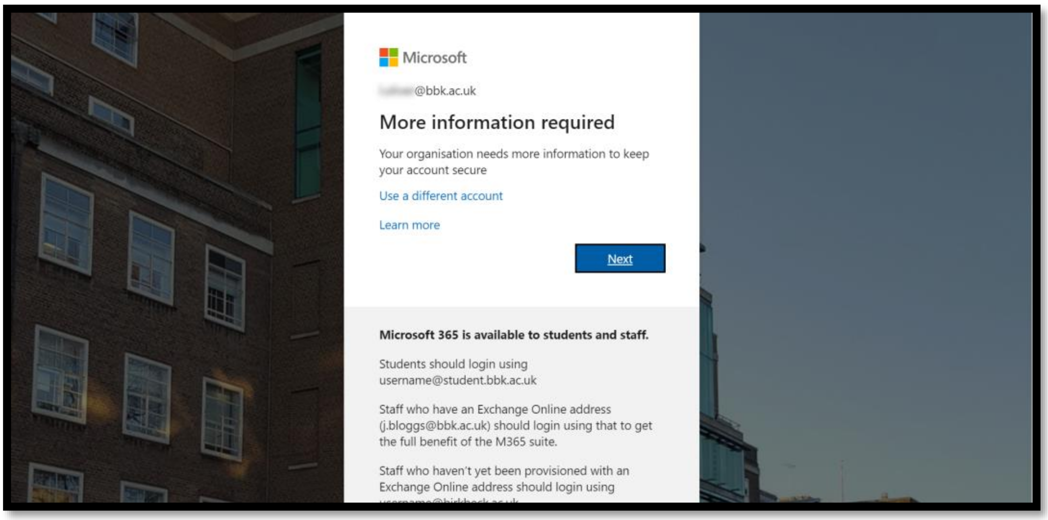
Registering for multi-factor authentication (MFA) at Birkbeck

Register for MFA with Microsoft Authenticator app (recommended)

With this method of verification, you install and use the Microsoft Authenticator app on your mobile phone. Once set up, you can choose to verify by push notification or one-time passcode.

Before you begin, download and install the **Microsoft Authenticator App** from your mobile app store (App Store for iOS or Play Store for Android).

1. Go to the Microsoft 365 security info page (https://aka.ms/mfasetup). If you are not already signed in, login with your Birkbeck email address (username@student.bbk.ac.uk) and IT password.
2. On the **More information required screen,** click **Next.**



Microsoft

[redacted]@bbk.ac.uk

More information required

Your organisation needs more information to keep your account secure

Use a different account

Learn more

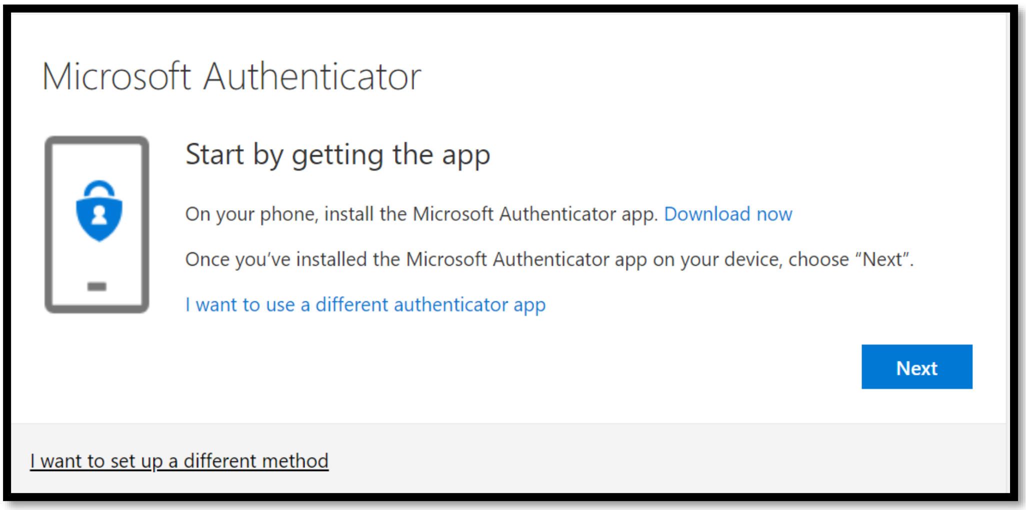
Microsoft 365 is available to students and staff.

Students should login using username@student.bbk.ac.uk

Staff who have an Exchange Online address (j.bloggs@bbk.ac.uk) should login using that to get the full benefit of the M365 suite.

Staff who haven't yet been provisioned with an Exchange Online address should login using

3. Click **Next** to proceed.



Microsoft Authenticator

Start by getting the app

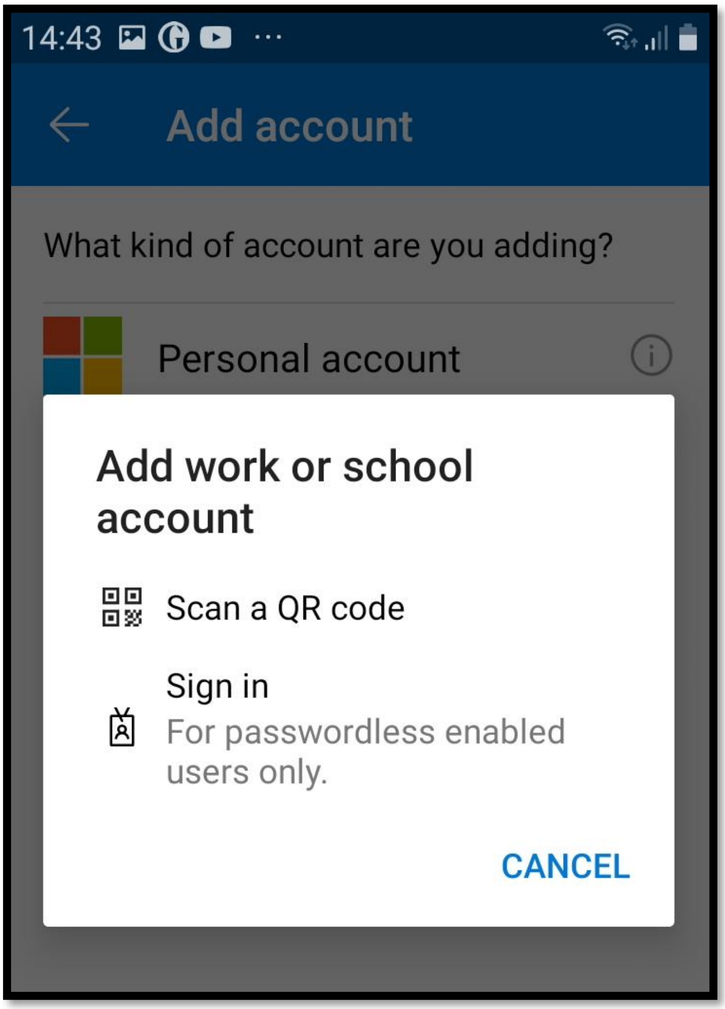
On your phone, install the Microsoft Authenticator app. Download now

Once you've installed the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

I want to set up a different method

4. Now go to your **mobile** and add your account to the app:
   a. Tap **+** to add an account (top right corner)
   b. Select **Work or school account.**
   c. Tap **Scan a QR code** to open the camera**.**

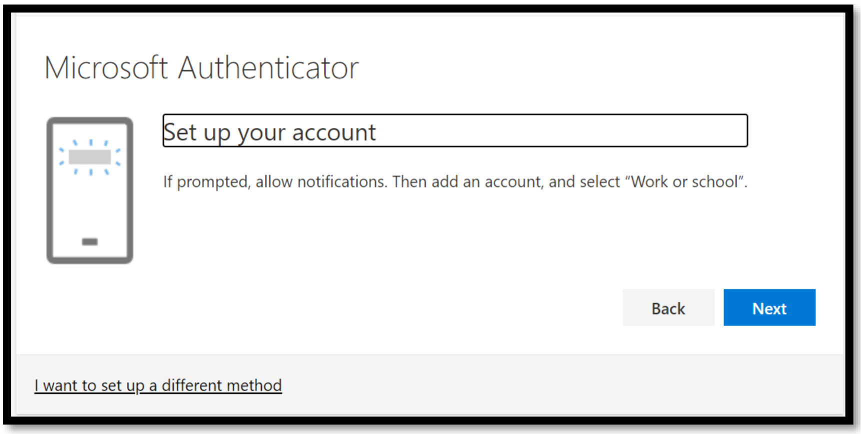


Add work or school account

Scan a QR code

Sign in
For passwordless enabled users only.

