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.
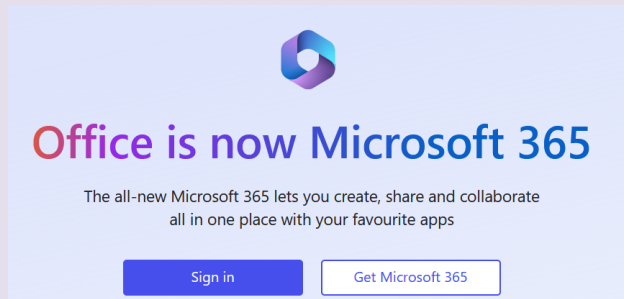
5 Steps to set up multi-factor authentication.

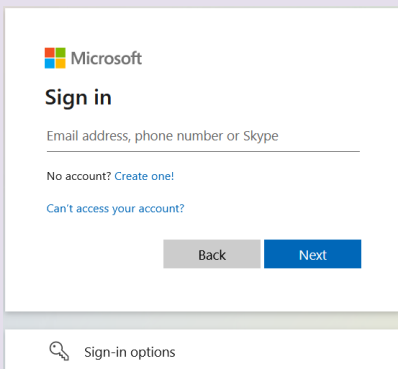You can follow **one** of the steps to set up MS 365 MFA.

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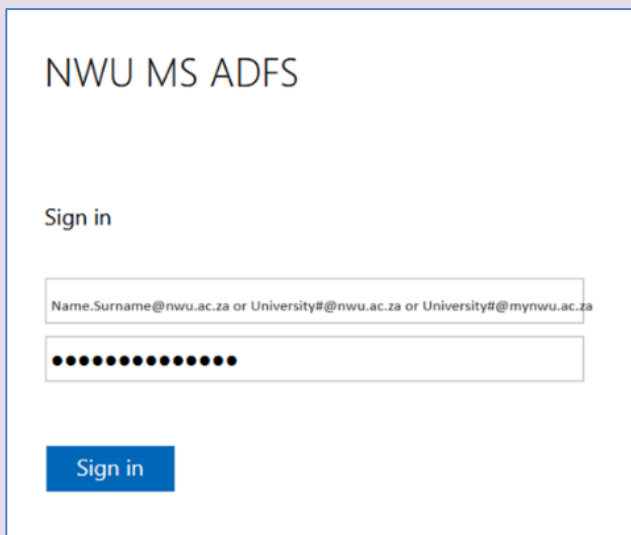
Sign in to your NWU account using a supported web browser (https://www.office.com/)


Office is now Microsoft 365

The all-new Microsoft 365 lets you create, share and collaborate all in one place with your favourite apps

Sign in   Get Microsoft 365

Click Sign in

Microsoft

Sign in

Email address, phone number or Skype

No account? Create one!

Can't access your account?

Back   Next

Sign-in options

Enter your NWU email address and click Next.

NWU MS ADFS

Sign in

Name.Surname@nwu.ac.za or University#@nwu.ac.za or University#@mynwu.ac.za

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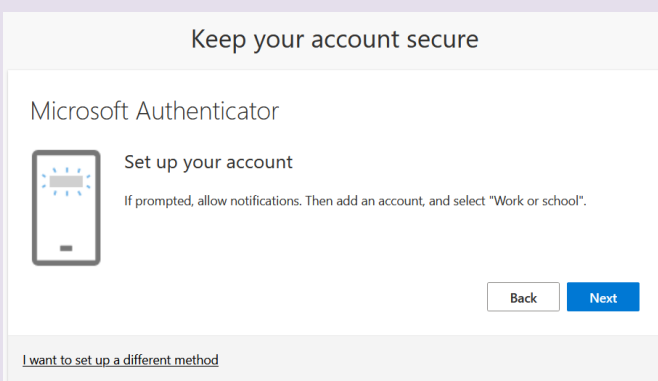
Sign in

Enter your password and click Sign in.

