

Student guide - Multi-factor authentication (MFA)



Below is information on MFA methods and how to set up the Microsoft Authenticator application method for MFA. If you experience any issues or need help, please contact our friendly Digital Solutions team. You can text for free on 8676, call us on 04 463 5050 or email on servicedesk@vuw.ac.nz

Microsoft Authenticator application (recommended)

Before you start

1. You will need your phone and computer to complete this setup.
2. Make sure your phone is charged or plugged in.
3. Connect your phone and computer to the internet using Wi-Fi or Mobile Data.

Step 1 - First login and set up

On your computer:

1. Sign in to aka.ms/setupmfa using your student account
2. Click Add Sign-in method
3. Choose the Microsoft Authenticator option
4. Follow the prompts to start MFA Setup

Step 2 - Download the Microsoft Authenticator App to your phone

Go to your phones' App Store and search for "Microsoft Authenticator"

[Download Microsoft Authenticator App from the App Store](#)

[Download Microsoft Authenticator App from Google Play](#)

The app should have an icon like the blue one to the right.

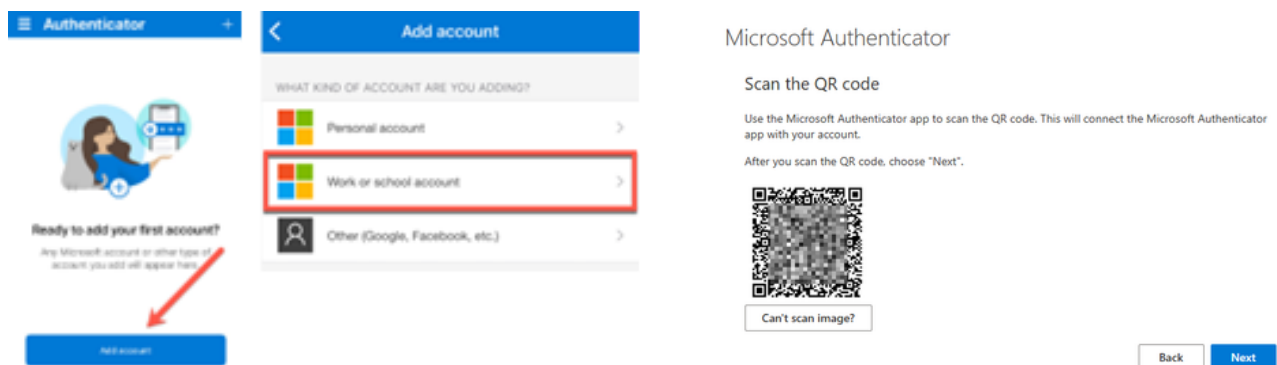


Step 3 - Scan the QR code

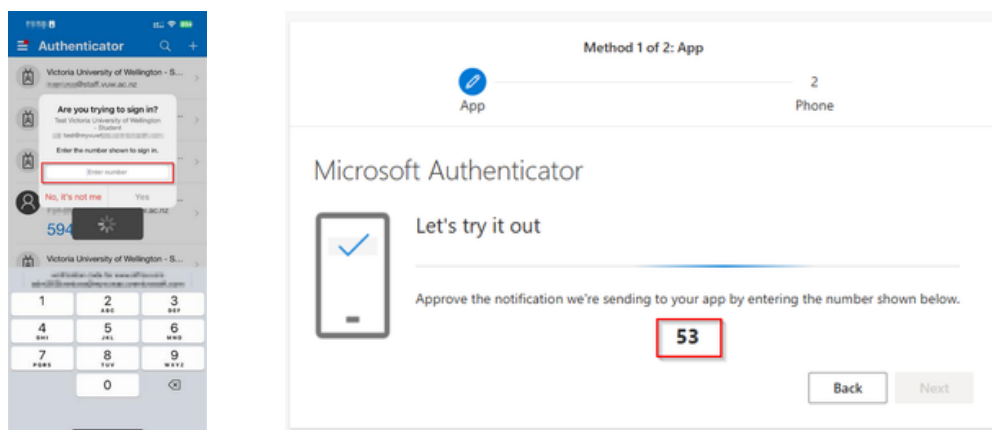
On your phone:

1. Open the Authenticator App (If prompted, please allow notifications)
2. Tap the "Add account" button
3. Select Work or School account
4. Choose Scan a QR Code
5. Scan the QR Code displayed on your computer

6. When successful your university email will appear in the Authenticator app.



7. On your computer: Click next. This will show you a number and send a notification to your phone



8. On your phone: Tap on the notification, enter the number shown on your computer and click “Yes”. This number expires after a few minutes so don’t wait too long!

Step 4 - Set up a phone number

The system may ask you for your phone number - if it does, provide the country code and number when prompted. The system will confirm this with call or SMS message. If it does not ask for a phone number - you’re all good to go!

Setup complete! Your university account is now protected with MFA!

Authentication options

Use the information below for help choosing the authentication method that will work best for you.

Feature	Standard MFA Notification	Text Message Or Phone Call
Internet required	Yes	No
How it works	App sends a notification to approve	Receive a text code or phone call
Best for	Everyday use	If using basic mobile phone
Security level	Highest	High