AIT User Guide to MFA

AIT implements Multifactor Authentication (MFA) for all staff/student accounts. This document is a guide to staff/students on how to register for and manage MFA.
Note: Your Staff/student account has to be “enabled” for MFA by Computer Services before you can set it up for MFA.
Once “enabled”, your access to Office 365 will not be possible until you “Set Up” your account for MFA. You will be prompted to do so when you try to access Office 365.

Section 1 - Available MFA options

Users can choose any of the following MFA options:

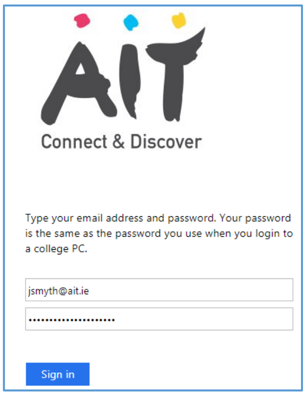
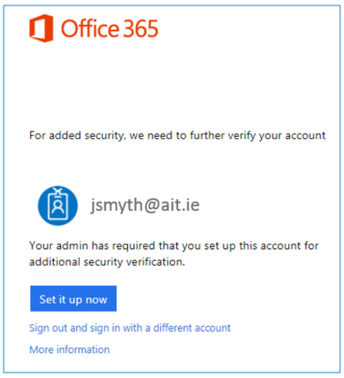
1. Receiving a call (recorded message) to a mobile or landline phone (note you must have access to the phone if logging into Office 365 when off-campus)
2. Receiving a text (note you must have access to the phone if logging into Office 365
3. when off-campus)
4. Using a smartphone app known as the Microsoft Authenticator app (note that a phone number must also be provided as a backup method). The app has 2 methods of MFA (you can choose either):
    a. Get a notification via the app
    b. Enter a 6 digit code from the app

    If you wish to use the authenticator app – follow the instructions in Section 3

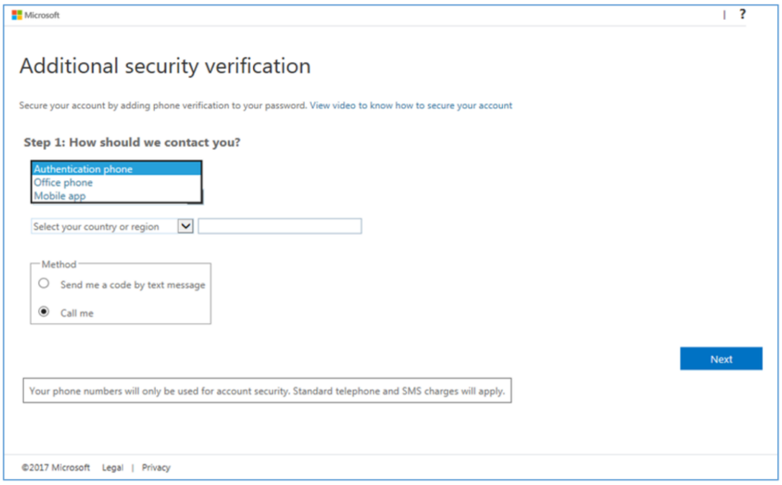
Section 2 - Setting up MFA using a phone call or a text message

Note: Your Staff/student account has to be “enabled” for MFA by Computer Services before you can set it up for MFA.

Setup Process
Click the “Office 365 Portal” link under Quicklinks on the AIT website. Enter user credentials as normal (as below). **Click Sign In**.
The window on the right (below) appears. Click **Set it up now**.

 Connect & Discover Type your email address and password. Your password is the same as the password you use when you login to a college PC. jsmyth@ait.ie ••••••••••••••••••••• Sign in	 Office 365 For added security, we need to further verify your account jsmyth@ait.ie Your admin has required that you set up this account for additional security verification. Set it up now Sign out and sign in with a different account More information

The screen as below appears.



Microsoft

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 1: How should we contact you?

