

Microsoft Account Multi-Factor Authentication (MFA) Guide for Students



When you first log into your Office account, you will be prompted to reset your password and set up Multi-Factor Authentication (MFA). MFA is required to access your Microsoft account and any systems using Single Sign On (student email address and password) when not connected to the college network.

When you first log in you will be prompted to set this up. This guide will support you through the steps.

This means that when you try to access any of your Microsoft accounts through office.com or any Microsoft Office App (Teams, Word, PowerPoint etc), you will be prompted to authenticate your details.

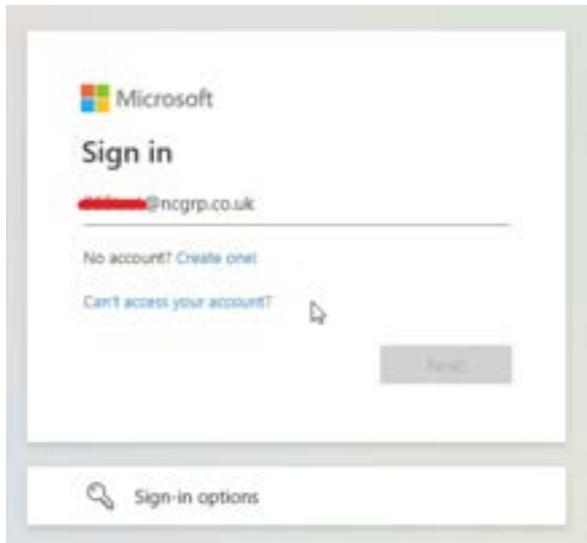
You can choose to receive verification via text message, phone call, or through an authenticator app.

For the most secure option, we recommend using an authenticator app.

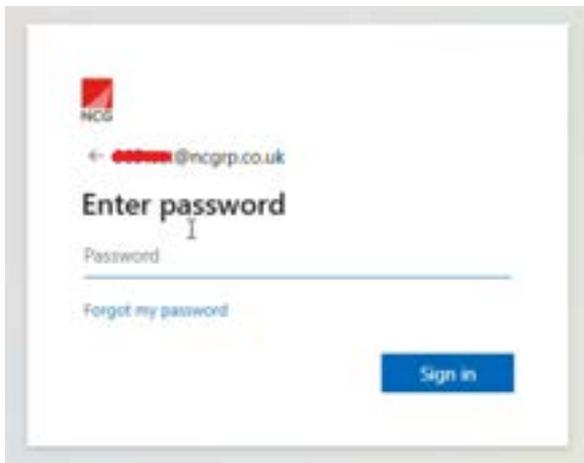
Go to office.com and select Sign In



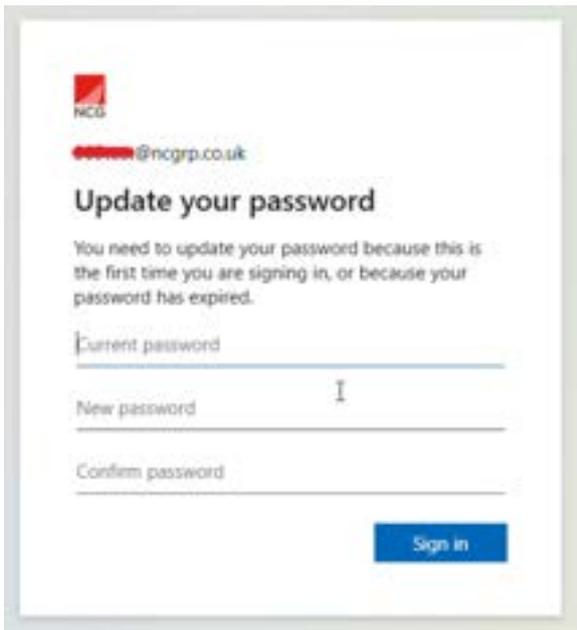
Enter your student email address then click next



Enter your temporary password then click Sign In



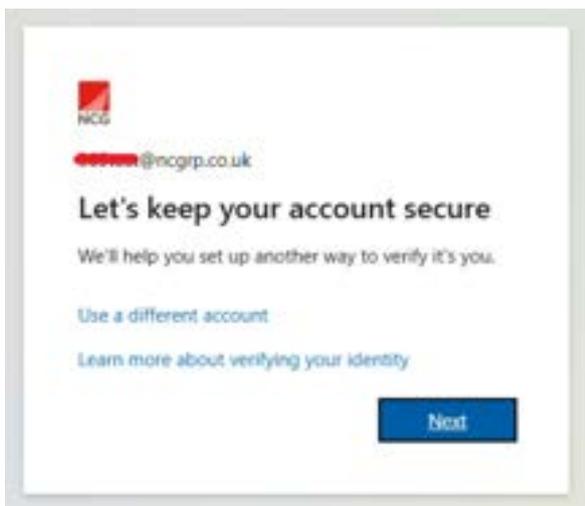
You will then be prompted to set a new password



