XAMK

Kaakkois-Suomen
ammattikorkeakoulu

MULTI-FACTOR AUTHENTICATION (MFA) INSTRUCTIONS

South-Eastern Finland
University of Applied Sciences

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1 What is multi-factor authentication?

Multi-factor authentication is a secure login method where users are required to verify their identity using another method in addition to a password. This method may be

- an authentication from a mobile application (e.g., Microsoft Authenticator)
- a four to eight-digit code sent by text message to be entered on the site requesting it
- a phone call

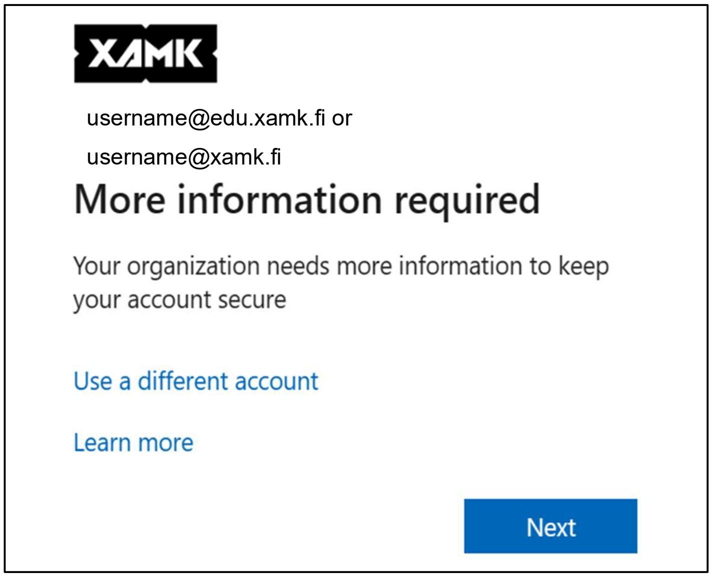
In multi-factor authentication, you can verify your identity using a personal mobile device, usually a mobile phone. The phone number must be registered for multi-factor authentication so that you can use the text message or phone call authentication. (National Cyber Security Centre Finland 2023.)

2 Why is multi-factor authentication important?

In multi-factor authentication, the user’s identity is verified using two or more identification methods. This means that if, for example, someone else has gotten hold of the user’s password, they cannot log in without the second phase, i.e., accepting the login on a mobile application. The owner of the account will receive a notification of the login attempt and can either reject or confirm the login. (National Cyber Security Centre Finland 2023.)

3 Setting up multi-factor authentication with a text message or phone call

After you first log in to a service that requires multi-factor authentication, you will receive a notification ‘More information required’ which will assist you in setting up the multi-factor authentication.



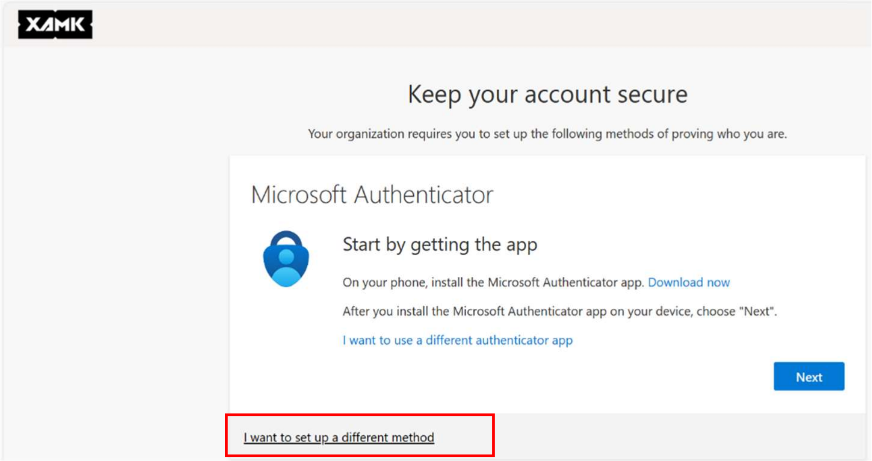
username@edu.xamk.fi or

username@xamk.fi

More information required

Your organization needs more information to keep your account secure

Next, decide which authentication method you wish to use. You will first be offered the Microsoft Authenticator application. If you wish to start using the application right away, download it from the application store on your phone and follow the instructions on your screen to set up the application. You can find instructions for setting up Microsoft Authenticator later on in this document. If you wish to use authentication by text message, choose ‘**I want to set up a different method**’ at the bottom of the window.



