

# Multi-factor authentication

## Changing your authentication method

Use this guide if you:

- Changed your mobile phone number
- Don't want to use your phone number for MFA
- Want to start using the authenticator app
- Have a new smartphone



### 1 I changed my mobile phone number



1. **On a computer** where you're already signed in to your UCT Microsoft 365 account, navigate to <https://myaccount.microsoft.com>. If you are prompted to log in, do so 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**).
2. In the left-hand menu, select **Security info**.
3. In the line containing your mobile phone number, click **Change**.
4. In the left-hand drop-down menu, select your country [e.g. **South Africa (+27)**].
5. 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 **Next**

6. A 6-digit code is sent to the **phone number you entered**.



7. Enter this code **on your computer** then click **Next**.
8. Once the code is verified, click **Done**.



### 2 I don't want to use my phone number for MFA

**Important:** Please do not use this option unless you've already set the Authenticator app as your default authentication method.



1. **On a computer** where you're already signed in to your UCT Microsoft 365 account, navigate to <https://myaccount.microsoft.com>. If prompted, 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**).
2. In the left-hand menu, select **Security info**.
3. In the line containing your phone number, click **Delete** then confirm the deletion.

### 3 I'm using WhatsApp/SMS but I want to start using the authenticator app



1. **On a computer** where you're already signed in to your UCT Microsoft 365 account, navigate to <https://myaccount.microsoft.com>. If you are prompted to log in, do so 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**).
2. In the left-hand menu, select **Security info**.
3. Click **Add sign-in method**.
4. In the **Add a method** dialogue box, select **Microsoft Authenticator**.

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, please email 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**.



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.

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. 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**.



### 4 I have a new smartphone and want to use the app



1. **On a computer** where you're already signed in to your UCT Microsoft 365 account, navigate to <https://myaccount.microsoft.com>. If you are prompted to log in, do so 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**).
2. In the left-hand menu, select **Security info**.
3. Click **Add sign-in method**.
4. In the **Add a method** dialogue box, select **Microsoft Authenticator**.

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, please email 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**.



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.

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. 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. If you will no longer use your old phone, **on your computer**, in the **Security info** page, find the old phone and click **Delete**.

