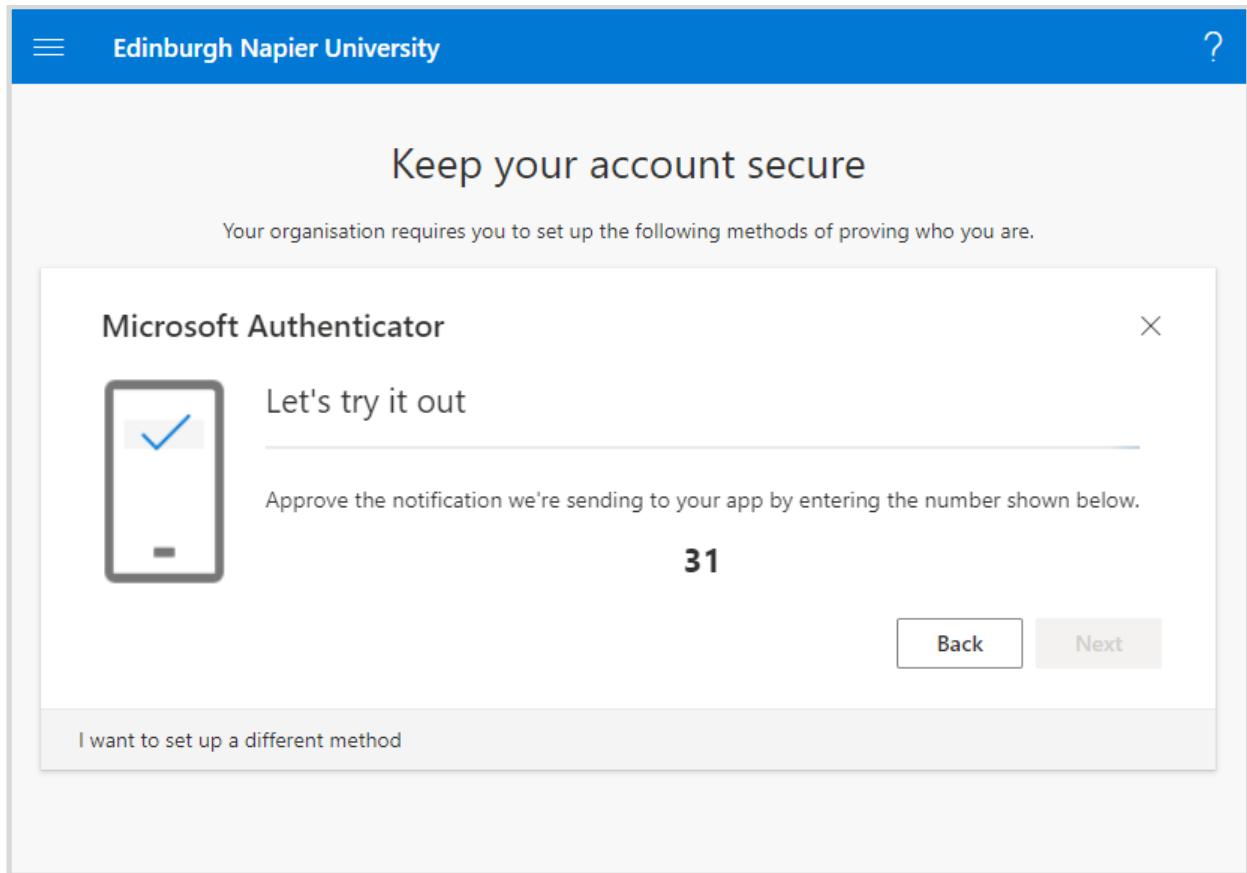scan it and then add it as an account.

On your computer

Select Next to continue.

Step 5

The following page will display, a notification will be sent to you.