Keep your account secure

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

Microsoft Authenticator

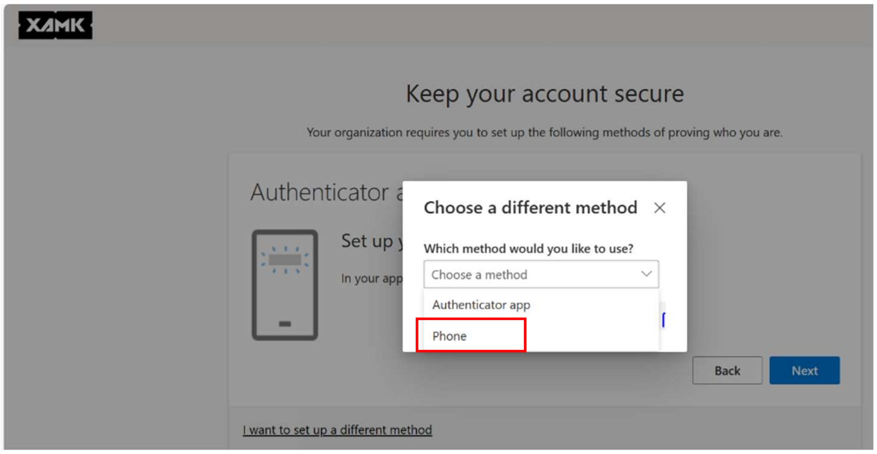
Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app
Next
I want to set up a different method

If you want to verify your identity by receiving a code via a text message, choose ‘Phone’. After this, click ‘Confirm’.



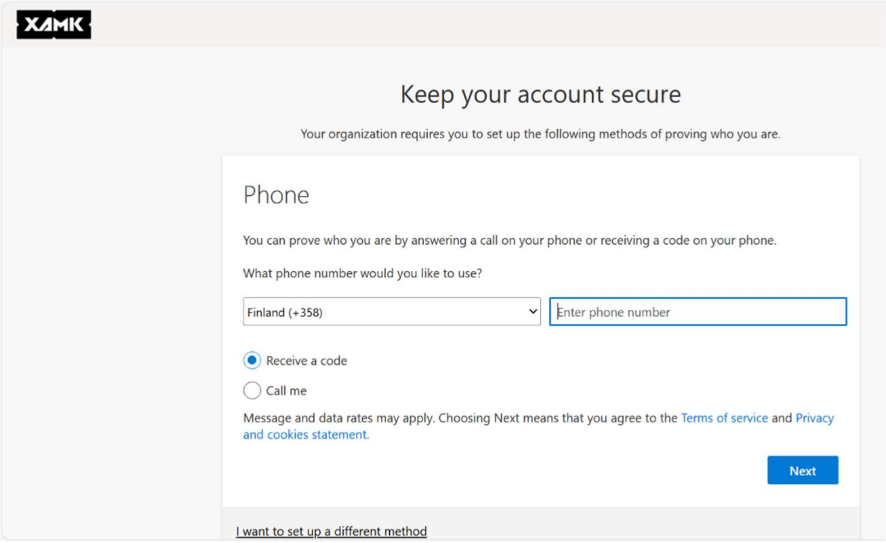
Keep your account secure

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

Choose a different method

Which method would you like to use?

Select the country code of your phone subscription. In this case, it is Finland (+358). In the adjacent field, enter your phone number without the first zero. Select whether you want to receive a text message with a verification code or a phone call. Your selection will be the default login method for you in multi-factor authentication.



