

How to setup MFA using Microsoft Authenticator mobile app at School or from Home

MFA stand for Multi-Factor Authentication, and it's a method to further secure login attempts and avoid compromised accounts.

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Preparation is Key

1. Ensure you have downloaded the “Microsoft Authenticator” app on your mobile phone ready for setup.



2. Ensure the “Microsoft Authenticator” app has access permissions to your mobile phone **Camera** app and to **push notifications**.
3. Ensure you have your Data switched on, the app will need data to register your device during last steps.

Setting up MFA

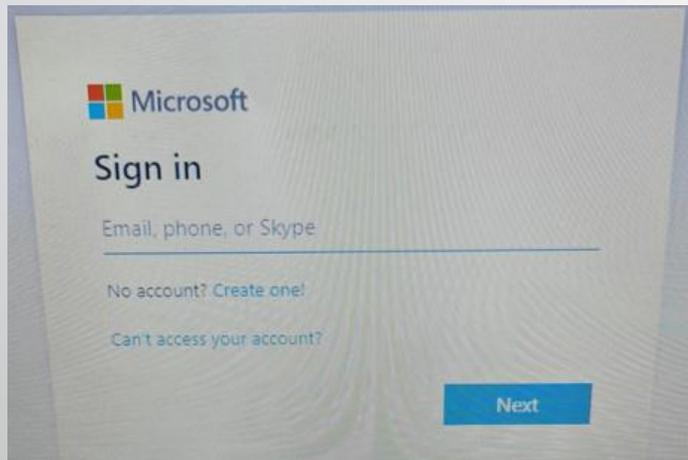
1. Login to a student PC at school and wait for your account to load.
2. Once fully logged in, double-click on the “MFA Setup” icon on the Desktop.



NOTE: If you are at home, visit the following link to go through the same MFA setup process: <https://aka.ms/mfasetup>

Setting up MFA

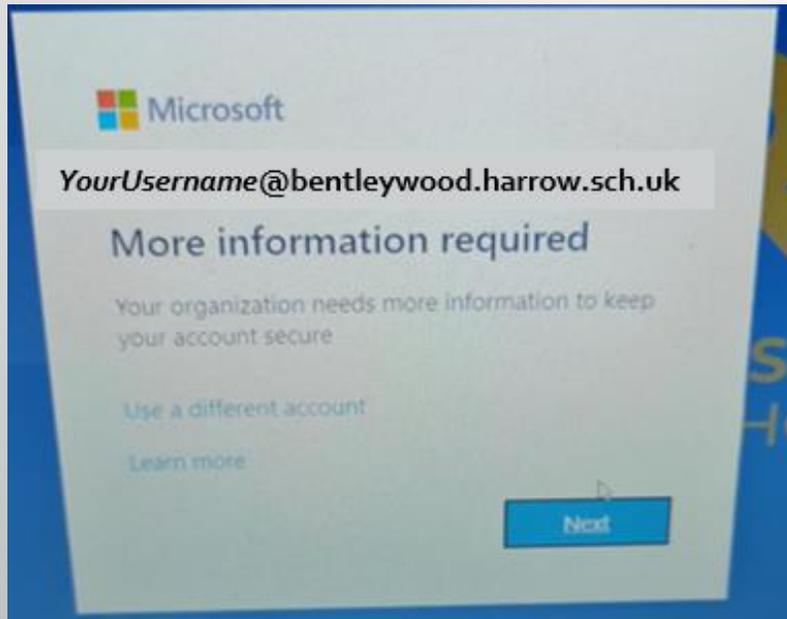
3. Once the page opened, enter your school email address which is ***YourUsername***@bentleywood.harrow.sch.uk and password if prompted, press **Next**.



NOTE: IF any other messages appear at this stage, ignore them and close them, just enter your school email address, and password if needed.

Setting up MFA

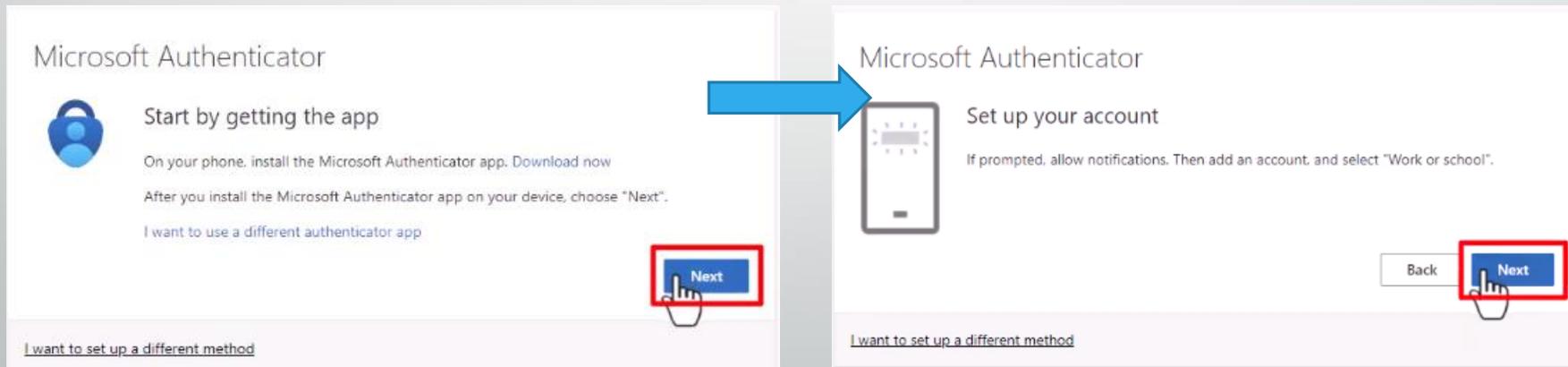
4. Then, you will be asked to provide more information, click **Next** to start the MFA setup process.