The screenshot shows a web page for updating a password. At the top left is the NCG logo. Below it is a redacted email address ending in @ncgrp.co.uk. The main heading is "Update your password". Below the heading is a short paragraph explaining that the user needs to update their password because it's their first sign-in or the password has expired. There are three input fields: "Current password", "New password", and "Confirm password". A blue "Sign in" button is located at the bottom right of the form area.

Passwords must be twelve characters long, including a mixture of upper and lower case letters, numbers and symbols. Avoid the £ character in any password. Do not use ascending or descending numbers eg 12345 or 54321. Don't include your name or date of birth in the password.

Once you have set your password, the next step is to set up your multi-factor authentication.



The screenshot shows a web page for setting up multi-factor authentication. At the top left is the NCG logo. Below it is a redacted email address ending in @ncgrp.co.uk. The main heading is "Let's keep your account secure". Below the heading is a short paragraph: "We'll help you set up another way to verify it's you." There are two links: "Use a different account" and "Learn more about verifying your identity". A blue "Next" button is located at the bottom right of the form area.

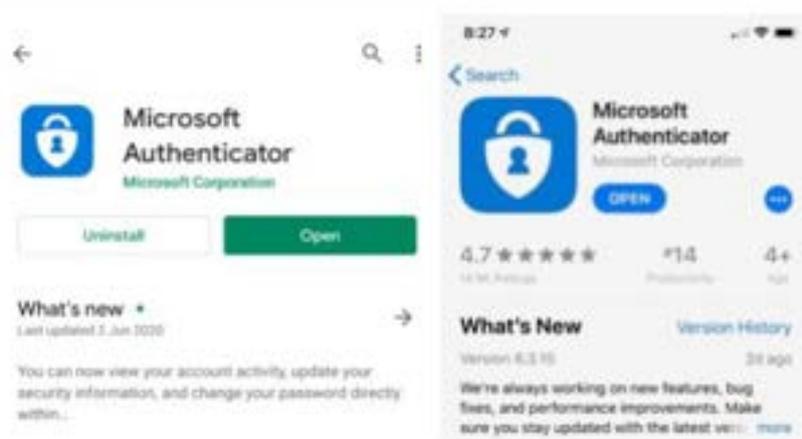
Go to Page 4 for Setting up MFA using Authenticator App and Phone

Go to Page 7 for Setting up MFA using Phone and Email

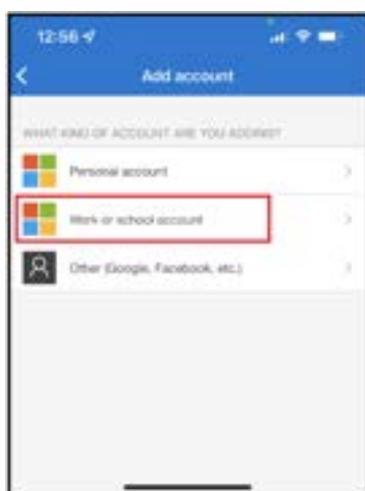
Setting up MFA with Authenticator App and Phone



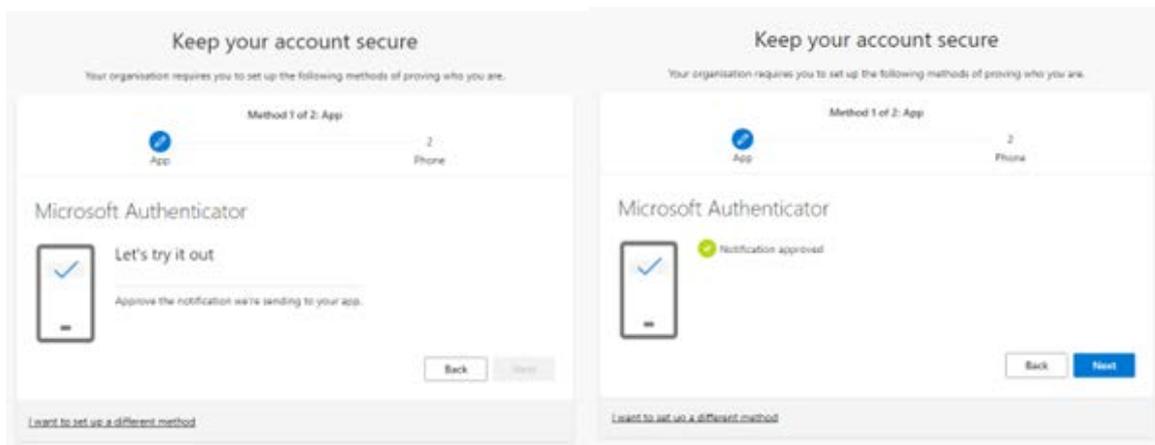
Download the Authenticator App on your mobile phone



