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).

Please take note of the following:

- Ensure that you have a working mobile phone and SIM card on standby.

- Ensure that MS Authenticator has been installed into your mobile phone (Google Play Store for Android, App Store for iPhone).

- Ensure your phone version has been updated to the latest version.

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 (www.outlook.com)
- 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 Web Browser).

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.
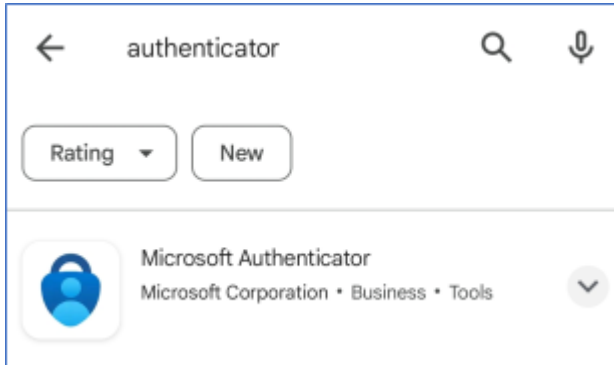- You are using Incognito or Private browsing.

Installation of Microsoft Authenticator App in mobile device
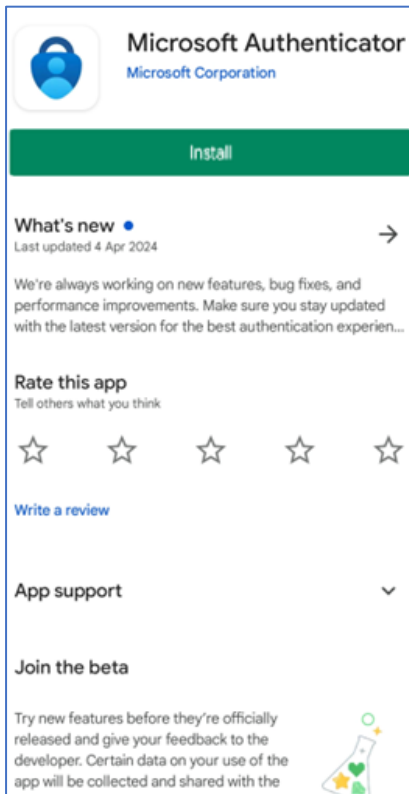
For Android users

