

Registering for MFA


PLEASE NOTE: we strongly recommend that you use either the Google Chrome or Microsoft Edge web browser to perform this task.

You can choose to set up Multi-Factor Authentication (MFA) messages in one of three ways: Text message, phone call or via the Microsoft Authenticator app. Setting up MFA will also enable you to change your own password.

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1. First time signing in to Office 365 email, iCity or Moodle

 **BIRMINGHAM CITY**
University

Firstname.surname@mail.bcu.ac

More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

This network is for the use of staff and students of Birmingham City University. If you are not an authorised user please disconnect immediately. All users are reminded that communication on the University network may be subject to monitoring.

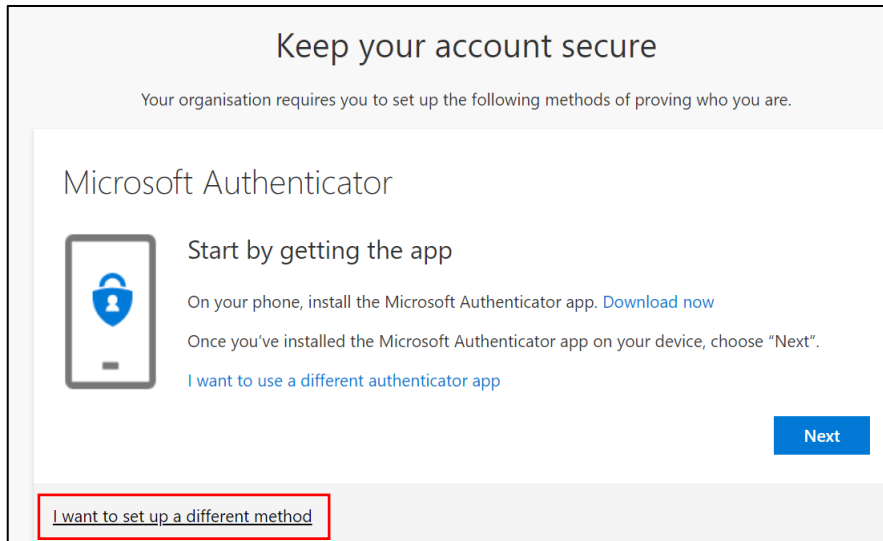
Please contact IT Help if you have any login issues.

When you first sign in to Office 365, iCity or Moodle you will see this box.

Click **Next**.

2. Choosing an MFA option

If you would like to set up the quick and easy *text code to phone option*, please click on **I want to set up a different method** link at the very bottom of the window.



CLICK HERE



2.1. How to set up 'Text code to phone' option

Choose a different method

Which method would you like to use?

Authenticator app

Authenticator app

Phone

1

If you have chosen a different method at step 2 you will see this box.

1. Chose **Phone** from the drop-down list, then click **Confirm** (2)

Choose a different method

Which method would you like to use?

Phone

Cancel

Confirm

2

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1)

3

Enter phone number

☒ Text me a code

☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#)

3. Select **United Kingdom** from the drop-down list.

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

United Kingdom (+44)

07000000000

☒ Text me a code

☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#)

4. Enter your phone number and select the **Text me a code** button.

You will receive a code via a text message.

5. Enter the code on your screen as shown below and click **Next**.

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

We just sent a 6-digit code to +44 07966807638. Enter the code below.

