

Registering for MFA


PLEASE NOTE: we strongly recommend that you use either the Google Chrome or Microsoft Edge web browser to perform this task.

You can choose to set up Multi-Factor Authentication (MFA) messages in one of three ways: Text message, phone call or via the Microsoft Authenticator app. Setting up MFA will also enable you to change your own password.

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1. First time signing in to Office 365 email, iCity or Moodle



BIRMINGHAM CITY
University

Firstname.surname@mail.bcu.ac

More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

This network is for the use of staff and students of Birmingham City University. If you are not an authorised user please disconnect immediately. All users are reminded that communication on the University network may be subject to monitoring.

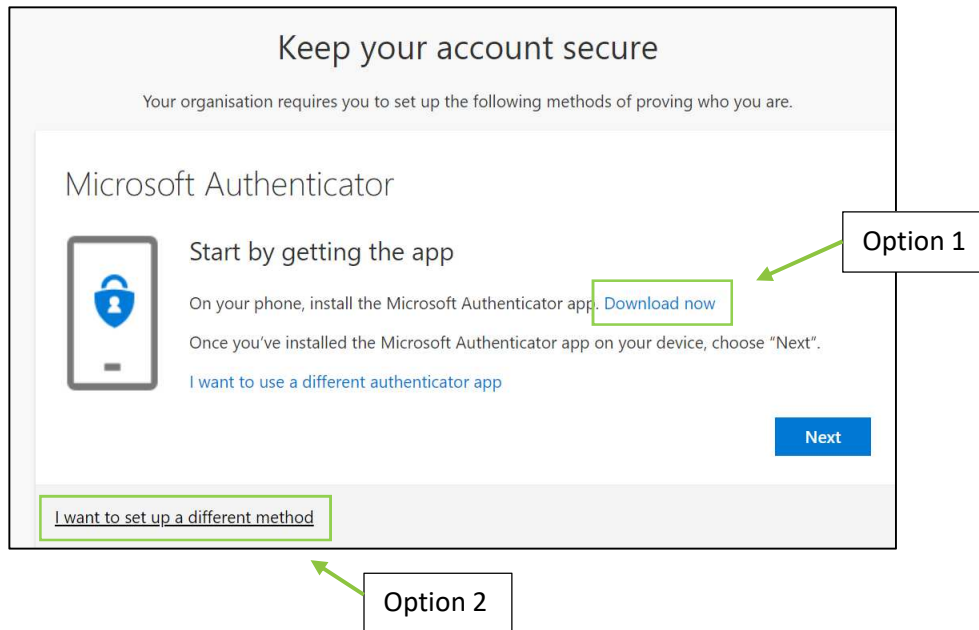
Please contact IT Help if you have any login issues.

When you first sign in to Office 365, iCity or Moodle you will see this box.

Click **Next**.



2. Choosing an MFA option



At this point, choose from either of these options:

Option 1. If you would like to use the dedicated Microsoft Authenticator app, please click on **Download now** and follow the on-screen instructions.
(See point 2.3 in this guide.)

Option 2. If you would like to set up the quick and easy *text code to phone option*, please click on **I want to set up a different method** link at the very bottom of the window.



2.1. How to set up 'Text code to phone' option

Choose a different method

Which method would you like to use?

Authenticator app

Authenticator app

Phone

1

If you have chosen a different method at step 2 you will see this box.

1. Chose **Phone** from the drop-down list, then click **Confirm** (2)

Choose a different method

Which method would you like to use?

Phone

Cancel

Confirm

2

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1)

3

Enter phone number

☒ Text me a code

☐ Call me

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](#)

3. Select **United Kingdom** from the drop-down list.

Keep your account secure

following methods of proving who you are.

phone or texting a code to your phone.

Enter phone number

☒ Text me a code
☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
 What phone number would you like to use?

United Kingdom (+44) 07000000000

☒ Text me a code
☐ Call me

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](#)

4. Enter your phone number and select the **Text me a code** button.

You will receive a code via a text message.

5. Enter the code on your screen as shown below and click **Next**.

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

We just sent a 6-digit code to +44 07966807638. Enter the code below.

288055

[Resend code](#)

Back Next

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

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

✔ SMS verified. Your phone was registered successfully

6

Next

6. Click **Next**


Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Success!

Well done. You have successfully set up your security info. Choose "Done" to continue signing in

Default sign-in method: Phone - text

 Phone
+44 07966807638

7

Done

7. Click **Done**



2.2. How to set up 'Call to a mobile' option

Choose a different method

Which method would you like to use?

