

Updated Guide on Multi-Factor Authentication (MFA) for Staff

Multi-Factor Authentication (MFA) adds an extra layer of security to your accounts by requiring more than one method of verification. This guide will walk you through the steps to set up and use MFA with the Microsoft Authenticator application.

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What is MFA?

MFA is a security system that verifies a user's identity by requiring multiple credentials. This typically includes something you know (password) and something you have (a mobile device).

Why Use MFA?

Using MFA significantly reduces the risk of unauthorised access to your accounts, even if your password is compromised.

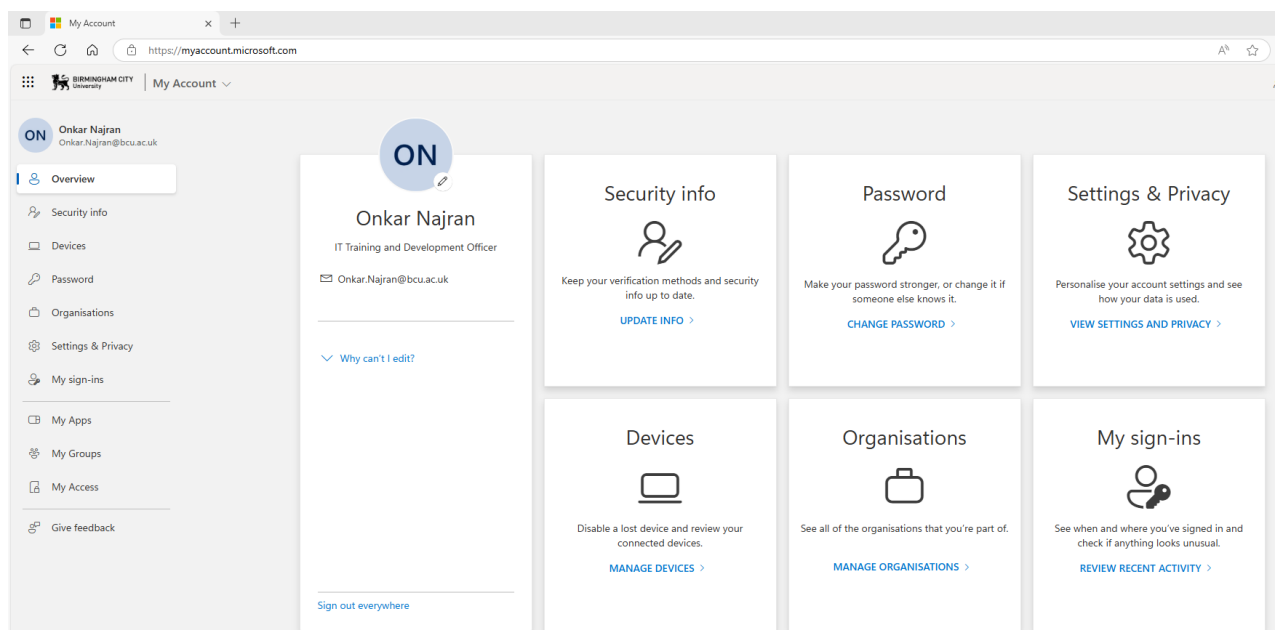
Setting Up MFA with Microsoft Authenticator

Install the Microsoft Authenticator App

- Download and install the Microsoft Authenticator app on your smartphone from the Apple App Store or Google Play Store.

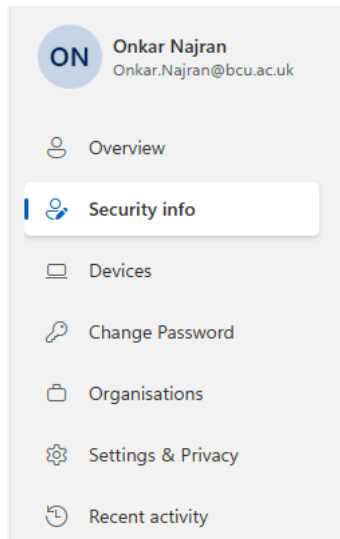
Sign In to Your Account

- Go to <https://myprofile.microsoft.com> and log in with your BCU email address and password.

