

Guide for Setup of Microsoft Authenticator APP.

In order to continue using your SRC account and SRC systems remotely (ie not on a college campus) we need you to take action to confirm or setup the Microsoft Authenticator app on your mobile phone as the default Multi-Factor Authentication Method for accessing your SRC account. Please follow the steps below:

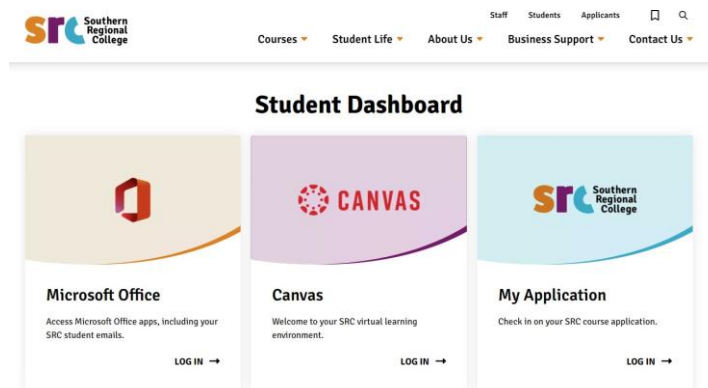
This first part should be done on a PC or other device either in college or at home, it should not be done on the mobile phone you are installing the app on.

You will however need the mobile phone during the process to complete the procedure.

When on a PC in College or at Home:

Please go to the college website www.src.ac.uk

Then select the Students link (Top Right) and Click the Microsoft Office and Login to Office 365:



When On a PC in College:

You won't be prompted for MFA at login, to get prompted / setup when in the College, please:

- Click your initials (in the top right corner)
- Click **view account** (highlighted below).



Under Security Info, click **“Update Info”**:





Please then review the table below for various scenarios.

When on a device outside of the College:

You will then be prompted for either MFA approval or to setup.

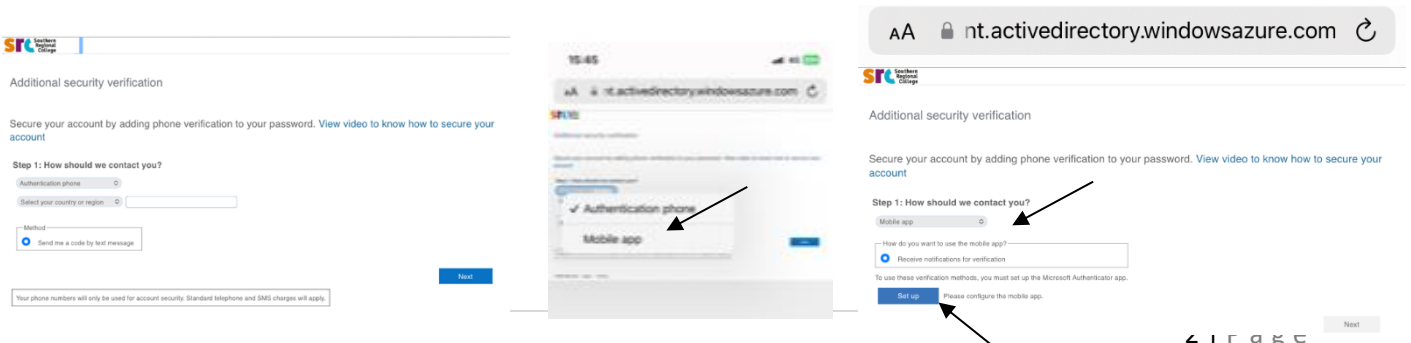
Please then review the table below for various scenarios.

At this stage, there can be 4 scenarios below:

If you had MFA setup and receive a prompt for approval:	If you had MFA setup but don't receive a prompt for approval until you open the Authenticator App:	If you had MFA setup but don't receive a prompt:	If you didn't have MFA setup previously:
<p>You will receive a prompt in your Authenticator App on your mobile for approval.</p> <p>If you receive this and when you tap Approve, this logs you in then your MFA is setup correctly and working.</p> <p>This will be the same prompt you will receive when trying to login to your SRC Office 365 account (emails, teams, etc) when outside of the College.</p> <p>You can exit this guide.</p>	<p>If you see the below on screen:</p>  <p>But do not receive a prompt to your phone after a few minutes, then open your Authenticator app on your mobile.</p> <p>If you then receive the prompt when in the app, please check notifications are enabled:</p> <p>On Android:</p> <ul style="list-style-type: none"> - In the Authenticator app - Tap the 3 dots top right - Tap "Settings" - Tap "Notification Settings" - Make sure "Show Notifications" is on and "Show as pop-up" in On <p>On iOS:</p> <ul style="list-style-type: none"> - Open Settings on Phone - Scroll to the bottom and you will see all Apps listed > App on "Authenticator" - Tap "Notifications" - Make sure "Allow Notifications" is On 	<p>If you see the below on screen:</p>  <p>But do not receive a prompt to your phone and do not have Authenticator installed on your phone OR not receiving a prompt when in Authenticator app:</p> <ul style="list-style-type: none"> - Contact your Lecturer and they can raise a ticket in IT Helpdesk Portal for your MFA to be reset - If you can see your account in the Authenticator app, please remove your account from the app as this will be reset. 	<p>You will be prompted to setup MFA and will be able to setup with the steps below this table.</p>

Setup Microsoft Authenticator APP

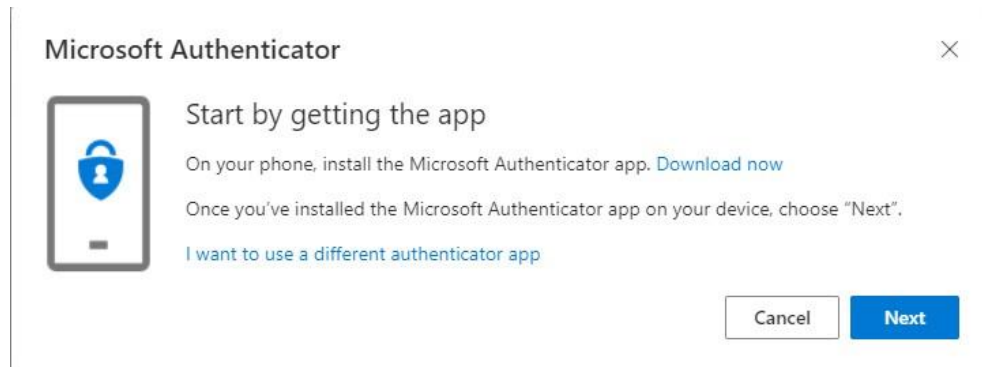
As shown in the below images, please select "Mobile App" and Click "Setup"



The image shows three screenshots of the Microsoft Authenticator setup process:

- Left:** A desktop browser window at nt.activedirectory.windowsazure.com. The page is titled "Additional security verification" and asks "Step 1: How should we contact you?". The "Mobile app" option is selected under the "Method" dropdown.
- Center:** A mobile phone screen showing the same selection process. An arrow points to the "Mobile app" option.
- Right:** A desktop browser window showing the "Setup" button highlighted with an arrow. The page also shows the "Mobile app" option selected.

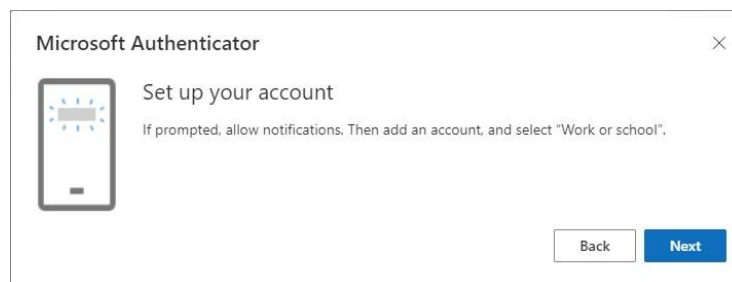
You will then receive the following message



Do not click Download now as this will try to install the app onto your PC or other device (you are on currently), rather than the mobile phone.

Instead please download and install the Microsoft Authenticator app on your mobile phone from your normal app store (eg Google Play Store or Apple App Store).

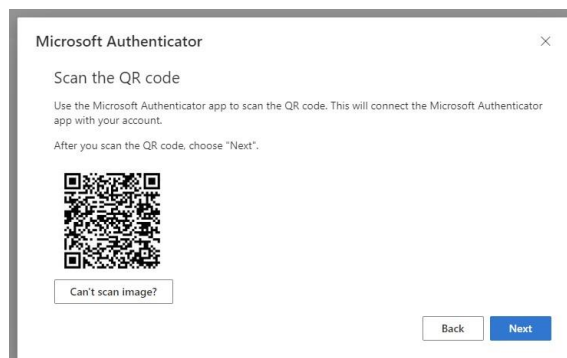
Once installed on your mobile phone, please click next on the device you are following the instructions on.



