



# MultiFactor Autentication



## What is Multi Factor Authentication?

Multi Factor Authentication (MFA) is an extra layer of security when logging into a web site or service.

You may already experience the use of MFA in your day-to-day life. Perhaps when purchasing online or using your banking app. You will usually enter your username and password as normal. Then, you will have to provide another piece of information or perform an action in an app.

From February 2023, Microsoft will only support the use of the Microsoft Authentication app. Text codes and calls will no longer be an option. Key, Lifestyles and TAG phones already have the Microsoft Authenticator app downloaded and installed for this purpose.

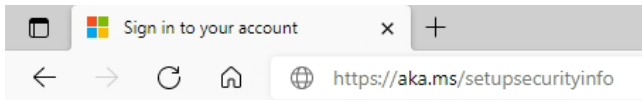




# First Time Set-Up

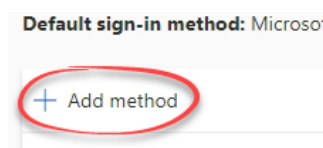
## How do I set up Multi Factor Authentication?

1. In any web browser go to <https://aka.ms/setupsecurityinfo> (Remember, type this into the address bar at the top, not the search bar).

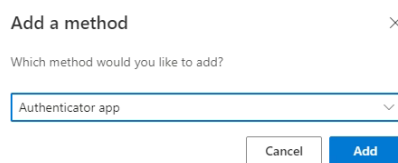


2. Enter your email address and click 'Next'.
3. Enter your password and click 'Next'.

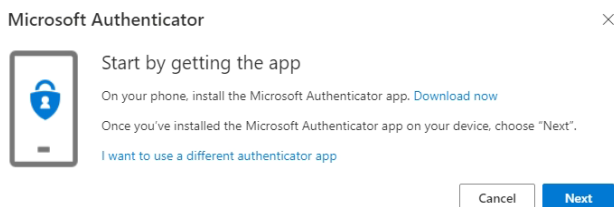
4. Click the 'Add Method' button.



5. Choose 'Authenticator App' from the method drop down menu.
6. Click 'Add'.



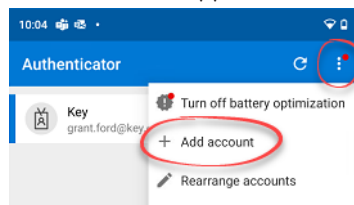
7. You will be prompted to download and install the Microsoft Authentication app. This should already be installed on Key/Lifestyles/TAG phones. Click 'Next'.



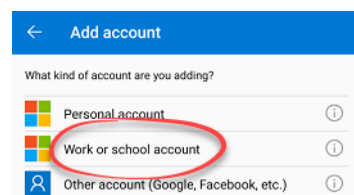
8. On your phone - Open the Authenticator App.

9. On your phone - Click the menu option (three dots in the top right).

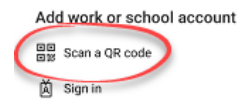
10. On your phone - Choose 'Add Account'.



11. On your phone - Choose 'Work or school account'.



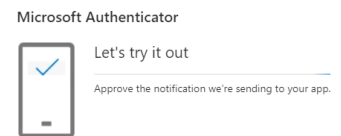
12. On your phone - Click 'Scan a QR code'. You may need to allow the app access to your camera.



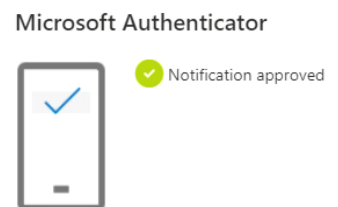
CANCEL

13. Point the camera on your phone at the QR code to scan it and click 'Next'.

14. Open the 'Authentication App' and click 'Approve' to test the activation has been successful.



15. You will be notified on screen that the authentication has been approved. Click 'Next' to finish the process.





# Adding an Authentication Method

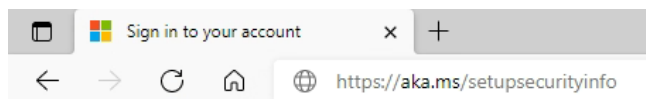
## Can I have more than one authentication method?

You can add more than one authentication method. When logging into the VDI using Horizon Client, notifications will only be sent to the default method of authentication.

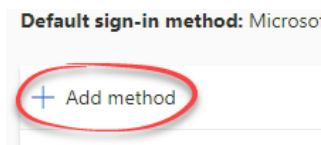
If you have been provided with a replacement mobile phone you will need to update the authentication app to use your new device.

## How do I add an authentication method?

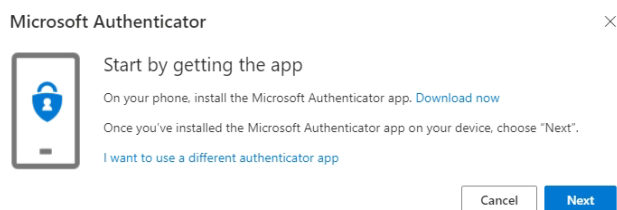
1. In any web browser go to <https://aka.ms/setupsecurityinfo> (Remember, type this into the address bar at the top, not the search bar).



