

NGEE ANN POLYTECHNIC

Multi-Factor Authentication (MFA) Guide

This document shows you how to set up MFA on your mobile phone.

Please take note of the following:

- Ensure that you have a working mobile phone 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:

- Global Protect NPVPN client
- Email (<https://outlook.office.com/mail>)
- MS Teams (web)
- OneDrive (web)
- POLITEMall (i.e. 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 O365 application from your device (i.e. laptop, iPad, mobile devices Web Browser).

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

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

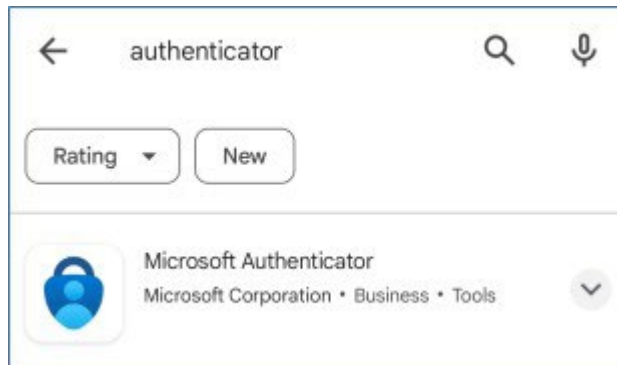
Installation of Microsoft Authenticator App in mobile device

For Android users

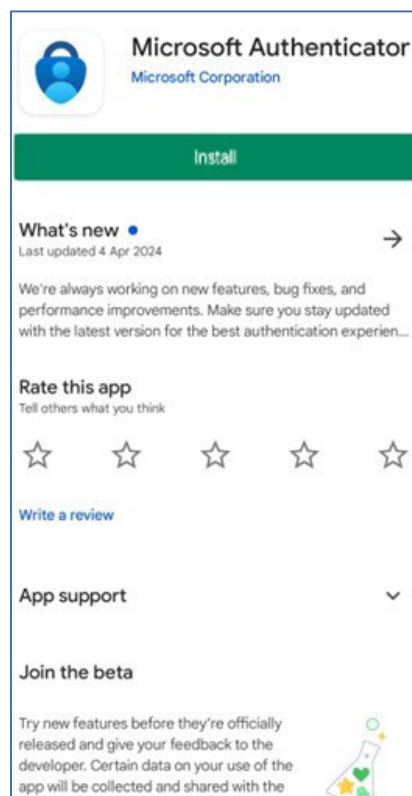
1. Launch Google Play Store.



2. Search for “**Authenticator**” and select “**Microsoft Authenticator**”.



3. Select **Install** button.

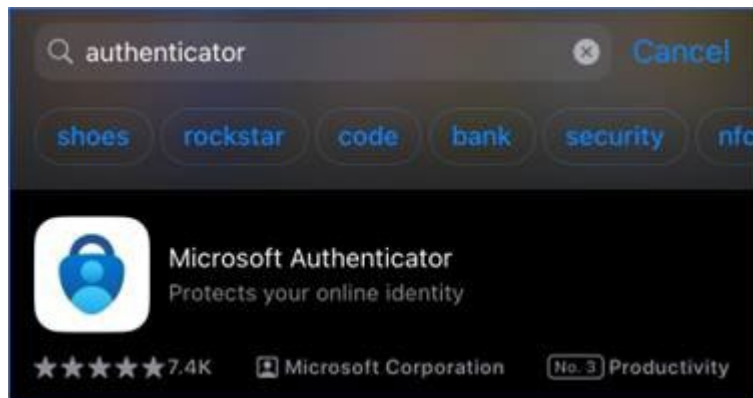


For iPhone users

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:

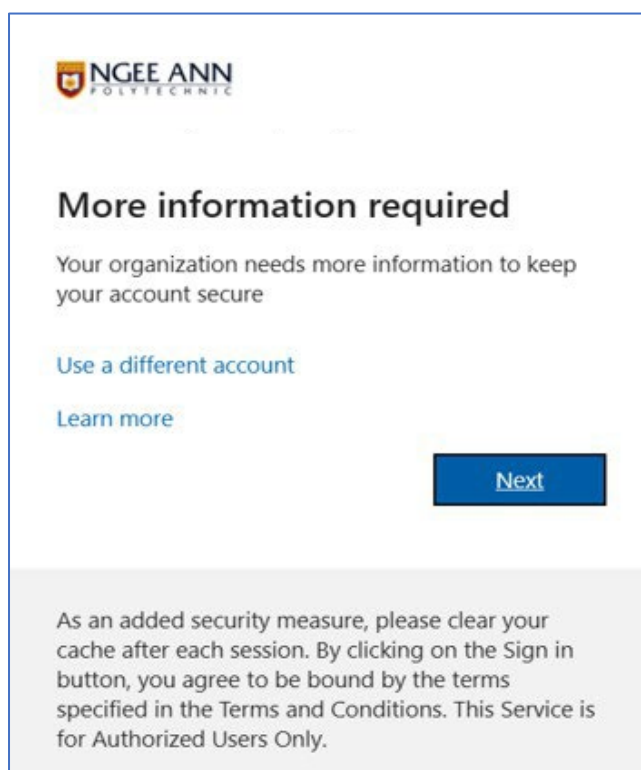
- Authenticator App -> Code from Microsoft Authenticator app, or
- Phone -> Register your mobile number to receive a one-time passcode (OTP) via SMS

