

The background of the image is a photograph of a modern building's exterior. It features a prominent wooden overhang on the left side, with a series of blue, geometric, three-dimensional panels extending from the building's facade towards the right. The sky is a clear, light blue. The text is overlaid on the left side of the image.

# Multi-Factor Authentication

## User Guide

# What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is an additional step to verify your identity when using La Trobe applications. It prevents anyone, besides you, from gaining access to your account, even if they've stolen your password.

To find out more about MFA at La Trobe, visit this [YouTube video](#).

# Before you start Multi-Factor Authentication what do you need?

1. Put aside 15 to 30 minutes to complete the MFA registration.
2. Have your smartphone or tablet and your computer ready to use.
3. Ensure your smartphone or tablet has 'notifications' turned on.
4. Follow the step-by-step instructions in this MFA User Guide or [view this video](#).

# Installing the Microsoft Authenticator App and Registration

You will require

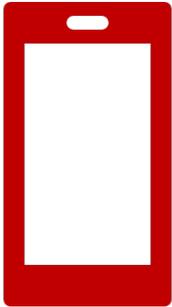


A device to access the La Trobe environment like a laptop or desktop computer.



A smartphone or tablet.

1



*Please ensure your smartphone / tablet has "notification" turned on.*

Download the **Microsoft Authenticator App** on your smartphone/tablet.

This is done via Apple App store or GooglePlay store.

No action is required in the App until 'go live' day.



## Microsoft Authenticator

Protects your online identity



2



On the day of 'go live' your computer or laptop will prompt you with a **More Information Required** screen.

Select **Next**.

If you are prompted for login details enter your La Trobe username and password.

*Username examples:*

*JBloggs@ltu.edu.au*

*12345678@students.ltu.edu.au*

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JBloggs@ltu.edu.au

### More information required

Your organization needs more information to keep your account secure

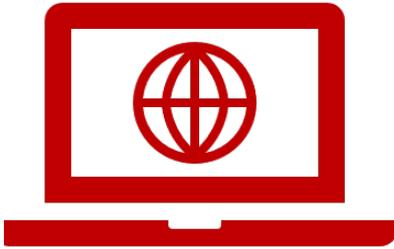
[Use a different account](#)

[Learn more](#)

**Next**

Please Note: To login you must specify your Domain:  
Examples: Staff: JBloggs@ltu.edu.au OR for  
Students: 12345678@students.ltu.edu.au

3



In the next screen you will have 2 options to connect your smartphone or tablet to La Trobe Multi-Factor Authentication.

### Receive notification for verification

*You will be prompted on your smartphone to approve or deny access.*

or

### Use verification code

*You will be sent a 6 digit code to your smartphone to enter on your device.*

Select one of the options and select **Set up**.

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## 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?**

Mobile app

How do you want to use the mobile app?

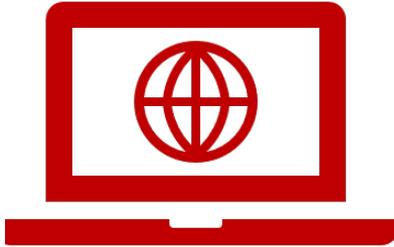
- Receive notifications for verification
- Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

**Set up** Mobile app has been configured.

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4



The **Configure mobile app** screen will launch in a browser window. Leave the browser window open whilst you configure the Microsoft Authenticator app on your smartphone / tablet.

### 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 "for my school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code: 399 643 282

Url: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/693709423>

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

[Next](#) [cancel](#)

5

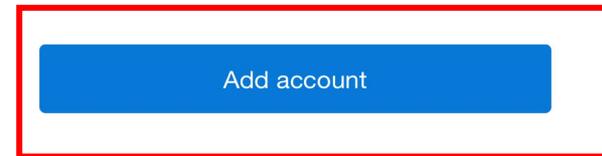


Open the Microsoft Authenticator App on your smartphone / tablet.