Keep your account secure

Your organization 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 receiving a code on your phone.

What phone number would you like to use?

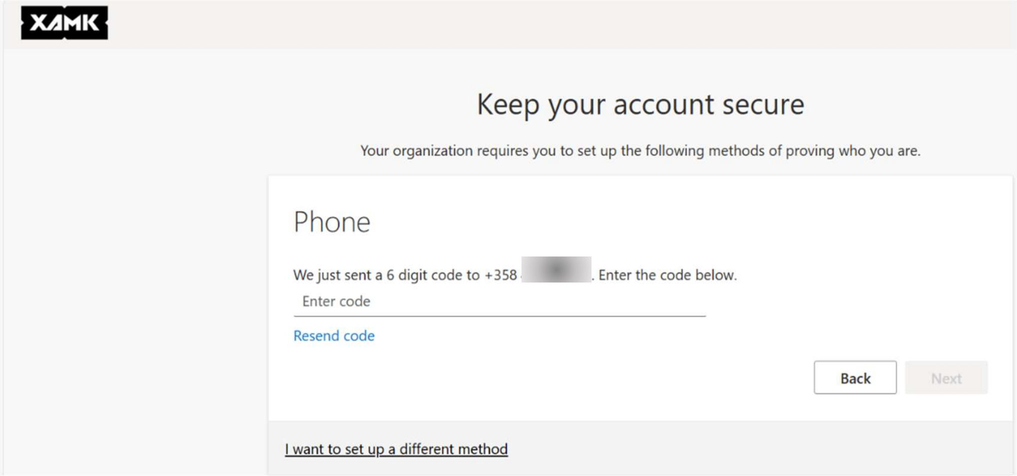
Finland (+358)

● Receive 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.

When you click ‘Next’, you will receive a text message on your phone with a six-digit code which you need to enter on the next screen.



Keep your account secure

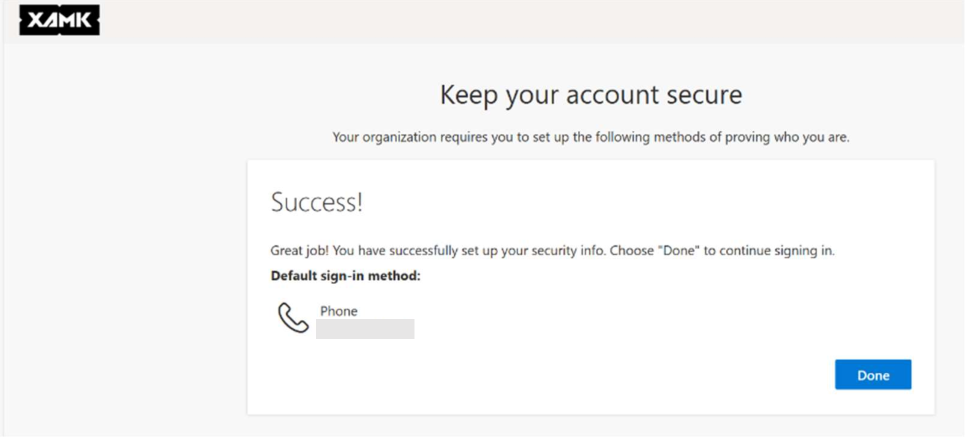
Your organization requires you to set up the following methods of proving who you are.

Phone

We just sent a 6 digit code to +358 [redacted]. Enter the code below.

Enter the code you received.

If you did not receive a code, click ‘Back’ and check whether the phone number you entered was correct. If you chose ‘Call me’, you will receive a phone call from Microsoft in English. You can verify your identity by answering the call and pressing the hashtag (#) sign on your phone.