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

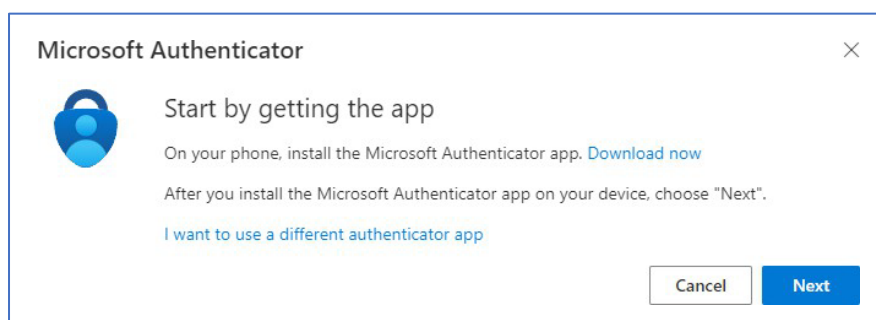
If you are a new staff setting up MFA for the first time, please follow the steps below. Else, if you are an existing staff, skip to page 10.

Option A: Authenticator App

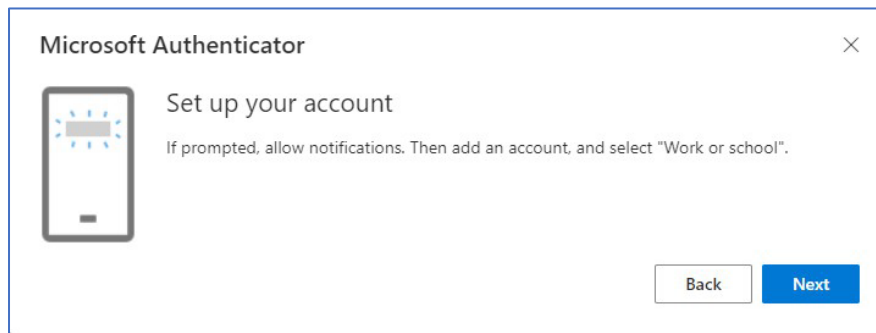
1. When accessing O365 services such as email (web), MS Teams and/or Politemall, you will see this prompt for MFA setup. Click **Next** button.



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.

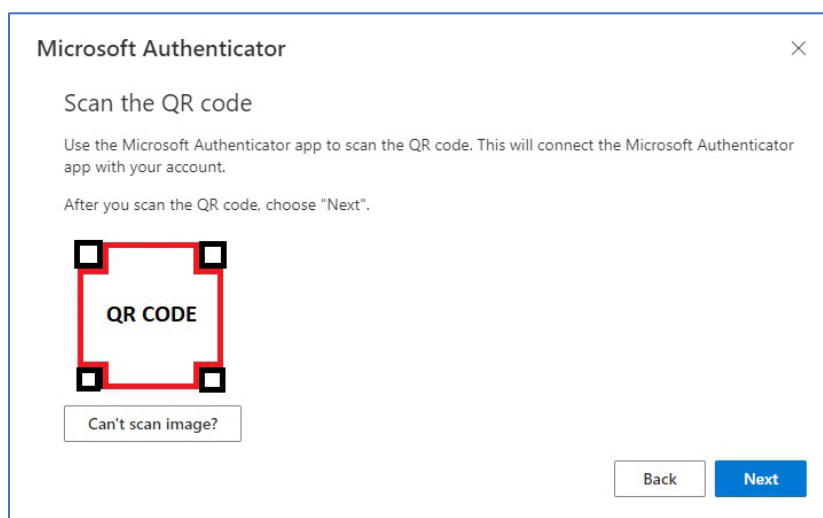
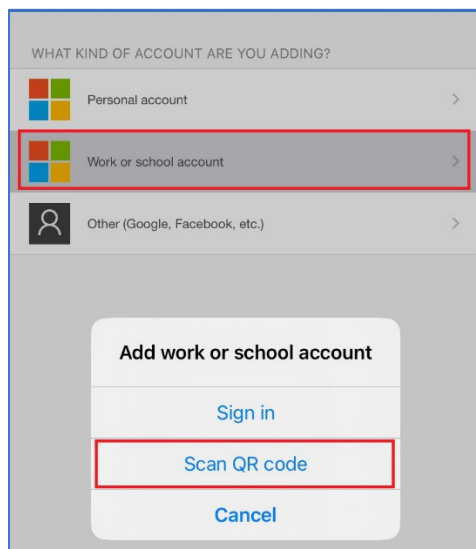