Authentication phone
Office phone
Mobile app

Select your country or region

Method

○ Send me a code by text message

● Call me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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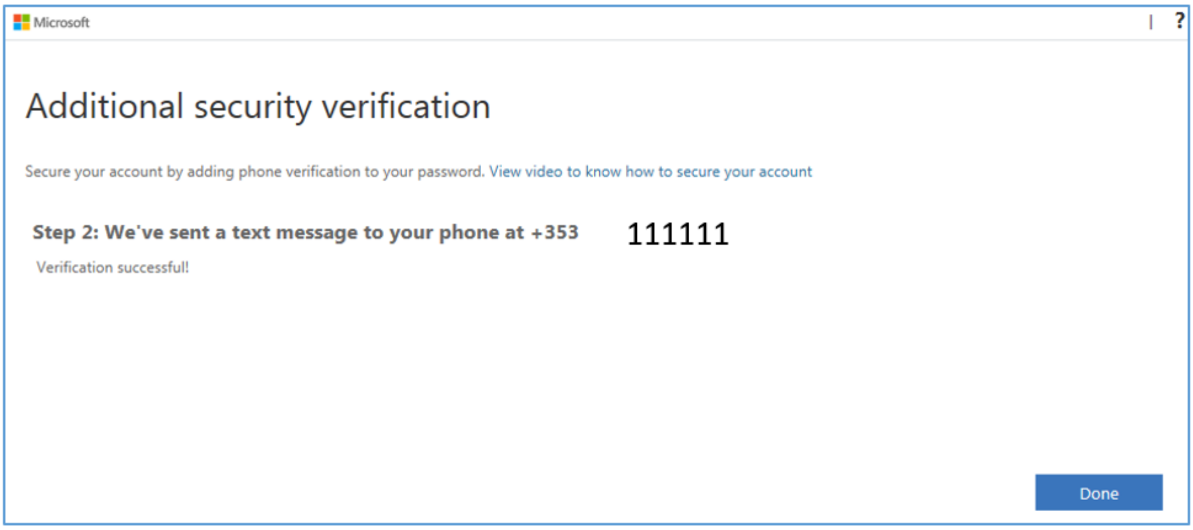
Select preferred method of contact (i.e. authentication phone).
Select "Send me a code by text message" or "Call me".
Click **Next**.

Note: the above screen states that phone numbers will only be used for account security. This is the case and any numbers entered are not visible to any AIT staff/students (including technical staff/students). Please also note that no charges for calls or text messages are incurred by the user.

In the case of a call, the user will hear a recorded message. The user must press the hash key (#) on the phone to proceed with the authentication.
In the case of a text, the user will receive a 6 digit code via text message. The user must enter this code to proceed with the authentication.
Once this is done, the message below will appear. Click **Done**.



Microsoft

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

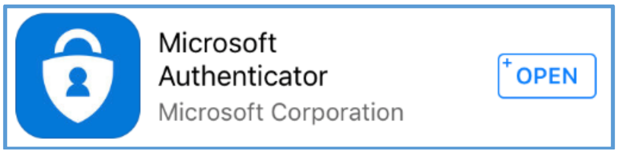
Step 2: We've sent a text message to your phone at +353 111111

Verification successful!

Section 3 - How to switch to & use the Authenticator App for MFA

Assumptions

User will use their smart phone, when required, for MFA.

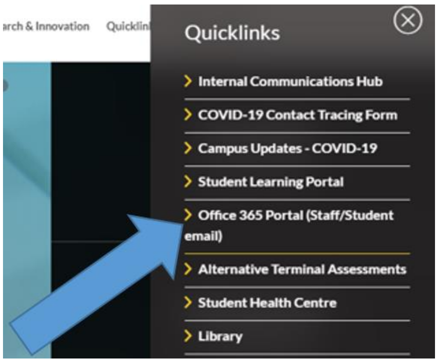


Prerequisites:

1. Download the Microsoft Authenticator app from the App Store or the Play Store.
2. If/when prompted, allow the app to send you notifications (to alert you when MFA is required i.e. when you are signing in).
3. If/when prompted, allow the app to have access to your camera (to scan a QR code).
4. If you are registering for MFA for the first time, it is best to do so when you have a good Wi-Fi signal – if you are simply changing your MFA option (e.g. from a text message or phone call to using the authenticator app, Wi-Fi is not necessary).
5. Instructions for adding your account to the App are included below.