1. Launch Google Play Store.

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

3. Select **Install** button.

For iPhone users

1. Launch App Store.

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

3. Select **Get** button.

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.
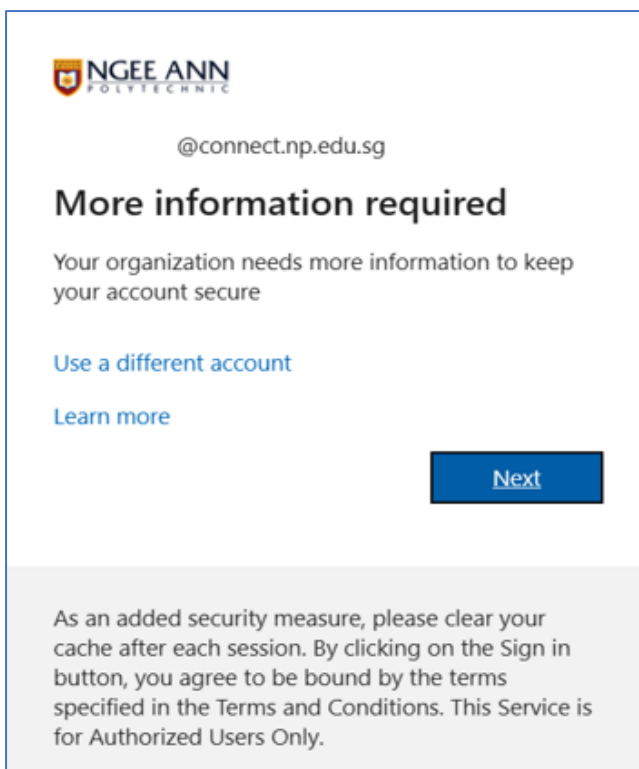
2. You will be prompted to install the Microsoft Authenticator app on your mobile device. If you have not done so, please refer to Page 3-4 of the guide on how to install the app on your mobile device. Once done, on your laptop, click **Next** button.
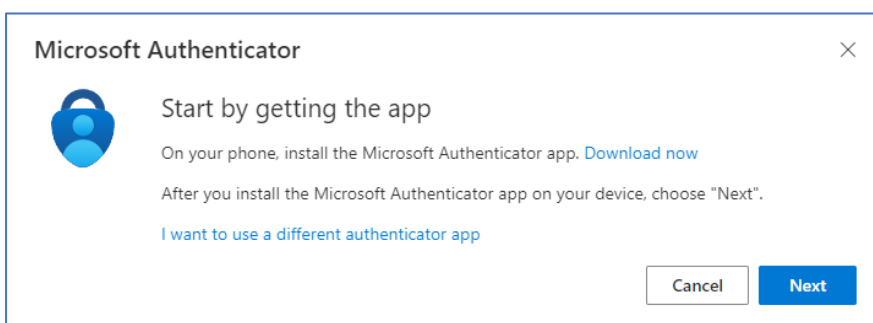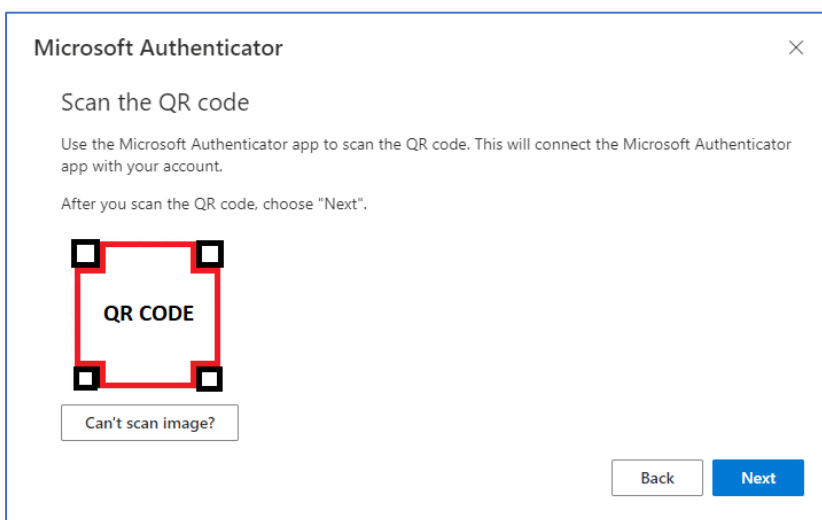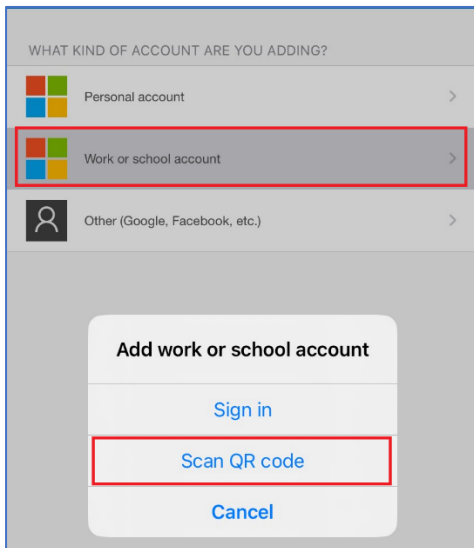
3. Click on **Next** button to generate a QR code.
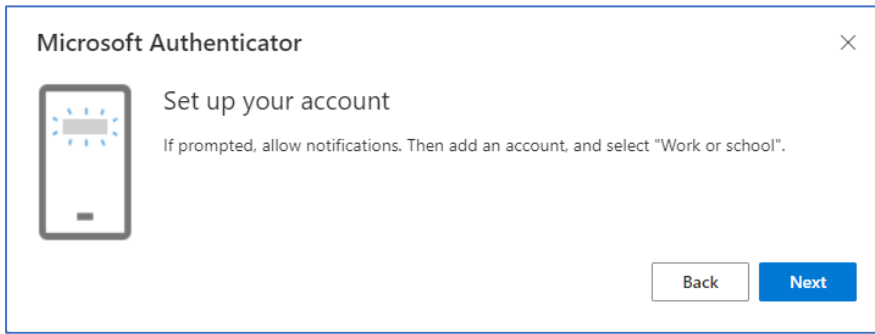
4. After which, go to your mobile phone and select "**Work or school account**", select "**Scan QR Code**", and then scan the QR code with your mobile phone as per shown on the next screenshot, and then click on Next button.
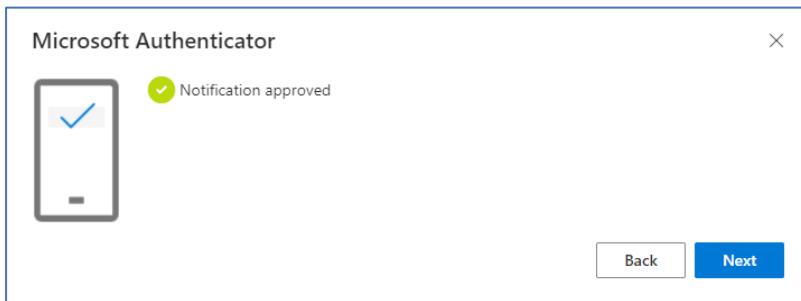
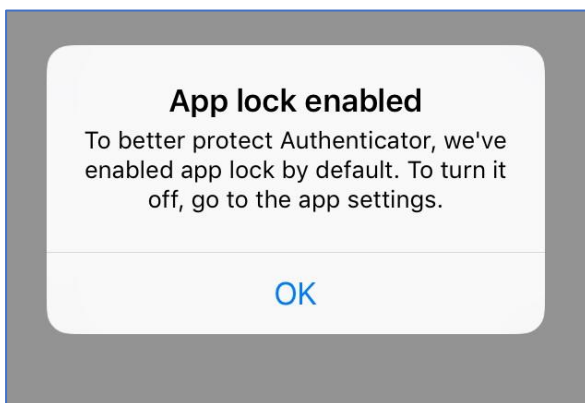   Note: You can add more than one account to your MS Authenticator app.

