

MFA WITH THE MICROSOFT AUTHENTICATOR APP

1 Background

As an NWU user, you may already have a multi-factor authentication (MFA) method set up to access the Microsoft 365 environment. Please take note of the following important information:

If you use **SMS (Phone)** as the MFA method for Microsoft 365, please take note that Microsoft will retire SMS authentication from **1 February 2027**.

To ensure uninterrupted access to Microsoft 365, set up the **Microsoft Authenticator app** as an alternative MFA method.

If you use an **older mobile phone** or sometimes struggle to receive push notifications from the MS Authenticator app, you can use the **TOTP (Time-based One-Time Password)** method instead. **TOTP** is a verification code that changes every 30 seconds and is generated by an authenticator app. See **Point 3, Set TOTP as the Default Sign-in Method**, for instructions.

Both above methods require installing Microsoft Authenticator or a similar app – See point 2

2 Download and Install Microsoft Authenticator

2.1 Android Devices

1. Open the **Google Play Store**.
2. Search for **Microsoft Authenticator**.
3. Select **Microsoft Authenticator** published by Microsoft Corporation.
4. Tap **Install**.
5. Once installation is complete, open the app.

2.2 Apple iPhone/iPad

1. Open the **Apple App Store**.
2. Search for **Microsoft Authenticator**.
3. Select **Microsoft Authenticator** published by Microsoft Corporation.
4. Tap **Get**.
5. Open the app after installation.

Note: Older Huawei devices that do not have Google Play Services may still use Microsoft Authenticator or another TOTP-compatible authenticator application, depending on the device model and operating system version.

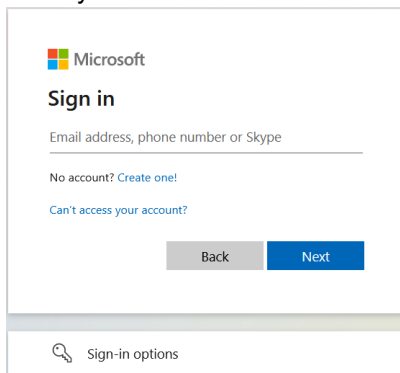
3 Steps to set up multi-factor authentication with the Authenticator App.

3.1 Here are the steps for first-time setup of the Microsoft Authenticator App with push notifications (number) as the primary MFA method.

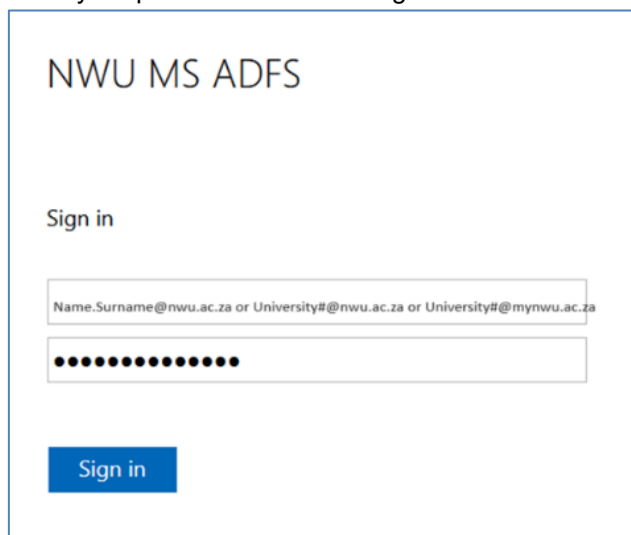
- Open a web browser and go to <https://www.office.com/>



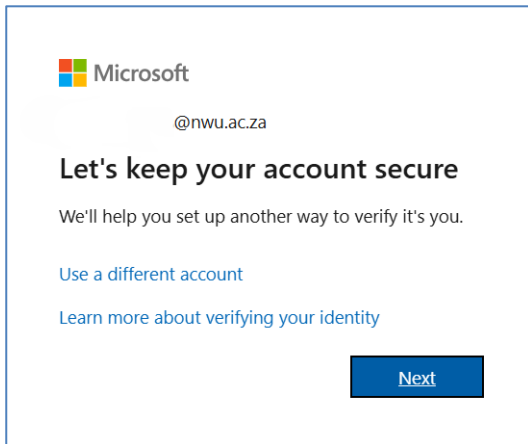
- Click Sign in
- Enter your NWU email address and click Next.