Changing you MFA option to use the Authenticator App

1. Login to https://office.com/apps or click on the Quicklinks link to the Office 365 Portal (see below, left).
2. Find and click "MFA Settings" in the All Apps section



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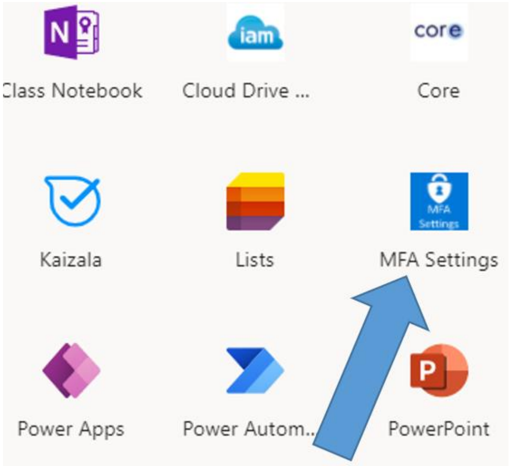
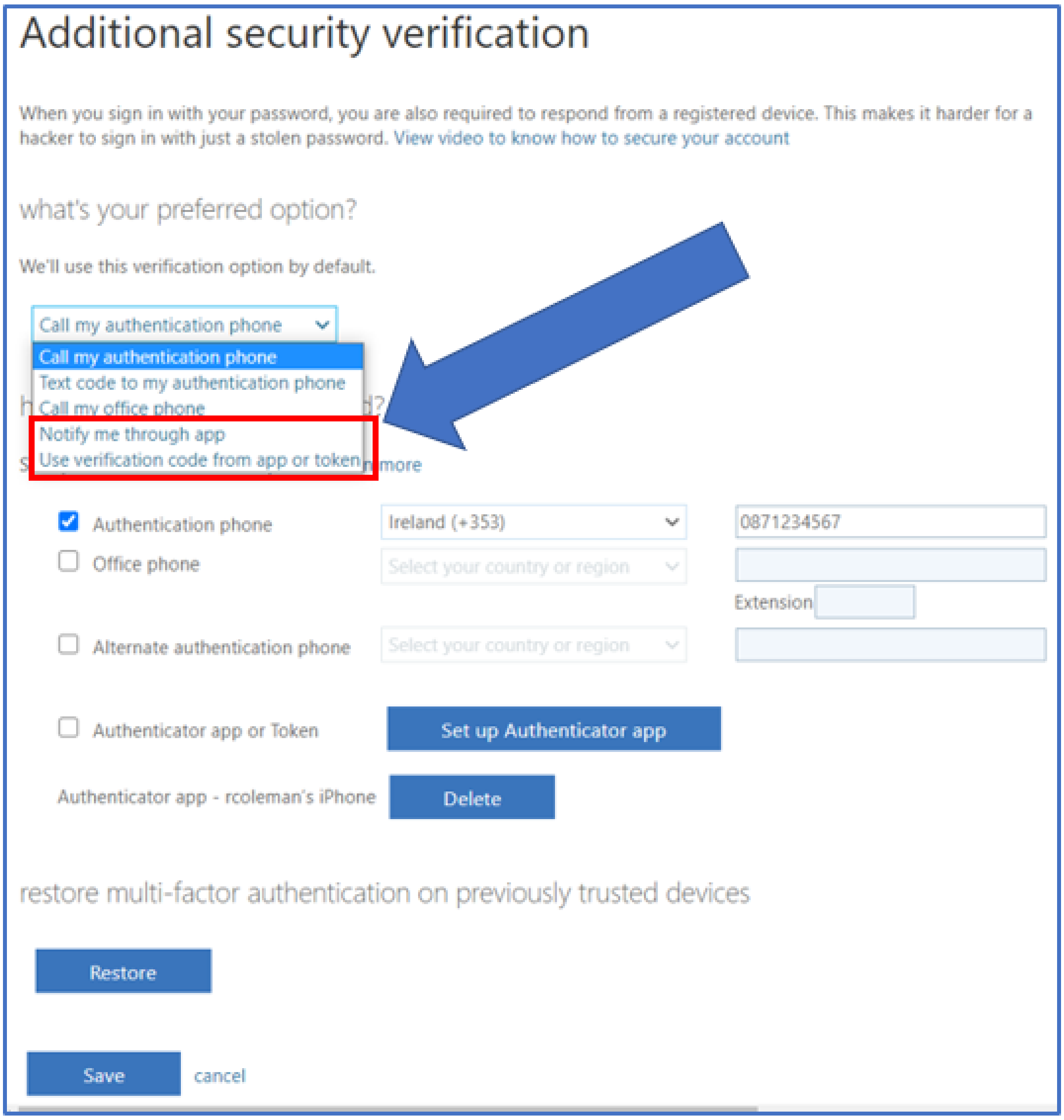
Quicklinks