Setting up MFA

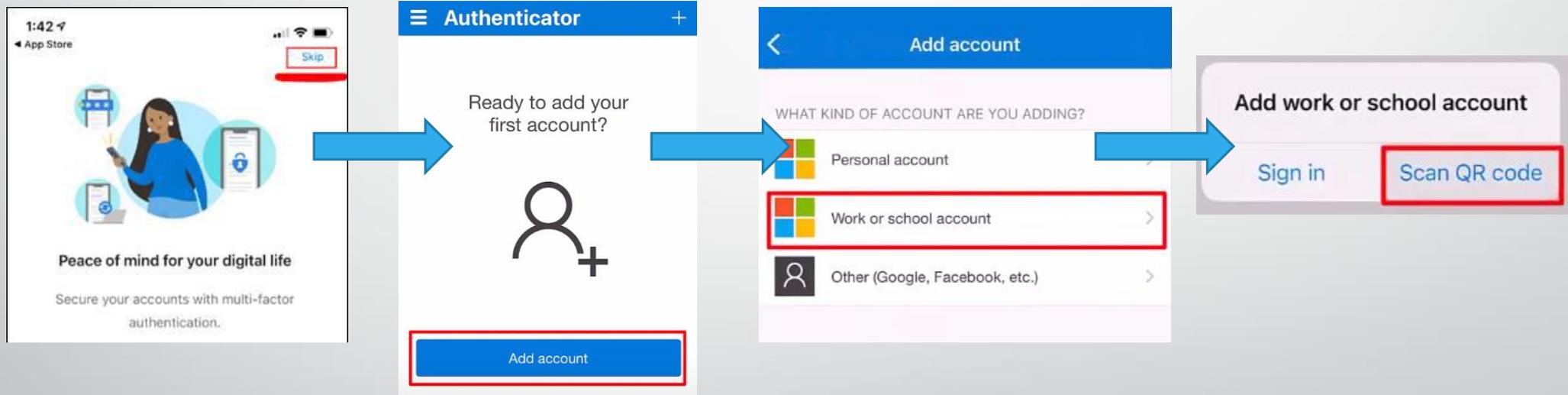
5. You will be asked to download the Microsoft Authenticator app, which you should have done already, and if not, download it on your mobile phone now and click **Next**.

6. You will be asked to set up your account, click **Next** to move to the “Scan QR Code” page (**needed for step 8**), and start setting up your account on your mobile phone as shown in the next step 7.