288055

Resend code

Back

Next

[I want to set up a different method](#)

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

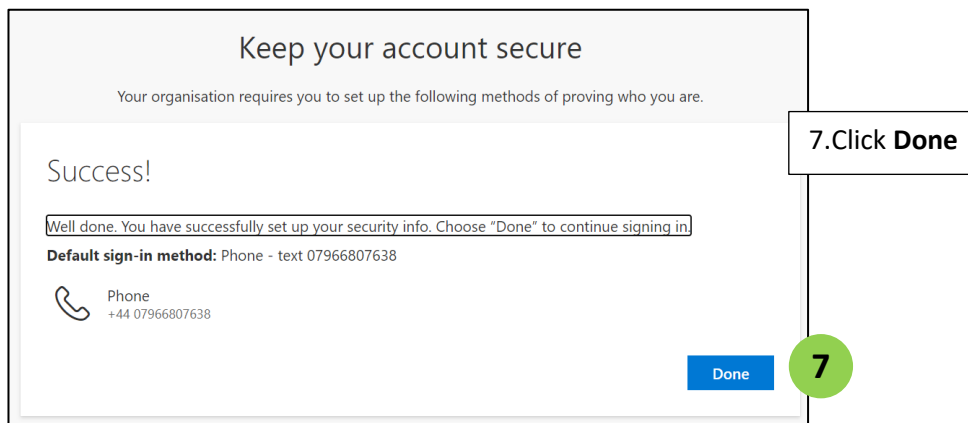
☒ SMS verified. Your phone was registered successfully

Next

6. Click **Next**

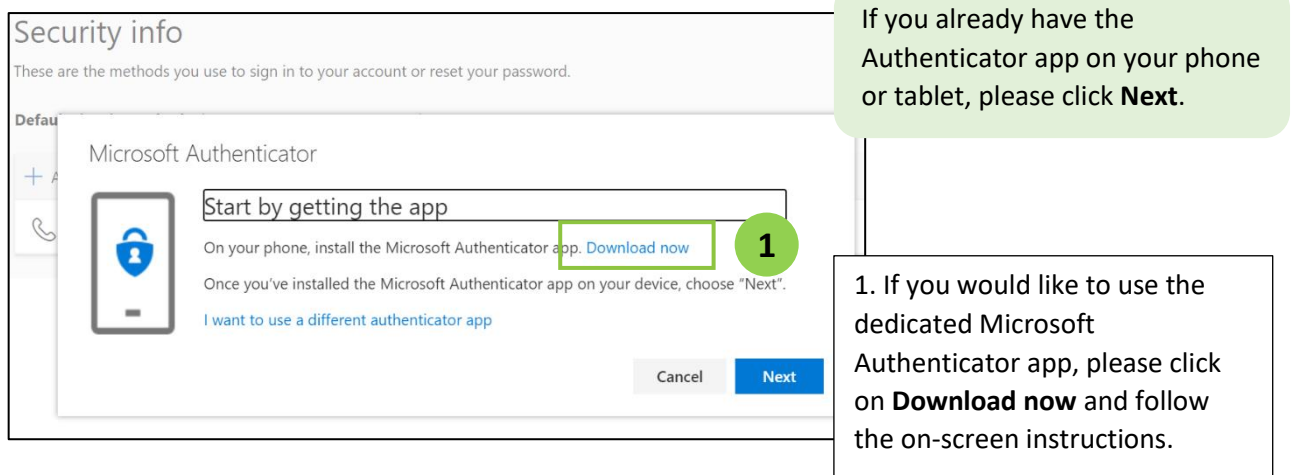
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2.2. How to set up the Microsoft Authenticator app

Download the Microsoft Authenticator app first and follow the on-screen instructions.



Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

2. Click **Next**

2


Back Next

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app to your account.

Once you've scanned the QR code, choose "Next".



3

3. Scan the QR code with your phone.
Click **Next**

Can't scan image?

Back Next

2.3. How to set up 'Call to a mobile' option

Choose a different method

Which method would you like to use?

Authenticator app

Authenticator app

Phone

1

If you have chosen a different method at step 2 you will see this box.

1. Chose **Phone** from the drop-down list, then click **Confirm** (2)

Choose a different method

Which method would you like to use?

