NGEE ANN POLYTECHNIC

Multi-Factor Authentication (MFA) for Students Guide

This document shows you how to setup MFA for your student account and answers to Frequently Asked Questions (FAQ).



Multi-Factor Authentication (MFA) for Microsoft O365 Applications

Microsoft O365 applications are public cloud applications. It is possible that attackers use brute force to break into your account and compromise the data in your O365 applications.

As such, Multi-Factor Authentication (MFA) will be enabled to secure the applications.

The following O365 applications will be MFA-enabled:

- Connect Email (<u>www.outlook.com</u>)
- MS Teams
- OneDrive
- POLITEMall (ie. Brightspace)

The above list may be non-exhaustive.

What's the Multi-Factor Authentication (MFA) experience like?

When an application is secured with MFA, you will be prompted for an MFA code / prompt when attempting to access the application from your device (ie. laptop, iPad, mobile devices <u>Web Browser</u>).

Other scenarios where you will be challenged for the MFA code / prompt when:

- You have changed your student account password.
- You have removed Office credentials under Credential Manager.
- You have changed notebook.
- You are using Incognito or Private browsing.

Installation of Microsoft Authenticator App in mobile device

For Android users

1. Launch Google Play Store.



2. Search for "Authenticator" and select "Microsoft Authenticator".



3. Select Install button.



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For iPhone users

1. Launch App Store.



2. Search for "Authenticator" and select "Microsoft Authenticator".



3. Select Get button.

	Microso Protects you	ft Authentic r online identity	ator
	GET)	Û
7.4K RATINGS	AGE	CHART	DEVELO
4.8	4+	No.3	
****	Years Old	Productivity	Microsoft C
What's New		Versi	on History
Version 6.8.9			1w ago
We're always worki performance impro latest version for th	ng on new featur vements. Make s e best authentica	es, bug fixes, and ure you stay updat ation experience.	ed with the

Steps to setup MFA

You may choose either one of the following options:

- Authenticator App -> Code from Microsoft Authenticator app, or
- Phone -> Register your mobile number to receive a one-time passcode (OTP) via SMS

Note: SMS charges may apply if your mobile plan does not offer free incoming SMS

Option A: Authenticator App

1. When accessing O365 services such as Connect email, MS Teams and/or Politemall, you will see this prompt for MFA setup. Click **Next** button.



2. You will be prompted to install the Microsoft Authenticator app on your mobile device. If you have not done so, please refer to Page 3-4 of the guide on how to install the app on your mobile device. Once done, on your laptop, click **Next** button.

Microsoft Authenticator		
	Start by getting the app	
	On your phone, install the Microsoft Authenticator app. Download now	
	After you install the Microsoft Authenticator app on your device, choose "Next".	
	I want to use a different authenticator app	
	Cancel	

3. Click on **Next** button to generate a QR code.



4. After which, go to your mobile phone and select "**Work or school account**", select "**Scan QR Code**", and then scan the QR code with your mobile phone as per shown on the next screenshot, and then click on Next button.

Note: You can add more than one account to your MS Authenticator app.





5. Key in the passcode shown on the laptop screen, into your mobile phone, after which, click **Yes** button.

Microsoft	Authentica	tor			\times
	Let's try it	out			
_	Approve the n	otification we're sendir	ng to your app by e Passcode	ntering the number show	n below.
				Back	Next
Are y Enter	Tou trying Ngee Ann Po the number s	g to sign in f blytechnic shown to sign in. umber	?		
No, it's r	not me	Yes			

6. Once done, click on **Next** button.

Microsoft Authenticator	×
Notification approved	
Back Next	

7. On your mobile phone, click **OK**.



Option B: Phone

1. When accessing O365 services such as Connect email, MS Teams and/or Politemall, you will see this prompt for MFA setup. Click **Next** button.



2. Instead of clicking Next button, select "I want to use a different method".

Microsoft Authenticator			
-	Start by getting the app On your phone, install the Microsoft Authenticator app. Download now After you install the Microsoft Authenticator app on your device, choose "Next". I want to use a different authenticator app		
l want to set up a different method			

3. In the "Add a method" pop-up dialog box, choose "Phone" and then click on Add button.

Add a method		×
Which method would you like to add?		
Phone		~
	Cancel	Add

4. Select **Singapore (+65)** for country code and key in your mobile number, and then click **Next** button.

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5. Key in the six digit passcode sent to your mobile number and then click **Next** button.

Phone		×
We just sent a 6 digit code to +65	Enter the co	ode below.
Resend code		
	Back	Next

6. Your verification is successful. Click on **Done** button.



Frequently Asked Questions (FAQ)

No	Question	Answer
1	What happens if I lose my handphone?	We can temporarily disable MFA for you. Please contact
		ITCare@connect.np.edu.sg or call hotline at 6460 8111 for
		assistance.
2		
2	I have previously selected Phone option and	Go to <u>https://myprofile.microsoft.com</u> .
	I wish to add Microsoft Authenticator app	Click on Security Info option on the left menu bar.
	as alternative method.	
	OR	
		©connect.np.edu
	I have previously selected Authenticator	S Overview
	option and I wish to add Phone as	8e Security info
	alternative method.	
		Devices /CC
		Password @connect.np.edu.sg
		Organizations
		ැබු Settings & Privacy
		Qe My sign_ins
		CB My Apps
		뿡 My Groups
		A My Access
		8 ^o Give feedback
		Click on + Add sign-in method in Security info section.

3	I am prompted to setup Microsoft Authenticator, despite setting Phone as the option.	Add a method × Which method would you like to add? • Phone • Cancel Add You have three tries to skip the setup of Microsoft Authenticator. Follow Page 3-4 (for installation of Microsoft Authenticator) and 5-7 (setup MFA) on how to set up the Authenticator for your phone.
	Protect your account For a faster and safer way to sign in, your organization requires you to use Microsoft Authenticator. Skip for now (3 times left) Next As an added security measure, please clear your cache after each session. By clicking on the Sign in button, you agree to be bound by the terms specified in the Terms and Conditions. This Service is for Authorized Users Only.	
4	I have previously selected Phone option and I changed my new mobile number. How do I update my new mobile number for MFA?	Go to https://myprofile.microsoft.com. Select Security Info > Change > Remove old number and key in new number > Next Security info The astis and the nethod you use is signified over accept or read your parents. Overheit sign-to method to you use it signified over accept or read your parents. Overheit sign-to method to you use it signified over accept or read your parents. Overheit sign-to method to you use it signified over accept or read your parents. Security info The astis method to you use it signified over accept of the security information over a security over parents. Security info The astis security info The astis security info The astis security info The

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5	I can't seem to scan the QR code, it gives me this error, how do I proceed?	It seems like your MFA has been blocked. Please contact <u>ITCare@connect.np.edu.sg</u> or call hotline at 6460 8111 for assistance.
6	I followed the steps but encountered the error, how do I proceed?	We can temporarily disable MFA for you. Please contact <u>ITCare@connect.np.edu.sg</u> or call hotline at 6460 8111 for assistance.
	© NGEE ANN @connect.np.edu.sg Verify your identity	
	Sorry, we're having trouble verifying your account. Please try again. View details Approve a request on my Microsoft Authenticator app	
7	I am unable to receive my verification code via SMS, what should I do?	
8	I am unable to receive notification from my Microsoft Authenticator to input the passcode, what should I do?	

If you require further assistance, please contact

Email: <u>itcare@connect.np.edu.sg</u> Hotline: 6460 8111