Keep your account secure

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

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

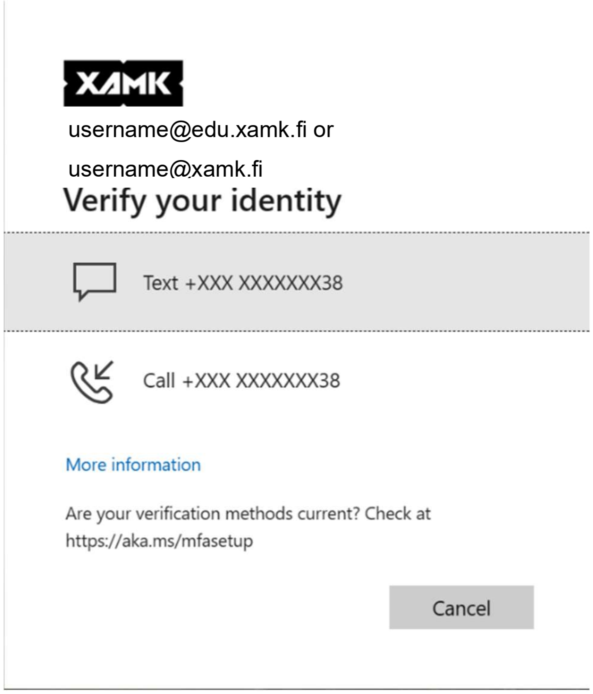
☎ Phone
[redacted]

After this, you will receive a notification of a successful setup. Click ‘Done’.

4 Using multi-factor authentication with a text message or phone call

After logging in to a service that requires multi-factor authentication, you will receive a notification asking you to ‘**Verify your identity**’.

Choose how you wish to verify your identity, either ‘Text’ or ‘Call’. If you choose Text, you will receive a text message on your phone with a code that you have to enter on the next screen (‘Enter code’) and click ‘Verify’. If you choose Call, you will receive a phone call in English from Microsoft. Answer the call and press the hashtag (#) symbol, after which you can log in to the service.



username@edu.xamk.fi or

username@xamk.fi

Verify your identity

Text +XXX XXXXXXX38

Call +XXX XXXXXXX38

More information

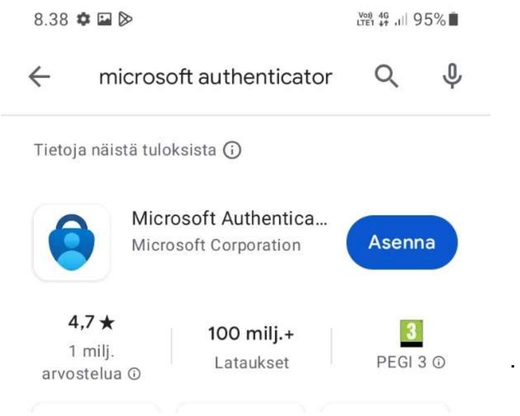
Are your verification methods current? Check at https://aka.ms/mfasetup

5 SETTING UP THE AUTHENTICATOR APP

You can also use Microsoft Authenticator or Google Authenticator to verify your identity. You need to have a smart phone that supports the application and QR code scanning to be able to use Authenticator. When setting up Authenticator, you will need a phone and another device (computer) from which you can scan the QR code with your phone.

These instructions are only for Microsoft Authenticator.

Find Microsoft Authenticator on your phone's application store and install it.



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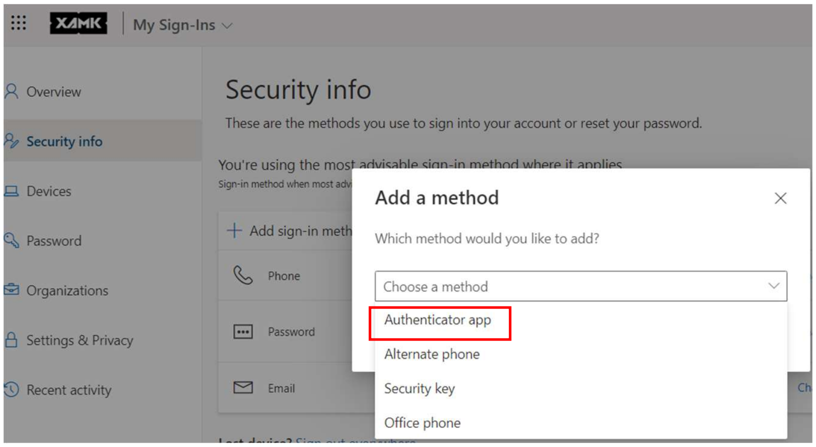
Once the installation is done, open the application and approve the conditions and permissions it requests. After this, open the following address on your computer: https://mysignins.microsoft.com/security-info. A security info page will open. Click 'Add sign-in method', choose 'Authenticator app' from the drop-down menu, and click 'Add'.