Authenticator app

Authenticator app

Phone

1

If you have chosen a different method at step 2 you will see this box.

1. Chose **Phone** from the drop-down list, then click **Confirm** (2)

Choose a different method

Which method would you like to use?

Phone

Cancel

Confirm

2

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

United Kingdom (+44)

07000000000

1

☐ Text me a code

☒ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

2

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

1. To receive a call rather than a text select the **call me** button.

Then click **Next** (2) and follow the instructions on screen.

2.3. How to set up the Microsoft Authenticator app

Download the Microsoft Authenticator app first and follow the on-screen instructions.

Security info
These are the methods you use to sign in to your account or reset your password.

Default

Microsoft Authenticator

Start by getting the app

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

Once you've installed the Microsoft Authenticator app on your device, choose "Next".

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

Cancel Next

If you already have the Authenticator app on your phone or tablet, please click **Next**.

1. If you would like to use the dedicated Microsoft Authenticator app, please click on **Download now** and follow the on-screen instructions.

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back Next

2. Click **Next**

Microsoft Authenticator

Scan the QR code

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

Once you've scanned the QR code, choose "Next".

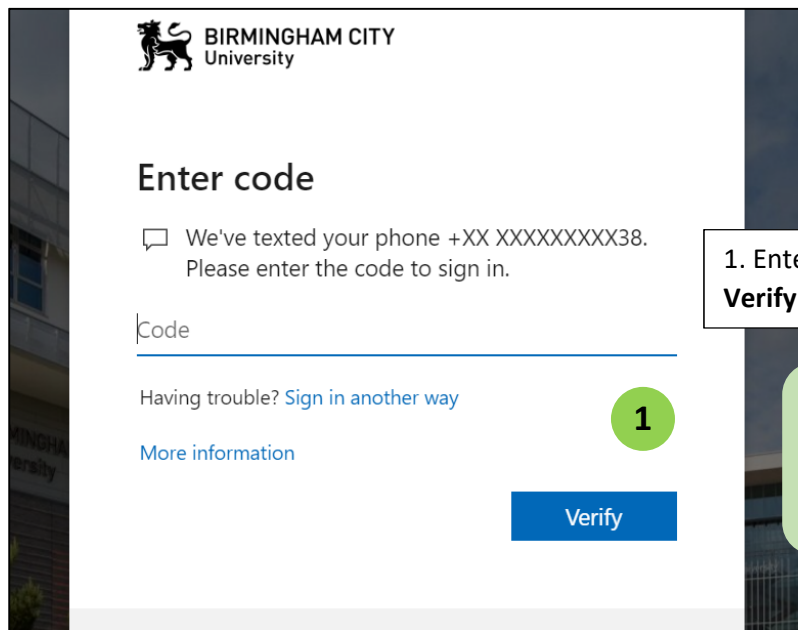
Can't scan image?

Back Next

3. Scan the QR code with your phone.
Click **Next**

3. How to login to BCU services after MFA registration is completed

Once registration is completed, you will be presented with the following screen when trying to access the service:



The screenshot shows the Birmingham City University login interface. At the top left is the university's logo and name. The main heading is "Enter code". Below it, a message states: "We've texted your phone +XX XXXXXXXXXX38. Please enter the code to sign in." There is a text input field labeled "Code" with a blue underline. Below the input field are two links: "Having trouble? Sign in another way" and "More information". A blue "Verify" button is positioned at the bottom right of the input area. A green circle with the number "1" is placed next to the "Verify" button.