When MS MFA is activated for your account, Microsoft will prompt you for more information. Click Next
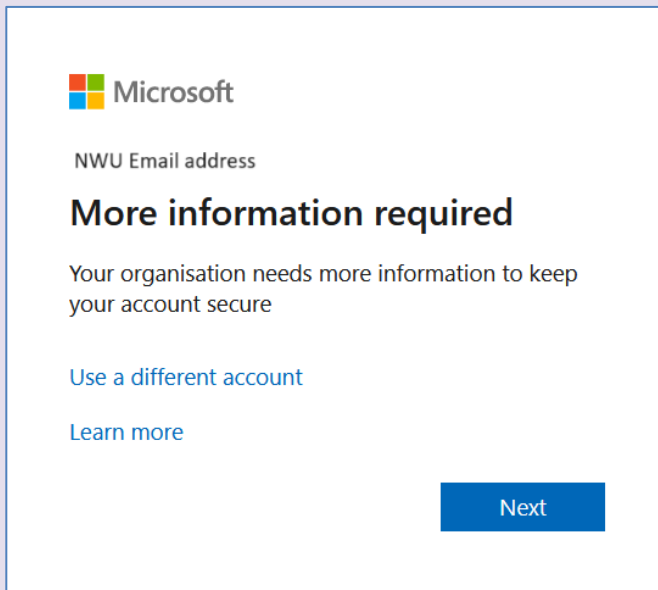
Download and install the MS Authenticator app from **the relevant app store on your smart device.**
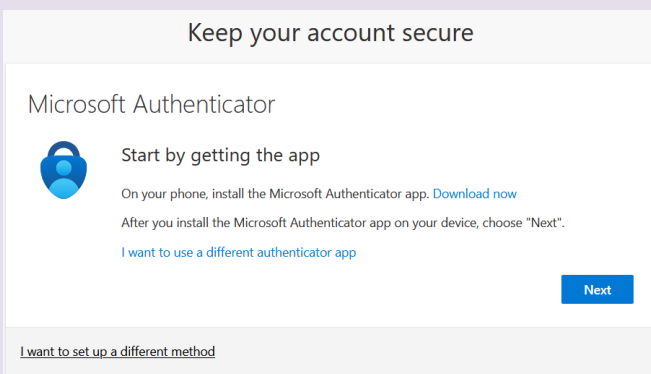
Click Next in the browser to continue setting up MFA.

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 Bowser.

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.

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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
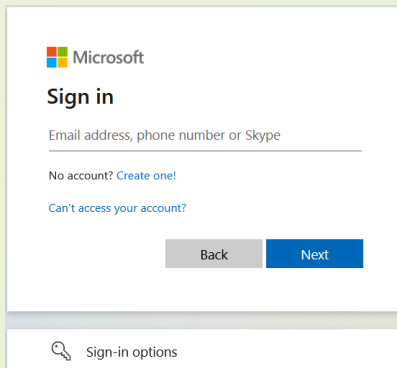
Click Done. The setup of MFA is complete.

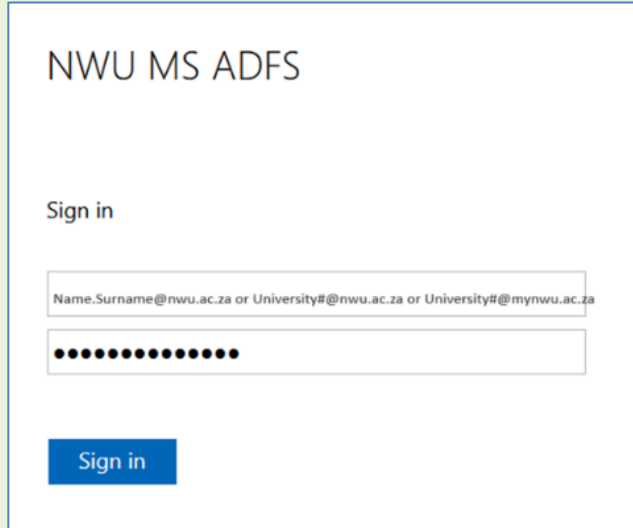## 5.2 Steps to set up the Phone (SMS/WhatsApp) as the primary MFA method.

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

Click Sign in

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

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

Choose Phone

Click Confirm

Enter your cell phone number and click Next.

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

Click Next.

Click Done

The setup of MFA is complete.

6   Check your MS 365 MFA settings

- Sign in to the Microsoft 365 portal (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.