Phone

Cancel

Confirm

2

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

United Kingdom (+44)

07000000000

1

☐ Text me a code

☒ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

2

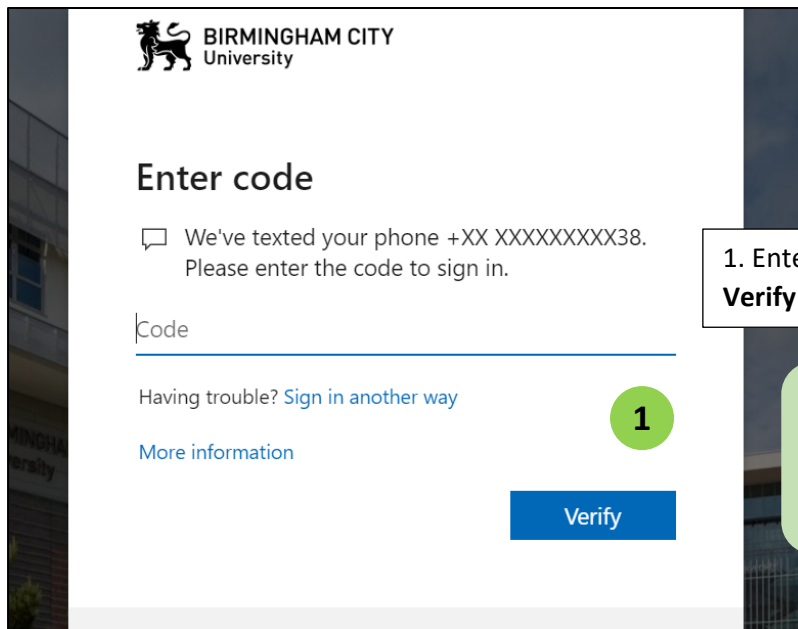
[I want to set up a different method](#)

1. To receive a call rather than a text select the **call me** button.

Then click **Next** (2) and follow the instructions on screen.

3. How to login to BCU services after MFA registration is completed

Once registration is completed, you will be presented with the following screen when trying to access the service:



The screenshot shows the Birmingham City University login interface. At the top left is the university's logo and name. Below this, the heading "Enter code" is displayed. A message states: "We've texted your phone +XX XXXXXXXXXX38. Please enter the code to sign in." Below the message is a text input field labeled "Code". To the right of the input field is a blue button labeled "Verify". Below the input field, there are two links: "Having trouble? Sign in another way" and "More information". A green circle with the number "1" is positioned to the right of the "Verify" button.