The image shows the Microsoft Sign in page. It has the Microsoft logo at the top left. Below it, the text "Sign in" is displayed. Underneath, there is a text input field with the placeholder "Email address, phone number or Skype". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the main content area, there are two buttons: "Back" and "Next". Below the main content area, there is a section titled "Sign-in options" with a magnifying glass icon.

- Enter your password and click Sign in.

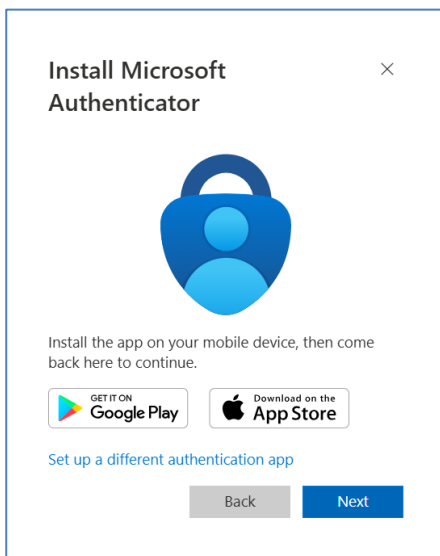
The image shows the NWU MS ADFS Sign in page. It has the text "NWU MS ADFS" at the top. Below it, the text "Sign in" is displayed. Underneath, there is a text input field with the placeholder "Name.Surname@nwu.ac.za or University#@nwu.ac.za or University#@mynwu.ac.za". Below the input field, there is a password input field with a series of dots. At the bottom, there is a blue button labeled "Sign in".

- When MS MFA is enabled for your account, Microsoft will prompt you to secure it.

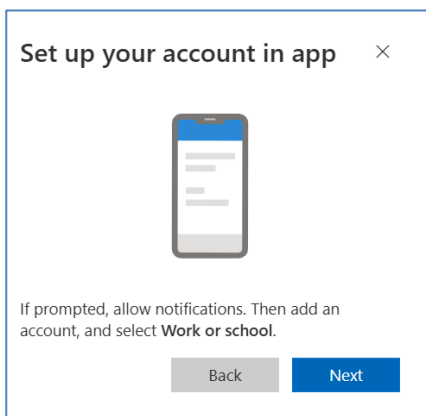


Click Next in the **BROWSER**

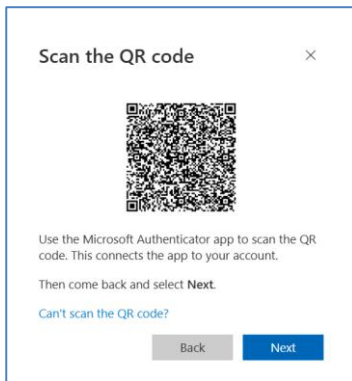
- If not already installed, download and install the MS Authenticator app from the relevant app store on the **DEVICE** – See point 2.



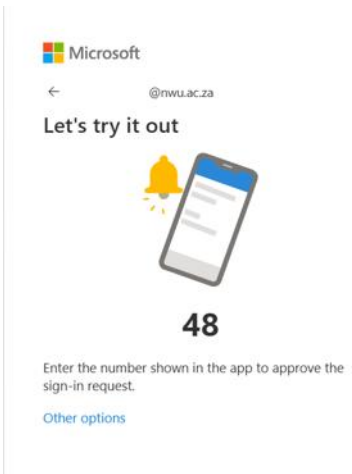
- Click Next in the **BROWSER**.