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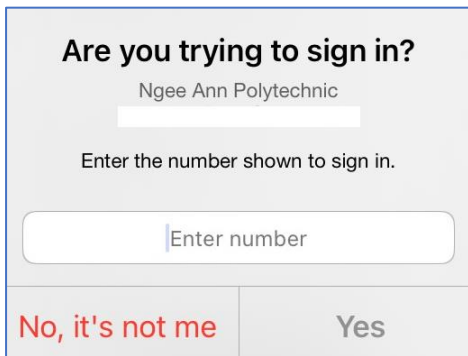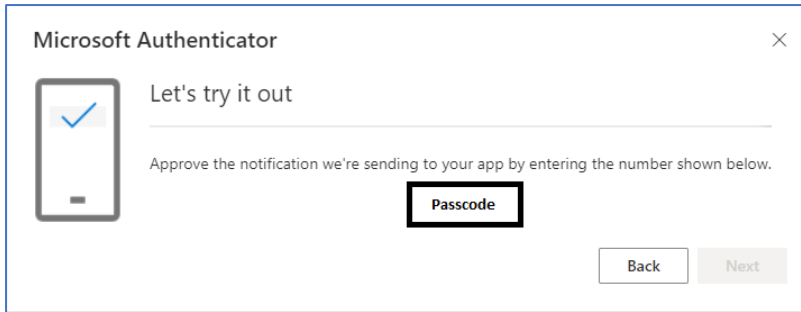
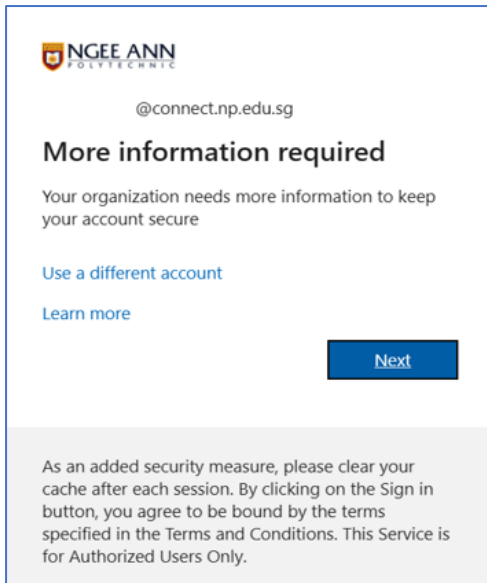6. Once done, click on **Next** button.
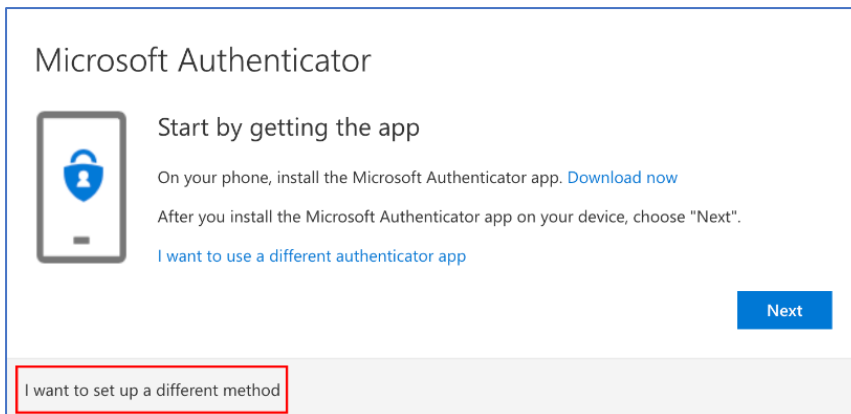

