

Multi-Factor Authentication

University of Worcester is making it easier than ever for you to reset your password if you ever forget it. You can now reset, unlock, or change your password without having to contact us!

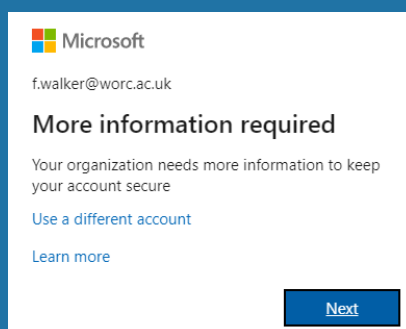
We are also making our accounts more secure by introducing multi-factor authentication. This will help protect your account and information from unauthorised access. This means that when you use a device for the first time you will need to verify it's you before you can access your account.

Registration:

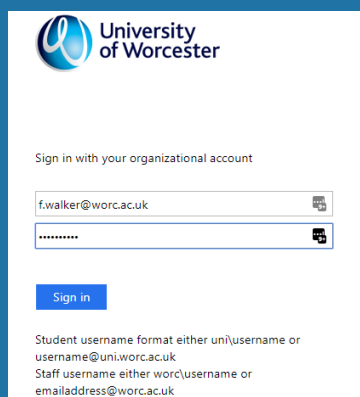
Before using the new self-service password reset tool or multi-factor authentication you will need to register. Next time you login you will be asked to set this up. Registration is easy and all you need to do is follow the on screen instructions or steps below.

You will need to provide **two separate verification methods**, either through the Microsoft Authenticator App, Phone or Email.

1. If you are not prompted next time you login go to <http://aka.ms/mfasetup>
2. Enter your University email address in the field provided and you get a prompt asking for more information, then click 'Next'



3. Sign in with your usual University credentials, using the standard online login screen



IT Service

...making IT work for you

Online:

www.worcester.ac.uk/it

Telephone:

01905 85 7500

Mon - Fri, 08:30 - 17:00

In person:

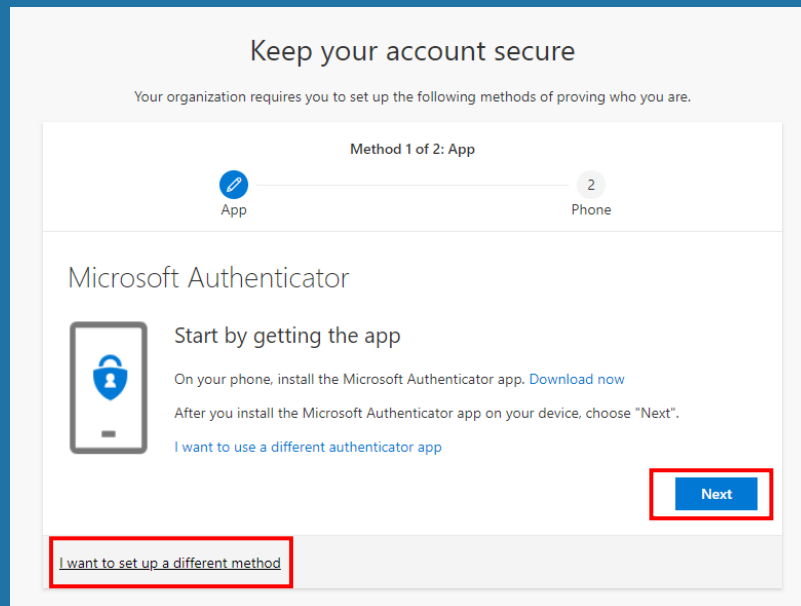
IT Support Desk

Peirson Study and Guidance
Centre, 1st Floor & L3 The Hive

Mon - Fri, 09:00 - 17:00

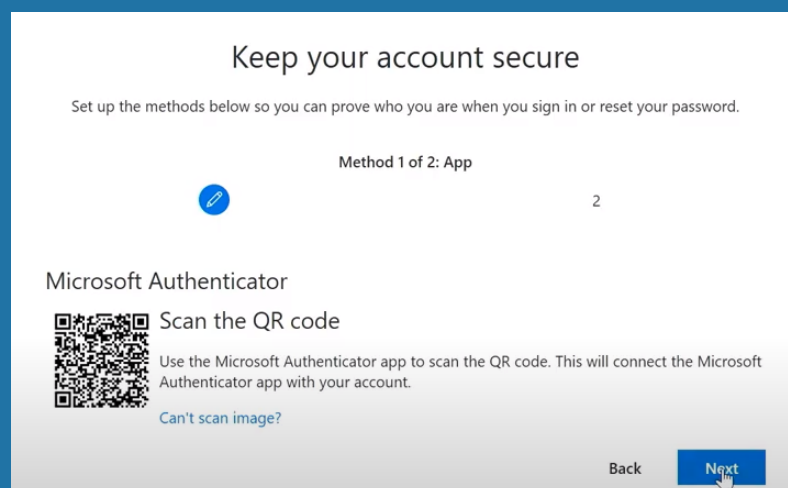
4. Please note: IT Service recommends that you use the Microsoft Authenticator app as we've found this the simplest method of logging on to a device for the first time, this means you will need a smartphone. If you're happy to continue, download the Microsoft Authenticator app from the Google Play Store or iOS App Store. Once you've downloaded the app on your smartphone select 'Next' and follow the Microsoft Authenticator instructions below.

