

2022-10-24



Setting up MFA (multi-factor authentication)

To improve the security when logging in with a JU account on private devices, a security method is needed, MFA. This method will make it harder for unauthorized people to access a JU account. MFA is not normally needed on registered* JU devices (laptops, tablets, phones, etc.). *Note that Mozilla Firefox will prompt the MFA verification on a JU device, whether it is in Private mode or not.*

*) There is a separate manual for how to enroll JU devices. See the manual *Enroll JU phone* on the Intranet, under *Service and support* > *IT* > *Telephony at JU* > *Guides/Manuals for Telephony at JU* > *Settings for access to JU data* > *JU mobile/tablet*.

Please read our FAQ for MFA: <u>https://ju.se/en/it-helpdesk/faq---</u> manuals/my-user-account/file-access-off-campus/multi-factorauthentication-mfa/mfa-faq.html



Configure MFA

- If it is the first time you log in on a JU computer (Windows) you need to configure Windows Hello for business. During this configuration you also need to configure MFA.
- Configure MFA on another device
 - The following information is displayed the first time you log in to Office365 (<u>https://www.office.com</u>) from a web browser on a private computer or in Incognito/InPrivate* mode on a JU computer. Click **Next** to start the configuration.

JÖNKÖPING UNIVERSITY
louice.wallin@ju.se
More information required
Your organization needs more information to keep your account secure
Use a different account
Learn more
Next

*) To open the web browser in incognito/InPrivate, right click on the web browser icon and click on:

- New incognito window (Chrome)

- Start InPrivate Browsing (Internet Explorer)

- New InPrivate Window (Edge)

- New Private Window (Safari)

• Click **Done** *if* the information below is showing, followed by **Next** one more time.





Choose authentication method

Microsoft Authenticator is set as default, if you want to change method, select **Choose security info**. If you want to add additional methods, read the part *Configure additional MFA methods* in the end of this manual.

• The following steps will show how to set up the *Microsoft Authenticator* app.

	Keep your account secure	
١	Your organization requires you to set up some methods of proving who you are	
Microsoft Aut Sta On y	thenticator Int by getting the app your phone, install the Microsoft Authenticator app. Download now r you install the Microsoft Authenticator app. on your device choose "Newt"	
- I war	nt to use a different authenticator app	Next
I want to set up a diff	ferent method	
Ļ	Click here if you want to use phone/text message for authentication instead.	

Install Microsoft Authenticator

• Before you continue, download and install the *Microsoft Authenticator* app on your phone (*AppStore* for iOS and *Play Store* for Android).





• When the app is installed, go back to the web browser and click **Next**, followed by **Next** on the dialog box *Set up your account*.

Keep your account secure	
Your organization requires you to set up some methods of proving who you are.	
Microsoft Authenticator Set up your account When prompted, allow notifications. Then add an account, and select "Work or school". Back	Next
I want to set up a different method	

• Open *Microsoft Authenticator* on the phone. Select **Add account**, followed by **Work or school account**, select **Scan QR code** and then scan the QR code that is showing in the web browser.

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Ξ	Accounts	+	<	Add account		K Back	
			WHAT KIND O	DF ACCOUNT ARE YOU ADDING?	>	Your acc	ount
	Ready to add your first account?		Work	or school account	>		
			A Other	r (Google, Facebook, etc.)	>	Γ	
	A+		A	Add work or school accou Sign in Scan QR c	int ode	L	
	Add account						Or
	Already have a backup? Sign in to your recovery account.						
	Begin recovery						

Keep your account secure

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

Microsoft Authenticator Scan the QR code Us to the QR code Us to the QR code of the Authenticator app to scan the QR code. This will connect Us to the difference of the Authenticator app to scan the QR code. This will connect Can't scan image?	the Microsoft Back	Next	
I want to set up a different method			



• When you have scanned the QR code, your JU account should come up as shown below. Click **Next** on the dialog box in the web browser and then **Approve** on the authenticator app.



• Click Next.

Keep your account secure Your organization requires you to set up some methods of proving who	you are.	
Microsoft Authenticator	Back	Next
I want to set up a different method		



• The message below will show when you're finished. Click **Done** and you are good to go.