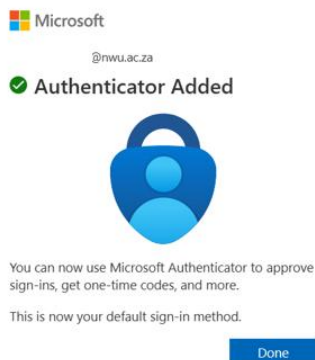
- Switch to the **DEVICE** - IN THE AUTHENTICATOR APP, and if prompted, allow notifications.
 1. Click the **+** sign to add an account - select "**Work or school account**".
 2. Select Scan QR Code.
- In the **BROWSER**, click Next.



- Scan the QR code with your **DEVICE**, then click Next in the **BROWSER**.



- Microsoft will send a code to the **DEVICE**. Enter the code in the **DEVICE, AUTHENTICATOR APP**
- You will receive a message in the browser that the App was successfully added.



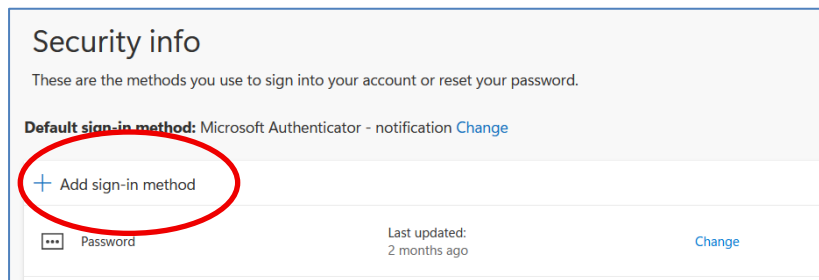
- Click Done. The setup of the Microsoft Authenticator App is complete.

4 I already have an SMS/Phone method. How can I add the Microsoft Authenticator?

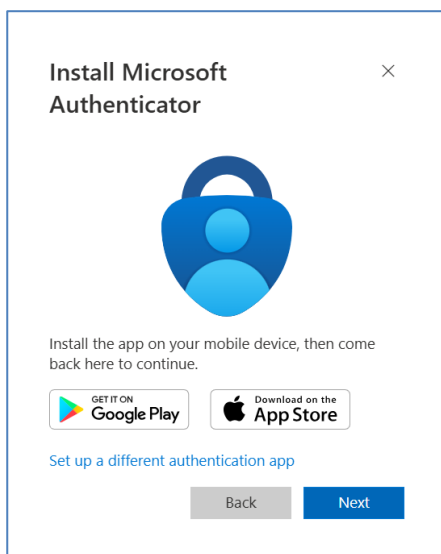
First, install the Authenticator app – see Point 2.

After installing the app, follow the steps below.

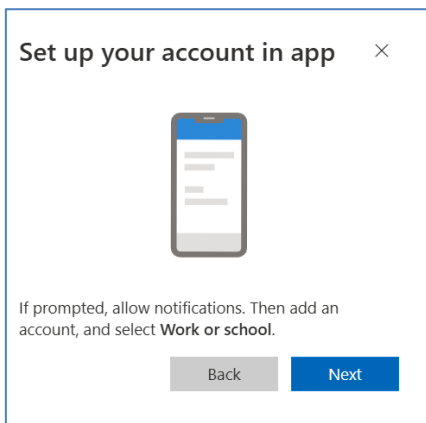
- Open a web browser and go to: <https://mysignins.microsoft.com/security-info>
- Sign in using your NWU credentials.
Select **Add sign-in method**.



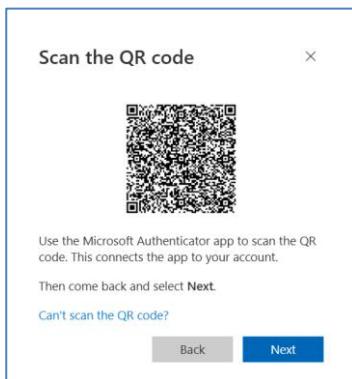
- Choose the Authenticator app.
- If not already installed, download and install the MS Authenticator app from the relevant app store on the **DEVICE** – See point 2.