- Internal Communications Hub
- COVID-19 Contact Tracing Form
- Campus Updates - COVID-19
- Student Learning Portal
- Office 365 Portal (Staff/Student email)
- Alternative Terminal Assessments
- Student Health Centre
- Library



3. If you are challenged with MFA, authenticate as normal.
4. The screen below will appear.
5. From the drop down list, there are 2 options for using the app as follows (see image below):
   a. Notify me through the app – an easy option but this wont work with the AIT VPN (when MFA is enforced for VPN access, Q1 2021). If you don't use the VPN you can use this option.
   b. Use verification code from app or token – also an easy option, similar to the text message option.



Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. View video to know how to secure your account

what's your preferred option?

We'll use this verification option by default.

Call my authentication phone

- Call my authentication phone
- Text code to my authentication phone
- Call my office phone
- Notify me through app
- Use verification code from app or token

more

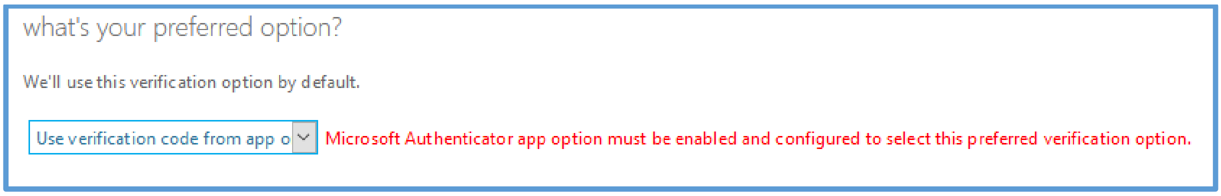
☑ Authentication phone	Ireland (+353)	0871234567
□ Office phone	Select your country or region	Extension
□ Alternate authentication phone	Select your country or region	
□ Authenticator app or Token	Set up Authenticator app	
Authenticator app - rcoleman's iPhone	Delete	

restore multi-factor authentication on previously trusted devices

Restore

Save cancel

You will receive a notification (as shown in red text below).