3. Click on **Next** button to generate a QR code.

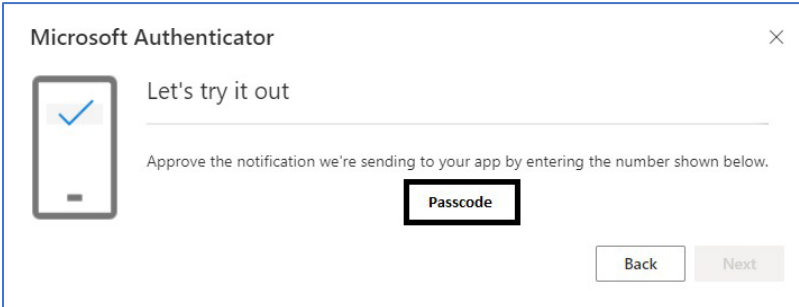


4. After which, go to your mobile phone and select **"Work or school account"**, select **"Scan QR Code"**, and then scan the QR code with your mobile phone as per shown on the next screenshot, and then click on Next button.

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



5. Key in the passcode (e.g. 84) shown on the laptop screen, into your mobile phone, after which, click **Yes** button.



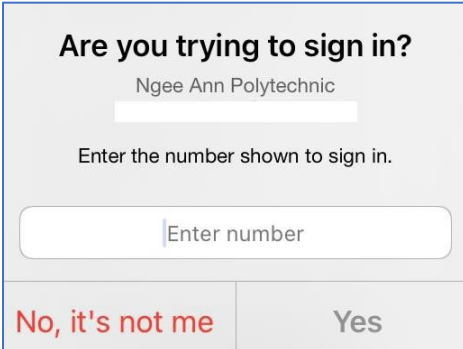
Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

Passcode

Back Next



Are you trying to sign in?

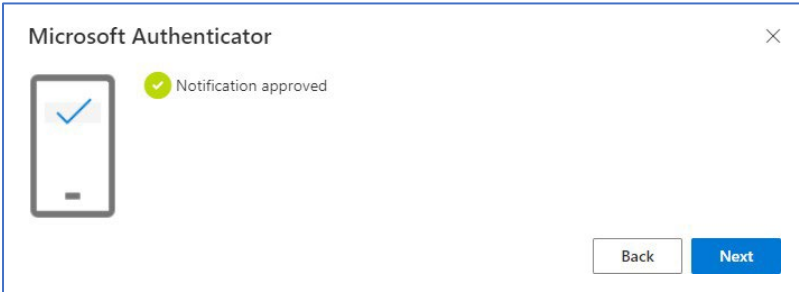
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Enter the number shown to sign in.