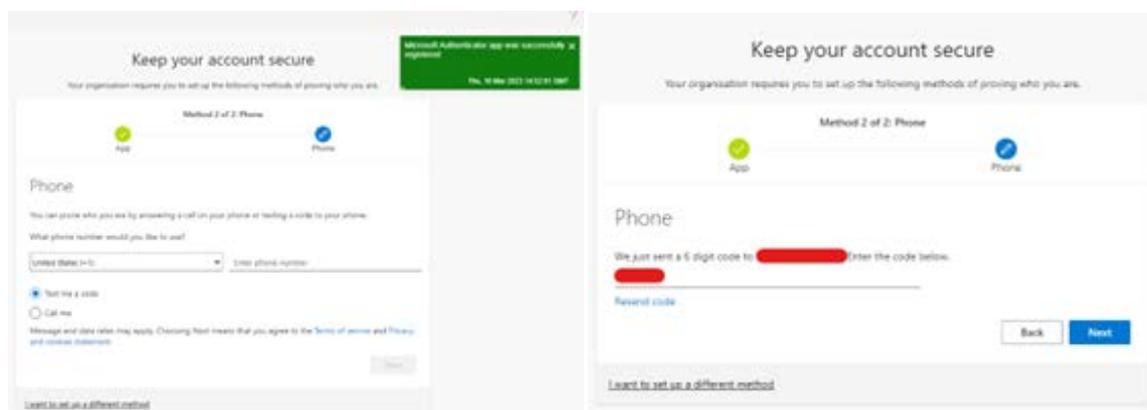
In the app, allow notifications and set your privacy settings then select 'Add work or school account'



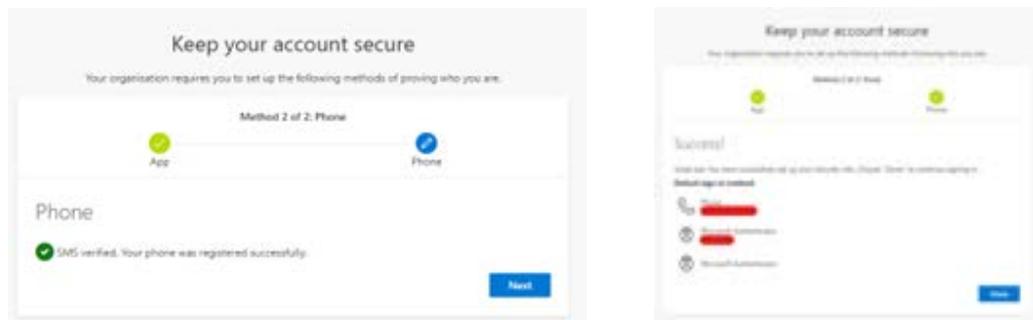
Once you have successfully set up the app and scanned the QR code, you will then be prompted to do a test authentication to ensure everything is working as it should.



After you have approved the sign on, the next step is to set up the second type of authentication on your account. So, if for any reason you do not have access to the app, you are still able to log in. Select UK from the area code drop down and then type in your number. Use the radio buttons to select either 'Text me a code' or 'Call Me.' On the next page, enter the code you have received



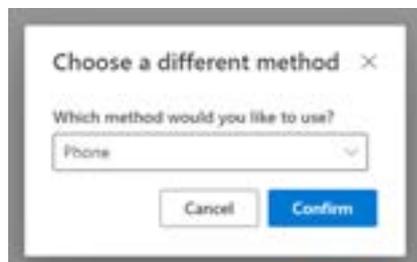
You will get a confirmation message when you have successfully entered the code and then a final confirmation that both methods of authentication are now set up on your account.



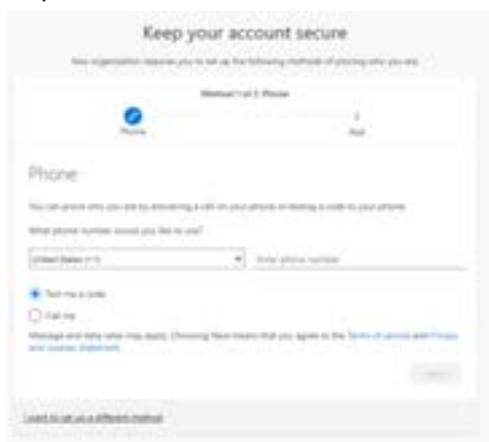
Once you have set up your verification method, you will be prompted to enter a verification code the next time you sign into your Microsoft account. This code will be sent to your chosen method of verification, whether it is a text message, phone call, or the authenticator app.