Configure additional MFA methods

Phone, text message and authentication apps

By default, Microsoft will presume that the Microsoft Authenticator app has been set up for MFA verification, but it's recommended that you configure additional methods.

The available methods are:

- Get a **call** from Microsoft (N.B! This is an auto generated call from the US and the number is *+1(855) 330–8653*). Confirm the login with the *pound key* (*hashtag*). You can set up two different phone numbers for verification.
- **Text message**. Enter a mobile phone number to which you want to receive the message. A code will be sent as a text message, and you enter that code in the web browser
- Additional device with *Microsoft Authenticator* or another authentication app (e.g. *Google Authenticator*).



How to configure additional methods

Log in to <u>https://office.com</u> and go to the O365 app launcher in the upper left corner. Select All apps followed by MFA – My Profile.

:::	
← Ba	ck
م	Search all of your apps
Admi	n selected apps
•	IT Helpdesk
Û	MFA - My Profile
Office	e 365 apps
Office	e 365 apps Calendar
Office	e 365 apps Calendar Delve
Office	e 365 apps Calendar Delve Dynamics 365
Offica	e 365 apps Calendar Delve Dynamics 365 Excel

• The My Profile page will show information regarding security and MFA.

Jonkoping University	My Profile
Cverview Security infe Organizations Devices Privacy	Security info Louice Wallin Tracommunication Manager - Support A3305 Stational Monitory Monitory Monitory
	Organizations Privacy See all the organizations that you're a part of. See New your organizations are difficult or of the organization of the you're apart of. See New your organization of the you're apart handing your data. Sep out rewywhere MMMIC DISMIC/TODS> EVENT FENCY?



- If you want to add other MFA methods, go to *Security info*. For security reasons, you will have to log in one more time and verify with MFA, even on a JU device.
- Here you can see the methods that you have configured and select which method that you want as default.

Jonkoping University	My Profile	✓ Search			
A Overview	Security	info			
℅ Security info	These are the met	thods you use to sign i	nto your account or reset your password.		
Recent Activity	Default sign-in n	nethod: Microsoft Aut	henticator - notification Change		
🖻 Organizations	+ Add method	1			
😐 Devices	S Alternate pl	hone	+46 073	Change	Delete
A Privacy	S Office phor	ne	+46 3610		
	 Microsoft A 	Authenticator	LW jobbtele		Delete
	Lost a device? Rec	quire sign in			

- Select *Add method* to add another method.
- For example, select *Phone* to add a phone number.

Add a method	Add a method
Which method would you like to add?	Which method would you like to add?
Choose a method 🗸 🗸	Choose a method \checkmark
Avbryt Lägg till	Phone
	Alternate phone



• Select *Text me a code* if you want to receive a text message with a generated code for verification or *Call me* to receive an auto generated call. Click **Next**.

Phone			
Which ph +46	one nui	mber would you 07×03×24×1	u like to use?
Text r	me a co	de	
 Call r 	ne	Cancel	Next
		Cancer	Mext

• The system will now verify the number that you have entered. Approve the request on the actual device.

Phone	
We're calling +46 07×03×24	4×1 now.
	Back
Phone	
Call answered	
	Done



Description of the options on My Profile:

• Security info:

Jonkoping University	My Profile $ ho$ Search			
R Overview	Security info			
𝒫 Security info	These are the methods you use to sign into your account or reset your password.			
Organizations	Default sign-in method: Microsoft Authenticator - notification Change			
💻 Devices	+ Add method			
A Privacy	S Phone	+46 073	Change	Delete
	S Office phone	+46 3610		
	Microsoft Authenticator	LW jobbtele		Delete
	Lost a device? Require sign in			

In this view you can see all your configured log in methods. Note that *Office phone* is also showing, which is preconfigured. It is recommended not to use the office phone (landline) as the only method (nor as default method), since it will not work if you, for example, have activated an absence message (for meetings, etc.). Instead, use *Microsoft Authenticator* primarily and supplement with a cell phone number or home phone (landline). You can also change default method and remove devices that you no longer want to use for authentication.