Enter number

No, it's not me Yes

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



Microsoft Authenticator

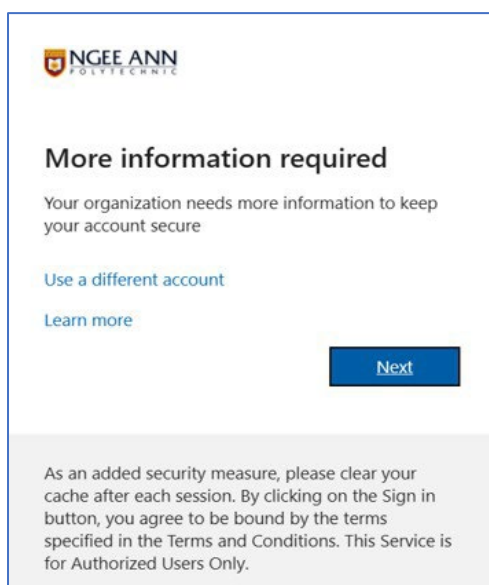
Notification approved

Back Next

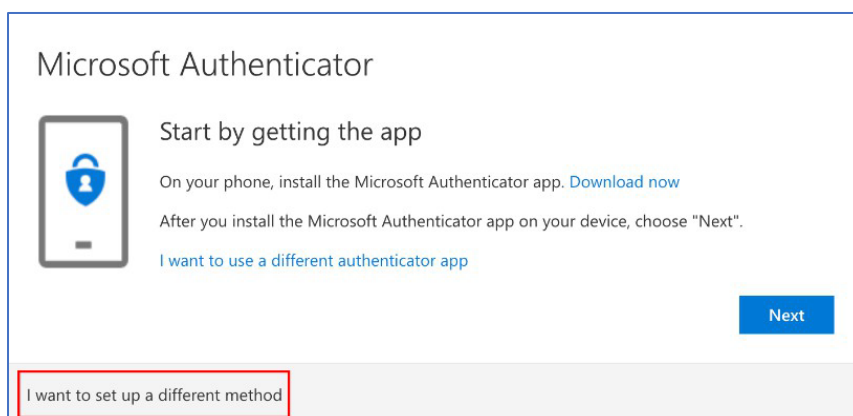
7. On your mobile phone, click **OK**.

Option B: Phone

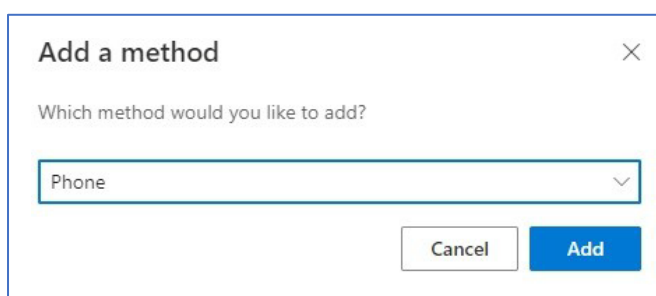
1. When accessing O365 services such as email (web), MS Teams and/or Politemall, you will see this prompt for MFA setup. Click **Next** button.



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.

Phone

×

You can prove who you are by receiving a code on your phone.

What phone number would you like to use?

Singapore (+65)

98765432

☒ Receive a code

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel

Next

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 code below.

123456

[Resend code](#)

Back

Next

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

Phone

×

☒ Verification complete. Your phone has been registered.

Done

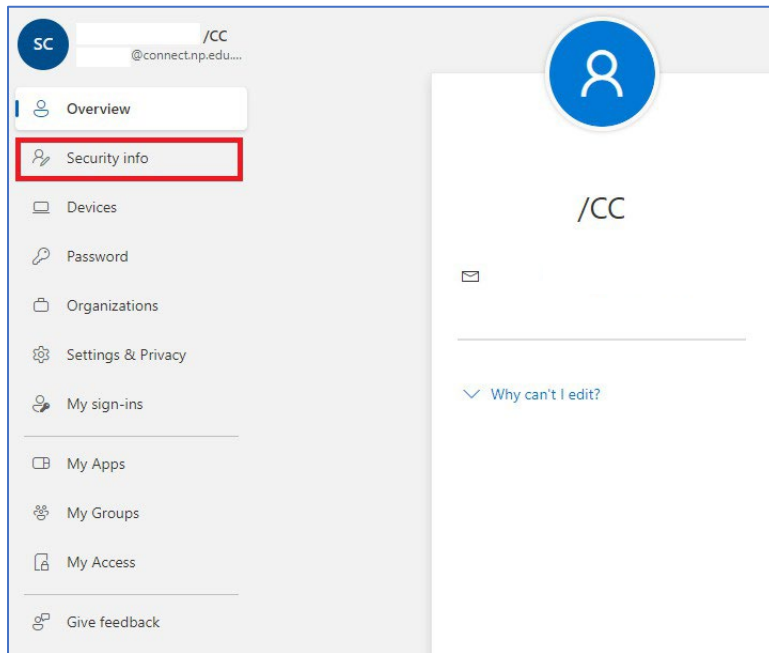
If you are an existing staff, please follow the steps below.

Option A: Authenticator App

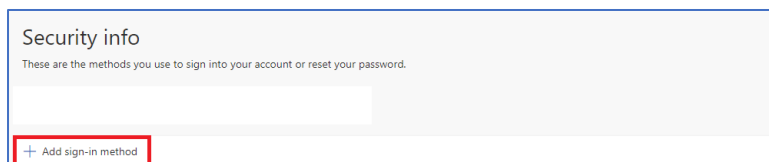
1. When accessing O365 services such as email (web), MS Teams and/or Politemall, you will see this prompt for MFA setup. Click **Next** button.

Go to <https://myprofile.microsoft.com>

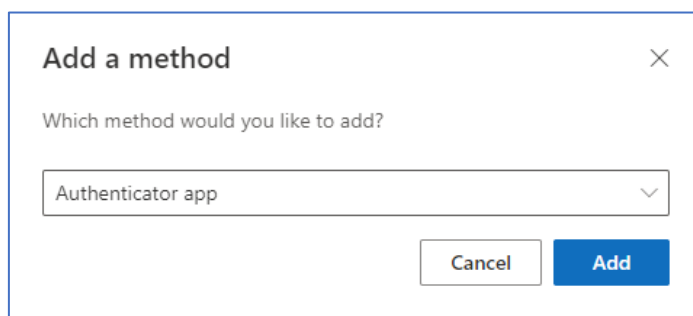
Click on **Security Info** option on the left menu bar.