5. Return to your **computer** and click **Next** to proceed.

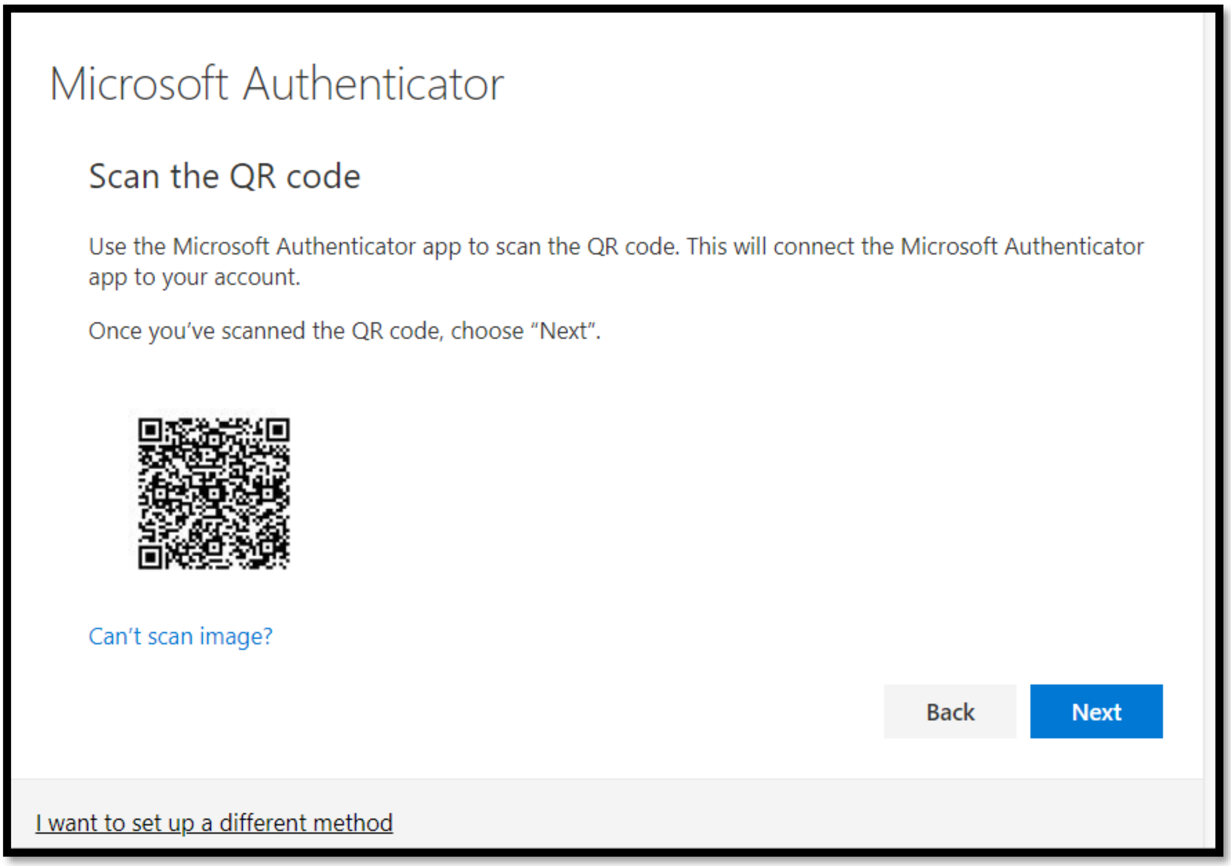


Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

6. With your **mobile**, scan the QR code on your computer screen then click **Next**.



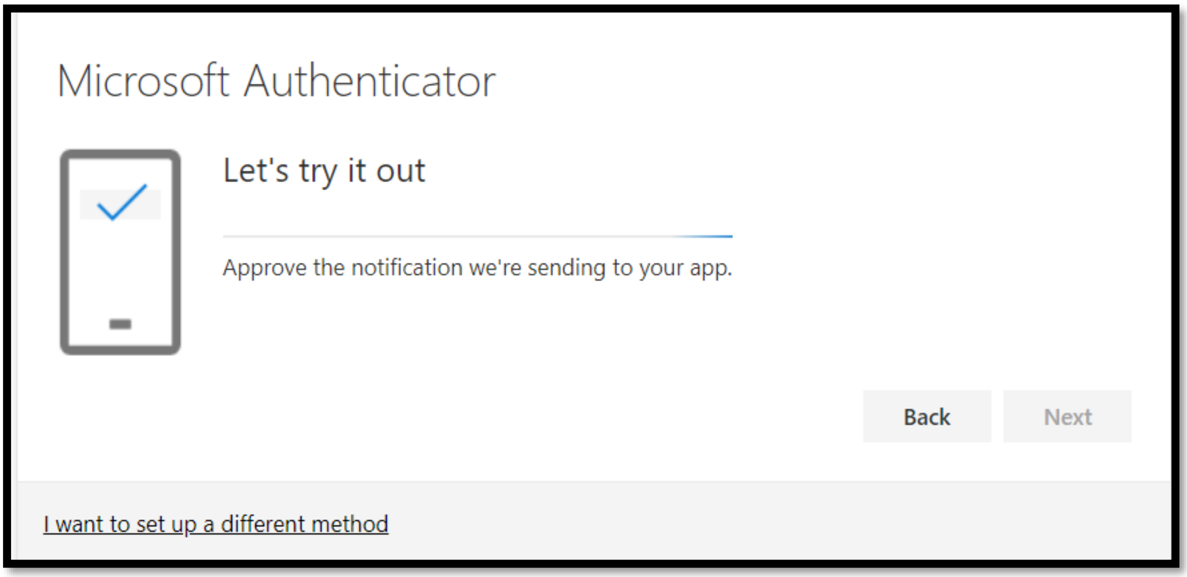
Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app to your account.

Once you've scanned the QR code, choose "Next".

A notification will be sent to the app.

