

SET UP YOUR MICROSOFT 365 SIGN-IN FOR MULTI-FACTOR AUTHENTICATION

1 Introduction

The multi-factor authentication described in this document refers to signing into an **NWU online MS 365 account**.

Traditionally, signing into an NWU online MS 365 account requires only a username and password, but now an extra layer of security is added. This is referred to as Microsoft 365 multi-factor authentication (MFA).

The first time signing into an NWU MS 365 account on a new device or using a web browser, an NWU user needs a username and password and a second authentication method.

2 MS 365 multi-factor authentication website

<https://services.nwu.ac.za/it-aos/microsoft-multi-factor-authentication-ms-mfa>

3 Opt-in

The Opt-in phase is no longer available. From January 2025, users will gradually be required to do MFA.

4 Methods

A general secondary authentication method for Microsoft is an authenticator app or sending a code to a phone. For a faster and more secure experience, Microsoft **recommends** using an authenticator app rather than SMS/WhatsApp verification.

After setting up the primary second authentication method to sign in to MS 365, you will be prompted to set an additional verification method.

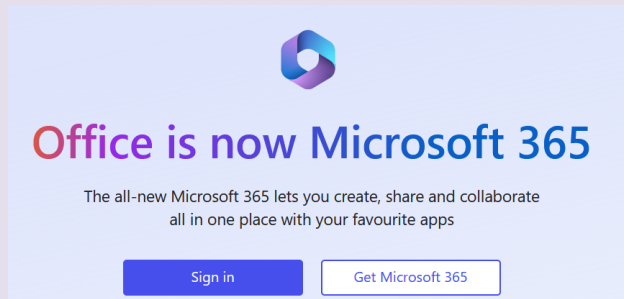
5 Steps to set up multi-factor authentication.

You can follow **one** of the steps to set up MS 365 MFA.

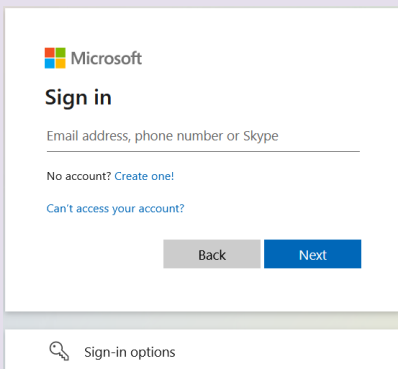
1. [Steps to set up the Microsoft Authenticator App as the primary MS 365 MFA method.](#)
2. [Steps to set up the Phone \(SMS/WhatsApp\) as the primary MS 365 MFA method.](#)

5.1 Here are the steps to set up the Microsoft Authenticator App as the primary MFA method.

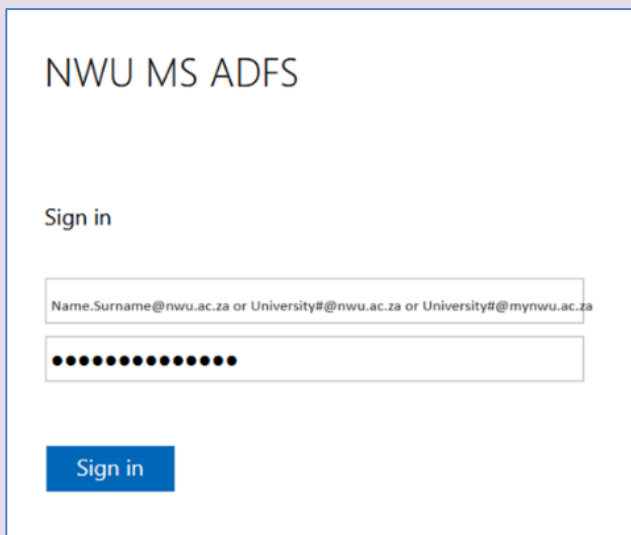
Sign in to your NWU account using a supported web browser (<https://www.office.com/>)