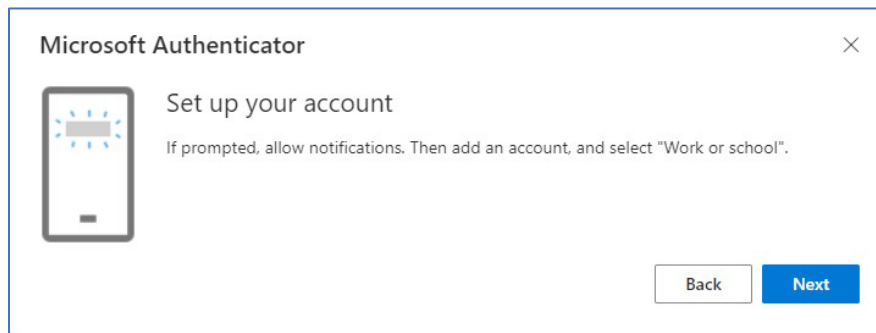
Click on **+ Add sign-in method** in Security info section.



In the “**Add a method**” pop-up dialog box, choose “**Authenticator app**” and then click on **Add** button.

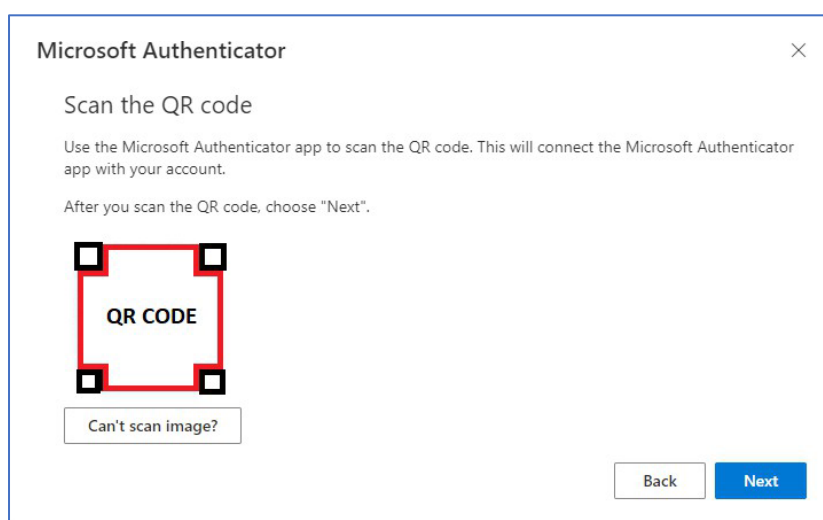
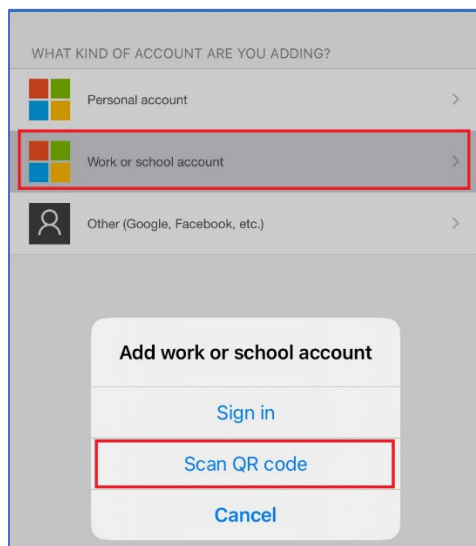


2. Click on **Next** button to generate a QR code.

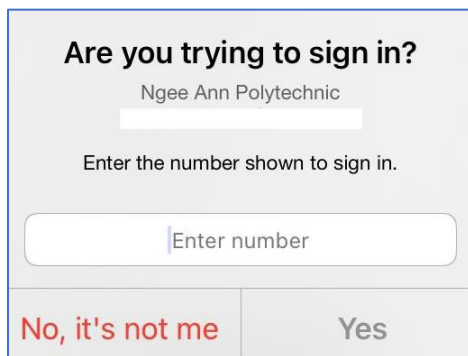
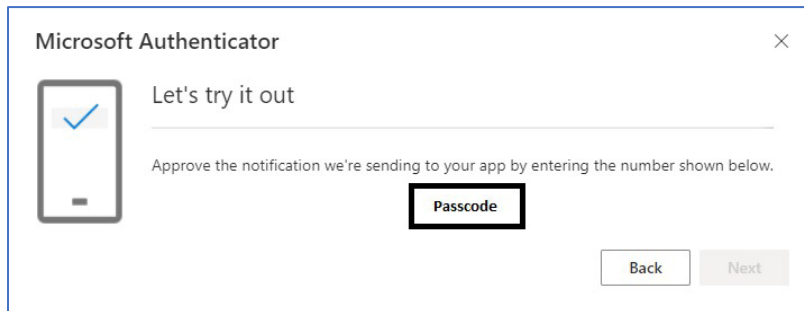