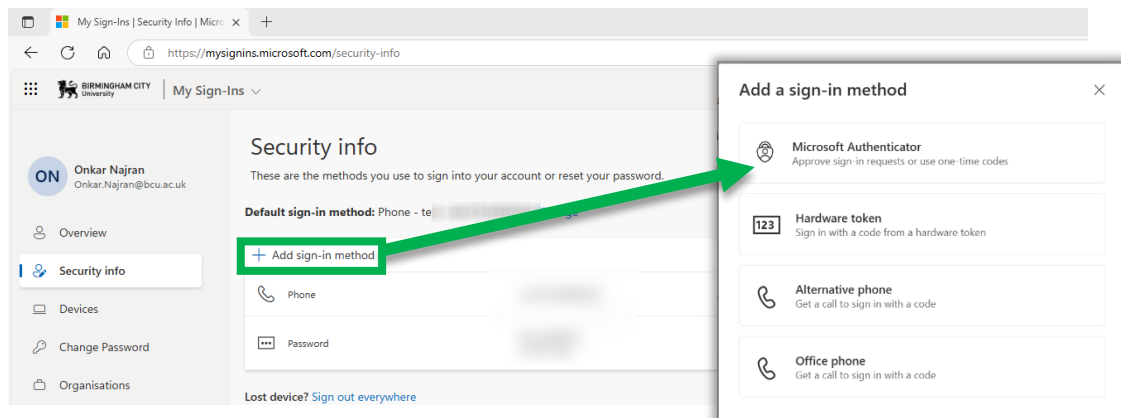


Set Up MFA

- Click **Security info** on the left side of the screen.



- Click **Add sign-in method** and choose **Microsoft Authenticator**.



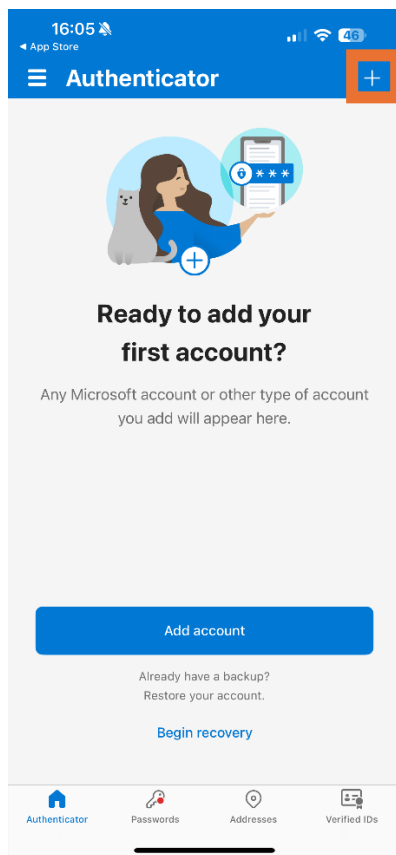
- Follow the on-screen instructions to link your account with the Microsoft Authenticator app.

Scan the QR Code

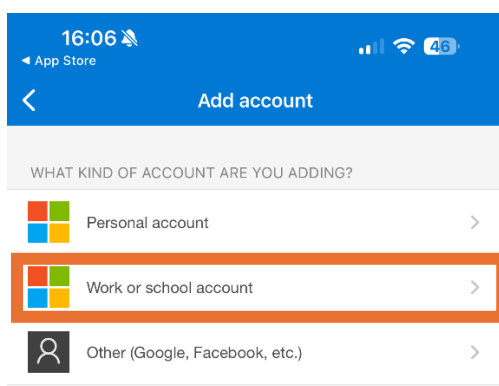
- Open the Microsoft Authenticator app on your mobile device.



