## How to use Multi Factor Authentication

Step 1: If you are attempting to access an IT Service which requires MFA you will be challenged to enter you login credentials



Step 2: After entering valid credentials you will be asked to Approve the sign-in request using the Authenticator app on your smartphone.



Step 3: Open the Microsoft Authenticator App on your mobile device and enter the number to complete the MFA login process (This may look different in Android)

|          | you trying to sig<br>Durham University |                      |
|----------|--|----------------------|
| Enter t  | he number shown to                     | sign in.             |
|          | Enter number                           |                      |
| No, it's | not me Y                               | es                   |
|          | 20                                     |                      |
|          |  |                      |
|          |  |                      |
| Auth     | enticator lo                           | cked                 |
| Auth     | enticator lo                           | cked                 |
| Auth     | 2                                      | 3                    |
| 1        | 2<br>^80                               | 3                    |
| 1        | 2<br>^BC<br>5                          | 3<br><sub>PEF</sub>  |
| 1        | 2<br>"80<br>5<br>JKL                   | 3<br>Def<br>6<br>MNO |
| 1        | 2<br>^BC<br>5                          | 3<br><sub>PEF</sub>  |

You will then be redirected and logged into the application

## Having issues? IT Service Desk

Check the FAQs or log a call in our self-service portal: <u>https://servicedesk.durham.ac.uk</u>

Live Chat: <u>https://www.durham.ac.uk/about-us/professional-services/computing-information-services/support/</u>