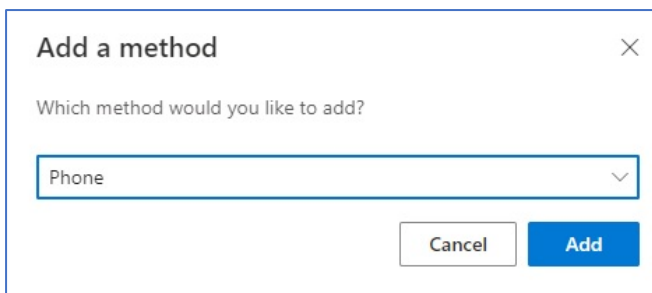7. On your mobile phone, click **OK**.

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.
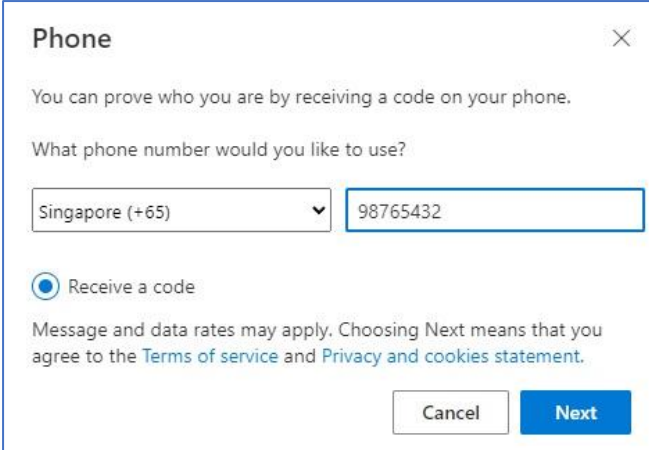

2. Instead of clicking Next button, select "**I want to use a different method**".

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

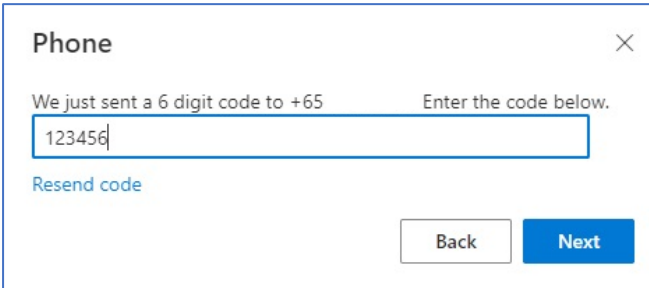4. Select **Singapore (+65)** for country code and key in your mobile number, and then click **Next** button.