Security info

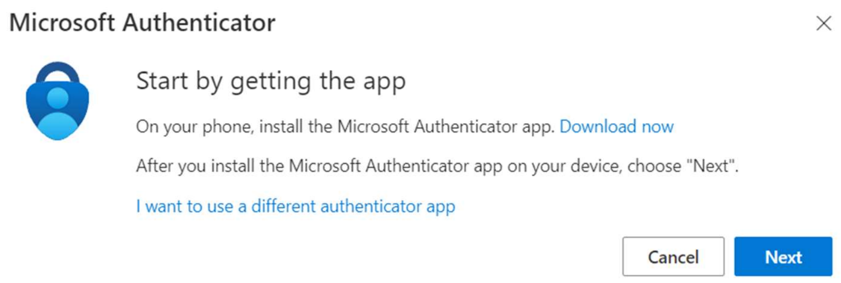
These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Add a method

Which method would you like to add?

If you have already downloaded Microsoft Authenticator on your phone, click ‘Next’ on your computer. Otherwise, download and install Authenticator from the application store on your phone before clicking ‘Next’ on your computer. If you use a different authenticator application, choose ‘I want to use a different authenticator app’ and follow the instructions.



Microsoft Authenticator

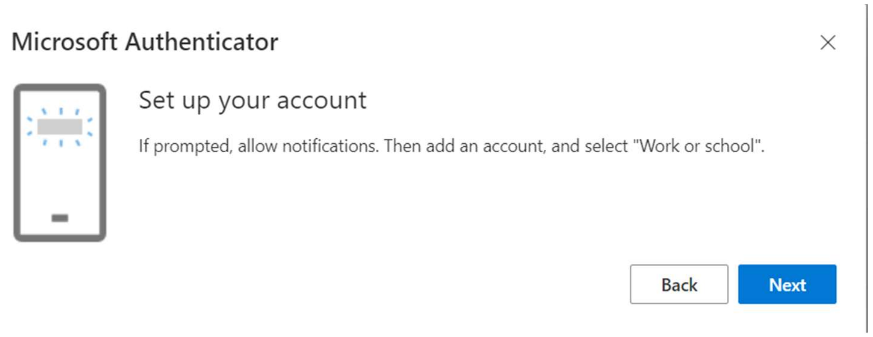
Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

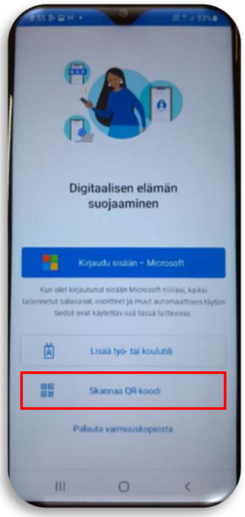
Leave on the ‘Set up your account’ screen on your computer and take your phone.