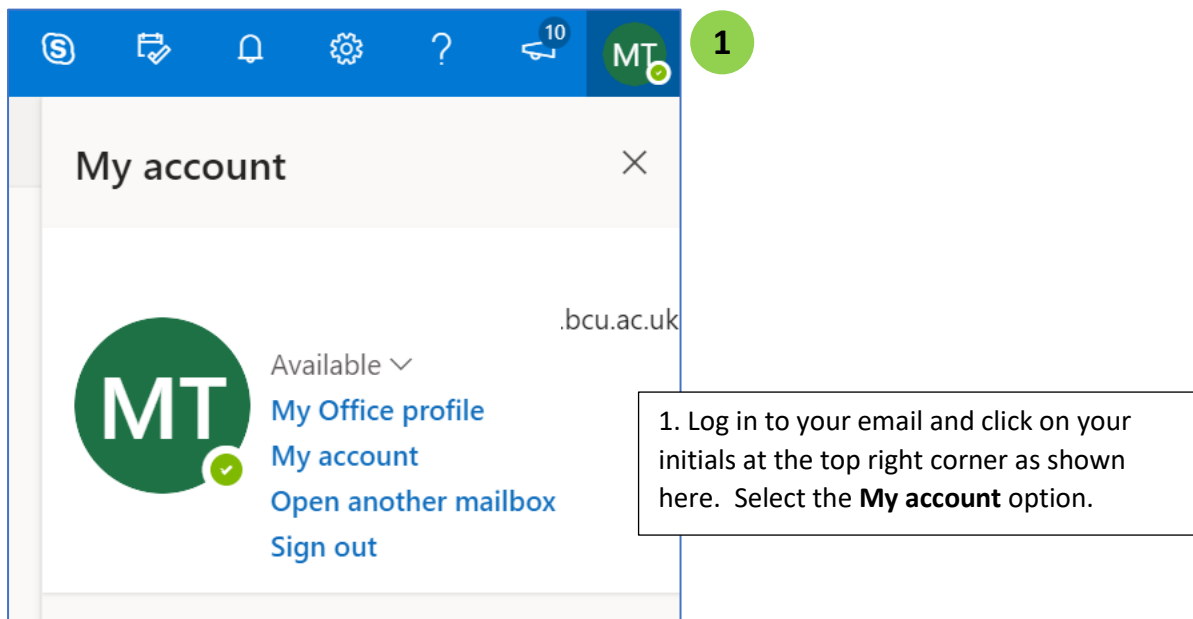
1. Enter the code and click **Verify**

If you are using the Authenticator app you will receive a notification, so you will need to have an internet connection.

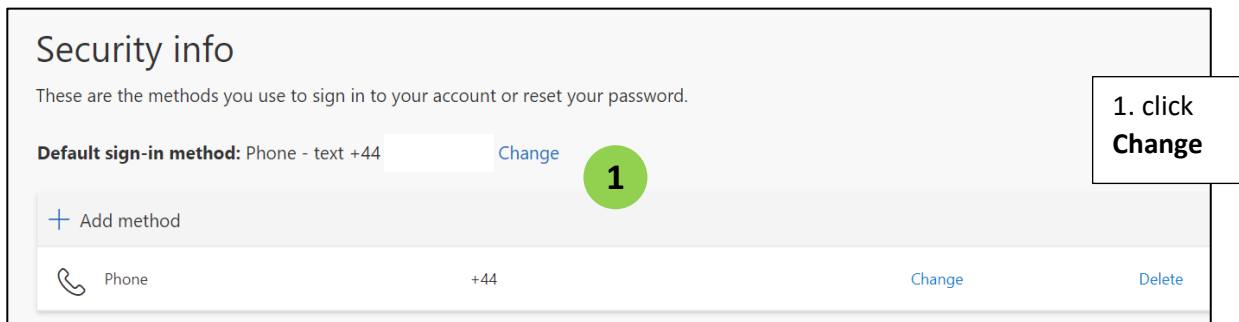


4. How to change options after completing MFA registration

To change the mobile phone number, to change the authentication method or to add a secondary MFA method, please follow these instructions at any time after registering for MFA:



