

SETTING UP MULTIFACTOR AUTHENTICATION (MFA)



The following process shows you the steps to follow to set up MFA at UCT **IF YOU HAVE A SMARTPHONE AND MISSED THE SET-UP DEADLINE.**

If you did not set up the necessary configuration on your account before the ICTS deadline, when you open Outlook, Teams, or OneDrive, you will be prompted to set up MFA. Follow these steps to set up MFA so that you can access your account:

01

On your computer:

1. Open the [Outlook web app](#), 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, simply click **Next**.
2. On the **Additional security verification** page:
 1. From the **Step 1** drop-down menu, select **Mobile app**.
 2. Under **How do you want to use the mobile app?**, select **Receive notifications for verification** then click **Set up**.
3. A **Configure mobile app** page opens, containing a QR code.

ON YOUR COMPUTER



02

On your smartphone:

1. 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:
<https://www.microsoft.com/en-us/security/mobile-authenticator-app>
2. Open the app:
 1. On the privacy page, tap **I agree**.
 2. On the next page, in the top right-hand corner, tap **Skip**.
 3. On the next page, tap **Add account**.
 4. On the next page, tap **Work or school account**.
 5. You may be asked to allow the Authenticator app to use your camera / take pictures and record video. **Allow the app to do so**.
 6. Point your phone camera at the QR code on your computer screen.

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



03

ON YOUR COMPUTER

1. On your computer, click **Next**.
2. Once your authentication activation status has been checked, click **Next**.



04

1. An **Approve sign-in?** notification will pop up.
2. Tap **Approve**.
3. Enter your phone's PIN / password / pattern / biometric data.



05

You are now signed in to your UCT Office 365 account on your computer.

ON YOUR COMPUTER

1. The **Additional security verification** page will be displayed: **Step 3: In case you lose access to the mobile app**.
 - In the left-hand drop-down menu, select your country [e.g. **South Africa (+27)**].
 - 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 **Done**.
2. On your computer, sign out of the Outlook web app, or close Microsoft Teams.
3. 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.