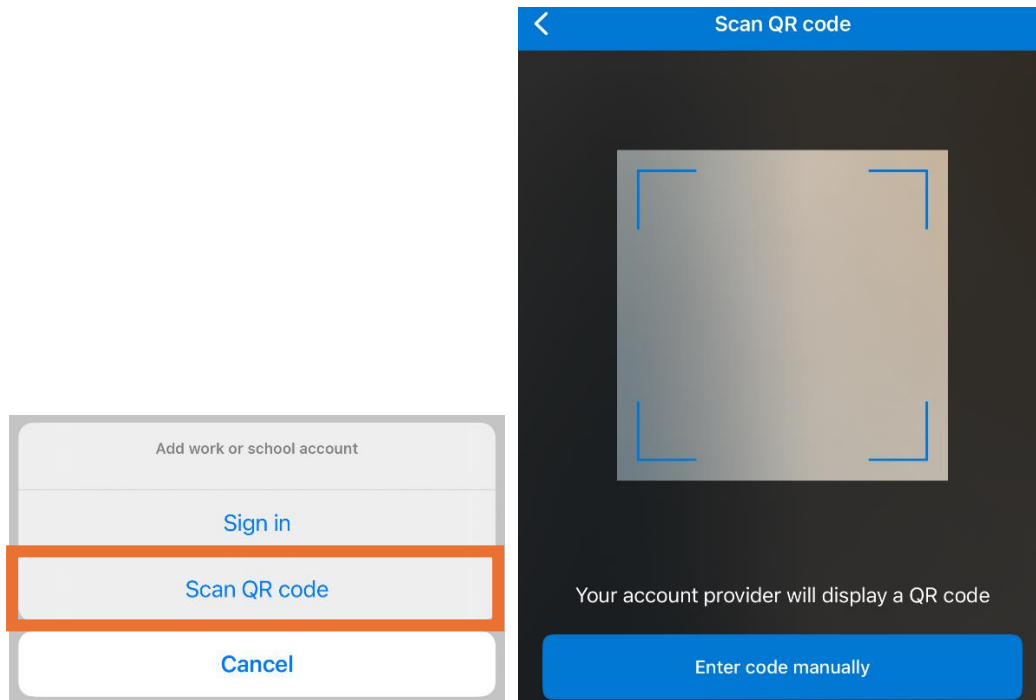
- Tap the + icon to add an account.



- Select **Work or school account**.

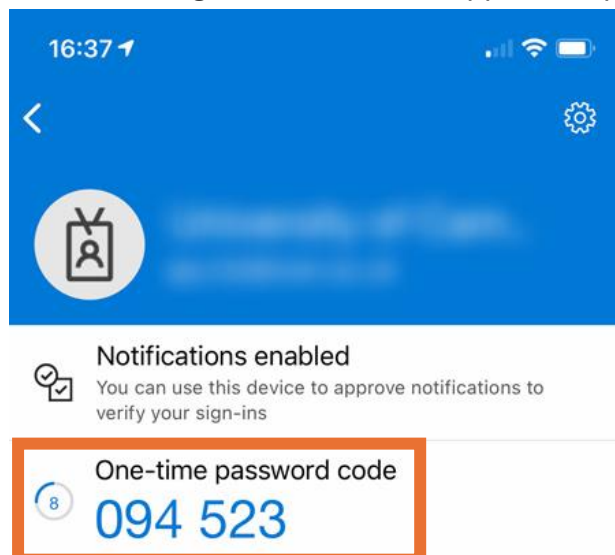


- Use your phone to scan the QR code displayed on your computer screen.



Verify Your Account

- After scanning the QR code, the app will display a six-digit code.



- Enter this code on your computer to verify the setup.

Complete the Setup

- Once verified, the Microsoft Authenticator app will be linked to your account.
- You will receive a notification on your mobile device for future sign-ins.

Using MFA with Microsoft Authenticator

Sign In to Your Account

- This could be any BCU systems such as iCity or Moodle.
- Log in with your BCU Credentials as per usual.

Approve the Sign-In

- You will receive a notification on your Microsoft Authenticator app.