Note you may get prompted regarding possible notification messages (on your Phone), **please allow all notifications**, and click **Next**

If you have previously had the APP installed you will need to open it on your mobile phone and go to the three dots in top right of the APP and select, Add Account, select Work or School and select Scan a QR code.

Using your mobile phone scan the QR on the screen of the device you are following instructions on and Account will be added. (Camera is only needed for QR scan)

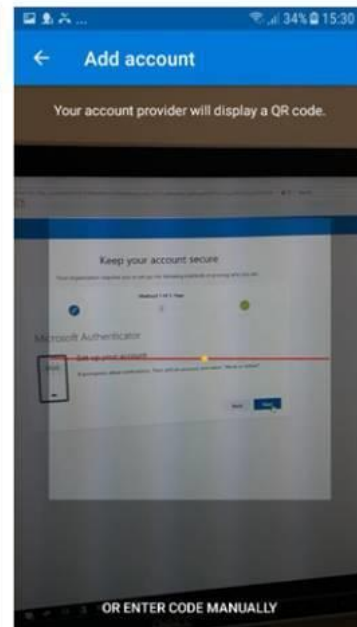
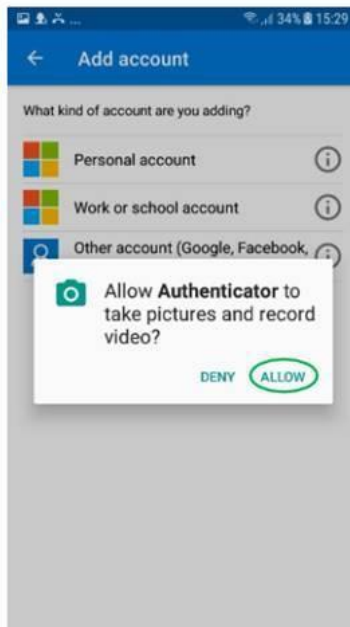
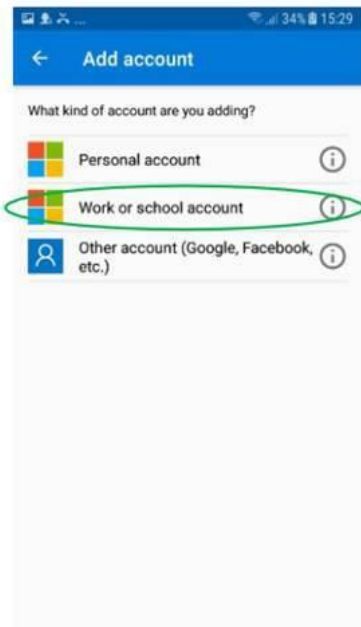
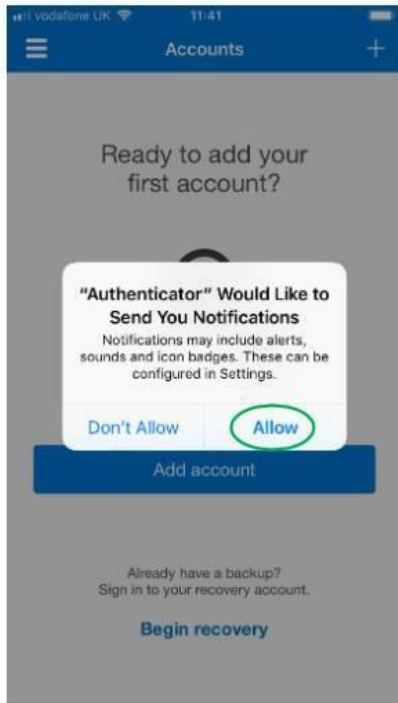


You can be prompted for App Lock, select and follow instructions on phone if required. (It's on as Default)