5. Key in the six digit passcode sent to your mobile number and then click **Next** button.
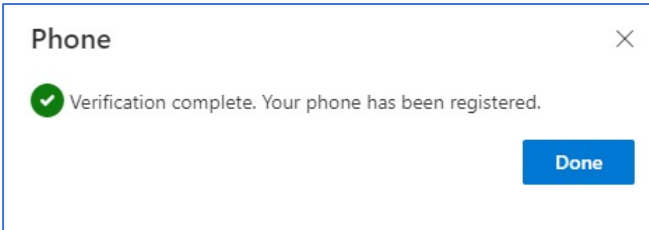
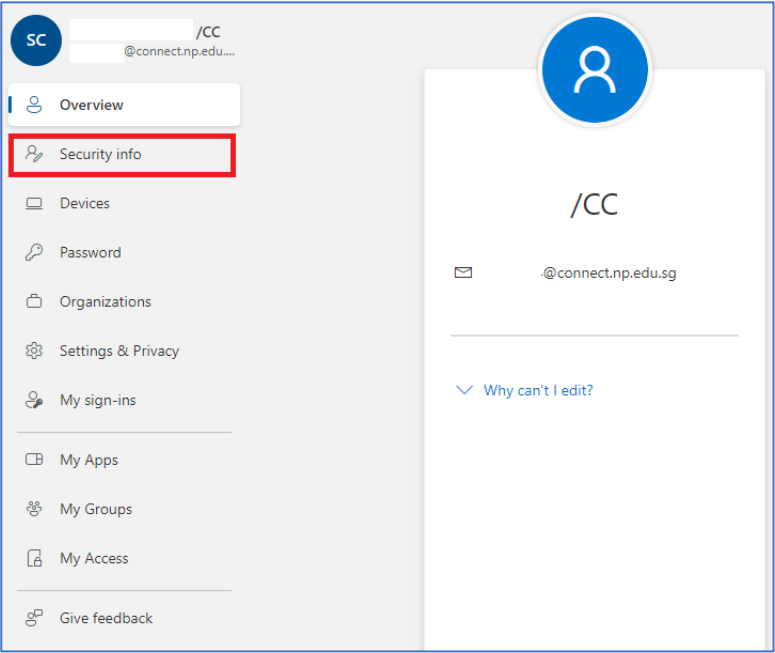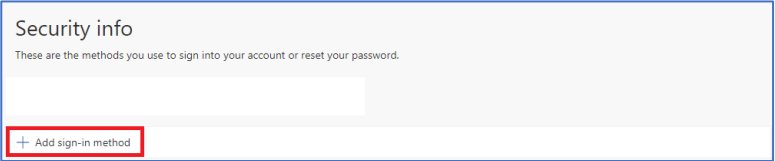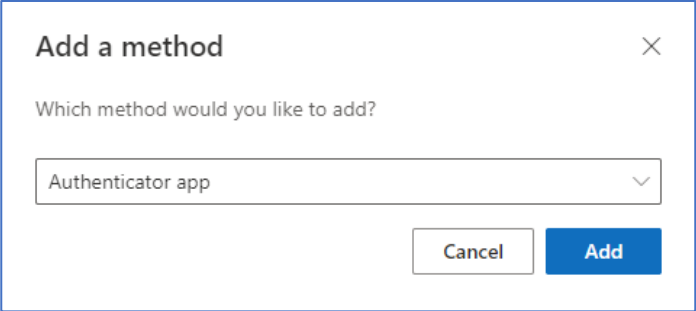6. Your verification is successful. Click on **Done** button.