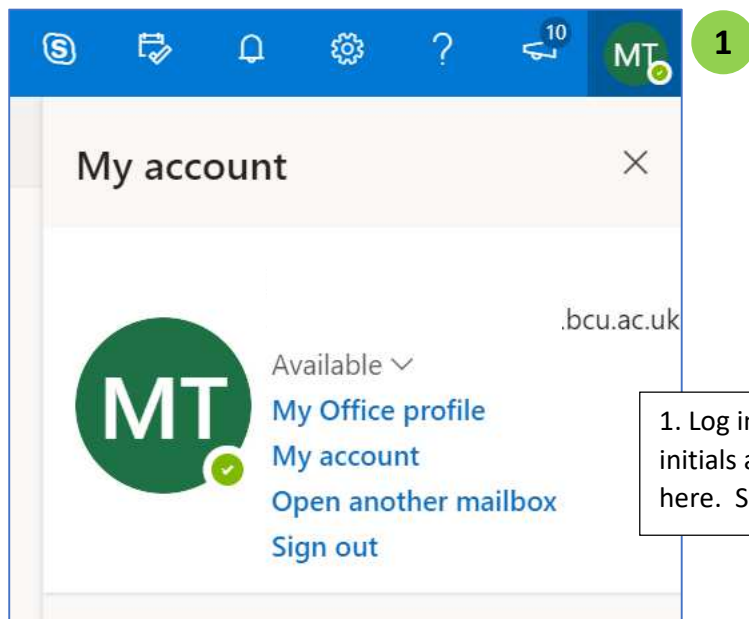
1. Enter the code and click **Verify**

If you are using the Authenticator app you will receive a notification, so you will need to have an internet connection.

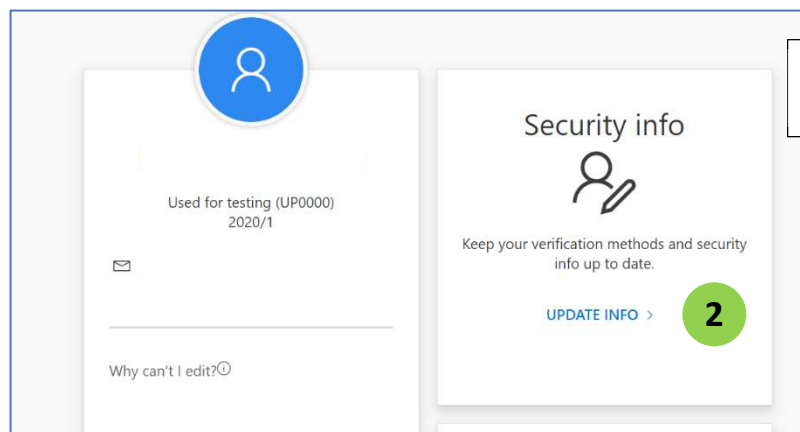


4. How to change options after completing MFA registration

To change the mobile phone number, to change the authentication method or to add a secondary MFA method, please follow these instructions at any time after registering for MFA:



1. Log in to your email and click on your initials at the top right corner as shown here. Select the **My account** option.



2. Click on 'Update info' link in the **Security info** box as shown here.



5. If you need to change your phone number after MFA registration

Security info

These are the methods you use to sign in to your account or reset your password.

Default sign-in method: Phone - text +44 [Change](#)

+ Add method

Phone	+44	Change	Delete
-------	-----	------------------------	------------------------

From here you can change your phone number or change your MFA option to a phone call instead of a text:

Security info

These are the methods you use to sign in to your account or reset your password.

Default sign-in method: Phone

+ Add method

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United Kingdom (+44) 07000000000

☒ Text me a code ☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

[Cancel](#) [Next](#)



6. IMPORTANT Adding a secondary MFA option for authentication

Once you are registered for MFA and have chosen your primary option for authentication, you will then need to select a secondary option. This is important in situations where you may not have access to your primary method (e.g. if you have misplaced your phone). You will need to have selected a secondary option to allow you to access BCU data from outside of the University.

Primary option	Available Secondary options
Code to your mobile via SMS	<ul style="list-style-type: none">• Alternative number (mobile or landline)• Authenticator App
Mobile app	<ul style="list-style-type: none">• Code to your mobile via SMS• Call to your mobile or landline
Call to your mobile or landline	<ul style="list-style-type: none">• Alternative number (mobile or landline)• Authenticator App



1. Click on **+ Add method**

Security info

These are the methods you use to sign in to your account or reset your password.

Default sign-in method: Phone - text +44 [Change](#)

[+ Add method](#) **1**

2. Select **Alternative phone** from the drop-down options:

Security info

These are the methods you use to sign in to your account or reset your password.

Default sign-in method: Phone - text +44 [Change](#)

[+ Add method](#)

[Phone](#)

Add a method

Which method would you like to add?

Authenticator app

Authenticator app

Alternative phone **2**

Add a method

Which method would you like to add?

Alternative phone

[Cancel](#) [Add](#) **3**

3. Click **Add**

you use

od:

Turkmenistan (+995)

Turks and Caicos Islands (+1649)

Tuvalu (+688)

Uganda (+256)

Ukraine (+380)

United Arab Emirates (+971)

United Kingdom (+44)

Uruguay (+598)

United States (+1) ▼

Enter phone number

☒ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel Next

4

4.Click **Next**

If you have any further difficulties with this process, please contact IT Help:

ithelp@bcu.ac.uk