3. After which, go to your mobile phone and select **"Work or school account"**, select **"Scan QR Code"**, and then scan the QR code with your mobile phone as per shown on the next screenshot, and then click on Next button.

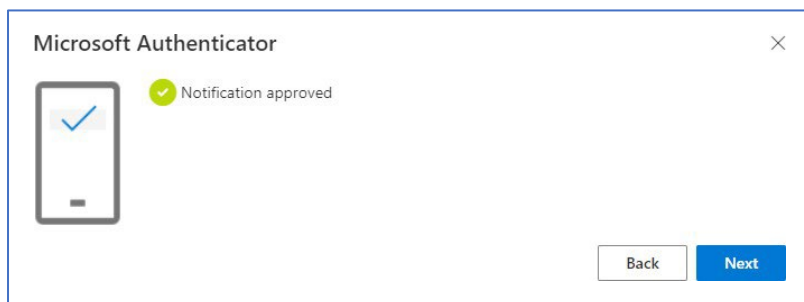
Note: You can add more than one account to your MS Authenticator app.



4. Key in the passcode (e.g. 84) shown on the laptop screen, into your mobile phone, after which, click **Yes** button.



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



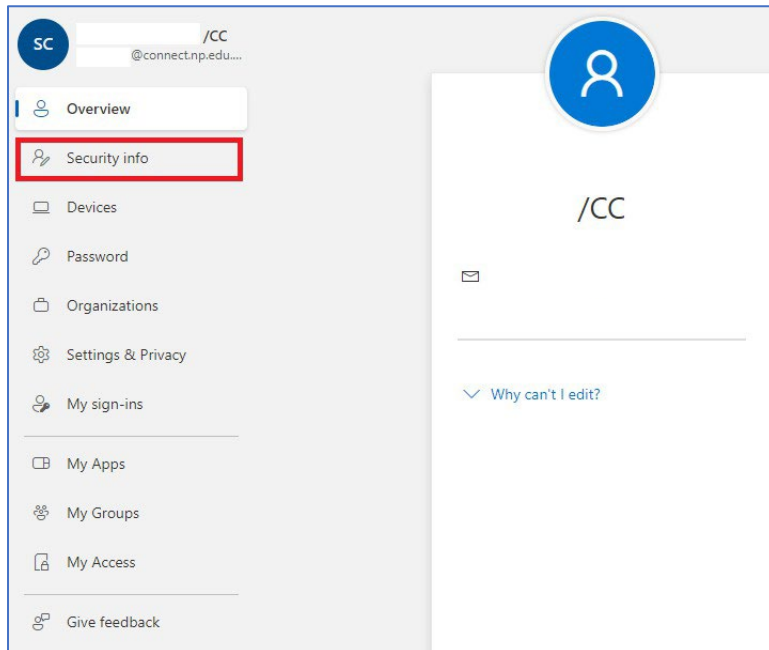
6. On your mobile phone, click **OK**.

Option B: Phone

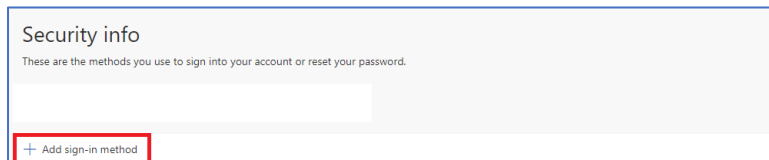
1. When accessing O365 services such as email (web), MS Teams and/or Politemail, you will see this prompt for MFA setup. Click **Next** button.

Go to <https://myprofile.microsoft.com>.

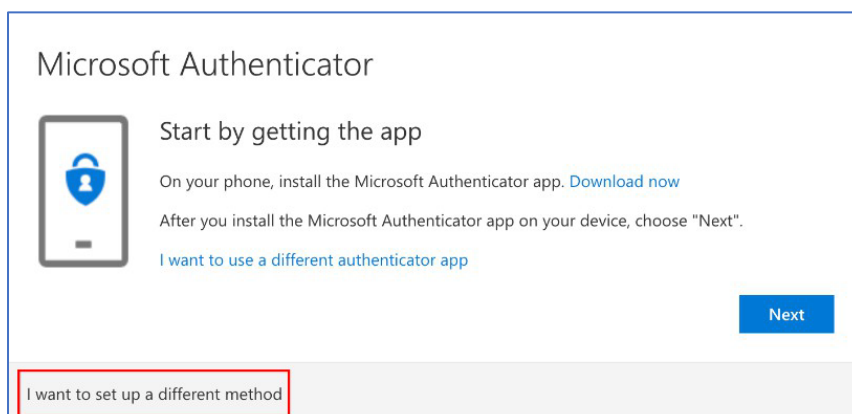
Click on **Security Info** option on the left menu bar.