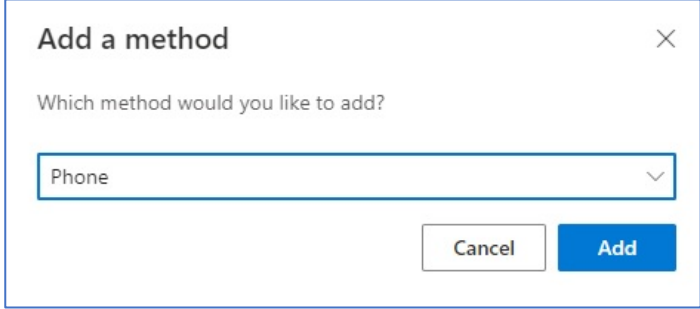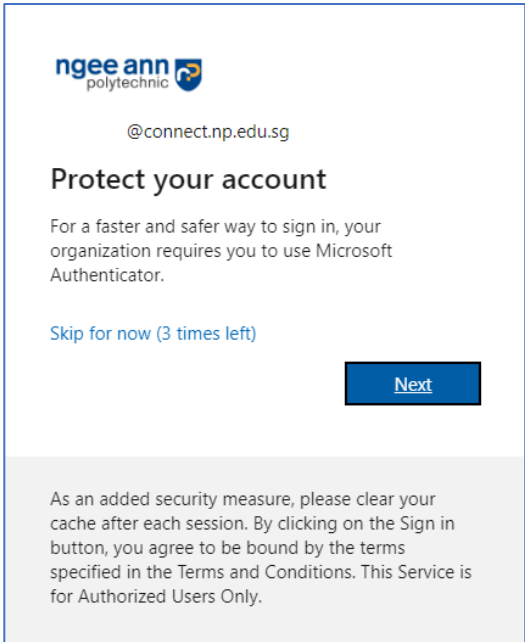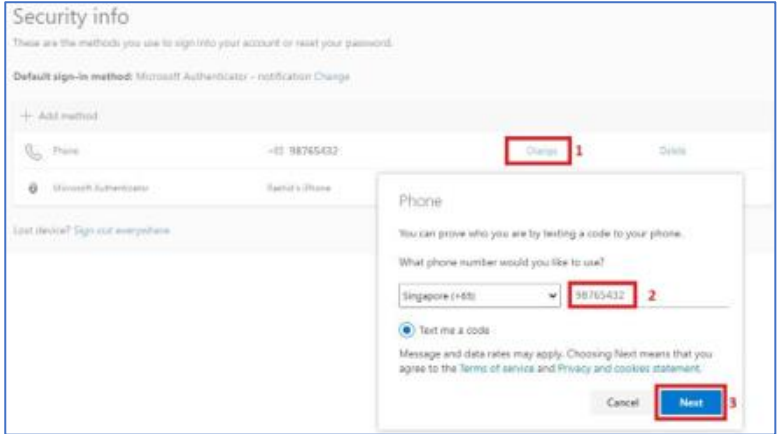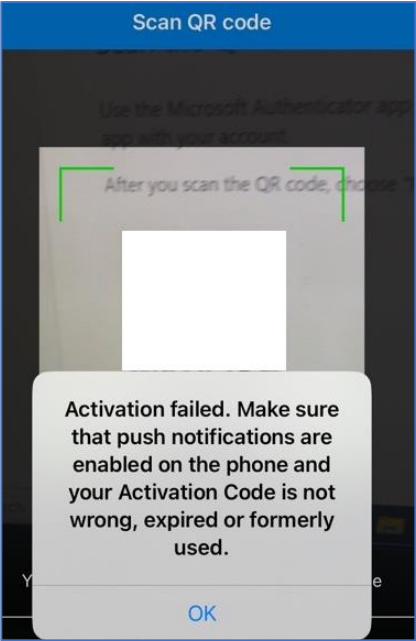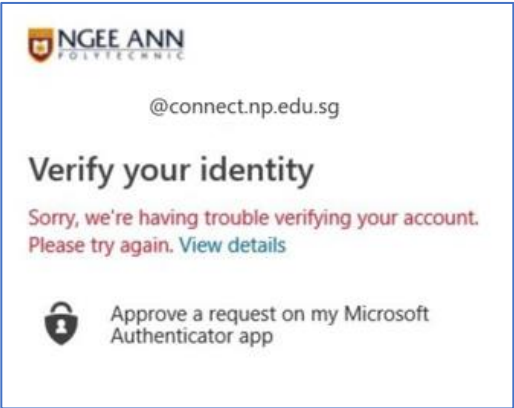## Frequently Asked Questions (FAQ)

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	I have previously selected Phone option and I wish to add Microsoft Authenticator app as alternative method. OR I have previously selected Authenticator option and I wish to add Phone as alternative method.	Go to https://myprofile.microsoft.com. Click on **Security Info** option on the left menu bar. Click on **+ Add sign-in method** in Security info section. In the "**Add a method**" pop-up dialog box, choose "**Authenticator app"** and then click on **Add** button.

Add a method

Which method would you like to add?

Phone

Cancel   Add

3	I am prompted to setup Microsoft Authenticator, despite setting Phone as the option.	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.
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

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 ITCare@connect.np.edu.sg 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 ITCare@connect.np.edu.sg or call hotline at 6460 8111 for assistance.
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: itcare@connect.np.edu.sg
Hotline: 6460 8111