5. If you need to change your phone number after MFA registration



Security info

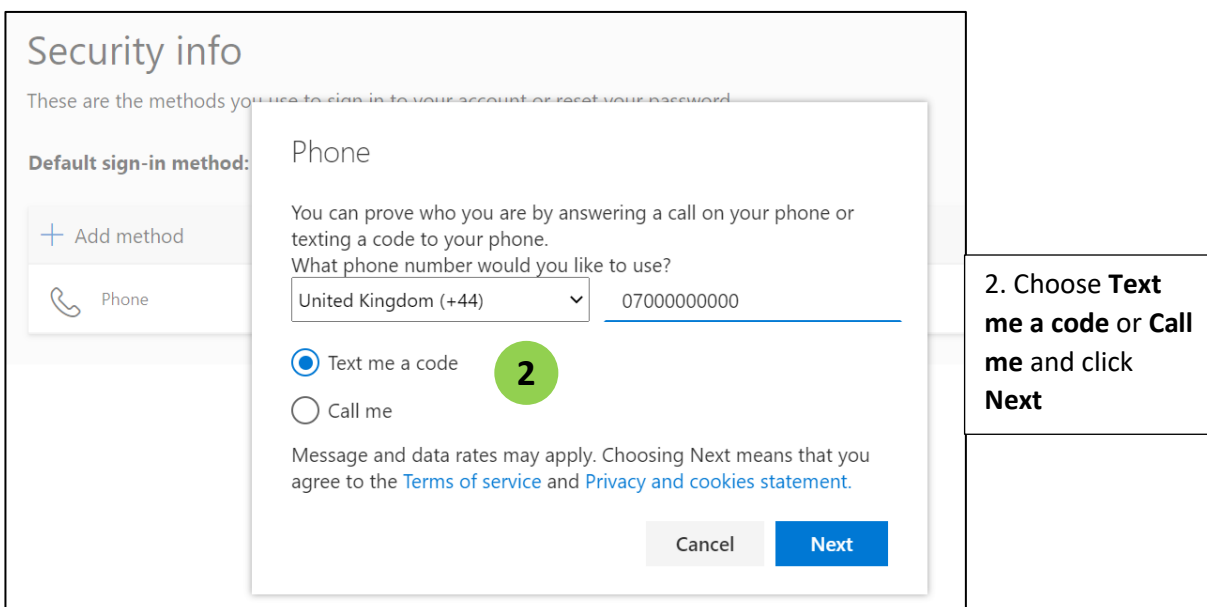
These are the methods you use to sign in to your account or reset your password.

Default sign-in method: Phone - text +44 [Change](#)

+ Add method

Phone	+44	Change	Delete
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From here you can change your phone number or change your MFA option to a phone call instead of a text:



Security info

These are the methods you use to sign in to your account or reset your password.

Default sign-in method: Phone

+ Add method

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United Kingdom (+44) 07000000000

☒ Text me a code ☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

[Cancel](#) [Next](#)



6. IMPORTANT Adding a secondary MFA option for authentication

Once you are registered for MFA and have chosen your primary option for authentication, you will then need to select a secondary option. This is important in situations where you may not have access to your primary method (e.g. if you have misplaced your phone). You will need to have selected a secondary option to allow you to access BCU data from outside of the University.

Primary option	Available Secondary options
Code to your mobile via SMS	<ul style="list-style-type: none">• Alternative number (mobile or landline)• Authenticator App
Mobile app	<ul style="list-style-type: none">• Code to your mobile via SMS• Call to your mobile or landline
Call to your mobile or landline	<ul style="list-style-type: none">• Alternative number (mobile or landline)• Authenticator App



1. Click on **+ Add method**

Security info

These are the methods you use to sign in to your account or reset your password.

Default sign-in method: Phone - text +44 [Change](#)

+ Add method **1**

2. Select **Alternative phone** from the drop-down options:

Security info

These are the methods you use to sign in to your account or reset your password.

Default sign-in method: Phone - text +44 [Change](#)

+ Add method

Phone

Add a method

Which method would you like to add?

Authenticator app

Authenticator app

Alternative phone **2**

Add a method

Which method would you like to add?

Alternative phone

3

3. Click Add

Cancel Add

The screenshot shows a mobile registration interface. A dropdown menu is open, displaying a list of countries with their respective international dialing codes. The 'United Kingdom (+44)' option is highlighted in blue. Below the dropdown, there is a text input field with a placeholder 'Enter phone number' and a 'Cancel' button. A radio button labeled 'Call me' is selected. Below this, a message states: 'Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).' At the bottom right, there is a 'Next' button. A green circle with the number '4' is positioned to the right of the 'Next' button.

Country list (from top to bottom):

- Turkmenistan (+995)
- Turks and Caicos Islands (+1649)
- Tuvalu (+688)
- Uganda (+256)
- Ukraine (+380)
- United Arab Emirates (+971)
- United Kingdom (+44)**
- Uruguay (+598)

Below the dropdown:

United States (+1) [dropdown arrow]

Enter phone number

☒ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Buttons: Cancel, Next

4.Click **Next**

If you have any further difficulties with this process, please contact IT Help:

ithelp@bcu.ac.uk