Select **Add account.**



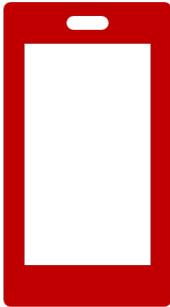
Ready to add your first account?



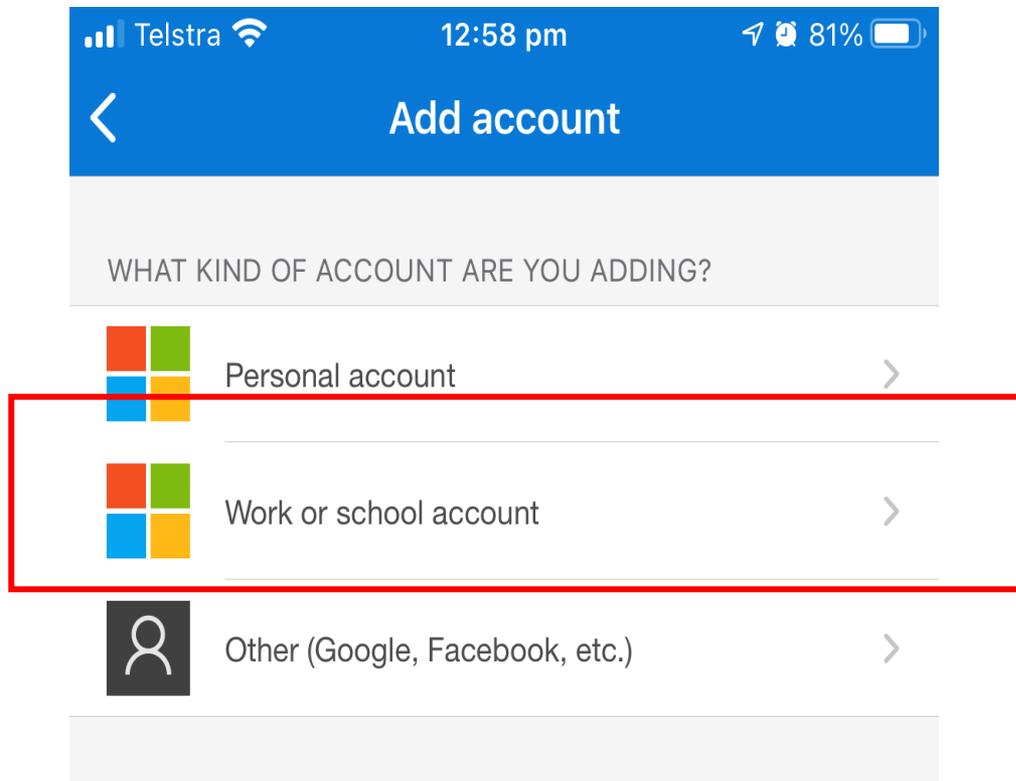
Already have a backup?  
Sign in to your recovery account.

[Begin recovery](#)

6



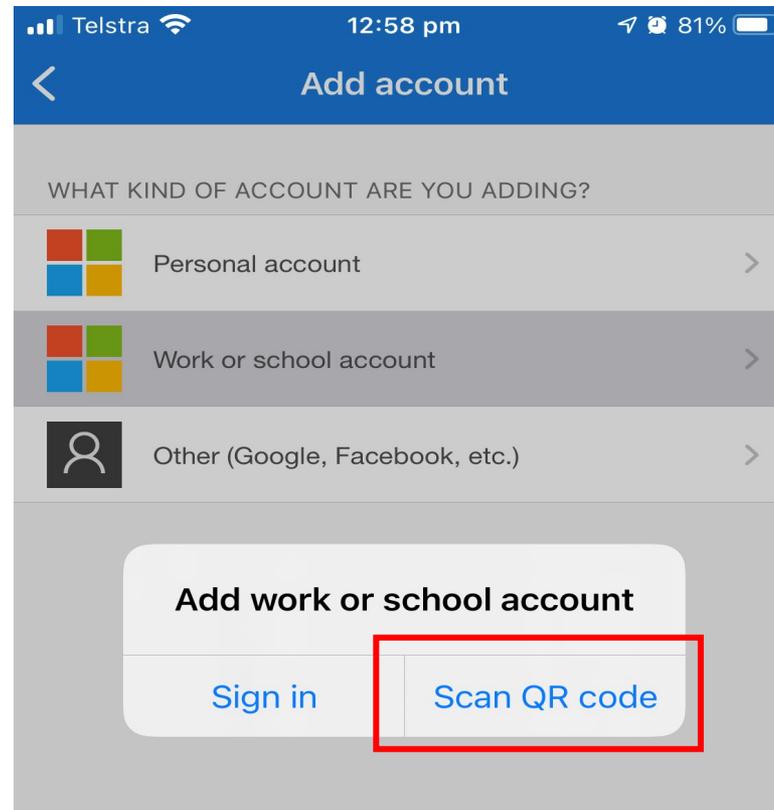
Select **Work or school account**.



