



# MFA: CHANGING YOUR AUTHENTICATION METHOD

## USE THIS GUIDE IF YOU...

1. CHANGED YOUR MOBILE PHONE NUMBER

2. DON'T WANT TO USE YOUR PHONE NUMBER FOR MFA

3. WANT TO START USING THE AUTHENTICATOR APP

4. HAVE A NEW SMARTPHONE

## 01 I CHANGED MY MOBILE PHONE NUMBER

### ON YOUR COMPUTER

On a computer where you already signed in to your UCT Office 365 account:

1. Navigate to <https://myaccount.microsoft.com>. If prompted, log in using your UCT credentials (**Username:** staff / student number@wf.uct.ac.za; **Password:** Your 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**.

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

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

## 02 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.**

### ON YOUR COMPUTER

On a computer where you already signed in to your UCT Office 365 account:

1. Navigate to <https://myaccount.microsoft.com>. If prompted, log in using your UCT credentials (**Username:** staff / student number@wf.uct.ac.za; **Password:** Your 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.

## 03 I AM USING WHATSAPP / SMS BUT I WANT TO START USING THE AUTHENTICATOR APP

### ON YOUR COMPUTER

On a computer where you already signed in to your UCT Office 365 account:

1. Navigate to <https://myaccount.microsoft.com>. If prompted, log in using your UCT credentials (**Username:** staff / student number@wf.uct.ac.za; **Password:** Your UCT password).
2. In the left-hand menu, select **Security info**.
3. Click **+ Add method**.
4. In the **Add a method** dialogue box, select **Authenticator app** then click **Add**.
5. Under **How do you want to use the mobile app?**, select **Receive notifications for verification** then click **Set up**.
6. A **Configure mobile app** page opens, containing a QR code.

7. **On your mobile phone**, install the **Microsoft Authenticator app** by Microsoft Corporation.
8. On your mobile phone, open the app:
  - On the **privacy page**, tap **I agree**.
  - On the next page, in the top right-hand corner, tap **Skip**.
  - On the next page, tap **Add account**.
  - On the next page, tap **Work or school account**.
9. You may be asked to allow the Authenticator app to use your camera / take pictures and record video. **Allow the app to do so**.
10. Point your phone camera at the **QR code** on your computer screen (i.e. where you are setting up MFA).



11. **On your computer**, click **Next**.
12. Once your authentication activation status has been checked, click **Next**.

13. On your mobile phone, an **Approve sign-in?** notification will pop up.
  - Tap **Approve**.
  - Enter your phone's screen lock PIN / password / pattern / biometric data if enabled (e.g. fingerprint).

14. **On your computer**, on the **Security info page**, click **Set default sign-in method**.
15. Select **Microsoft Authenticator** – notification then click **Confirm**.

The Authenticator app on your phone is now set as your default authentication method.

## 04 I HAVE A NEW SMARTPHONE AND WANT TO USE THE APP

### ON YOUR COMPUTER

On a computer where you already signed in to your UCT Office 365 account:

1. Navigate to <https://myaccount.microsoft.com>. If prompted, log in using your UCT credentials (**Username:** staff / student number@wf.uct.ac.za; **Password:** Your UCT password).
2. In the left-hand menu, select **Security info**.
3. Click **+ Add method**.
4. In the **Add a method** dialogue box, select **Authenticator app** then click **Add**.
5. Under **How do you want to use the mobile app?**, select **Receive notifications for verification** then click **Set up**.
6. A **Configure mobile app** page opens, containing a QR code.

7. **On your NEW mobile phone**, install the **Microsoft Authenticator app** by Microsoft Corporation.
8. On your new mobile phone, open the app:
  - On the **privacy page**, tap **I agree**.
  - On the next page, in the top right-hand corner, tap **Skip**.
  - On the next page, tap **Add account**.
  - On the next page, tap **Work or school account**.
9. You may be asked to allow the Authenticator app to use your camera / take pictures and record video. **Allow the app to do so**.
10. Point your phone camera at the **QR code** on your computer screen (i.e. where you are setting up MFA).



11. **On your computer**, click **Next**.
12. Once your authentication activation status has been checked, click **Next**.

13. On your new mobile phone, an **Approve sign-in?** notification will pop up.
  - Tap **Approve**.
  - Enter your phone's screen lock PIN / password / pattern / biometric data if enabled (e.g. fingerprint).

14. **On your computer**, on the **Security info page**, click **Set default sign-in method**.
15. Select **Microsoft Authenticator** – notification then click **Confirm**.

The Authenticator app on your phone is now set as your default authentication method.