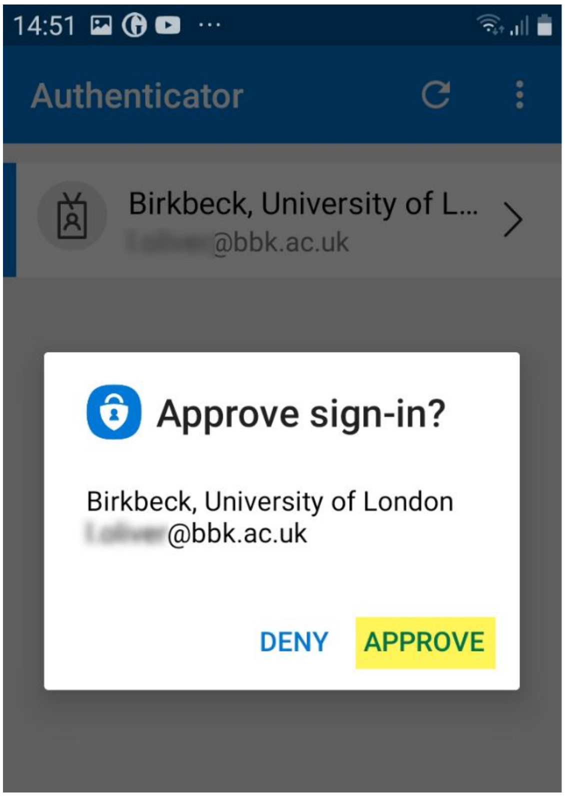


Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app.

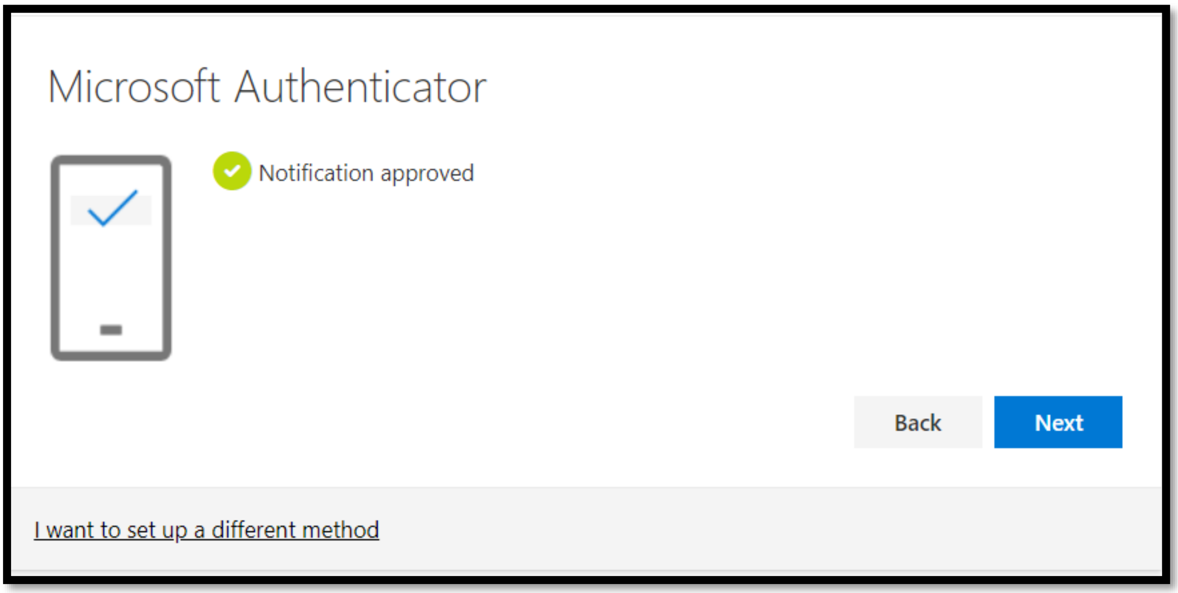
7. On your **mobile** tap **Approve** (you may be prompted to unlock your phone to authorise the app).



Approve sign-in?

Birkbeck, University of London
[redacted]@bbk.ac.uk

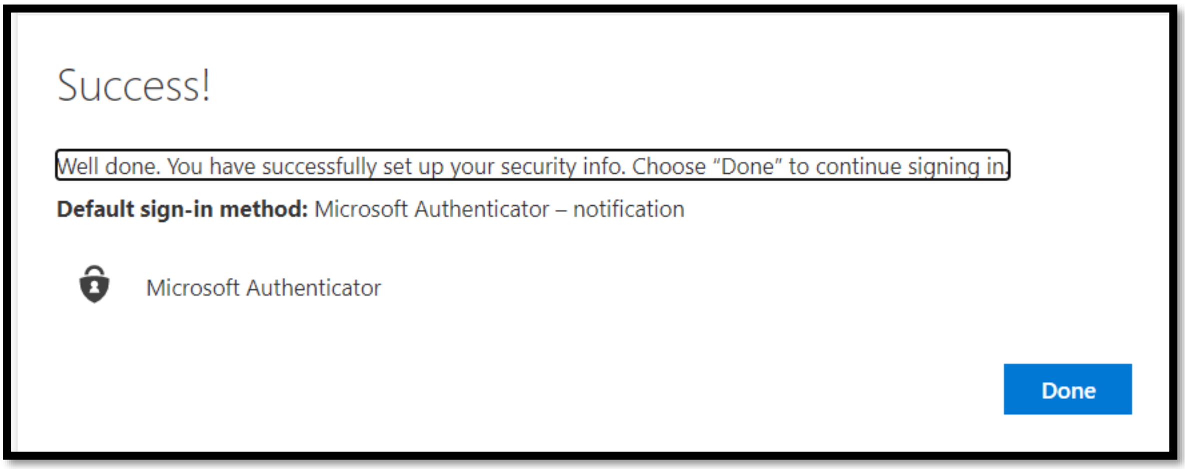
8. Return to your **computer**. A notification approved message is displayed. Click **Next.**



Microsoft Authenticator

✓ Notification approved

9. Your account and Microsoft Authenticator app are now linked. Click **Done** to complete the registration.



Success!

Well done. You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method: Microsoft Authenticator – notification

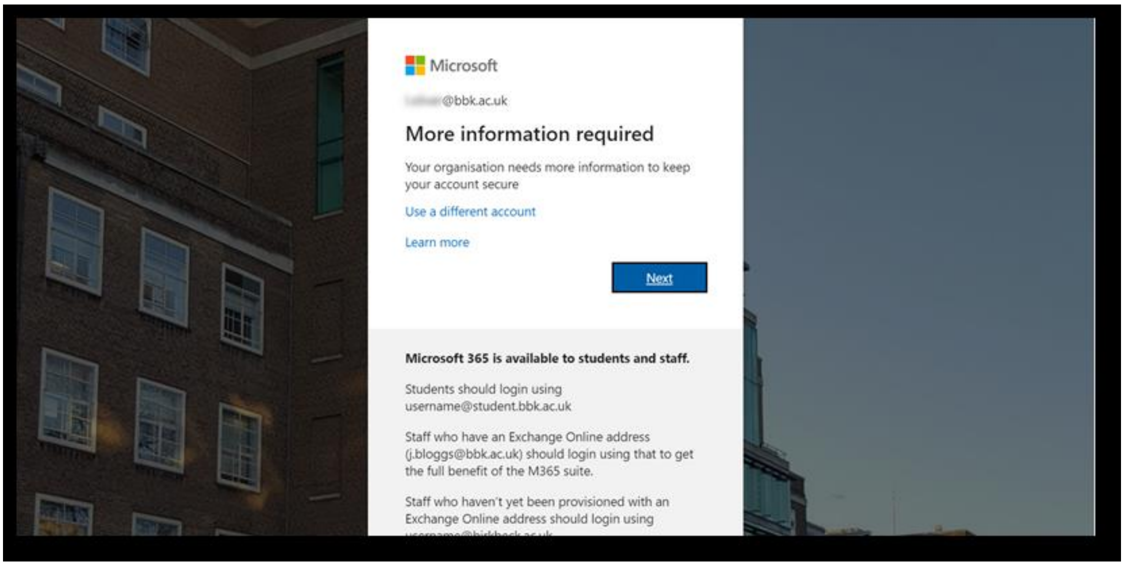
Register for MFA with phone call

With phone call verification an automated voice call is made to your phone. This could be a mobile or landline number (office or home).