If you don't have a smartphone or want to use a different method, select 'I want to setup a different method'. And follow the phone authentication instructions section below.



Microsoft Authenticator App:

1. If you're happy to use the Microsoft Authenticator app, make sure you've downloaded it from the Google Play or iOS App Store.
2. Open the authenticator app, tap 'Add Account', then select 'Work or school account' and scan your unique QR code, you may have to click next on the screen to get the QR code. Once you have done this click 'Next' on the instructions and on the app click 'Finish'.



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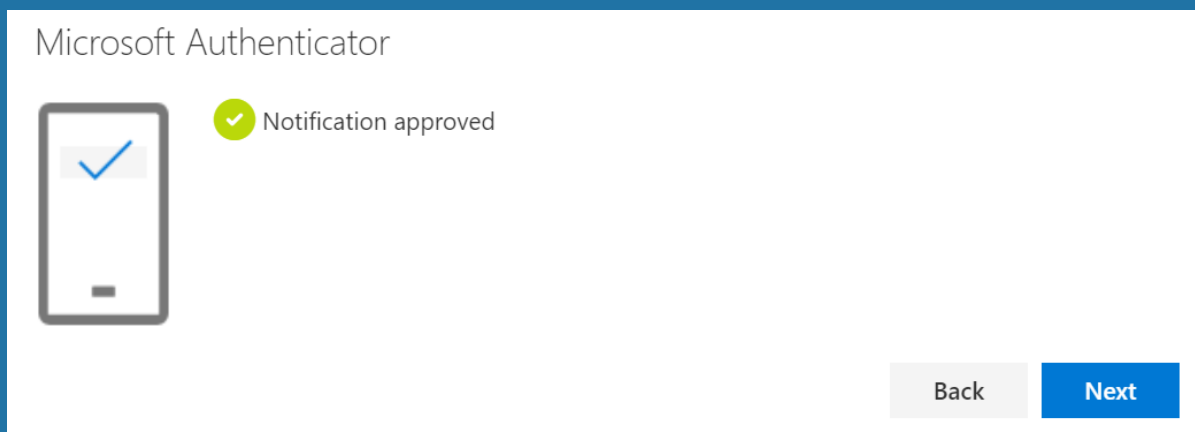
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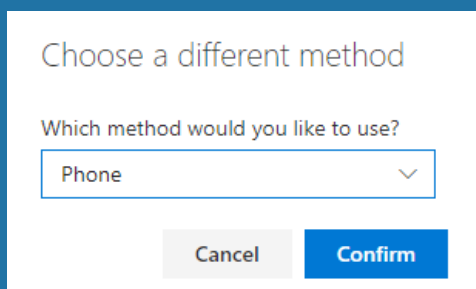
3. You will then be asked to approve the sign in of your University account via the Microsoft Authenticator application. In the Microsoft Authenticator App, select '**approve**'. You will then get a notification to confirm you have approved the sign in.



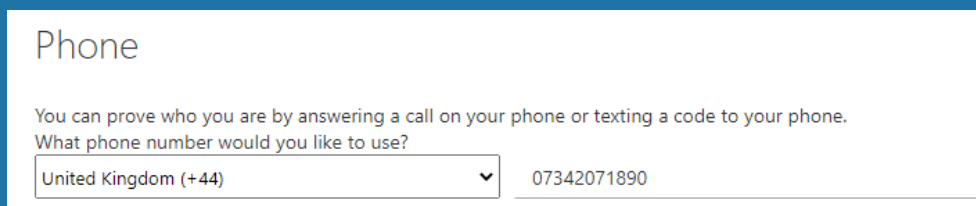
If you have any problems completing the registration, please contact the IT Service Desk using the contact information below.

Phone authentication:

1. As instructed above, you will need to have selected '**I want to set up a different method**' from the multi-factor authentication registration screen.
2. You will then be able to select '**Phone**' from the drop down menu, then select '**Confirm**'



3. Select '**United Kingdom**' from the international dialling code drop down menu. Then enter your full phone number.



4. Select the option to either text or call the number you have entered. This will mean that when you sign into a device for the first time you will be prompted to verify it's you using that method.
5. If you select call, you will need to press the # key when you are prompted. If you selected text message as the verification method you will need to enter the verification code sent to you.
6. Once you are verified you receive confirmation it's setup.

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