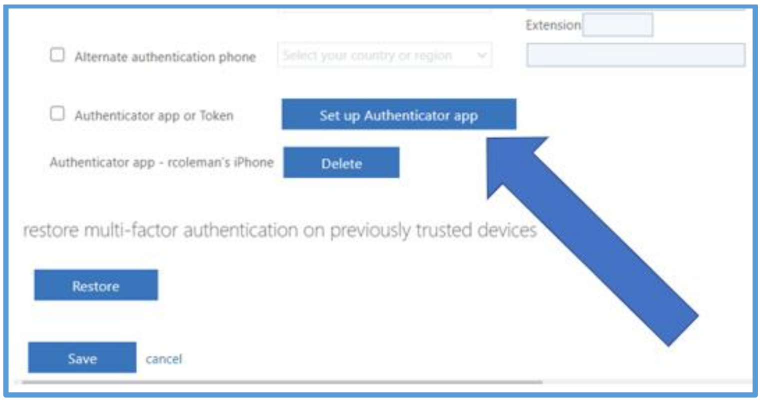


what's your preferred option?

We'll use this verification option by default.

Use verification code from app o Microsoft Authenticator app option must be enabled and configured to select this preferred verification option.

Click "Set up Authenticator App" (as shown below).



□ Alternate authentication phone Select your country or region Extension

□ Authenticator app or Token Set up Authenticator app

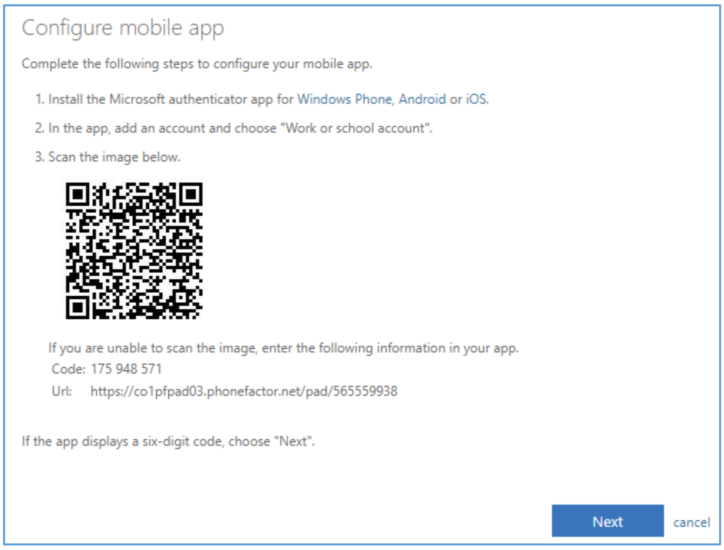
Authenticator app - rcoleman's iPhone Delete

restore multi-factor authentication on previously trusted devices

Restore

Save cancel

4. A window with a QR code will be presented (as below)



Configure mobile app

Complete the following steps to configure your mobile app.

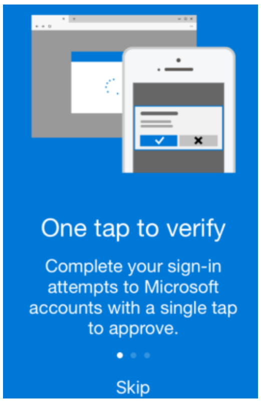
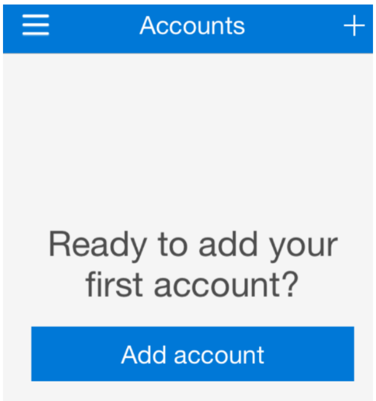
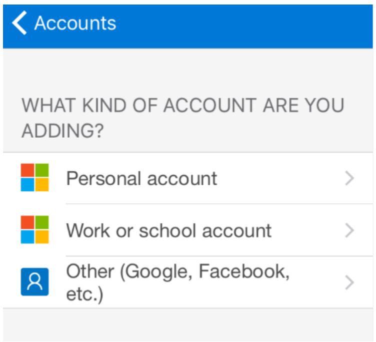
1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.

