

## MFA Frequently Asked Questions:

### **Q: Why do I need to sign up to MFA?**

A: MFA is being implemented to help protect your identity and your work. MFA provides an additional layer of security through the provision of a user authentication process when signing into your University account when you are off campus.

### **Q: Who needs to use MFA?**

A: All staff and all students will be required to sign up to MFA. We will be introducing it during a phased rollout in 2021 so please look out for more information by email. Other users will be informed and via timely and targeted emails.

### **Q: Why is the University doing this?**

A: To improve security for individual identities and university systems and to reduce the risk of hacking and data breaches.

### **Q: I am experiencing problems logging in, what should I do?**

A: Check that you have entered your password correctly. You may need to refresh your browser. If this still doesn't work, please contact our Essential IT Security Helpdesk on +44 (0) 1392 72 4994.

### **Q: Is there a recommended way to receive passcodes?**

A: We recommend downloading the [Microsoft Authenticator App](#) to your mobile phone. We like it because a) you can add other personal accounts (outside of work) to it, reducing the number of text message requests you get, and b) because you can use it wherever you are whether you have phone signal or not (even in airplane mode!).

### **Q: Is there a difference between Windows 7 and Windows 10 for MFA?**

A: No.

### **Q: Will I be charged for receiving MFA SMS messages?**

A: Generally, no, but you may wish to check with your network provider.

### **Q: How long are the six-digit passcodes valid for?**

A: 60 seconds. If you don't use it then you can generate another one.

### **Q: How will MFA affect me if I am using my own computer?**

A: You may be required to undertake separate MFA when accessing each application/system. However once logged in your MFA session is automatically remembered for 60 days unless you log out of your account.

### **Q: What happens if I lose or break my phone and need to sign in?**

A: [Telephone the IT Helpdesk](#) (01392 72 4724).

**Q: I have a new device and need to set this up for MFA, how do I do that?**

A: This can be done by going to [this web page](#) where you can see your old device (that you can delete) and set up a new one. You will see a new QR code to scan. The link can be reached by logging into Office 365, clicking on your name (top right), clicking view account, and selecting "Additional Security Verification" under "Security Info". [Read the guidance here on how to move MFA to a new device.](#)

**Q: I have a new phone number and need to set this up for MFA, how do I do that?**

A: This can be done by going to [this web page](#) where you can then either add a new phone number by clicking 'Add method', or change your phone number by clicking 'Change' next to your existing number.

**Q: I am having problems signing in on my device while travelling.**

A: Text message (SMS) verification can cause difficulties in international locations and may incur roaming charges. For this situation, we recommend you use the Microsoft Authenticator App as it does not need phone or WiFi signal. Learn more about how to change your preferred verification method [here](#).

**Q: I am not receiving the verification code sent to my mobile device.**

A: This problem is typically related to your mobile device and its settings. Here are some actions you can try:

Use the Microsoft Authenticator app:

If you are not receiving SMS or voice call codes to verify upon signing in, switching your preferred verification method to the Microsoft Authenticator app can fix the issue. Learn more about how to change your preferred verification method [here](#).

Restart your mobile device:

This will refresh your device, as well as any background processes or core components which are preventing the verification code being sent.

Verify that your security information is correct:

Check the settings on [this web page](#) and make sure that your verification information (e.g. your phone number) is correct.

Verify your notifications are turned on:

Check in your device settings whether notifications are turned on and visible for phone calls, text messages, and the Authenticator app.

Make sure you have a device signal and Internet connection:

Make sure that text messages and phone calls can get through to your device.

Turn off Do not disturb:

Make sure the 'Do not disturb' feature is not turned on for your device. When this feature is turned on, notifications are not shown on your mobile device.

Check your battery-related settings:

Sometimes, battery optimisation settings can affect your notification system. Try turning off battery optimisation for both your authentication app and your text or messaging app.

Disable third-party security apps:

Some phone security apps block text messages and phone calls from unknown callers. This might prevent your phone from receiving the verification code. Try disabling any third-party security apps on your device.