

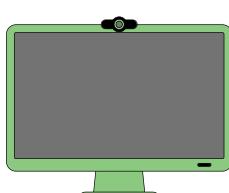
# Configure your account and set up the mobile app



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

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## Access your Security Info settings



1. **On your computer**, open the [Microsoft My Account page](#). Log in using your UCT credentials ([staffnumber@wf.uct.ac.za](mailto:staffnumber@wf.uct.ac.za)/[studentnumber@myuct.ac.za](mailto:studentnumber@myuct.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**.

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## Install and connect the Microsoft Authenticator app

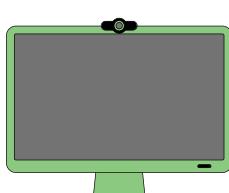


5. **On your mobile phone**, install the [Microsoft Authenticator app](#) by Microsoft Corporation. (To ensure that you install the correct app and not a fake app, send the following link to your phone and open it from there: <https://www.microsoft.com/en-us/security/mobile-authenticator-app>.)
6. **On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

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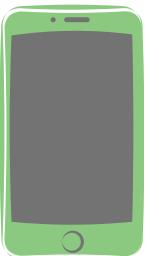
## Check authentication activation status



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.

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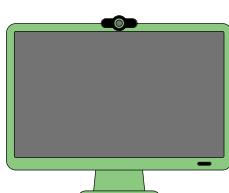
## Approve the sign-in and secure the app



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**.

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## 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.**