We recommend you set up one verification method using a landline number so you are not totally reliant on having your mobile phone with you.

To register follow these steps:

1. Go to the Microsoft 365 security info page (https://aka.ms/mfasetup). If you are not already signed in, login with your Birkbeck email address (username@student.bbk.ac.uk) and IT password.
2. On the **More information required** screen**,** click **Next.**



[redacted]@bbk.ac.uk

More information required

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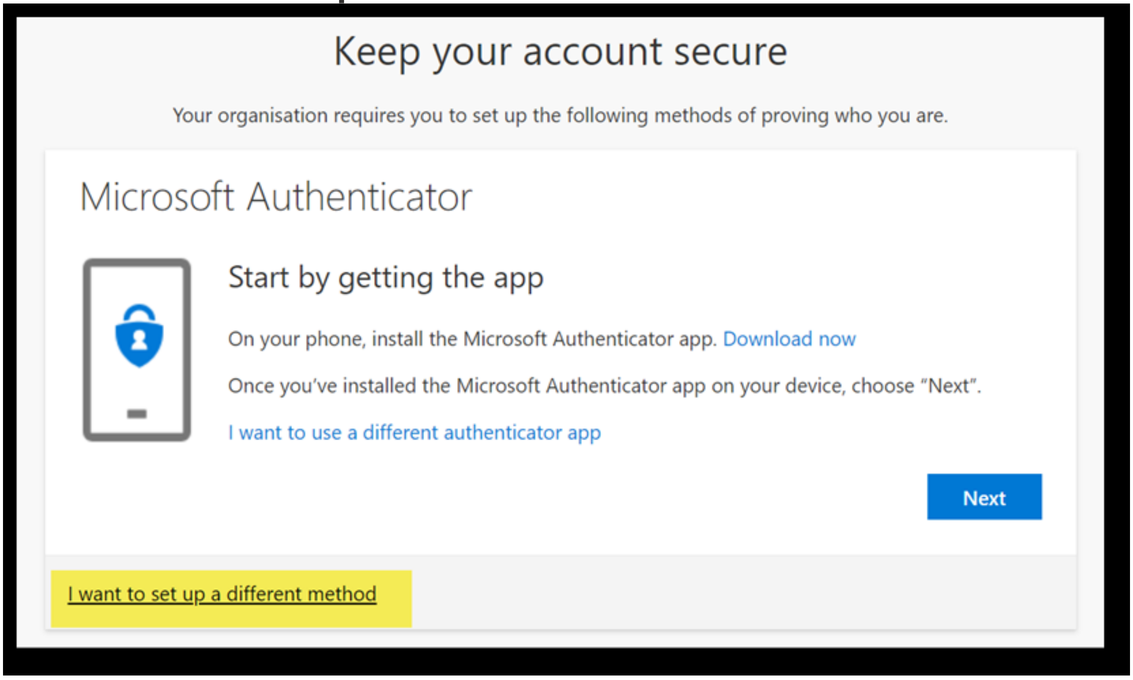
Microsoft 365 is available to students and staff.

Students should login using username@student.bbk.ac.uk

Staff who have an Exchange Online address (j.bloggs@bbk.ac.uk) should login using that to get the full benefit of the M365 suite.

Staff who haven't yet been provisioned with an Exchange Online address should login using username@birkbeck.ac.uk

3. Click **I want to set up a different method**.



Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Microsoft Authenticator

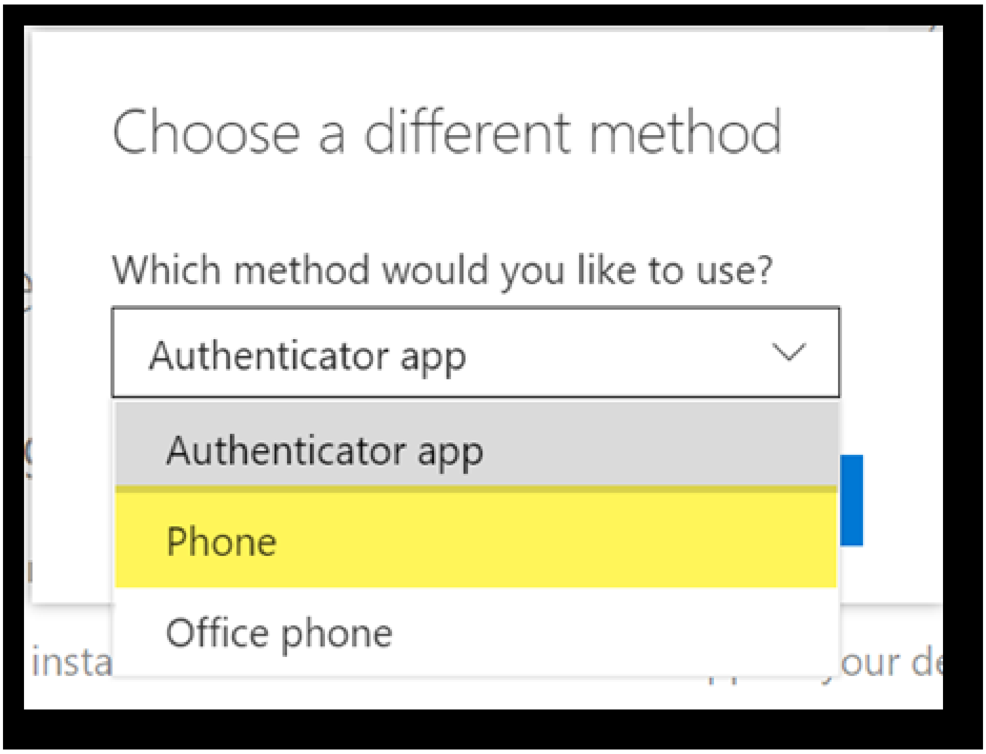
Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

Once you've installed the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app
Next
I want to set up a different method

4. Select **Phone** from the menu.

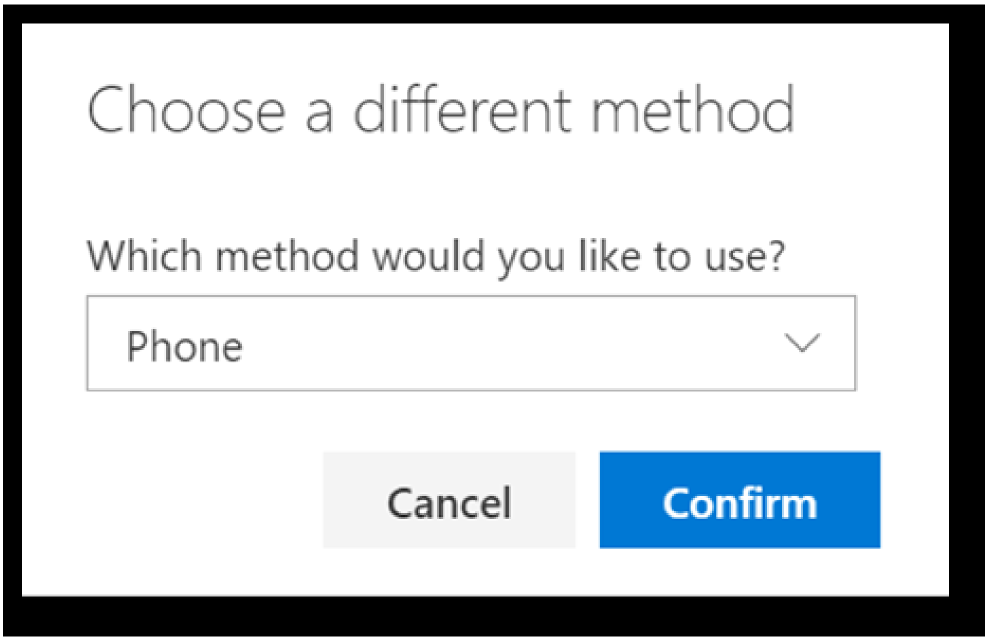


Choose a different method

Which method would you like to use?

