

SETTING UP MULTIFACTOR AUTHENTICATION (MFA)



The following process shows you the steps to follow to set up MFA at UCT **IF YOU HAVE A SMARTPHONE.**

Follow these steps to set up MFA so that you can access your account:

01

ON YOUR COMPUTER

On your computer:

1. Open the Outlook web app, log in using your UCT credentials (**staff / student number@wf.uct.ac.za** and **UCT password**), then click **Next**. If you are already logged in, simply click **Next**.
2. On the **Additional security verification** page:
 1. From the **Step 1** drop-down menu, select **Mobile app**.
 2. Under **How do you want to use the mobile app?**, select **Receive notifications for verification** then click **Set up**.
3. A **Configure mobile app** page opens, containing a QR code.

02

On your smartphone:

1. Install the **Microsoft Authenticator app** by Microsoft Corporation.
 - To ensure that you install the correct app and not a fake app, please email the following link to your phone:
<https://www.microsoft.com/en-us/security/mobile-authenticator-app>
2. Open the app:
 1. On the privacy page, tap **I agree**.
 2. On the next page, in the top right-hand corner, tap **Skip**.
 3. On the next page, tap **Add account**.
 4. On the next page, tap **Work or school account**.
 5. You may be asked to allow the Authenticator app to use your camera / take pictures and record video. **Allow the app to do so**.
 6. Point your phone camera at the QR code on your computer screen.

Note: If you then get a message about App Lock being enabled, tap **OK**.



03

ON YOUR COMPUTER

1. On your computer, click **Next**.
2. Once your authentication activation status has been checked, click **Next**.

04

1. An **Approve sign-in?** notification will pop up.
2. Tap **Approve**.
3. Enter your phone's PIN / password / pattern / biometric data.



05

ON YOUR COMPUTER

You are now signed in to your UCT Office 365 account on your computer.

1. The **Additional security verification** page will be displayed: **Step 3: In case you lose access to the mobile app**.
 - In the left-hand drop-down menu, select your country [e.g. **South Africa (+27)**].
 - In the right-hand text box, enter your mobile phone number – including the 0 at the start of the number (e.g. 082 1234 567) then click **Done**.
2. On your computer, sign out of the Outlook web app, or close Microsoft Teams.
3. When you try to log in to these services again, you'll need to **authenticate via the app**. This will be required only once per computer or browser.



The authentication app is now your primary authentication method, while SMS to your mobile phone will be a backup in case you do not have a data connection.