Microsoft Authenticator

Set up your account

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



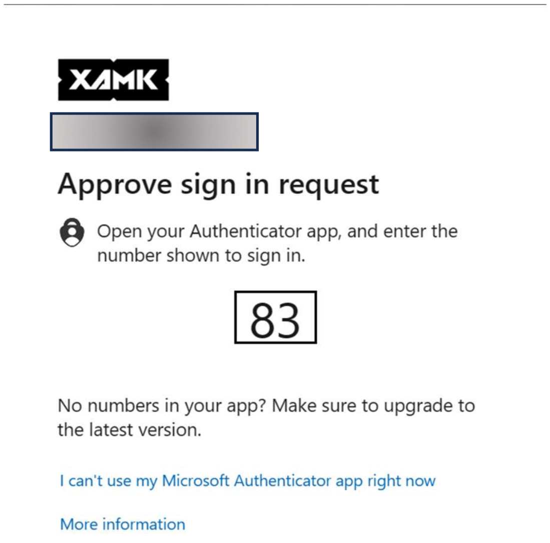
Digitaalisen elämän suojaaminen

Kun olet kirjautunut sisään Microsoft-tiliisi, kaikki tallennetut salasanat, osoitteet ja muut automaattisen täytön tiedot ovat käytettävissä tässä laitteessa.

Open the Authenticator application on your phone, select ‘Scan a QR code’ and allow the application to access your camera. On the ‘Set up your account’ screen on your computer, click ‘Next’ and then, use your phone’s camera to scan the QR code that appears on the computer screen.

Once the QR code is scanned, you will receive the first Authenticator notification on your phone.

An ‘Approve sign in request’ window will appear on your computer screen with a code. Enter the code on the notification that appeared on your phone. Open the notification on your phone, enter the code from your computer, and confirm the code by pressing ‘Yes’.



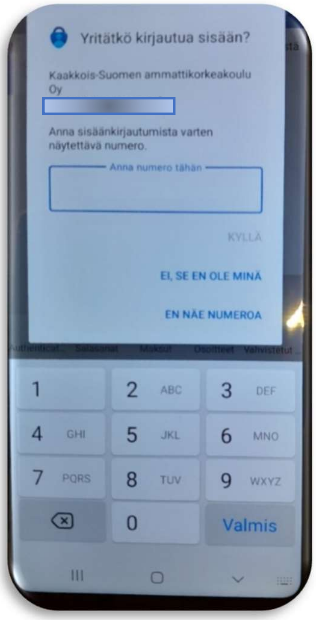
[redacted]

Approve sign in request

Open your Authenticator app, and enter the number shown to sign in.

83

No numbers in your app? Make sure to upgrade to the latest version.



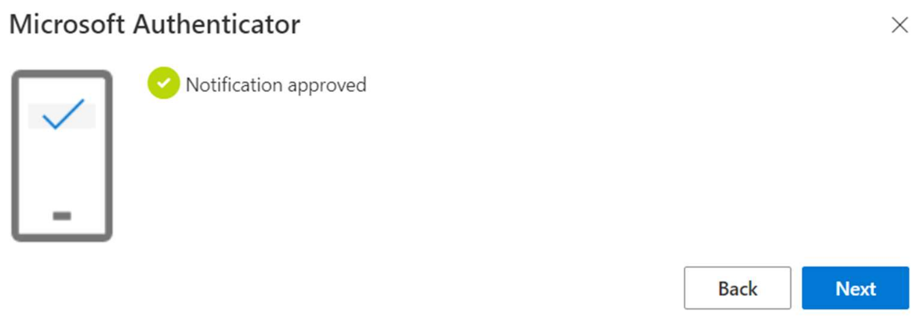
Yritätkö kirjautua sisään?

Kaakkois-Suomen ammattikorkeakoulu Oy

[redacted]

Anna sisäänkirjautumista varten näytettävä numero.