Authenticator app

5. Click **Confirm**

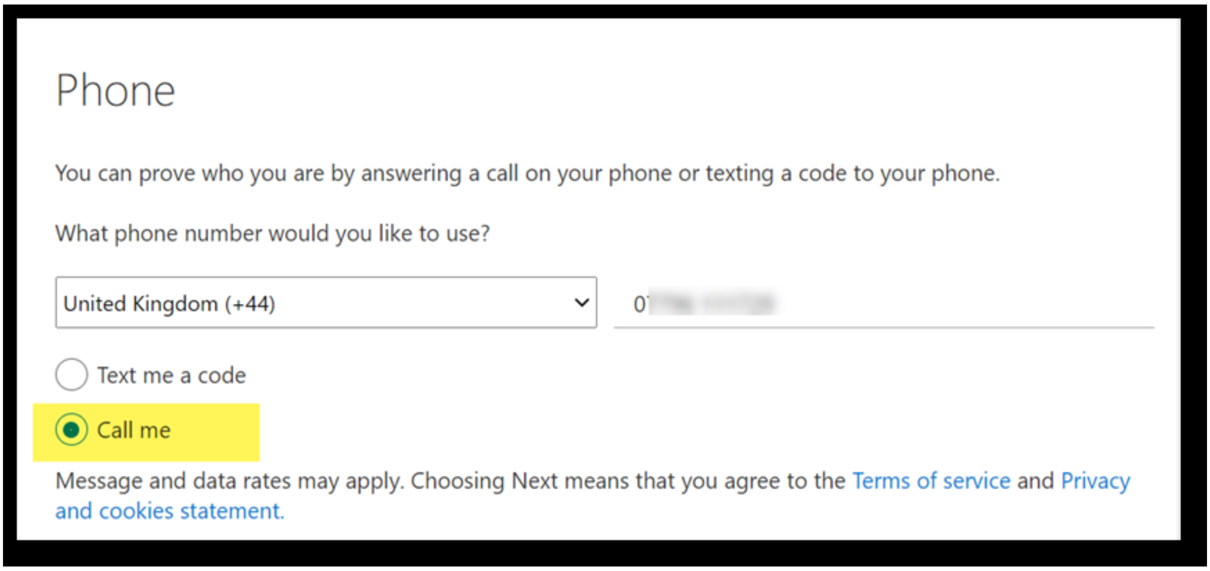


Choose a different method

Which method would you like to use?

Phone

6. Enter your mobile, office or home landline number, select **Call me** as your authentication method and click **Next**. Microsoft MFA will call the phone number you have provided. This will be an automated message.



Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

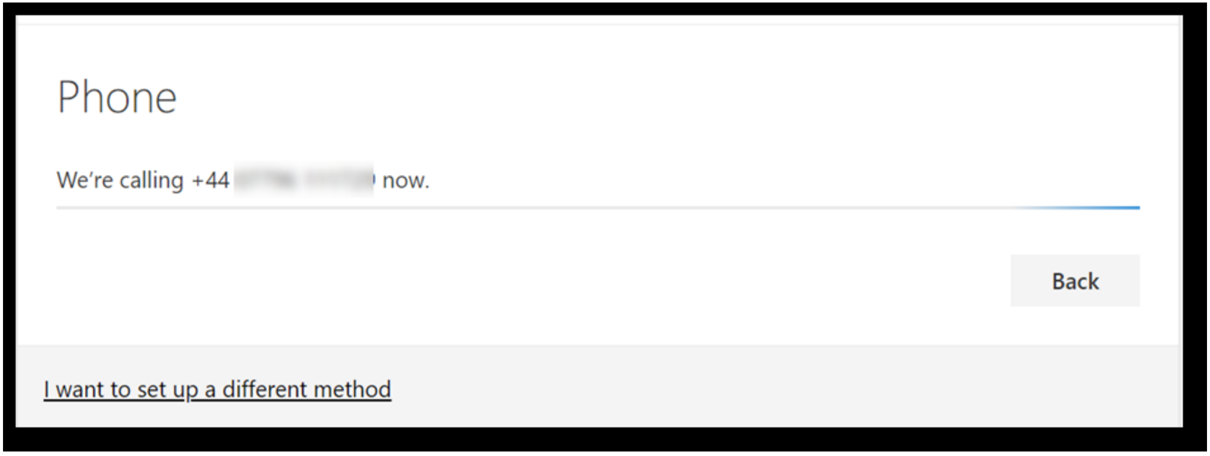
United Kingdom (+44) 0[redacted]

○ Text me a code

● Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

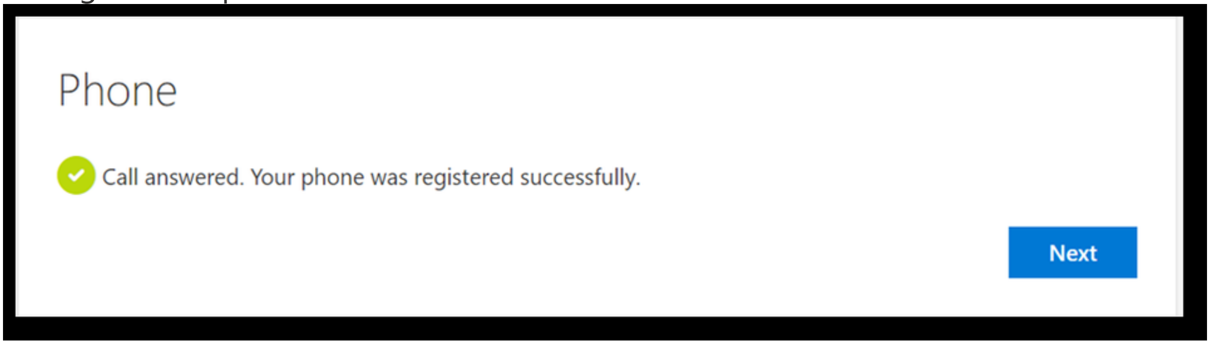
7. Answer the call and press the **#** key to confirm (note the voice may say ‘pound’ or ‘hash’).



Phone

We’re calling +44 [redacted] now.

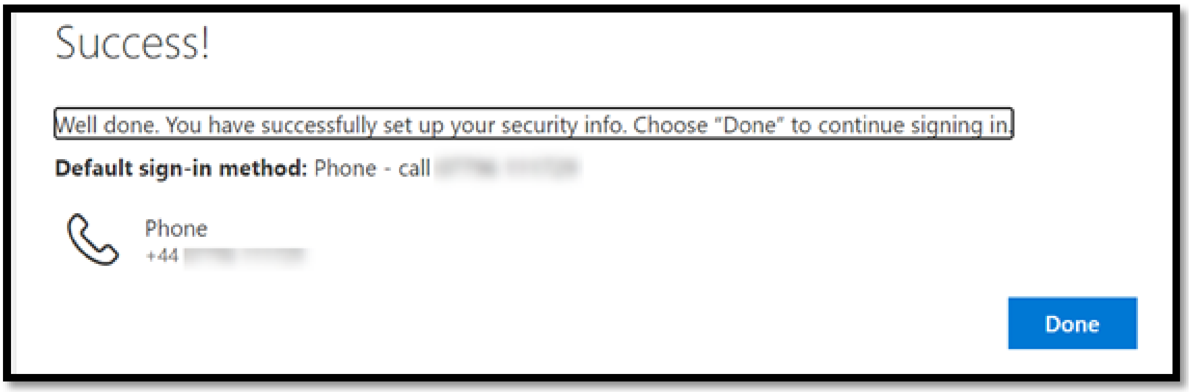
8. A ‘registered successfully’ message is displayed. Click **Next** to complete the registration process.