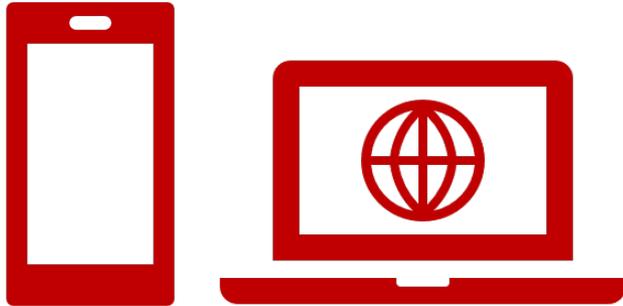
7



In the next screen select **Scan QR code**.



8



The camera on your smartphone will turn on, using your smartphone camera scan the QR code on the browser window and select **Next**.

Configure mobile app

Complete the following steps to configure your mobile app.

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



If you are unable to scan the image, enter the following information in your app.

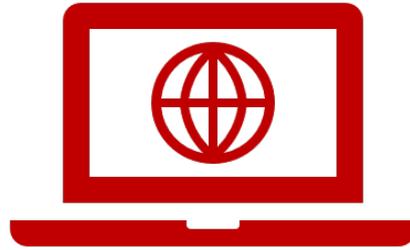
Code: 399 643 282

Url: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/693709423>

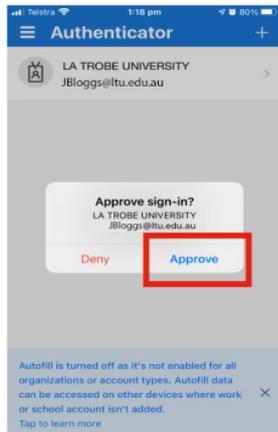
If the app displays a six-digit code, choose "Next".

**Next** cancel

9a



**Option 1:** If you have selected **Receive notification for verification**.



On your smartphone you will be prompted to approve the 'sign-in' into La Trobe University.

Select **Approve**.

Return to the browser window on your laptop or computer and select **Next**.

Go to step 10.

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### 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?**

Mobile app

How do you want to use the mobile app?

- Receive notifications for verification
- Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

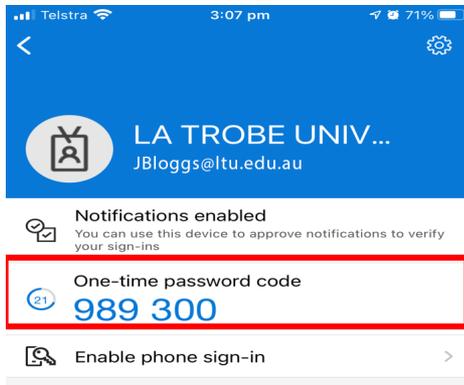
Set up Mobile app has been configured for notifications and verification codes.

