

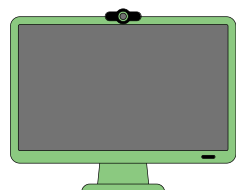
Configure your account and set up the mobile app



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

1

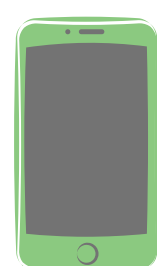
Access your Security Info settings



1. **On your computer**, open the **Microsoft My Account page**. 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, you won't need to log in again.
2. In the left-hand menu, click **Security info**. If prompted to log into your UCT account again, log in as you did in the previous step.
3. Click **Add sign-in method**.
4. In the **Add a sign-in method** window, click **Microsoft Authenticator**.

2

Install and connect the Microsoft Authenticator app



5. **On your mobile phone**, install the **Microsoft Authenticator app** by Microsoft Corporation. (To ensure that you install the correct app and not a fake app, send the following link to your phone and open it from there: <https://www.microsoft.com/en-us/security/mobile-authenticator-app>.)

6. **On your computer**, click **Next**, then click **Next** again.
7. **On your computer**, a **Microsoft Authenticator** window appears, containing a QR code.

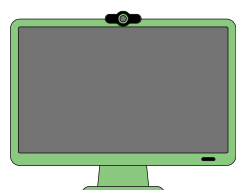


8. **On your mobile phone**, open the app:
 - a. Tap **Scan a QR code**.
 - b. You may be asked to allow the Authenticator app to use your camera / take pictures and record video. Allow the app to do so.
 - c. Point your phone camera at the QR code on your computer screen (i.e. where you are setting up MFA).

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

3

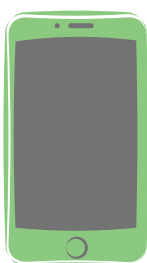
Check authentication activation status



9. **On your computer**, click **Next**.
10. Once your authentication activation status has been checked, click **Next**.
11. A number will be shown on your computer screen as a sign-in code. Take note of the number.

4

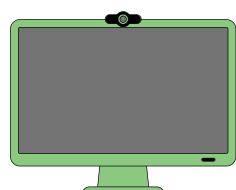
Approve the sign-in and secure the app



12. **On your mobile phone**, type this number into the authenticator app then tap the check mark.
13. Enter your phone's screen lock PIN / password / pattern / biometric data if enabled (e.g. fingerprint).
14. If requested again, enter your phone's screen lock PIN / password / pattern / biometric data if enabled (e.g. fingerprint).
15. You are now signed in to your UCT Microsoft 365 account on your computer.
16. **On your mobile phone**, in the authenticator app, tap the 3 dots / 3 lines in the top-right corner then tap **Settings**.
17. Ensure that **App Lock** is enabled. (It may already be enabled by default, but if not, please enable it.)
18. **On your computer**, find the **Default sign-in method** section and ensure that it is set to **App based authentication**.

5

Add a backup verification method, i.e. mobile phone number



1. **On your computer**, click **Add sign-in method**.
2. In the **Add a sign-in method** window, click **Phone**.
3. In the **Country code** box, select your country [e.g. **South Africa (+27)**]. In the **Phone number** box, enter your phone number – including the 0 at the start of the number (e.g. **082 1234 567**). Then click **Next**.
4. **On your computer**, if prompted, enter the code displayed on screen to verify you are human.
5. A verification code is sent to your mobile phone via WhatsApp (if available) or SMS.
6. **On your computer**, enter the verification code then click **Next**.
7. Upon successful verification, click **Done**.
8. **On your computer**, sign out of the **Microsoft My Account page**.
9. 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.