Phone

✓ Call answered. Your phone was registered successfully.

9. Click **Done**.



Success!

Well done. You have successfully set up your security info. Choose "Done" to continue signing in.

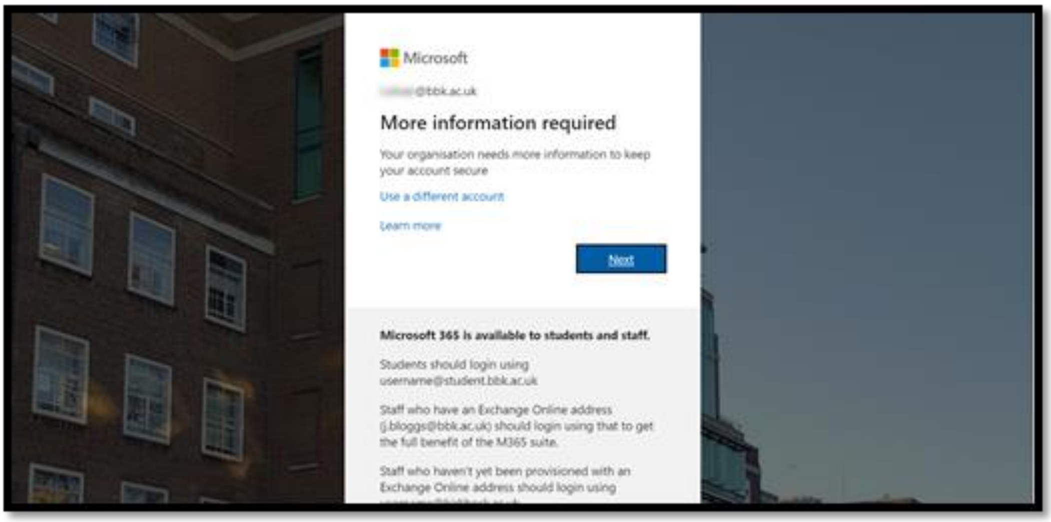
Default sign-in method: Phone - call [redacted]

☎ Phone
+44 [redacted]

Register for MFA with text message

With text message verification, an SMS is sent to your mobile phone number containing a verification code.

1. Go to the Microsoft 365 security info page (https://aka.ms/mfasetup). If you are not already signed in, login with your Birkbeck email address (username@student'bbk.ac.uk) and IT password.
2. On the **More information required** screen, click **Next**.



Microsoft

[redacted]@bbk.ac.uk

More information required

Your organisation needs more information to keep your account secure

Use a different account

Learn more

Next

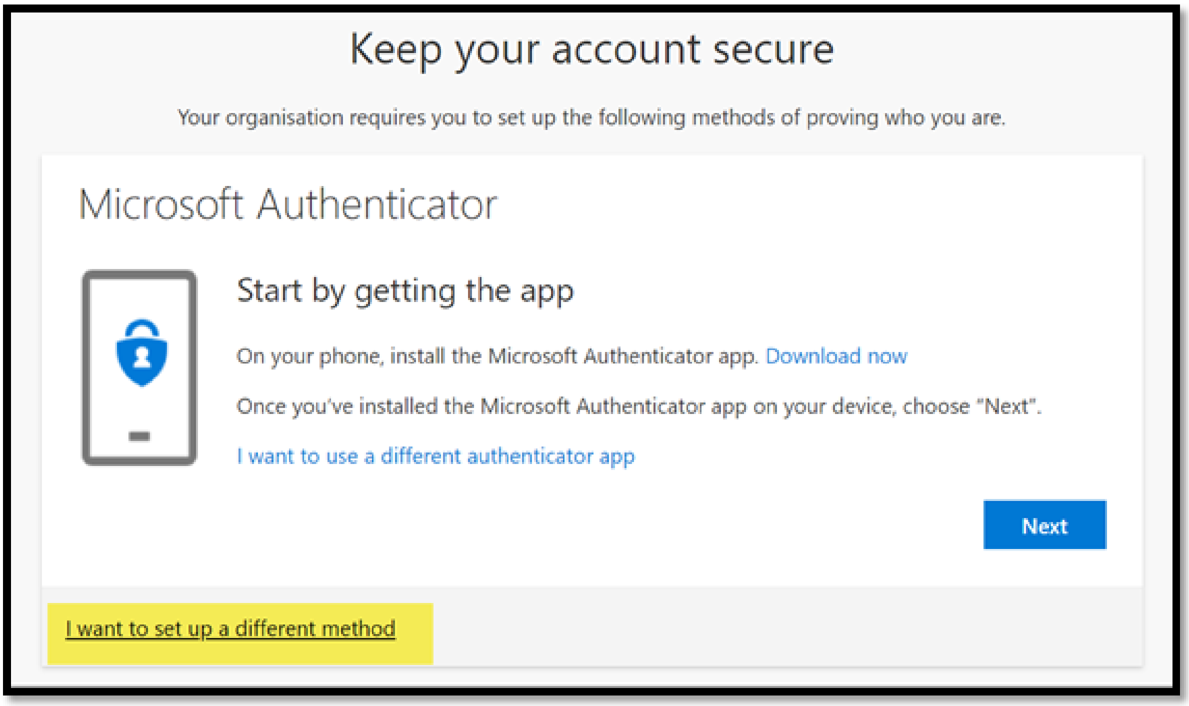
Microsoft 365 is available to students and staff.

Students should login using username@student.bbk.ac.uk

Staff who have an Exchange Online address (j.bloggs@bbk.ac.uk) should login using that to get the full benefit of the M365 suite.

Staff who haven't yet been provisioned with an Exchange Online address should login using

3. Click **I want to set up a different method**.



Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

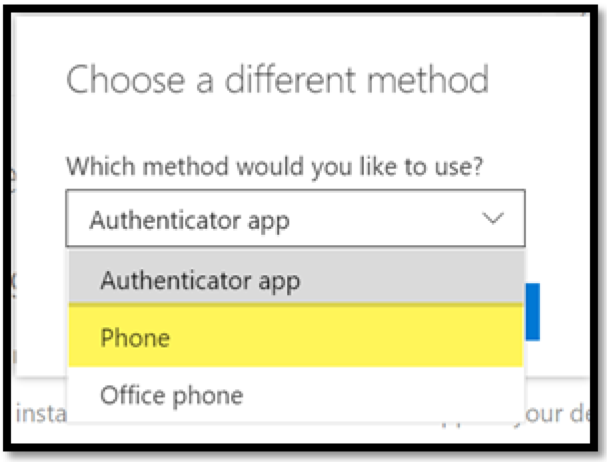
Once you've installed the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

Next

I want to set up a different method

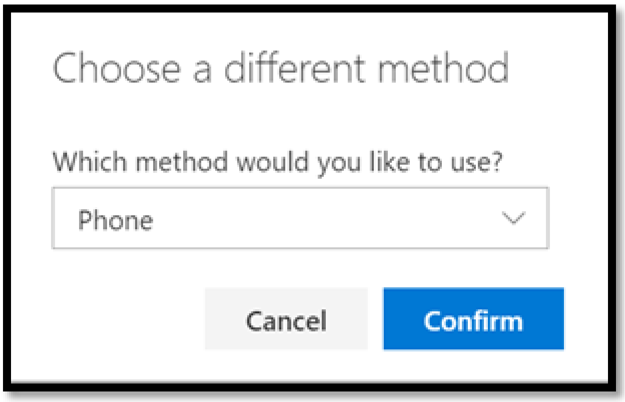
4. Select **Phone** from the menu



Choose a different method

Which method would you like to use?