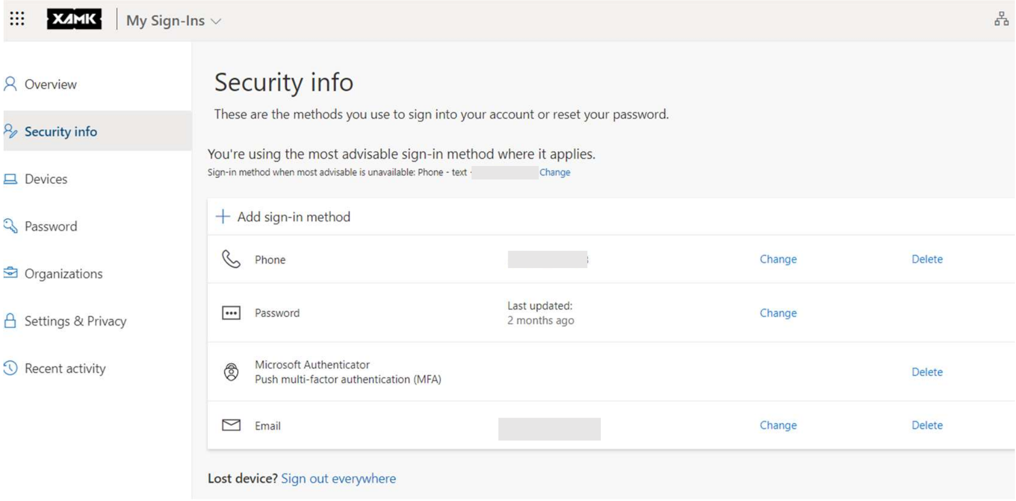
The window on your computer will notify you of a successful authentication. Click ‘Next’.



Microsoft Authenticator

Notification approved

You will return to your ‘Security info’ page on the M365 portal where you can see your login methods.



Security info

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

You're using the most advisable sign-in method where it applies.
Sign-in method when most advisable is unavailable: Phone - text [redacted] Change

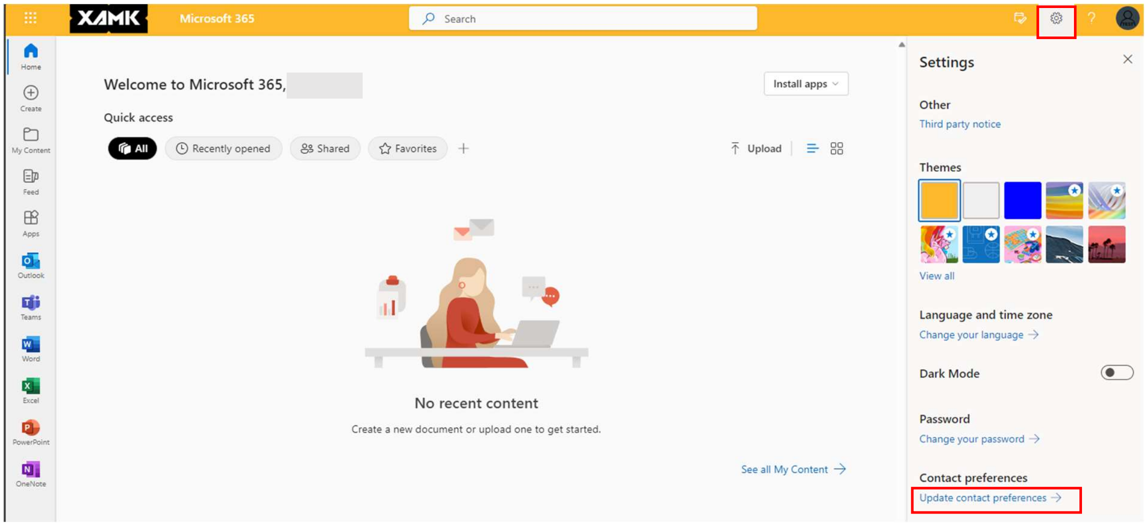
+ Add sign-in method

Phone	[redacted]	Change	Delete
Password	Last updated: 2 months ago	Change	
Microsoft Authenticator Push multi-factor authentication (MFA)			Delete
Email	[redacted]	Change	Delete