If you are unable to scan the image, enter the following information in your app.
Code: 175 948 571
Url: https://co1pfpad03.phonefactor.net/pad/565559938

If the app displays a six-digit code, choose "Next".

Next cancel

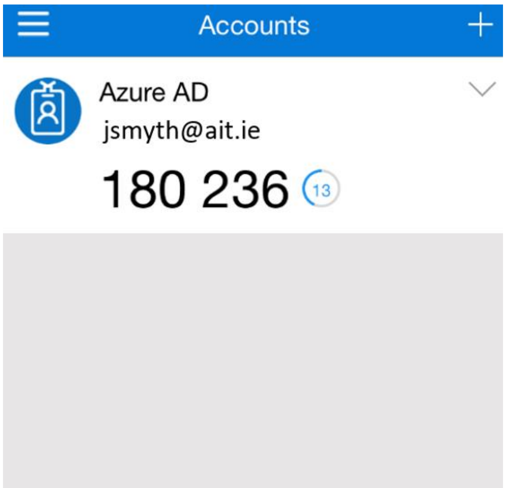
5. Open the Authenticator app on your smartphone.

If the screen below is displayed, skip it by Selecting **Skip**  One tap to verify Complete your sign-in attempts to Microsoft accounts with a single tap to approve. Skip	Select Add Account or the "+" symbol in the top right corner  Accounts + Ready to add your first account? Add account	Select Work or School account  Accounts WHAT KIND OF ACCOUNT ARE YOU ADDING? Personal account Work or school account Other (Google, Facebook, etc.)

6. The app should now open your Camera (if asked to allow access to your camera, click **allow**).

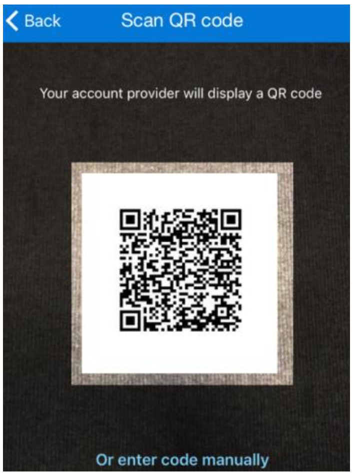
7. Hold the smartphone camera up to the QR code (the black and white square) that is displayed on the computer screen.

The app will automatically register your AIT staff or student account (as shown below).