Next

9b



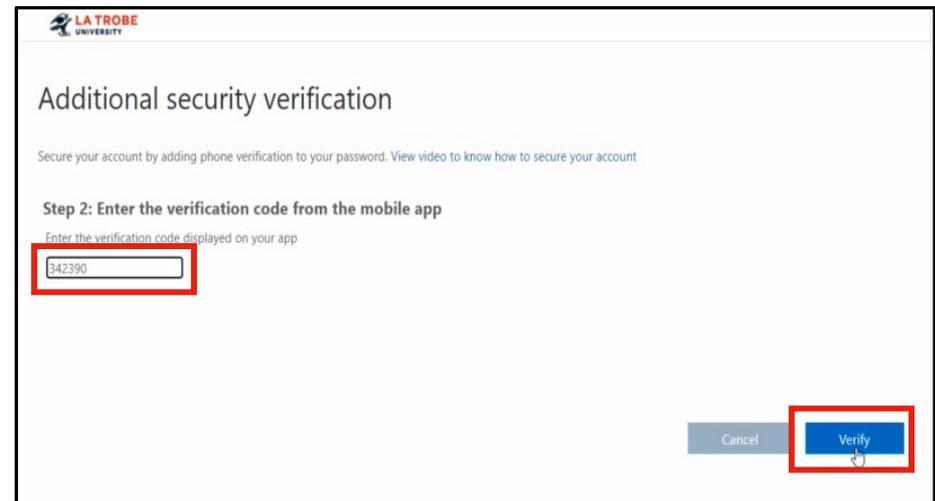
**Option 2:** If you have selected **“Use verification code”** in step 2



Check your smartphone; it will display a **“One-time password code”**. Take a note of it

Return to the browser window and enter the 6-digit code and select **Verify**.

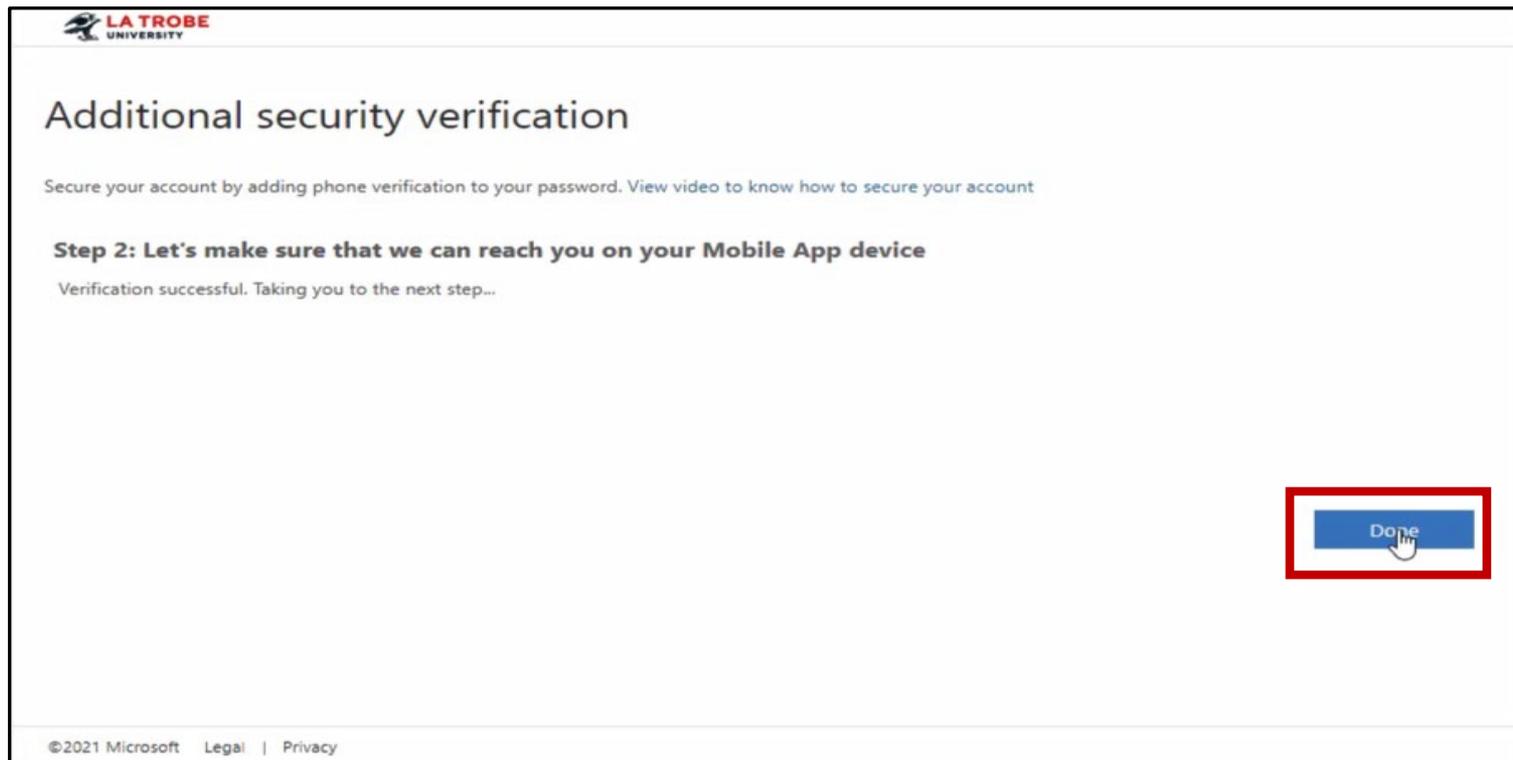
Go to step 10.