Click on **+ Add sign-in method** in Security info section.



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.

The 'Add a method' dialog box has a title bar with a close button (X). The main text asks 'Which method would you like to add?'. Below this is a dropdown menu with 'Phone' selected. At the bottom are 'Cancel' and 'Add' buttons.

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

The 'Phone' dialog box has a title bar with a close button (X). The text says 'You can prove who you are by receiving a code on your phone.' and 'What phone number would you like to use?'. There is a dropdown menu showing 'Singapore (+65)' and a text input field containing '98765432'. Below this is a radio button labeled 'Receive a code' which is selected. A note states: 'Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).' At the bottom are 'Cancel' and 'Next' buttons.

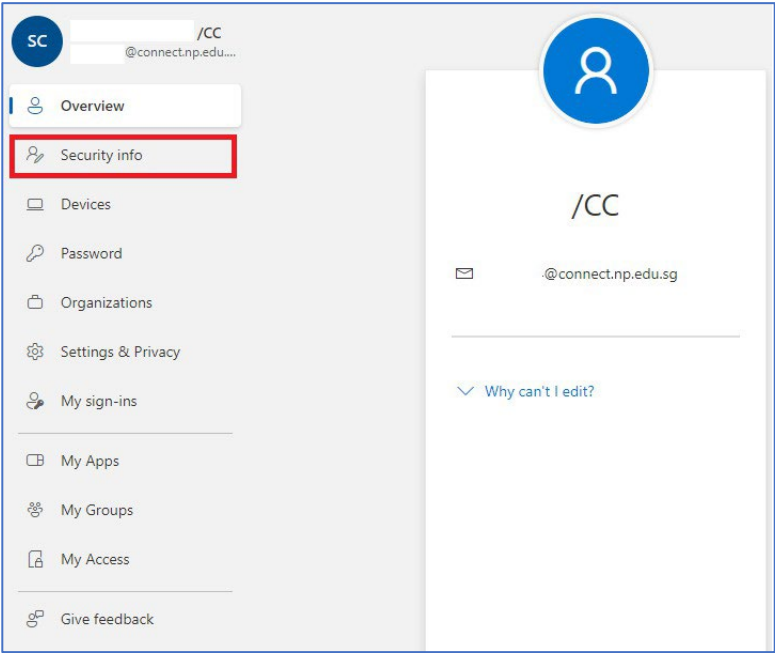
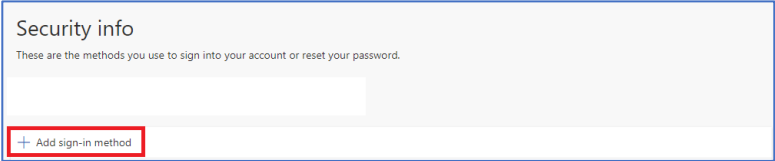
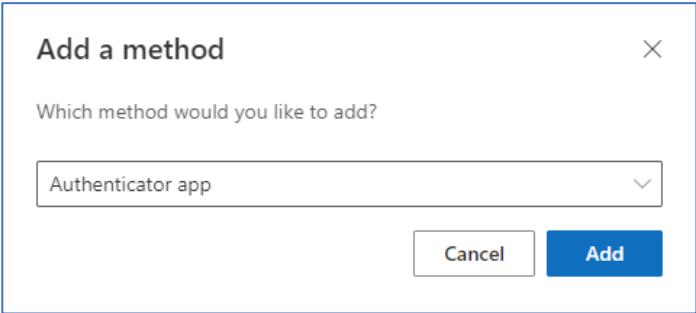
5. Key in the six digit passcode sent to your mobile number and then click **Next** button.