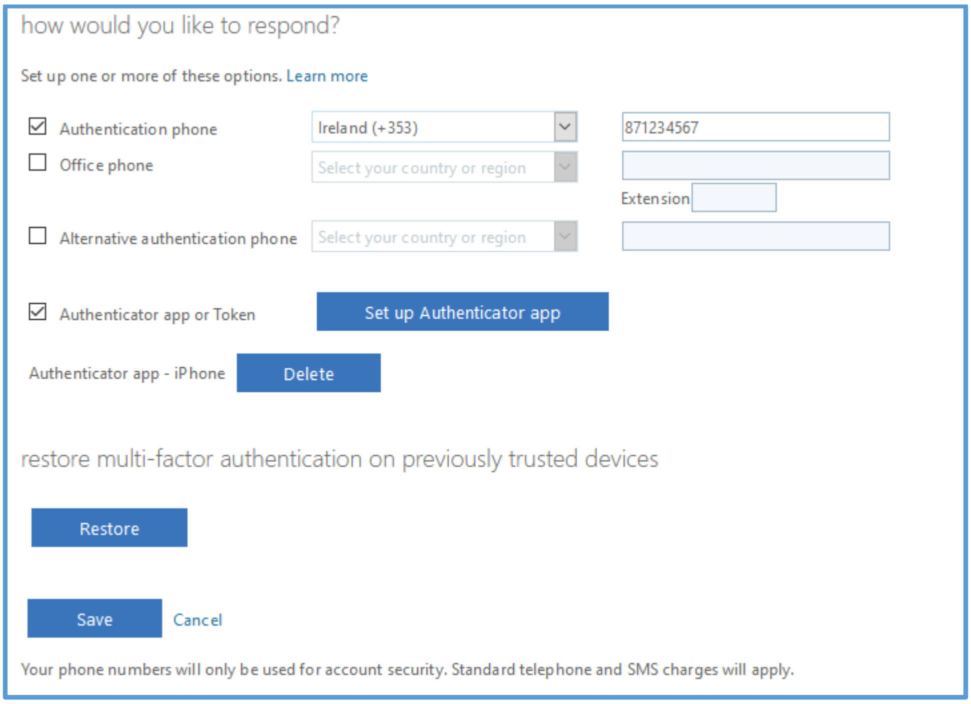
Azure AD
jsmyth@ait.ie
180 236 13

If automatic registration does not work click “Or enter code manually” (see below) and follow the instructions from there



Your account provider will display a QR code

8. Once registered, the screen below will appear. Click Save



how would you like to respond?

Set up one or more of these options. Learn more

☑ Authentication phone — Ireland (+353) — 871234567

☐ Office phone — Select your country or region — Extension

☐ Alternative authentication phone — Select your country or region

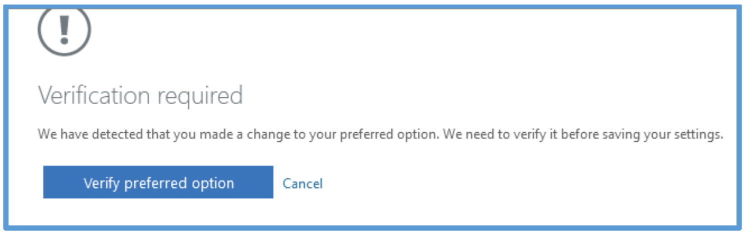
☑ Authenticator app or Token — Set up Authenticator app

Authenticator app - iPhone — Delete

restore multi-factor authentication on previously trusted devices

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

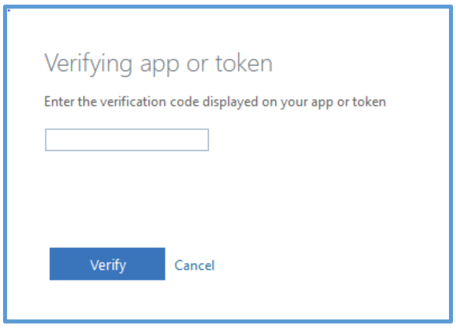
9. You will be required to verify your preferred option – see below.



Verification required

We have detected that you made a change to your preferred option. We need to verify it before saving your settings.

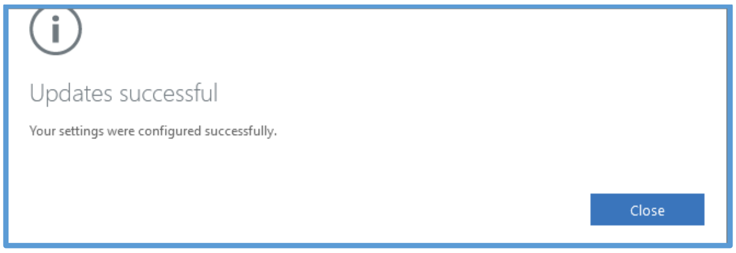
10. Enter the 6 digit code that is displayed in the authenticator app.