2. Enter your email address and click 'Next'.
3. Enter your password and click 'Next'.
4. Click 'Security Info'.
5. Click 'Add Sign-In Method'.



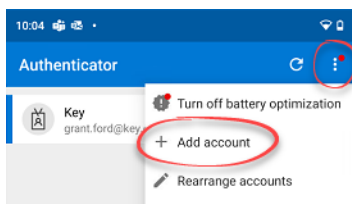
6. Choose 'Authenticator App' from the method drop down menu.
7. You will be prompted to download and install the Microsoft Authentication app. This should already be installed on Key/Lifestyles/TAG phones. Click 'Next'.



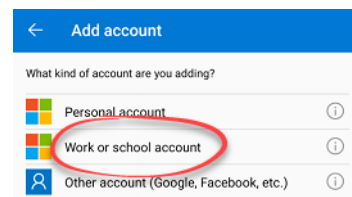
8. On your phone - Open the Authenticator App.

9. On your phone - Click the menu option (three dots in the top right).

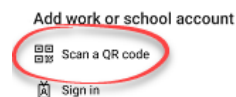
10. On your phone - Choose 'Add Account'.



11. On your phone - Choose 'Work or school account'.

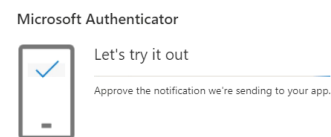


12. On your phone - Click 'Scan a QR code'. You may need to allow the app access to your camera.

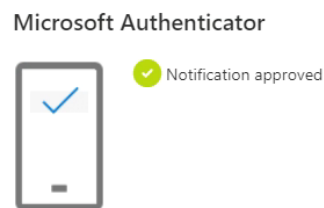


13. Point the camera on your phone at the QR code to scan it and click 'Next'.

14. On your phone - Open the 'Authentication App' and click 'Approve' to test the activation has been successful.



15. You will be notified on screen that the authentication has been approved. Click 'Next' to finish the process.





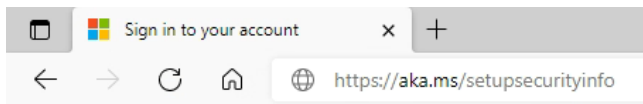
# Default Authentication Method

## How do I change my default authentication method?

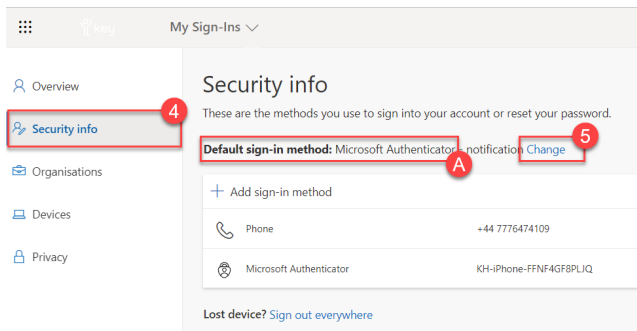
These instructions presume that you have added more than one authentication method to your account and you wish to switch between the two.

For example, work and personal device. Normally, you use the work device to authenticate. On this occasion you have forgotten the device and wish to use your personal device.

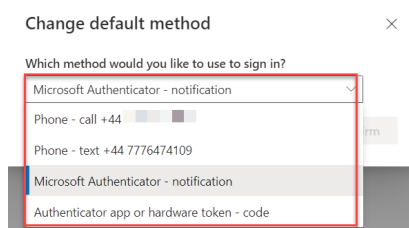
1. In any web browser go to <https://aka.ms/setupsecurityinfo> (Remember, type this into the address bar at the top, not the search bar).



2. Enter your email address and click 'Next'.
3. Enter your password and click 'Next'.
4. Click 'Security Info'. Your default sign-in method will be listed (A).
5. Click 'Change'.



6. Use the 'Change default method' drop down menu and choose the appropriate option.

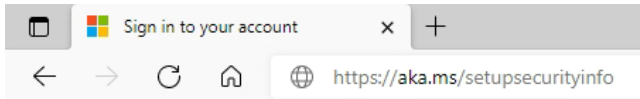




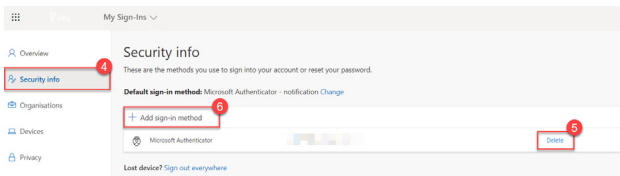
# Deleting Authentication Methods

## How do I delete an authentication method?

1. In any web browser go to <https://aka.ms/setupsecurityinfo> (Remember, type this into the address bar at the top, not the search bar).



2. Enter your email address and click 'Next'.
3. Enter your password and click 'Next'.
4. Click 'Security Info'.
5. Remove the old method by clicking 'Delete' at the right hand side of the screen.





# Using Multi Factor Authentication

## How do I use multi-factor authentication?

You will not be asked to authenticate if you are logging into the VDI while located in either 'The Square' or at Kerr Street.

1. Log into the VDI using your normal username/password combination.
2. Open the Authenticator App.
3. Click 'Approve' when the prompt is displayed.
4. Type in your phone unlock code.