Setting up MFA with Phone and Email

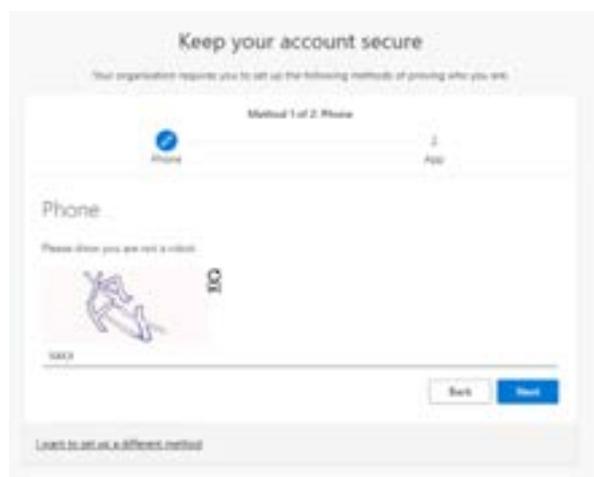
Select 'I want to set up a different method' then Phone from the drop down.



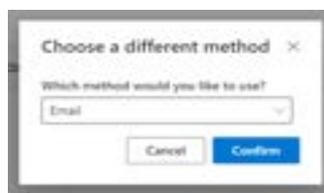
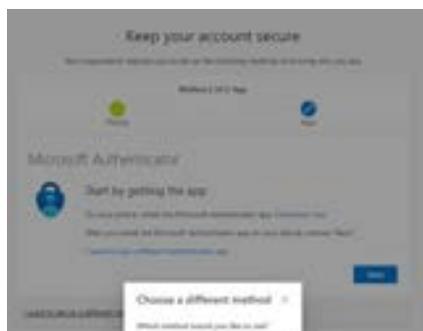
Select UK from the area code and enter your phone number. Using the radio buttons choose whether you would like to receive the verification code by text message or by a phone call.



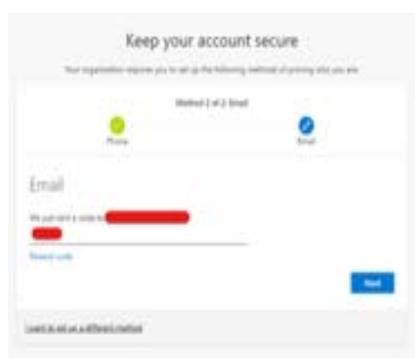
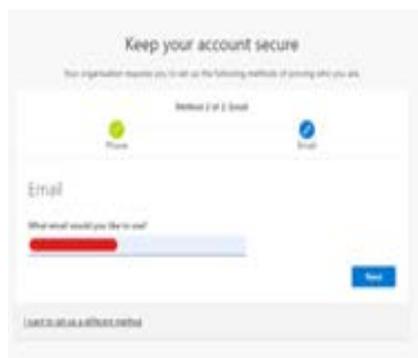
You will be given a captcha and asked to type out what letters/numbers you see



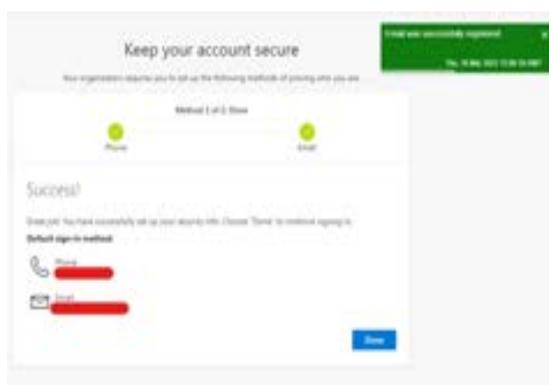
You will then be prompted to set up your second method of authentication. Again, click onto 'I want to set up a different method' but this time select 'Email' from the dropdown.



Enter the email address you wish to use for authentication. You will be sent an email with a new verification code to enter on screen.



Once you have done this, you will be able to click 'Done' to finish the sign in process.



Once you have set up your verification method, you will be prompted to enter a verification code the next time you sign into your Microsoft account. This code will be sent to your chosen method of verification, whether it is a text message, phone call, or the authenticator app.