10



Once verified, a success page will be displayed. Select **Done**.



**You have completed the Multi-Factor  
Authentication registration process!**

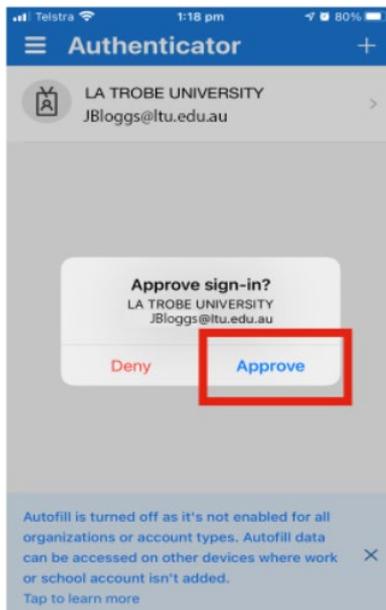
## Please note the following:

- Once you have registered for MFA, you may be asked to authenticate the first time you open a Microsoft application. This is a one-off authentication per application.
- Also, you may be asked to authenticate (verify who you are) the first time you use a different device.
- If you are accessing La Trobe email on your mobile device through an App other than Outlook App, you need to remove the La Trobe account and set up again.

# Using Multi-Factor Authentication

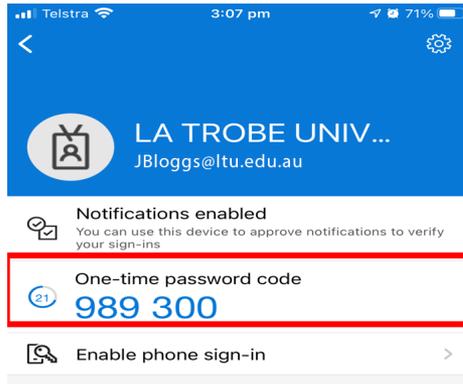
Once you have registered for Multi-factor Authentication, if at any time you're asked to authenticate when you open an application, follow these steps:

**Option 1:** If you have selected to **"Receive notification for verification"** in step 2.



Check your smartphone; you'll be prompted to do a Multi-Factor Authentication Challenge. Select **Approve**.

**Option 2:** If you have selected **“Use verification code”** in step 2.



Check your smartphone; it will display a **“One-time password code”**.

Enter this code on your device accessing the La Trobe University environment.

