



# Multi-factor authentication

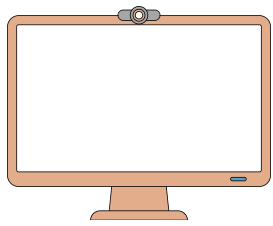
## Signing in to your apps

Use this guide if you have enabled MFA and need to:

- Sign into MFA-enabled applications (e.g. Microsoft 365)
- Sign in again after being logged out of your applications
- Sign in on a different device
- Sign in on a different browser

1

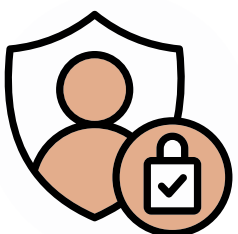
## I'm using the mobile app to authenticate



When you open a UCT MFA-enabled application (e.g. Outlook, Teams, OneDrive, ServiceNow) on a different device or browser, you will be prompted to approve the login.

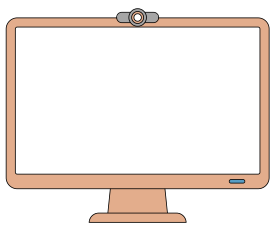


1. On the device you're trying to sign in with, an **Approve sign-in?** notification will pop up, including an authentication number. Take note of this number.
2. On your phone, tap the **Approve sign-in?** message.
3. On your phone, enter the number from step 1, then tap **Yes**.
4. If asked, enter your phone's screen lock PIN / password / pattern or biometric unlock.



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## I'm using a mobile phone verification code to authenticate



When you open a UCT MFA-enabled application (e.g. Outlook, Teams, OneDrive, ServiceNow) on a different device or browser, you will be prompted to approve the login.



1. A verification code will be sent to your phone.
2. On your computer, enter this code.

**NOTE:** Authentication is only required the first time you access your account on a computer / mobile device or browser. Thereafter, you won't need to authenticate again unless you sign out of your account.