Approve sign in request



Open your Authenticator app, and enter the number shown to sign in.

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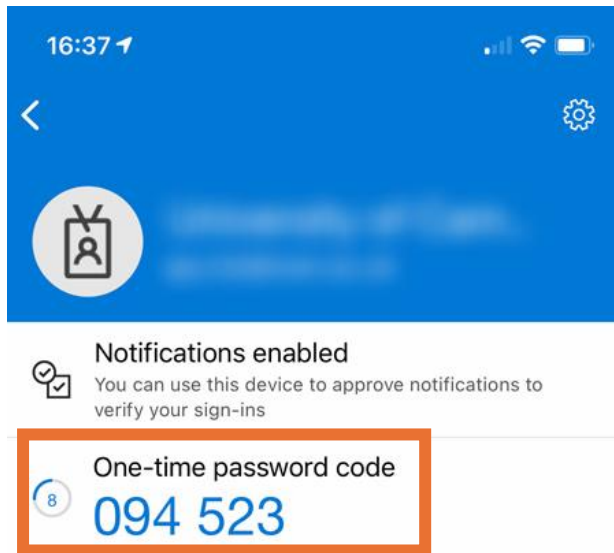
No numbers in your app? Make sure to upgrade to the latest version.

[I can't use my Microsoft Authenticator app right now](#)

- Open the app and tap the number shown to complete the sign-in process.

Enter the Verification Code (if prompted)

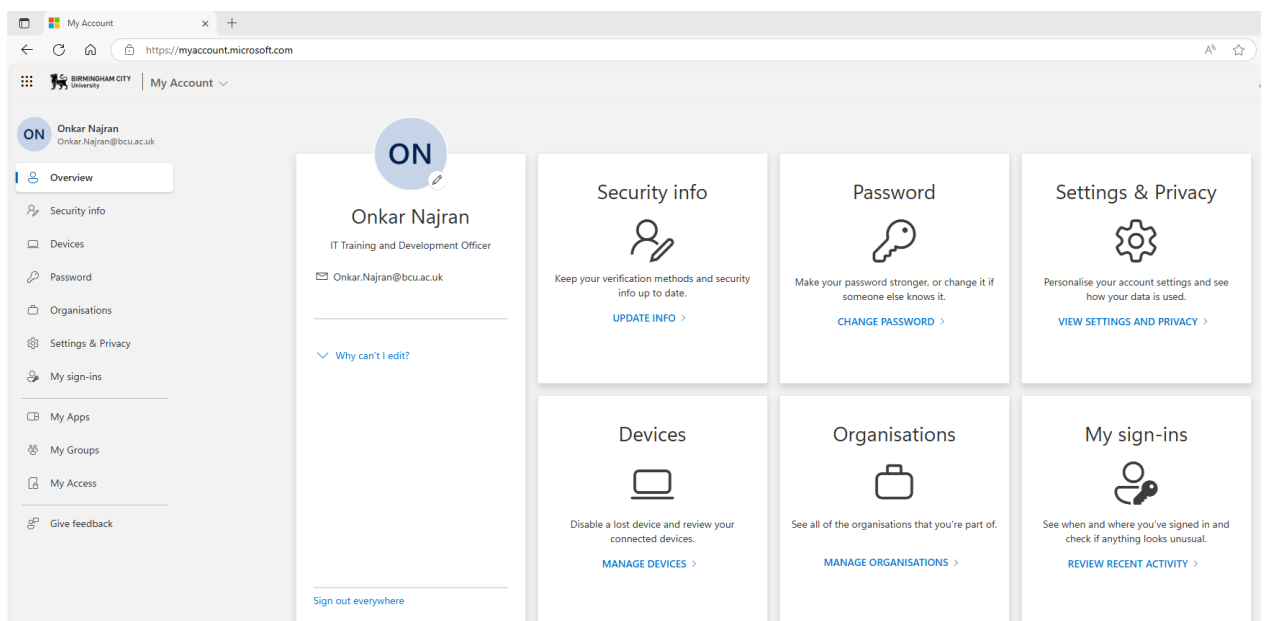
- Sometimes, you may be asked to enter the six-digit code from the app.
- Open the Microsoft Authenticator app and enter the code displayed.



