

Instructions for setting up Multi-Factor Authentication (MFA) using the Microsoft Authenticator App

What is MFA?

MFA (Multi-Factor Authentication) is an online security system. It helps protect your TAFE account by asking for:

- Your TAFE password
AND
- A code from your phone

This means that even if someone knows your TAFE password, they can't access your account without the code.

When do I need to use MFA?

You need MFA when using Microsoft Office 365 *off campus*, for example, using your smartphone on a cellular network, or your home computer/laptop. You don't need it when you are *on campus*.

You will need to set up MFA on your smartphone, by following the instructions below. These instructions are for setting up MFA using a **computer/laptop** and your **smartphone**.



Before You Start – What You Need

Please make sure you have:

- A computer or laptop *with internet access* (you can use a computer at home, at the TAFE library, or in the classroom).
- A smartphone with:
 - full battery charge
 - a strong Wi-Fi signal



Please make sure you know your:

- TAFE Student ID Number
- TAFE email address
- TAFE password
- Phone number

You will also need to know your Apple ID password (iPhone users) OR Google Play Store password (Android phone users), so you can download the Microsoft Authenticator app. This is likely to be different from your TAFE password.



Important:

If you would like help from a teacher or librarian, please change your phone language to **English** before you start the MFA set up process. You can follow the steps below:

iPhone: Settings > General > Language & Region. Tap to add a language (English). Drag to the top of the list.

Android: System/Personal (or Settings) > Language & Input. Tap to add a language (English). Drag to the top of the list.

MFA Set Up Instructions

Step 1 – Download the Microsoft Authenticator App (Free)



On your smartphone:

1. Go to the **App Store** (iPhone) or **Google Play Store** (Android)
2. Search: **Microsoft Authenticator**
3. Tap **Install** or **Get** (the app is free)



Step 2 – Phone Settings



On your smartphone:

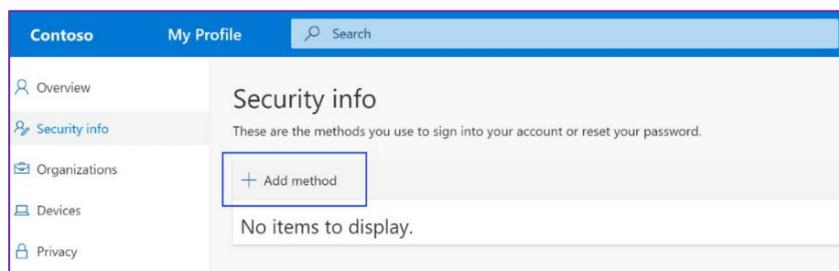
- Go to **Settings > Notifications** on your phone
- Find **Microsoft Authenticator**
- Allow **Notifications**
- Also, make sure **Do Not Disturb** is set to **OFF**

Step 3 – Set Up MFA on the Computer

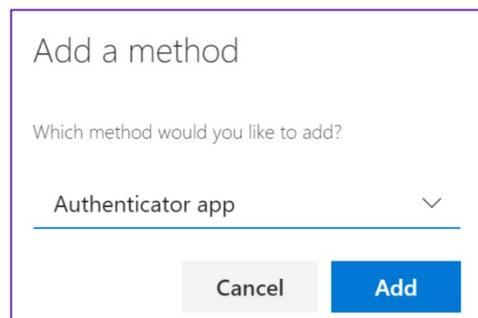


On the computer:

1. Open a **web browser** (like Google Chrome or Microsoft Edge)
2. Go to:
👉 <https://mysignins.microsoft.com/security-info>
3. Sign in using your TAFE **email** and TAFE **password**
4. Click: **+ Add sign-in method**



5. Select: **Authenticator App**, then click **'Add'**

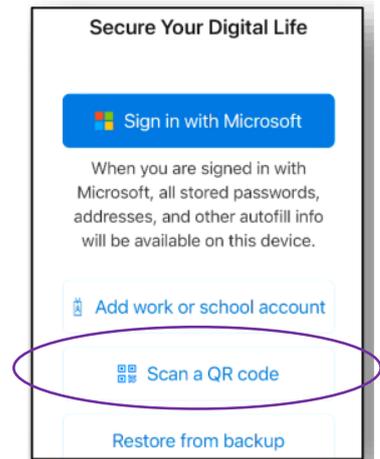


6. You will now see a **QR code** on the screen.

Step 4 – Connect the Authenticator App to Your Account

On your smartphone:

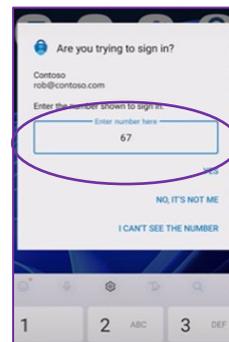
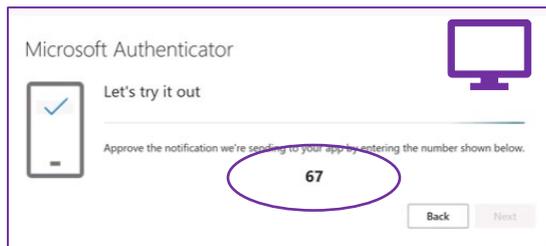
1. Open the **Microsoft Authenticator** app
2. Tap **Add account** or **+**
3. Choose **Work or School Account**
4. Tap **Scan QR code**



On the computer:



5. Hold your phone over the QR code on your **computer screen**.
6. Your phone will connect to your **TAFE account**.
7. A **random two-digit number** will appear on the computer screen. You need to enter it into your smartphone and then click **'Yes'**.

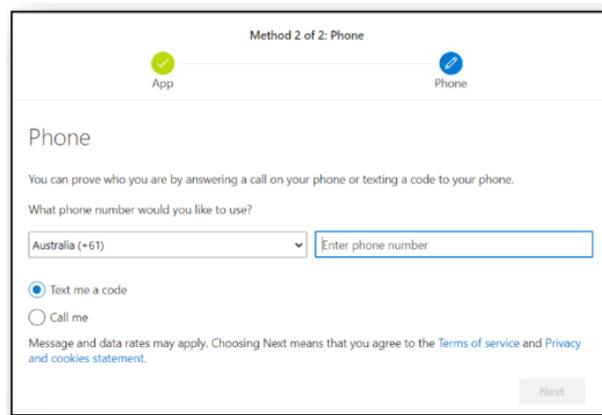


Step 5 – Complete Setup

On the computer:



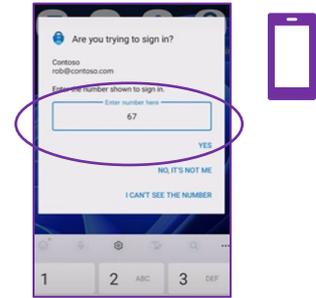
1. Select **Australia (+61)**.
2. Enter your **phone number without the leading 0**.
3. Choose to receive a **text message** that has a **6-digit code**.
4. Click **Next**.
5. Enter the **6-digit code** from the text message into the computer.
6. Click **Done**.



When you see **Success!** it means MFA is set up on your phone.



Once set up, MFA will occasionally require you to enter a **random two-digit number** on your smartphone and then click **Yes** to verify your identity when accessing your SM TAFE account off campus.



You can also watch the video on the [SM TAFE website](#) and follow the instructions to set up MFA.

If you need help with your SM TAFE (Microsoft 365) password and/or MFA:

- Lecturers can reset your password and/or MFA. Please have your Student ID Number handy.
- You can visit a Campus Library (Monday to Friday, 8:00am to 4:00pm) or Customer Service Centre (Monday to Friday, 8:00am to 4:30pm) for in-person help or to reset your password and/or MFA. Please have your Student ID Number handy.
- You can call 1800 001 001 for help or to request your password and/or MFA is reset. Please have your Student ID Number handy.

Source material: Adapted from SMTAFE website and ICT issued instructions, AMEP student instructions, NMTAFE website.

Screenshot images are taken from the SMTAFE website and ICT issued instructions. Icons used are from Microsoft 365.

With thanks to Von Button (Team Leader, Student Success) for reviewing and improving the draft English text. ChatGPT was used for the translated versions, which were checked for accuracy by AMEP Lecturers or Students. Thanks to all those involved in checking the translations, and to colleagues at NMTAFE for guidance.

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