

MULTIFACTOR AUTHENTICATION

Signing in to your apps

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

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



01

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 your phone, an **Approve sign-in?** notification will pop up, including an authentication number. Take note of this number.

2. Tap the **Approve sign-in?** message.

3. Enter the number step 1, then tap **Yes**.

4. If asked, enter your phone's screen lock PIN / password / pattern or your fingerprint.



02

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.