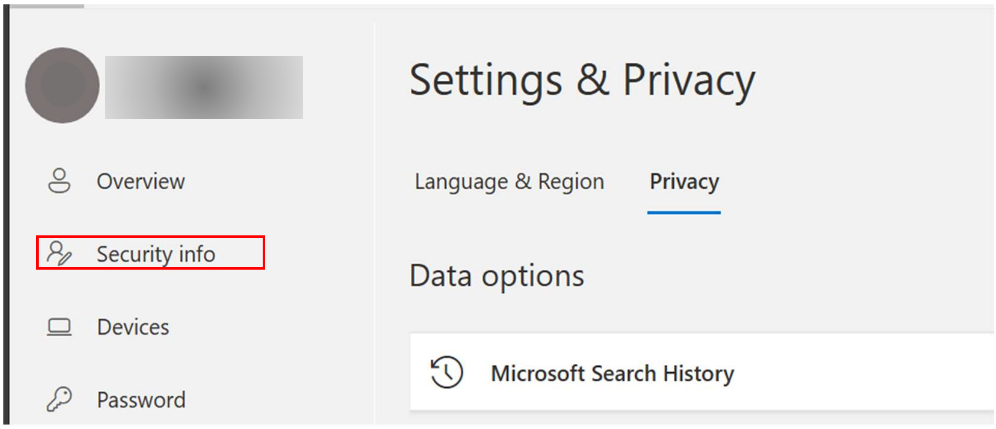
Lost device? Sign out everywhere

6 Your security information

You can access your security info directly at https://mysignins.microsoft.com/security-info or via the M365 portal (portal.office.com) by clicking ‘Settings’ (the gear icon) and then ‘Update contact preferences’.

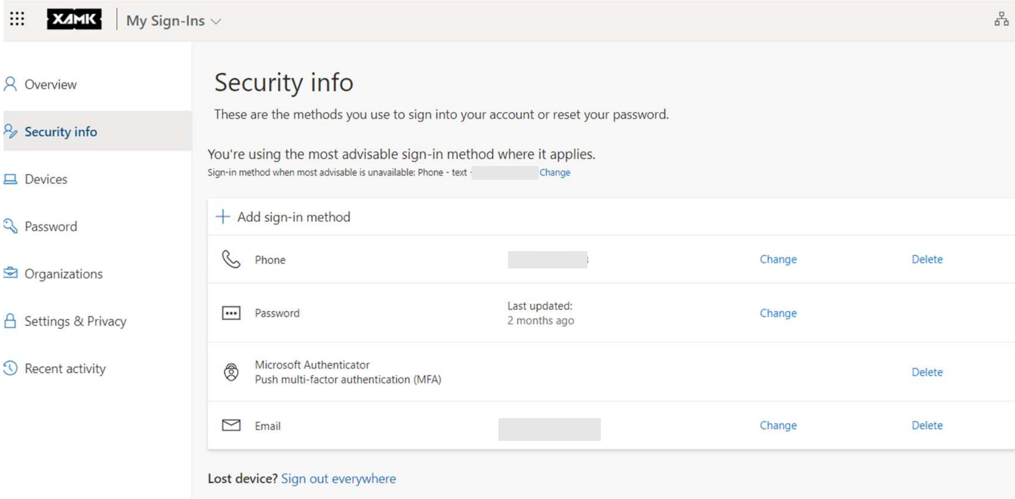


On the next page, click ‘Security info’ on the left-hand side. You will then receive a verification code or notification on your phone. Complete the verification to access the next page.



Here you can see your login methods.

By adding login methods, you can choose several different authentication methods. We recommend having at least two different authentication methods, e.g., an alternate phone number or email address in case your phone is broken.



Security info

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

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Phone - text [redacted] Change

+ Add sign-in method

Phone	[redacted]	Change	Delete
Password	Last updated: 2 months ago	Change	
Microsoft Authenticator Push multi-factor authentication (MFA)			Delete
Email	[redacted]	Change	Delete

Lost device? Sign out everywhere

REFERENCES

National Cyber Security Centre Finland. Monivaiheinen tunnistautuminen suojaa käyttäjätilejäsi. WWW document. Updated on 6 March 2023. Available at: https://www.kyberturvallisuuskeskus.fi/fi/ajankohtaista/ohjeet-ja-oppaat/monivaiheinen-tunnistautuminen-suojaa-kayttajatilejasi. [Accessed 1 December 2023].

Date	Revised chapters /pages	Description
xx.xx.xxxx		