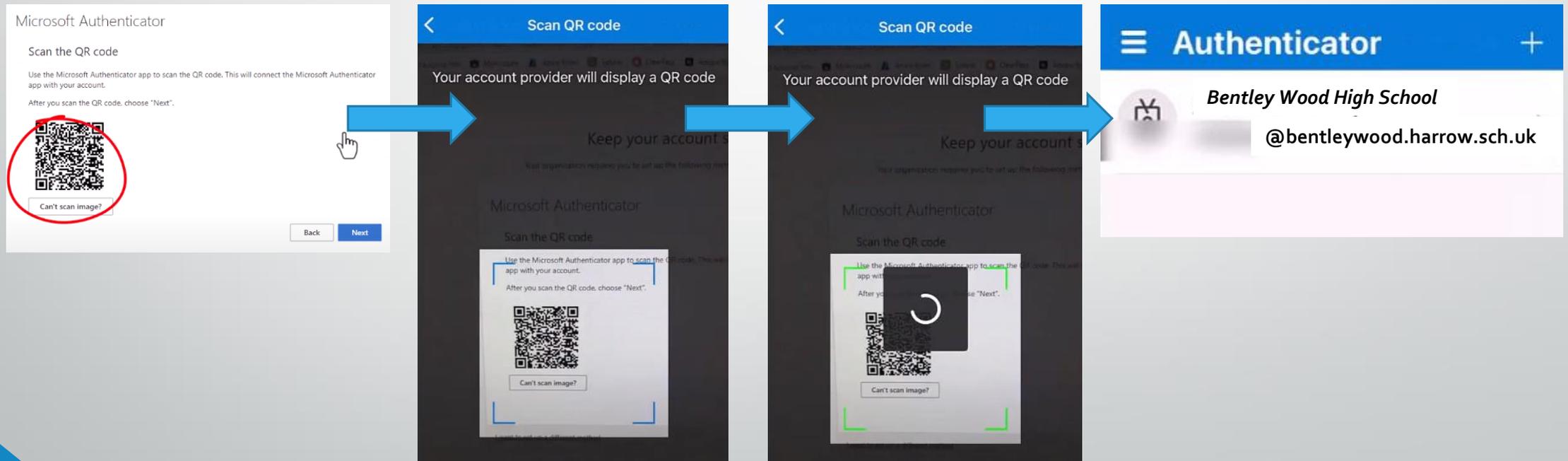
Setting up MFA

7. Now, on your mobile phone, open the Microsoft Authenticator app, if you see the below screen (left image), click on **SKIP**, then proceed to add your account, choose “Work or School account”, and choose “Scan QR Code”.



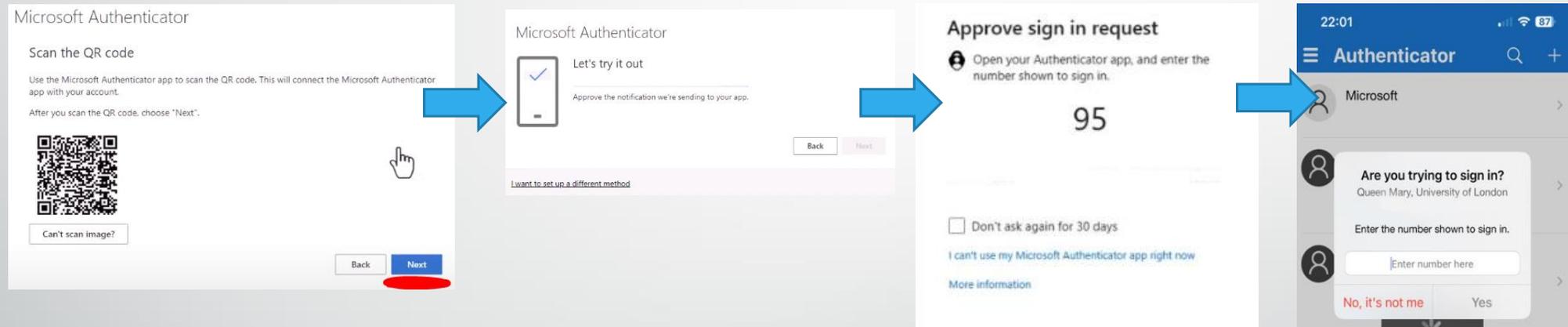
Setting up MFA

8. Scan the QR code with your mobile phone on the PC, and wait for it to finish adding your account onto the Microsoft Authenticator app.



Setting up MFA

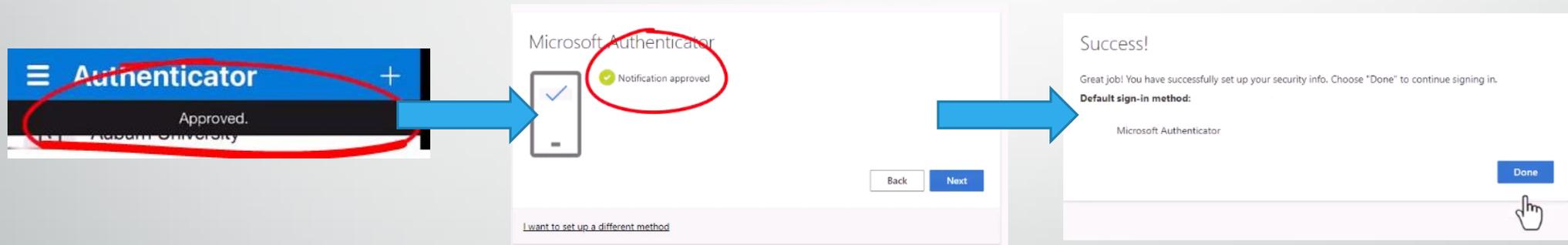
9. Once your account was successfully added to your Microsoft Authenticator app, click **Next** on the PC. It will proceed to present a 2-digit code and send you an approval request, to enter the 2 digits code on your mobile phone, once entered click **Yes** to approve sign in.



NOTE: If you have setup a PIN, password, fingerprint or Face ID on your mobile phone, which you should for extra security, you will need to apply that after every approval.

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10. When you successfully approved, you should see a small message at the top of the app confirming approval. On the PC, you will also see a **green tick** confirmation of the approval there too, press **Next** and you are successfully setup, click **Done**.



Now, you have completed the setup, you will be able to login to your school account from home and from personal devices securely, well done!

In case of technical issues...

Contact your School's IT Support team immediately to reset your MFA setup if you.....

1. Received a new mobile phone
2. Reset/Factory reset your mobile phone
3. Removed the app off your mobile phone (You shouldn't need to remove it)

After the reset of your MFA is confirmed follow the above guide to re-register your account onto the Microsoft authenticator app.