

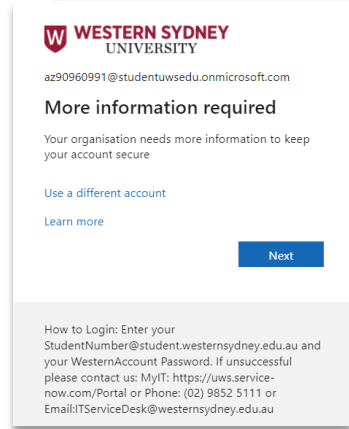
# Student Multifactor Authentication Guide

## Microsoft Multifactor Authenticator App is already installed on Mobile

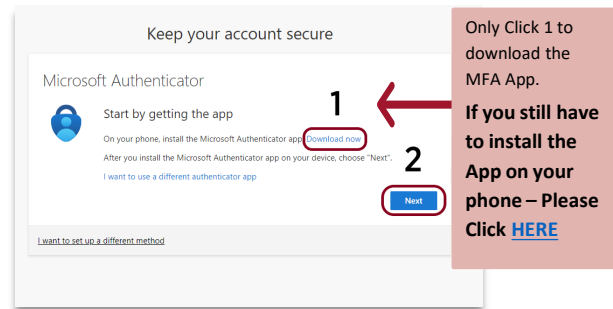
Handy hint:

Save time and download the **Microsoft Authenticator App** to your phone before you need to authenticate – Click [here](#).

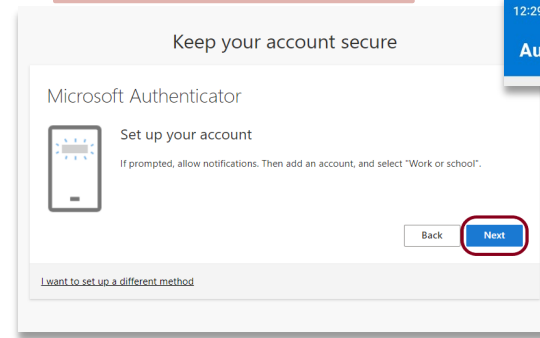
- 1 When MFA is enabled on your account, a message will pop up prompting you to 'enroll' for the first time.



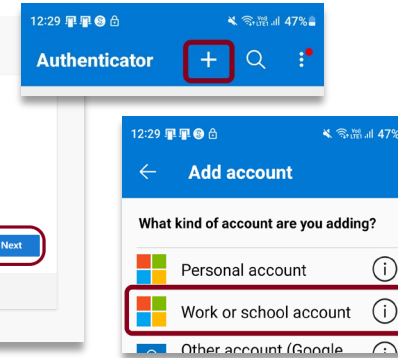
- 2 If you've already installed Microsoft's Authenticator App, click on 'Next'



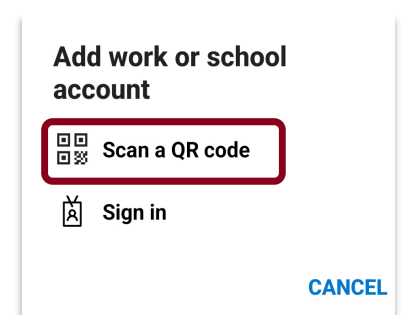
- 3 Open the Microsoft Authenticator app. You will be prompted to add your Western account. Click 'Next'



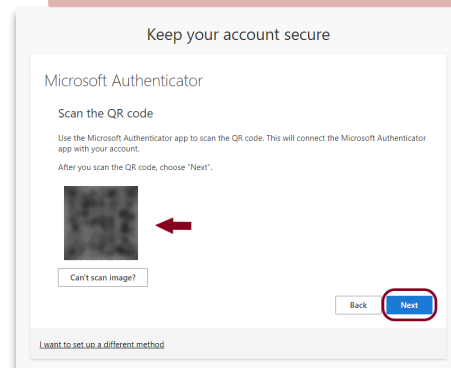
- 4 Click + and 'Work or school account'



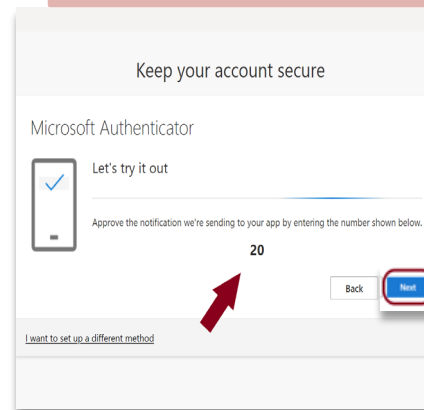
- 5 Chose 'Scan a QR code'



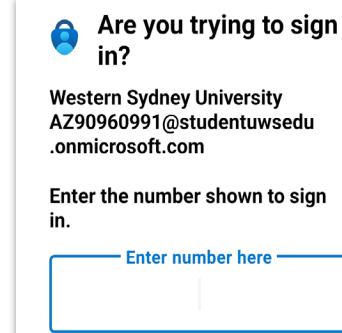
- 6 Use your phone's camera to scan the QR code on your computer's screen



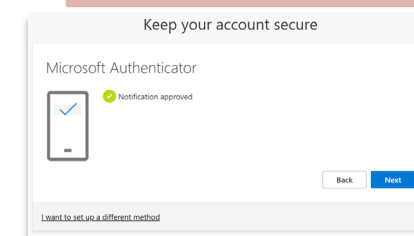
- 7 Your computer will provide a number to verify with the MFA App



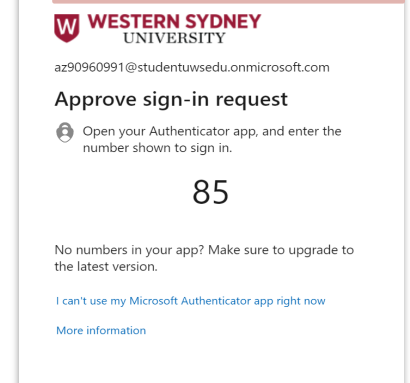
- 8 A notification will pop up on your mobile device. Enter the number shown on your computer screen to complete the sign in process



- 9 You'll receive confirmation your account is enrolled in MFA



- 10 You will be asked to authenticate your details with a number whenever you log in to a University system with MFA required.



Your account is now enrolled in MFA. If you have any issues, please contact the IT Service Desk on +612 9852 5111, or chat on the MyIT Portal, or email: [itservicedesk@westernsydney.edu.au](mailto:itservicedesk@westernsydney.edu.au)