Verifying app or token

Enter the verification code displayed on your app or token

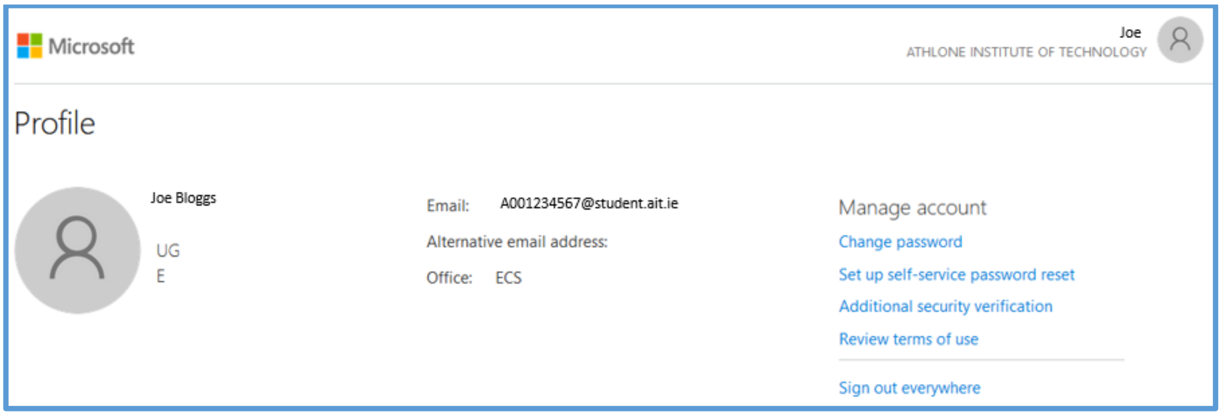
11. Click Verify. You will be advised that the update was successful.



Updates successful

Your settings were configured successfully.

12. Click close. The screen below will appear. The process is now complete.



Joe
ATHLONE INSTITUTE OF TECHNOLOGY

Profile

Joe Bloggs

UG
E

Email: A001234567@student.ait.ie

Alternative email address:

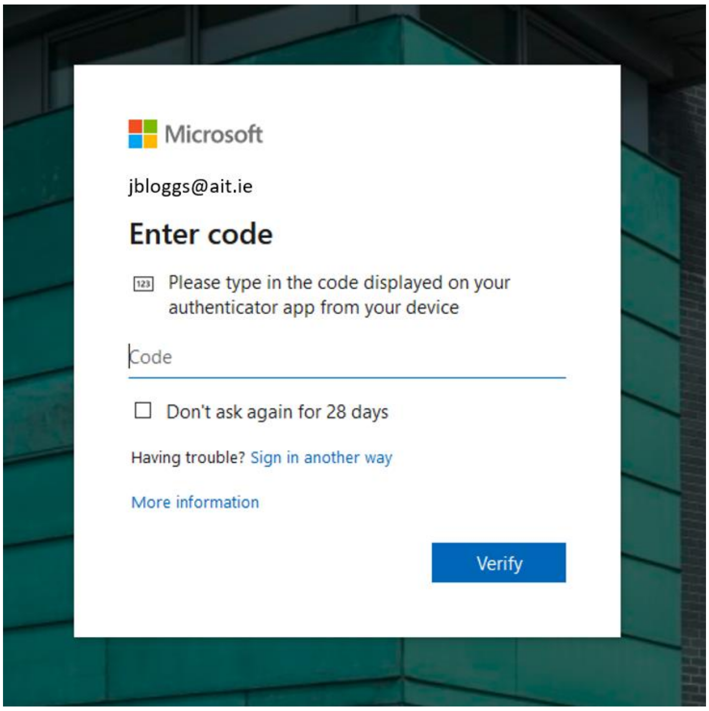
Office: ECS

Manage account

Change password
Set up self-service password reset
Additional security verification
Review terms of use
Sign out everywhere

Using the App for MFA authentication

When signing in, using the app is very straightforward and very similar to the text message option. Simply open the app and enter the 6 digit code displayed on the app. Note that the code changes every 30 seconds.



Microsoft

jbloggs@ait.ie

Enter code

Please type in the code displayed on your authenticator app from your device

Code

□ Don't ask again for 28 days

Having trouble? Sign in another way

More information

What do I do if I lose my phone?
Log a call to the Helpdesk and advise that your phone is lost. CSD can set your account so that you can re-register for MFA.