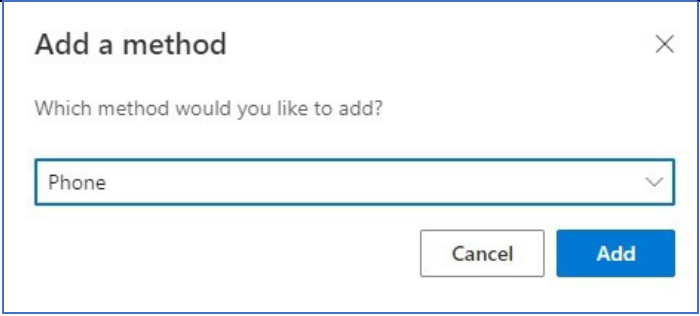
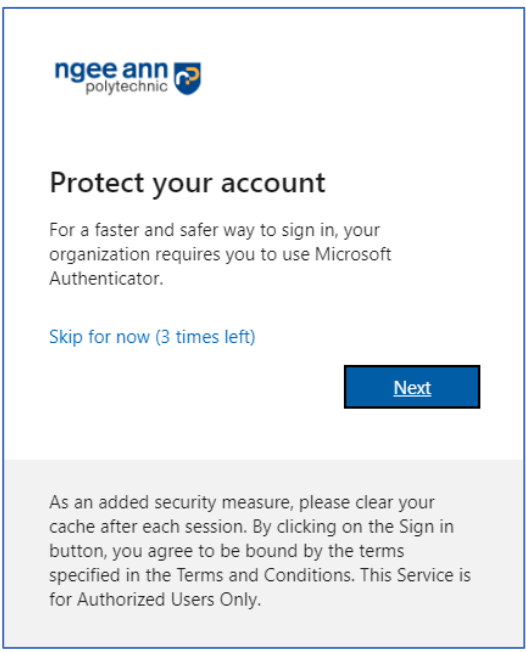
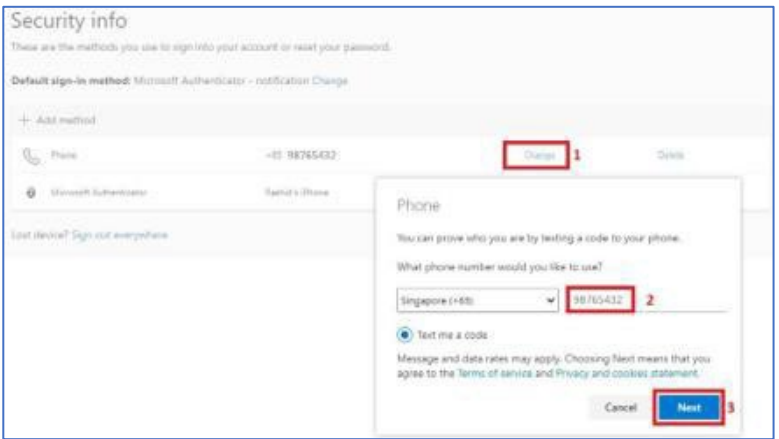
The 'Phone' dialog box has a title bar with a close button (X). The text says 'We just sent a 6 digit code to +65' and 'Enter the code below.'. There is a text input field containing '123456'. Below the input field is a link that says 'Resend code'. At the bottom are 'Back' and 'Next' buttons.

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

The 'Phone' dialog box has a title bar with a close button (X). It shows a green checkmark icon and the text 'Verification complete. Your phone has been registered.'. At the bottom right is a '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 Support@np.edu.sg or call hotline at 6460 8111 for assistance.
2	<p>I have previously selected Phone option and I wish to add Microsoft Authenticator app as alternative method.</p> <p>OR</p> <p>I have previously selected Authenticator option and I wish to add Phone as alternative method.</p>	<p>Go to https://myprofile.microsoft.com.</p> <p>Click on Security Info option on the left menu bar.</p>  <p>Click on + Add sign-in method in Security info section.</p>  <p>In the “Add a method” pop-up dialog box, choose “Authenticator app” and then click on Add button and follow the instructions.</p> 

		
3	<p>I am prompted to setup Microsoft Authenticator, despite setting Phone as the option.</p> 	<p>Follow Page 3-4 (for installation of Microsoft Authenticator) and 5-7 (setup MFA) on how to set up the Authenticator for your phone.</p>
4	<p>I have previously selected Phone option and I changed my new mobile number. How do I update my new mobile number for MFA?</p>	<p>Go to https://myprofile.microsoft.com.</p> <p>Select Security Info > Change > Remove old number and key in new number > Next</p> 

5	<p>I can't seem to scan the QR code, it gives me this error, how do I proceed?</p> 	<p>It seems like your MFA has been blocked. Please contact Support@np.edu.sg or call hotline at 6460 8111 for assistance.</p>
6	<p>I followed the steps but encountered the error, how do I proceed?</p> 	<p>We can temporarily disable MFA for you. Please contact Support@np.edu.sg or call hotline at 6460 8111 for assistance.</p>
7	<p>I am unable to receive my verification code via SMS, what should I do?</p>	
8	<p>I am unable to receive notification from my Microsoft Authenticator to input the passcode, what should I do?</p>	