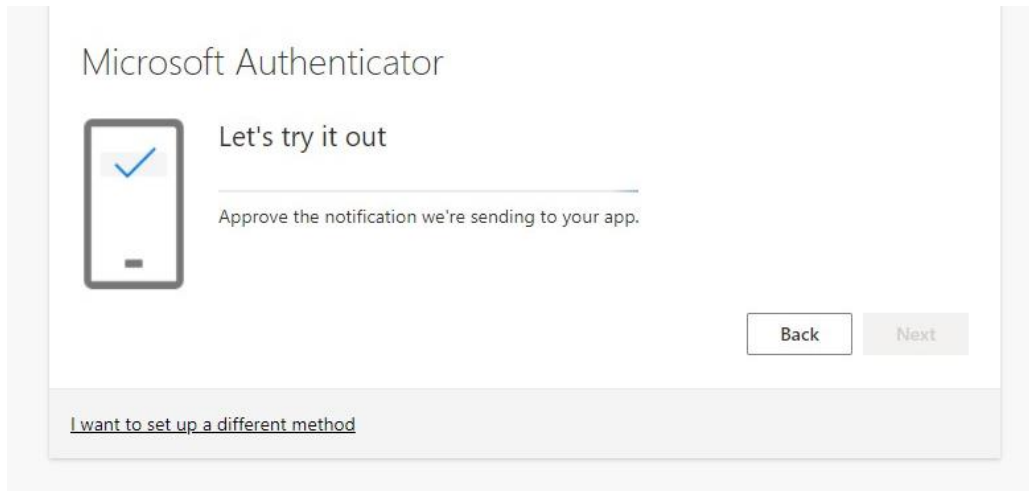
If this is first setup of APP:

- Open the Microsoft Authenticator app on your phone
- Select “Work or School account”
- Select Scan **QR Code** and scan the QR code on PC screen (above)

Note: all of the below screenshots need to be done within the app on your mobile phone

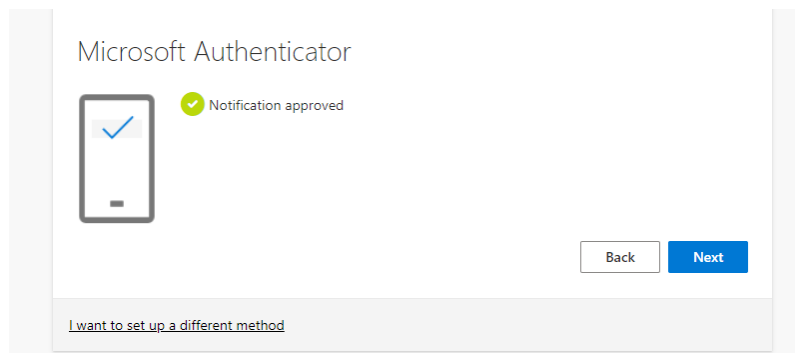


Once confirmed then Click “Next” on PC screen then you can test the setup on the next screen:



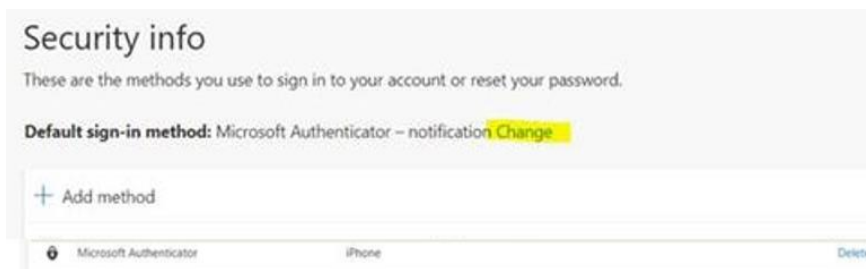
You should get a prompt to your Mobile, Click **“Approve”** on your Mobile in Microsoft Authenticator APP.

On Screen then click **“Next”**

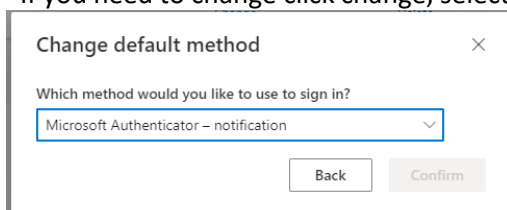


That's it setup, Click Done.

Once this is setup, you return to security info, check that Microsoft Authenticator - notification is set as the default sign in method:



If you need to change click change, select Microsoft Authenticator – Notification and click Confirm:



That is the process completed, you can close the Window.

NOTE: Only ever approve an Authentication if you are actively trying to access and see request on screen.