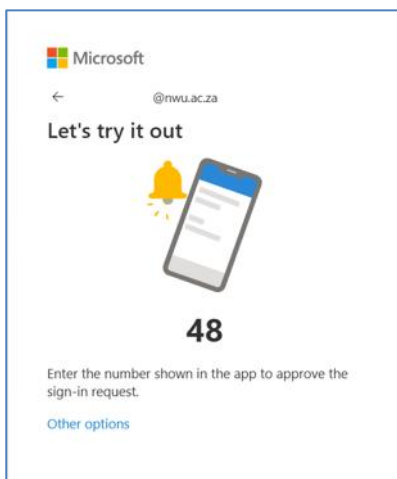
- Click Next in the **BROWSER**.



- Switch to the **DEVICE** - IN THE AUTHENTICATOR APP and if prompted, allow notifications.
 1. Click the **+** sign to add an account - select "**Work or school account**".
 2. Select Scan QR Code.
- In the **BROWSER**, click Next.

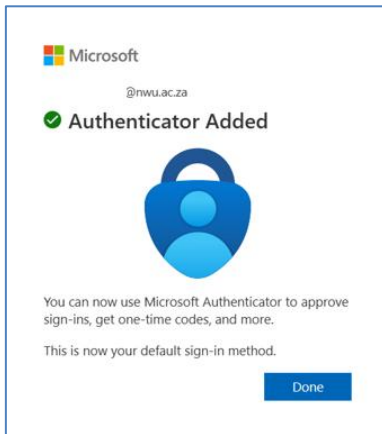


- Scan the QR code with your **DEVICE**, then click Next in the **BROWSER**.



- Microsoft will send a code to the **DEVICE**. Enter the code in the **DEVICE, AUTHENTICATOR APP**

- You will receive a message in the browser that the App was successfully added.

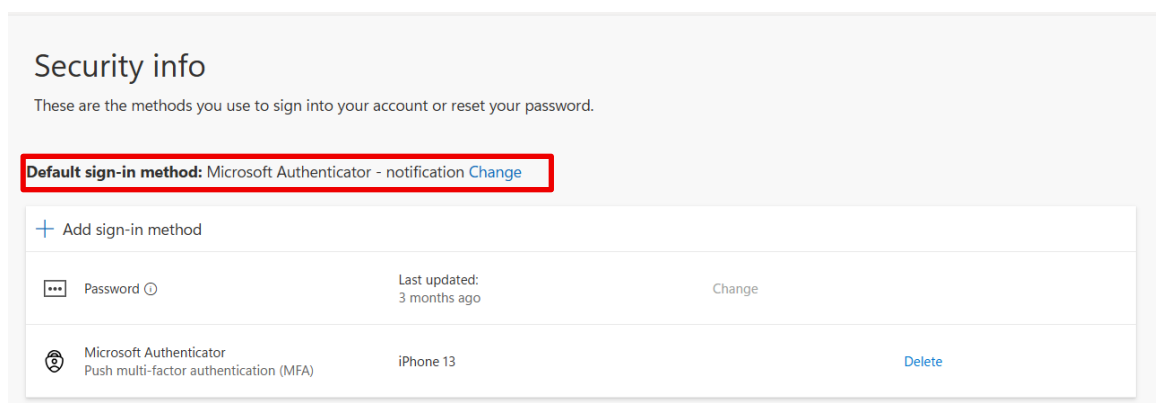


- Click Done. The setup of the Microsoft Authenticator App is complete.

5 Set TOTP as the Default Sign-in Method

If your organization allows TOTP and you have already done the steps in Point 4, you can change to TOTP as the preferred method:

- Open:
- <https://mysignins.microsoft.com/security-info>
- Select **Change** next to **Default sign-in method**.



- Choose: **Authenticator App or Hardware Token - Code**
- Select **Confirm**.
- Save the change.
- The default authentication method will now be TOTP verification codes instead of push notifications.