On your smartphone 📱

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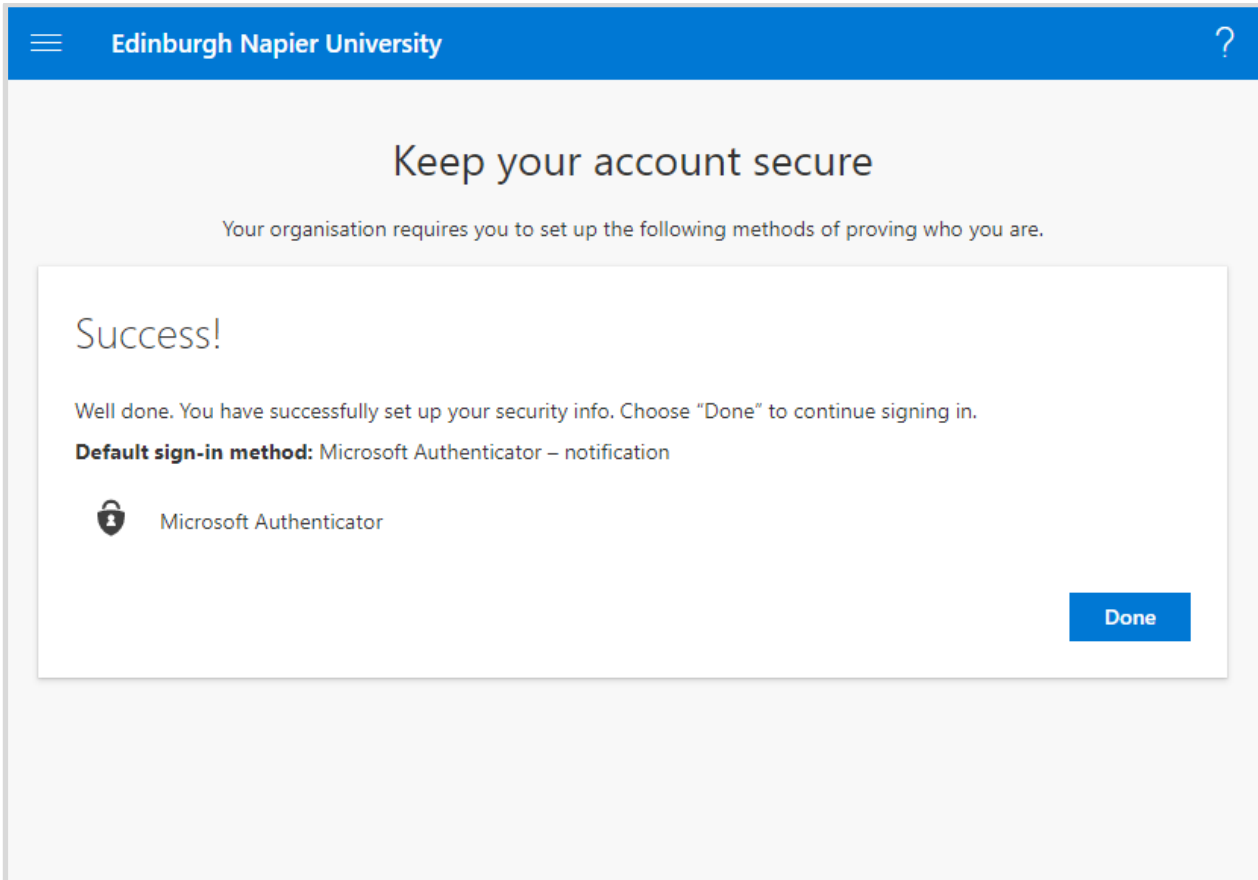computer in the authenticator app.

On your computer 💻

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

Step 6

The following page will display.

Select Done.

⚠️ **Stay safe in the future!** You will only ever receive verification request when you have manually triggered its generation and are expecting one.

If you have received one out of the blue, it is an indication your account has been compromised! Contact the IS Service Desk immediately and request a **password reset.**

Step 7

The following page will display.
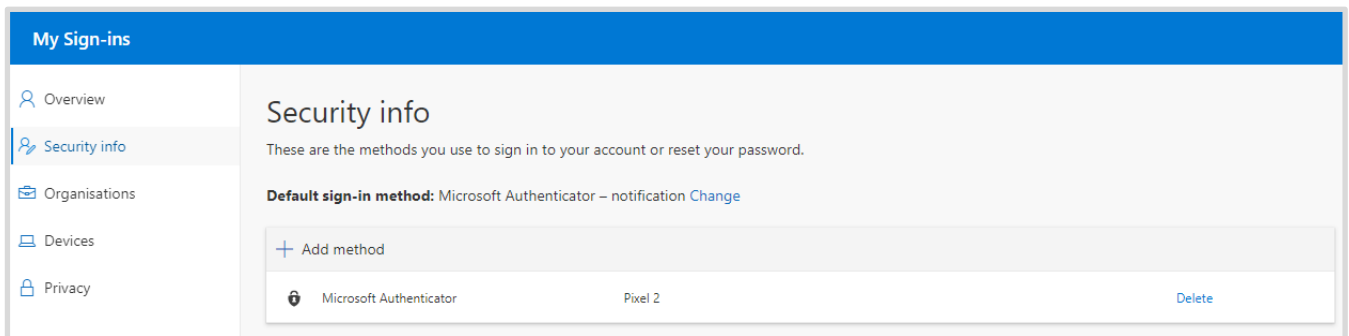
This is your **Security info** page. Here you can manage your MFA settings. You can access this in the future by returning to https://aka.ms/mfasetup.
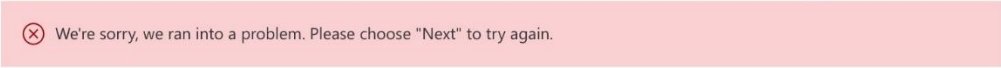
Troubleshooting

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?

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.

I do not wish to use a personal device for MFA, what can I do?
Please use a corporate smartphone or tablet to perform MFA if you have been provided with one. Otherwise, please use the VDI or VPN service to access Office 365. These services are temporarily exempt from MFA.

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