Removing an MFA Method

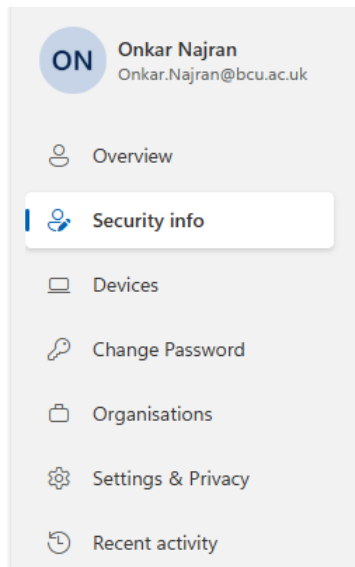
Sign In to Your Account

1. Go to <https://myprofile.microsoft.com> and log in with your BCU email address and password



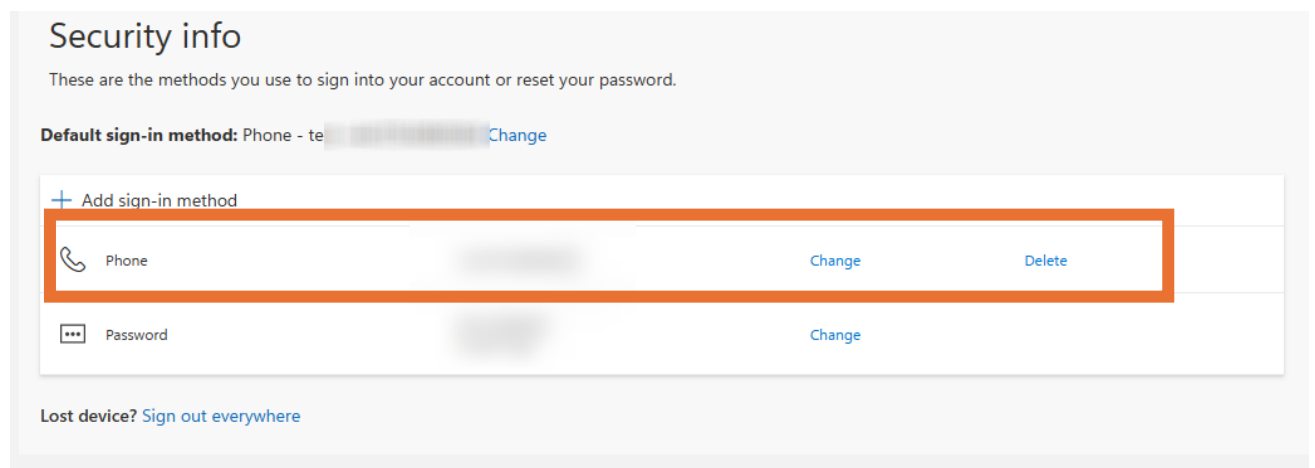
Navigate to Security Info

2. On the left-hand side of the screen, click on **Security info**.



Remove the Old Device

3. In the **Security info** section, you will see a list of your current authentication methods.



4. Find the method you want to remove (e.g., the old phone).
5. Click on the **Delete** (trash bin) icon next to the method you want to remove.



6. Confirm the removal when prompted.

Delete phone

Are you sure you would like to delete this method for your account?

Ok

Cancel

Troubleshooting Tips

No Notification Received: Ensure your mobile device has an active internet connection and notifications are enabled for the Microsoft Authenticator app.

Lost or Changed Device: Update your security info immediately to remove the old device and add a new one.

Conclusion

By following these steps, you can enhance the security of your accounts with Multi-Factor Authentication using the Microsoft Authenticator app. If you have any questions or need further assistance, please contact the IT support team.