5. Click **Confirm**

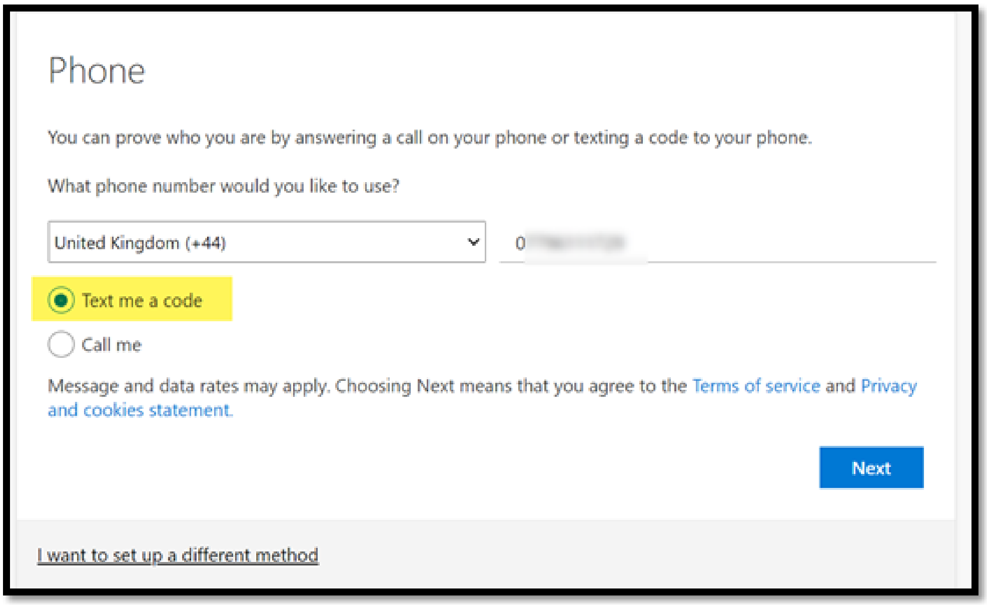


Choose a different method

Which method would you like to use?

Phone

6. Enter your mobile phone number, select **Text me a code** as your authentication method and click **Next**. Microsoft MFA will send a verification code to your mobile number.



Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

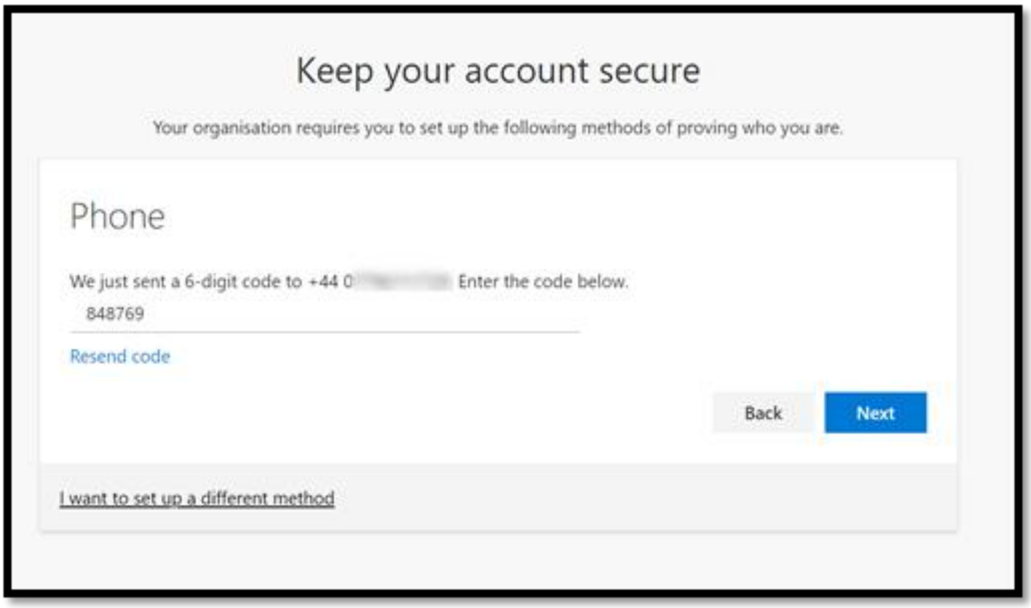
United Kingdom (+44) 0[redacted]

● Text me a code

○ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

7. Enter the 6-digit code then click **Next**.



Keep your account secure

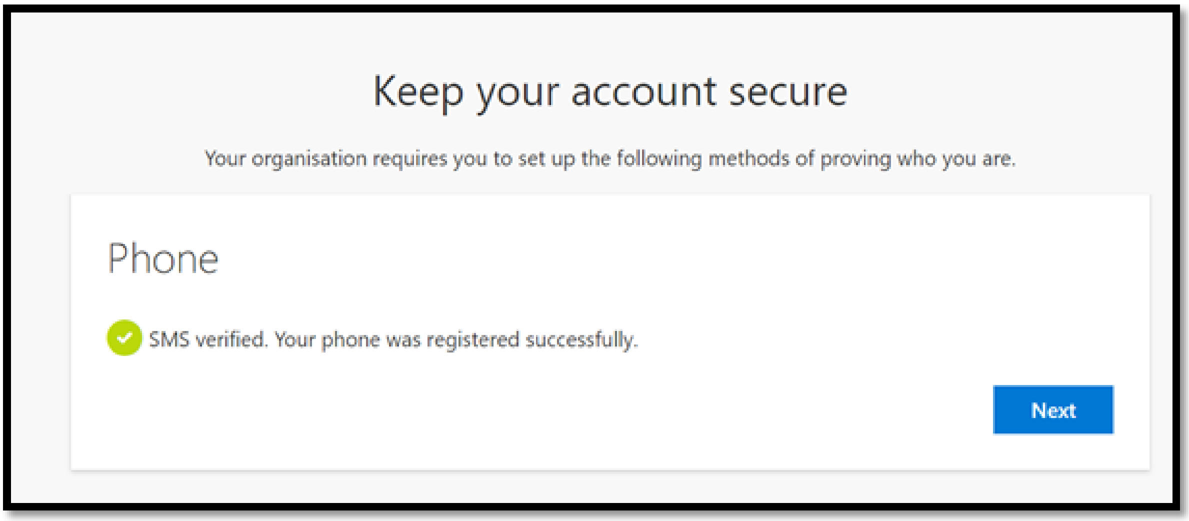
Your organisation requires you to set up the following methods of proving who you are.

Phone

We just sent a 6-digit code to +44 0[redacted] Enter the code below.

848769

8. A message confirms your phone has been registered successfully. Click **Next** to finish the registration process.



Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

✓ SMS verified. Your phone was registered successfully.