Click Sign in

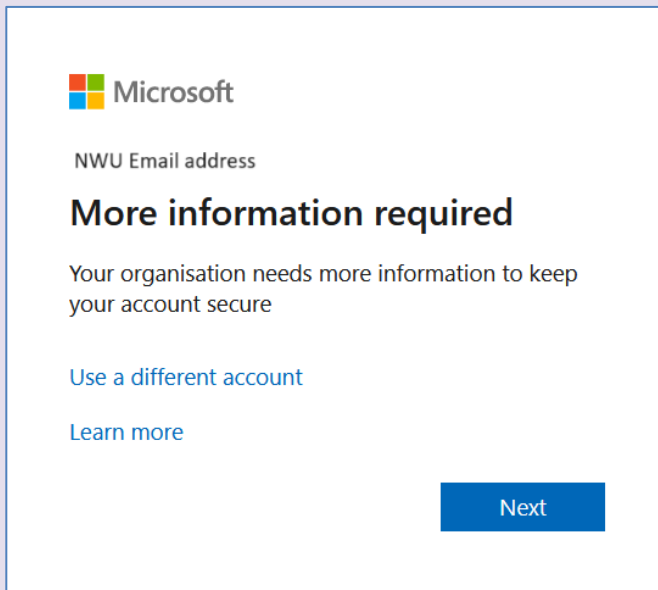


Enter your NWU email address and click Next.

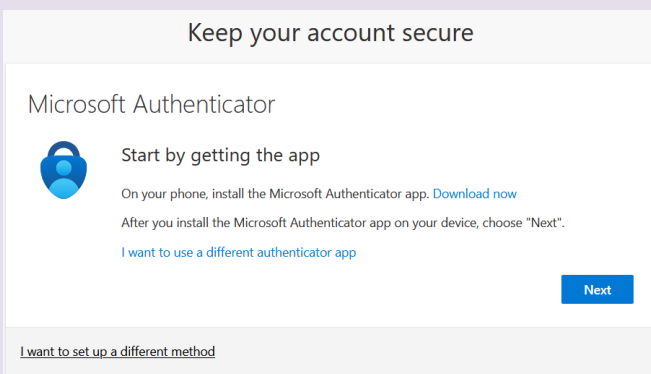


Enter your password and click Sign in.

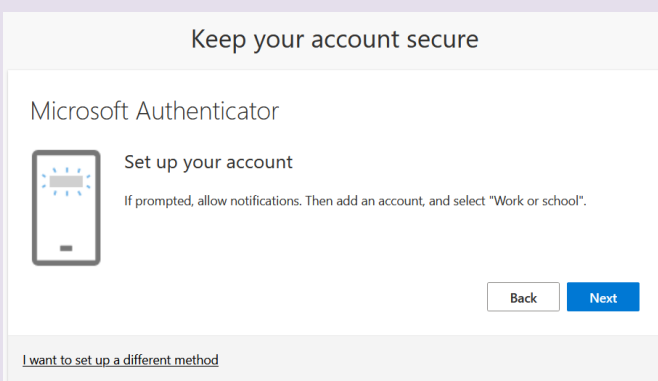
When MS MFA is activated for your account, Microsoft will prompt you for more information. Click Next



Download and install the MS Authenticator app from **the relevant app store on your smart device**.



Click Next in the browser to continue setting up MFA.



On your device in the Authenticator app: If prompted, allow notifications. Add an account in the app and select "Work or school".

In the Browser, click Next.

Keep your account secure

Microsoft Authenticator

Scan the QR code

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

After you scan the QR code, choose "Next".



Can't scan image?

Back

Next

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

You will be prompted to **scan a QR code with your device**. Scan the QR code **with your device** and click Next in the Browser.

Keep your account secure

Microsoft Authenticator



Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

78

Back

Next

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

Microsoft will send a code to your device. **Enter the code in the Authenticator App on your device.**

Keep your account secure

Microsoft Authenticator



Notification approved

Back

Next

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

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

Keep your account secure

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:



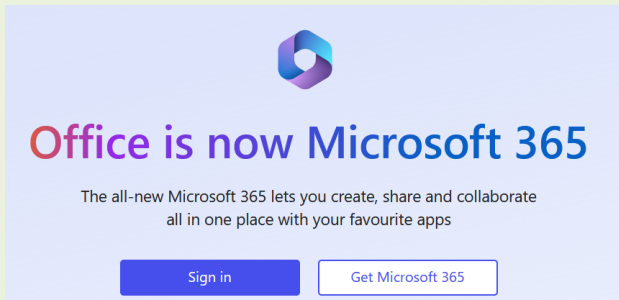
Microsoft Authenticator

Done

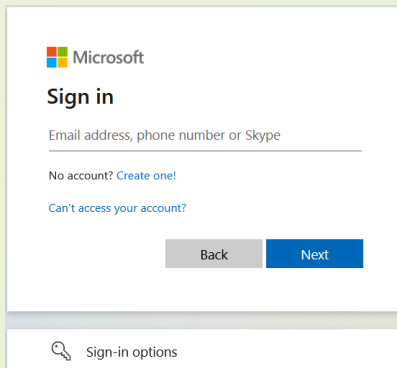
Click Done. The setup of MFA is complete.

5.2 Steps to set up the Phone (SMS/WhatsApp) as the primary MFA method.

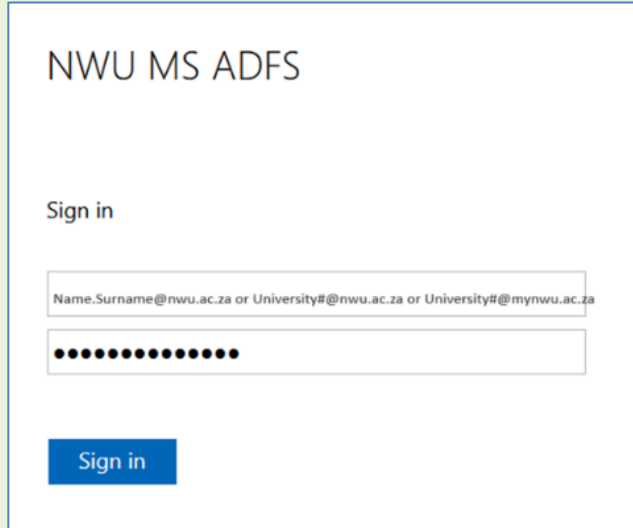
Sign in to your NWU account using a supported web browser (<https://www.office.com/>)



Click Sign in

The image shows the Microsoft sign-in page. It features the Microsoft logo at the top left, followed by the text "Sign in". Below this is a text input field with the placeholder "Email address, phone number or Skype". Underneath the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the sign-in box are two buttons: a grey "Back" button and a blue "Next" button. Below the sign-in box is a search bar with a magnifying glass icon and the text "Sign-in options".

Enter your NWU email address and click Next.

The image shows the NWU MS ADFS sign-in page. At the top, it says "NWU MS ADFS". Below that is the text "Sign in". There are two input fields: the first is for the email address with the placeholder "Name.Surname@nwu.ac.za or University#@nwu.ac.za or University#@mynwu.ac.za", and the second is for the password, represented by a series of black dots. At the bottom left of the sign-in area is a blue "Sign in" button.

Enter your password and click Sign in.

When MS MFA is activated for your account, Microsoft will prompt you for more information.

Click Next



NWU Email address

More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

Click *I want to set up a different method.*

Keep your account secure

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

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

Choose a different method

Which method would you like to use?

Choose a method

Authenticator app

Phone

Choose Phone

Choose a different method

Which method would you like to use?

Phone

Cancel

Confirm

Click Confirm

Keep your account secure

Phone

You can prove who you are by receiving a code on your phone.

What phone number would you like to use?

South Africa (+27) 821234567

Receive a code

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](#)

Enter your cell phone number and click Next.

Keep your account secure

Phone

We just sent a 6 digit code to +27 824323911. Enter the code below.

894407

[Resend code](#)

Back

Next

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

Microsoft will send a 6-digit code to your cell phone via SMS/WhatsApp. Enter the code and click Next.

Keep your account secure

Phone

Verification complete. Your phone has been registered.

Next

Click Next.

Keep your account secure

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

 Phone
+27 8;

Done

Click Done

The setup of MFA is complete.

6 Check your MS 365 MFA settings

- Sign in to the [Microsoft 365 portal \(office.com\)](https://office.com).
- Select your avatar in the top right, then select **View account**.
- Select **Security info** from the left navigation pane to see the account's security information.