• If you want to change the default method for MFA, Click **Change** at *Default sign-in method*.



In this example, you can choose between receiving a call, receiving a text message or approve with *Microsoft Authenticator*: *Notification*: Receive a prompt in the Microsoft Authenticator app to approve the login (recommended method). *App or hardware token*: A six-digit code that changes every 30 seconds that you enter at login.



• Devices:

Jonkoping University	My Prof	ile		?
A Overview	Devices			
A Security info	If you have lost a device or no longer use it, you should disable it so that no one else can gain access to it. If you need to re-enable the device, contact your admin.			
 Organizations Devices 	\rightarrow	samsungSM-G930F	Android	Disable device
A Privacy	>	LW test	IPhone	Disable device
	>	Louice Wallin, Android, 1/11/2019_12:58 PM	Android	Disable device
	>	U Louice's iPhone	iOS	Disable device
	>	U Louice's iPhone	105	Disable device
	>	LW jobbtele	IPhone	Disable device

This view is showing your registered devices - both JU devices and private devices. It will also show private devices where you have, for example, installed the Office suite. Here you can also remove devices that you no longer use.

If you want to see information about recent successful sign ins/attempted sign ins on your account, go to <u>https://mysignins.microsoft.com/</u>.

Microsoft Office Home	X Buybale X +					6 – 6	
Jonkoping University	My Profile P Search					?	
R Denter A Security inte B Organizations Dentes A Privacy	Recent Activity You should recognize each of these recent activities. If one looks unfamiliar, reset your password.						
	∽ 50 Today at 90451 AM Successful sign-in	Operating System Windows 10 Browser Moolla Frefox Approximate Location Jonkopings Lan, SE	Jönköping This is your current session.	IP <u>What is thic?</u> 193.10.167.32 App My Access	Account ture.textsson@ju.se		
	> 🛱 Today at 9:04:50 AM		SE	Mozilla Firefox		Successful sign-in	
	> today at 9:04:48 AM		SE	Mozila Firefox		Successful sign-in	
	> 👦 Today at 9:04:41 AM		SE	Mozila Firefox		Successful sign-in	
) 6 Today at 9:04:40 AM		SE	Mozilla Firefox		Successful sign-in	
	> 6 Today at 9:04:34 AM		SE	Mozila Firefox		Successful sign-in	
	> 5 Today at 9:03:59 AM		SE	Mozilla Firefox		Successful sign-in	
	> today at 9:03:59 AM		SE	Mozilla Firefox		Successful sign-in	
	> 👦 Today at 9:03:58 AM		SE	Mozila Firefox		Successful sign-in	
	> 5⊒ Today at 9:03:58 AM		SE	Mozilla Firefox		Successful sign-in	



Try out the alternate MFA method

- Open a web browser on a private device or open a web browser in Incognito/InPrivate mode on a JU computer. You can also use Mozilla Firefox on a JU computer. Go to <u>https://office.com</u>.
- Log in but stop at the step Approve sign in request and select I can't use my Microsoft Authenticator app right now.



• Select the method that you want to try.





Delete MFA methods

- Log in to <u>https://office.com</u> and go to the O365 app launcher in the upper left corner. Select **All apps** followed by **MFA My Profile**.
- Go to **Security info** to view you configured methods.
- Click **Delete** on the method that you want to remove. Note! Keep at least one of the methods you've added yourself (except the Office phone). If you delete all methods you need to contact IT helpdesk to be able to log in again.

Jonkoping University	My Profile \checkmark Search			
A Overview	Security info			
𝒫 Security info	These are the methods you use to sign into your account or reset your password.			
🕔 Recent Activity	Default sign-in method: Microsoft Authenticator - notification Change			
🖻 Organizations	+ Add method			
💻 Devices	& Alternate phone	+46 073	Change	Delete
A Privacy	S Office phone	+46 3610		
	Microsoft Authenticator	LW jobbtele		Delete
	Lost a device? Require sign in			

• Open *Microsoft Authenticator* (or the authentication app that you are using) and select the account that you want to remove, tap on the cogwheel in the upper right corner and select **Remove account**.