9. Click **Done**.

Signing into services using MFA

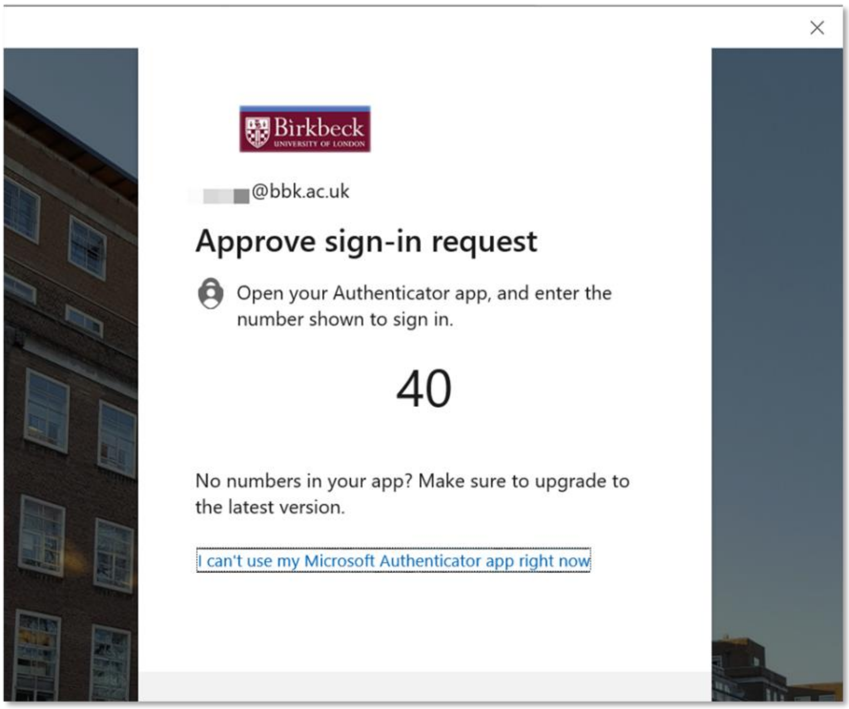
The way you sign in depends on which verification method you use:

Authenticator app

You can use the app in two ways:

Push notifications

1. Sign in to your account with your username and password.
2. Type the two digit code displayed on the login screen (Fig.1) into the app on your mobile device (Fig.2).



[redacted]@bbk.ac.uk

Approve sign-in request

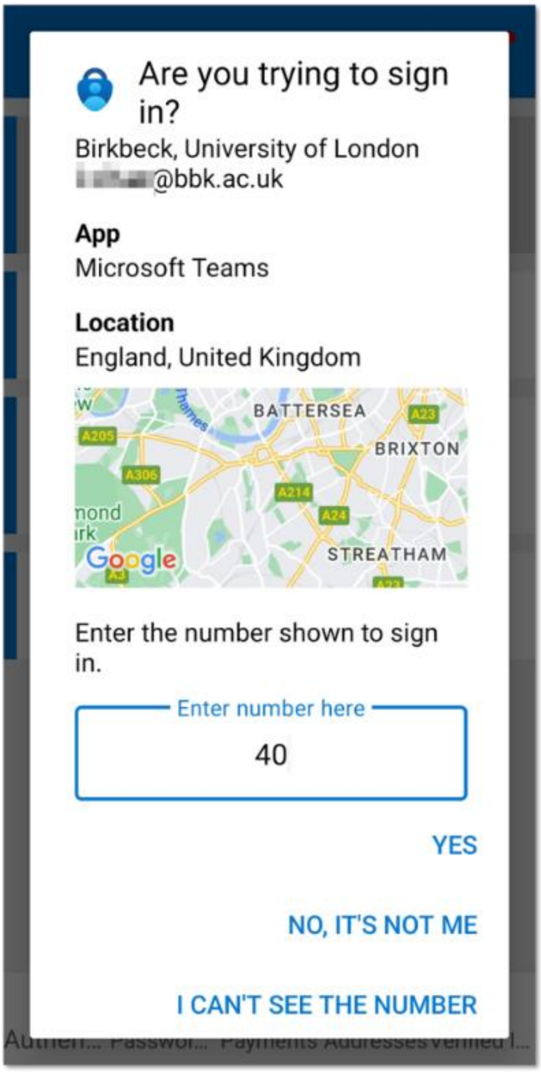
Open your Authenticator app, and enter the number shown to sign in.

40

No numbers in your app? Make sure to upgrade to the latest version.

I can't use my Microsoft Authenticator app right now

Fig.1 Two digit code on the login screen.



Are you trying to sign in?

Birkbeck, University of London
[redacted]@bbk.ac.uk

App
Microsoft Teams

Location
England, United Kingdom

Enter the number shown to sign in.

Enter number here: 40

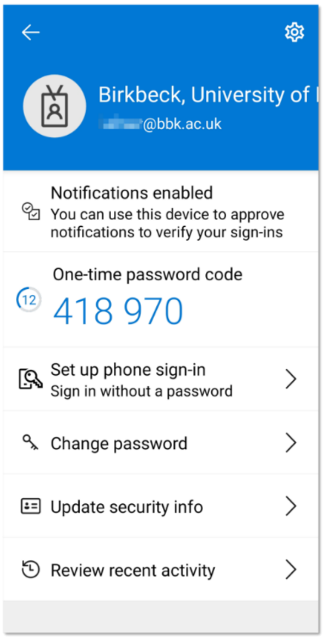
Fig.2 Enter the code in the app

Signing in to the VPN with push notifications

If push notifications is your **default sign-in method** and you are logging into the VPN you will be prompted to simply tap 'Approve'.

One-time passcode

1. Sign in to your account with your username and password.
2. Open your authenticator app, tap on your account then type the randomly generated code displayed on your device (Fig.3) into the **Enter code** box on the login screen (Fig.4). Click **Verify**.



Birkbeck, University of I
[redacted]@bbk.ac.uk

Notifications enabled
You can use this device to approve notifications to verify your sign-ins

One-time password code
12
418 970

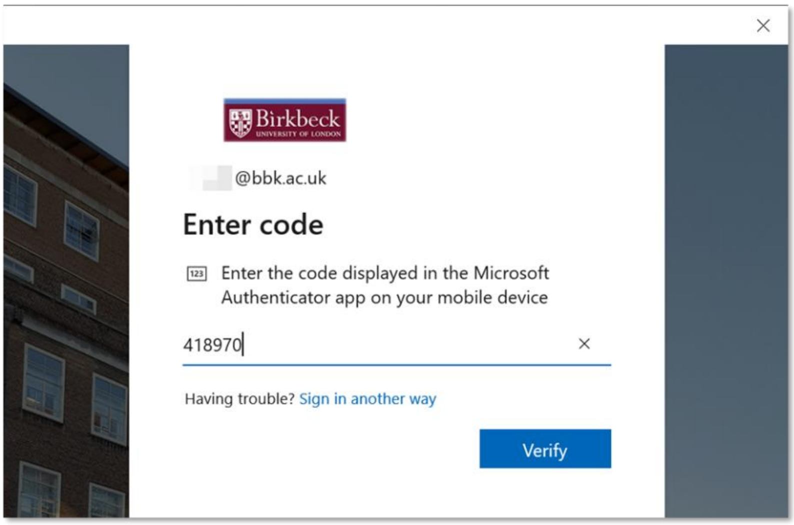
Set up phone sign-in
Sign in without a password

Change password

Update security info

Review recent activity

Fig.3 One-time passcode (regenerated every 30 seconds)



Birkbeck UNIVERSITY OF LONDON

[redacted]@bbk.ac.uk

Enter code

Enter the code displayed in the Microsoft Authenticator app on your mobile device

418970

Having trouble? Sign in another way

Verify

Fig.4 Enter code on the login screen

Phone call

1. Sign in to your account with your username and password.
2. Answer your phone and follow the instructions (n.b. the # key may be referred to as 'pound' or 'hash').

Text message

1. Sign in to your account with your username and password.
2. Open the text message and type the code from your text message into the **Enter code** box.