Multifactor Authentication

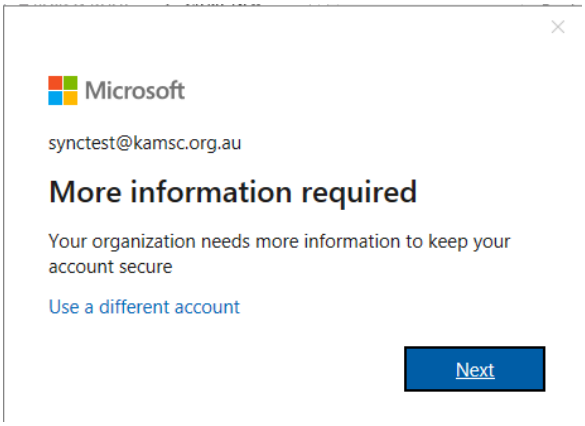
What is Multifactor Authentication?

Multifactor Authentication (MFA, or 2FA – two factor authentication) is a form of authentication that requires more than just a password, or one form of authentication, to verify an account. Most people will have encountered some form of MFA nowadays, e.g. receiving an SMS code from your bank to verify your account during online banking.

Multifactor Authentication is integral to protecting our intellectual property – it assists by preventing unauthorized access to your accounts, even if somebody guesses or hacks your password, they will likely be prevented accessing your information as they will not have access to the second form of verification.

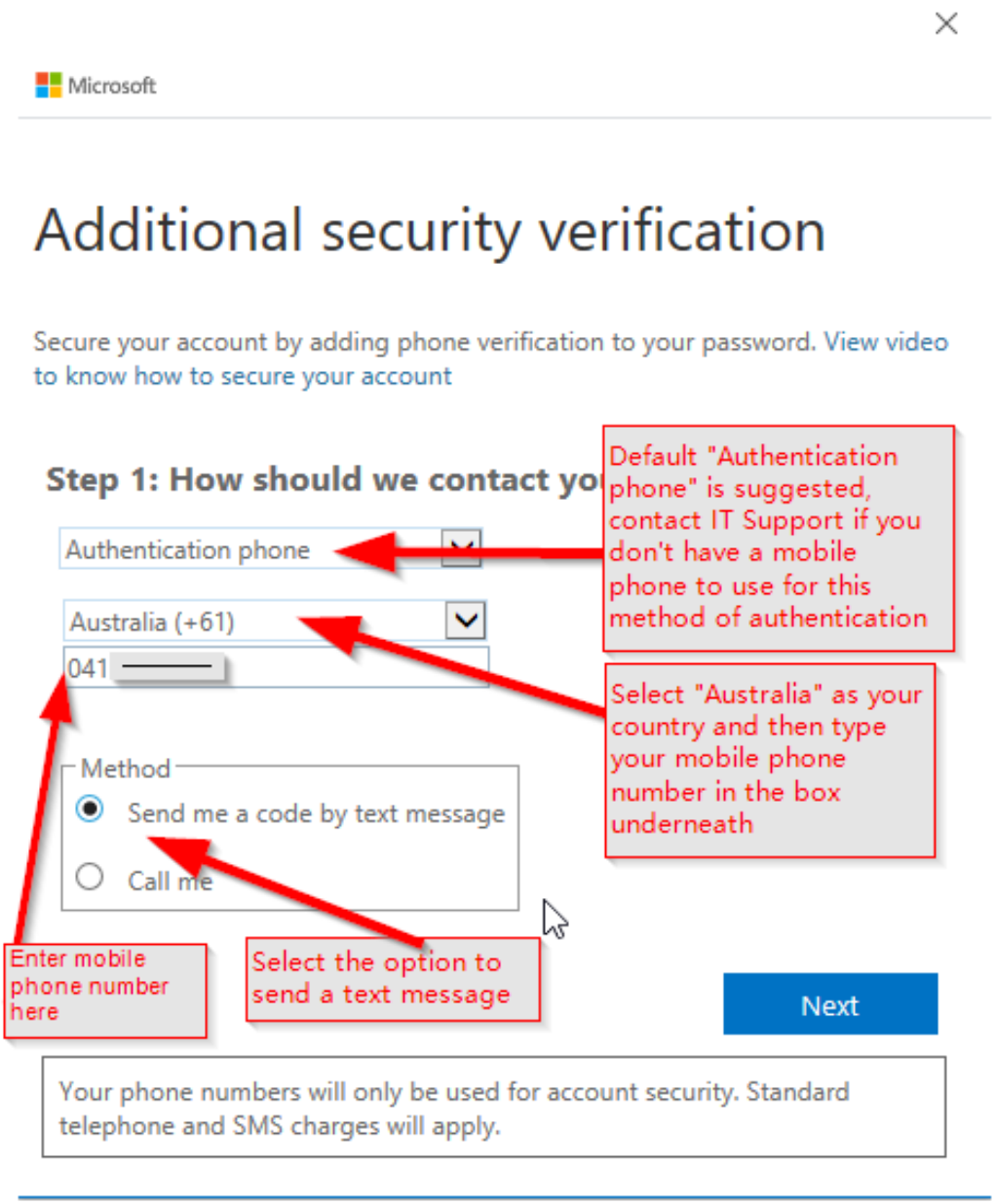
Setting up MFA

After MFA is enabled for your 365/email account, you will receive a message like this when next logging into your account:

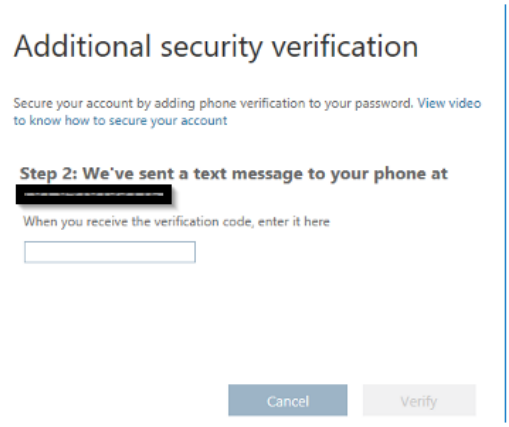


Click “Next” and use the following guidelines in the image to configure MFA for your account.

Multifactor Authentication



Click “Next” and when you receive the SMS code enter in the following screen



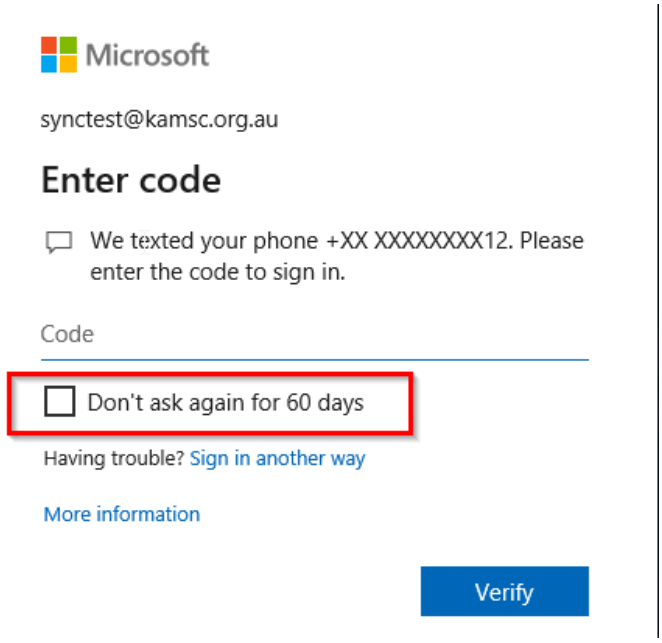
This concludes setting up MFA for your account – if you are prompted to copy or asked about app passwords you can safely ignore/continue/click “Done”

Multifactor Authentication

FREQUENTLY ASKED QUESTIONS

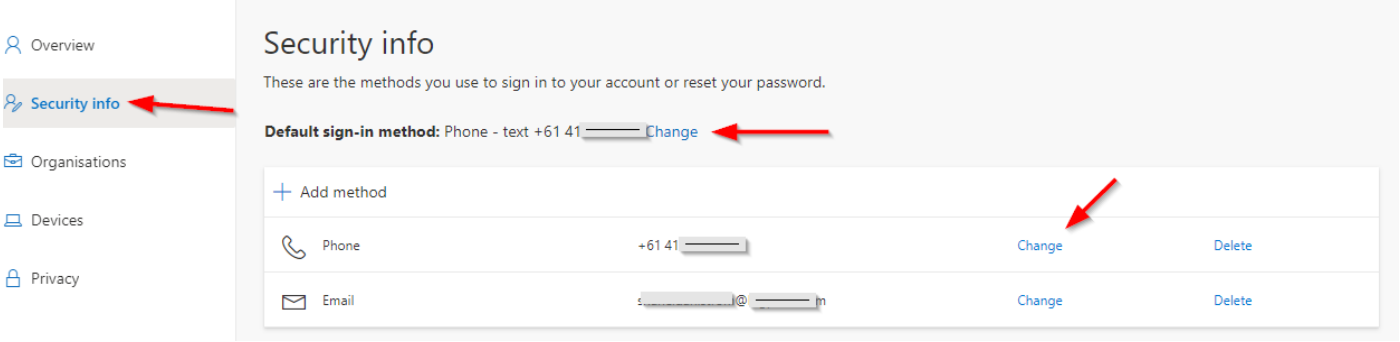
Q) Will I receive an SMS every time I login to my account?

A) Applications like Microsoft Outlook, Microsoft Teams, Onedrive should all only require the MFA verification once – sometimes after a password reset or change to account, these applications may ask again – but they should not require SMS verification code *every* time you use them. If this is happening please raise a ticket with ICT Helpdesk (email itsupport@kamsc.org.au)
If you use a browser (Chrome/Edge/Firefox) to access your 365 account, then yes you will be prompted to verify each time – however – there is an option to trust a device for 60 days. When you are logging on via a browser, after entering the SMS code, tick the "Don't ask again for 60 days" checkbox to save verifying each time



Q) What if I change phone numbers/lose my phone/move to a different position?

A) You can change details yourself, by logging into https://portal.office.com, click your profile initials/picture in top right corner, and select "View Account" – then click "security info" for options to change details



Alternatively, ICT Helpdesk can reset MFA so that it asks to re-verify the details (including the phone number). Send an email to itsupport@kamsc.org.au asking to "reset MFA contact methods".