UNISA university of south africa

MULTI FACTOR AUTHENTICATION (MFA) USER GUIDE

Please note an important update regarding the security of your University Office 365/myLife accounts for all students.
As part of our ongoing commitment to safeguarding your digital identity and ensuring the confidentiality of your academic information, we have implemented Multi-Factor Authentication (MFA) for all student accounts.

WHAT IS MFA AND WHY IS IT IMPORTANT?

Multi-factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to university systems. Multi-factor Authentication adds an extra layer of security to your account by requiring you to verify your identity through two or more verification factors. In addition to your password, you will now use a second factor—such as a **mobile app (Authenticator), text message, or phone call**—to confirm your identity. This significantly reduces the risk of unauthorized access even if your password is compromised.

WHEN WAS THE MFA PROCESS ENABLED?

On December 8, 2023, the MFA for student accounts implementation began. It will continue in phases until all **registered and historically** registered students are enabled. The next time you log into your university account, you will be prompted to set up your MFA.

HOW TO SET UP MFA?

Setting up MFA is a quick and straightforward process. You will receive detailed instructions and step-by-step guidance on how to enable it. We will also provide support through dedicated service desk resources for those who may need assistance.

BENEFITS OF MFA

- Enhanced Security: Protecting your personal and academic information is our top priority.
- Flexibility: Choose from a variety of MFA methods that best suit your preferences and lifestyle.
- Global Access: With MFA, you can confidently access your account from anywhere, knowing that your information is secure.

PLEASE PAY ATTENTION TO THE FOLLOWING IMPORTANT DETAILS

- Students whose contact information has been lost or changed and did not notify the university, will receive their authentication at their old mobile number. Students who are impacted must download the **DSAR03** form, complete it, and email it to mymodule2022@unisa.ac.za or enquire@unisa.ac.za along with a copy of their ID to avoid this from happening.
- In the event that an authentication is still sent to old contact information, after you have updated the information with the university, please contact us via **phone** on **0800 00 1870 – option 2**, via **email** on mymodule2022@unisa.ac.za or enquire@unisa.ac.za, or through our **Live Chat** or **Social Media** for further assistance.
- Students not owning smartphones will be presented with a page asking to add a method for authentication. Click on **add method** and select **phone** from the drop-down menu and enter the mobile phone that is linked to your UNISA account. The code will then be sent to you (please see Instructions below on how to set up your phone and the app).
- In case the student loses or replaces a device previously utilised to download the app – please contact us via phone on **0800 00 1870, option 2**, via email on mymodule2022@unisa.ac.za or enquire@unisa.ac.za, or through our **Live Chat** or **Social Media** for further assistance.
- To our international students, please remember to include the code and the country when updating your contact information.

Students are expected to familiarise themselves with the Multi Factor Authentication (MFA), you can use the following steps to help yourself before escalating for further assistance.

HOW DO I SETUP THE DEFAULT MFA VERIFICATION METHOD – AUTHENTICATION APP FOR STUDENTS

METHOD 1: INSTRUCTIONS TO SETUP THE MFA VERIFICATION METHOD: AUTHENTICATION APP (DEFAULT) WITH SMART PHONES

STEP 1: ON YOUR MOBILE PHONE

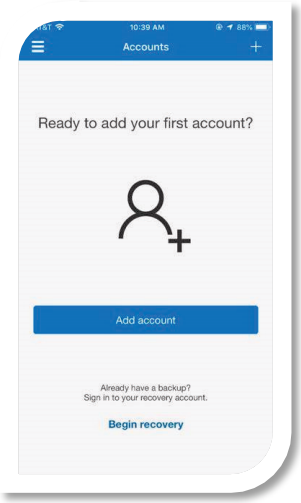
1 Please download the relevant Microsoft Authenticator app and follow the instructions to install the **Microsoft Authenticator app** onto your smartphone/iPhone.

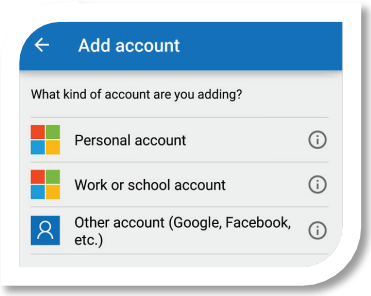
Apple AppStore:
https://itunes.apple.com/us/app/microsoft-authenticator/id983156458

Google Play Store:
https://apps.apple.com/us/app/microsoft-authenticator/id983156458

2 Once you have completed the installation of the **Microsoft Authenticator**, it will appear on your mobile device.

3 Open/Launch the **Microsoft Authenticator** on your phone, select **Add account and** then **Work or School account**



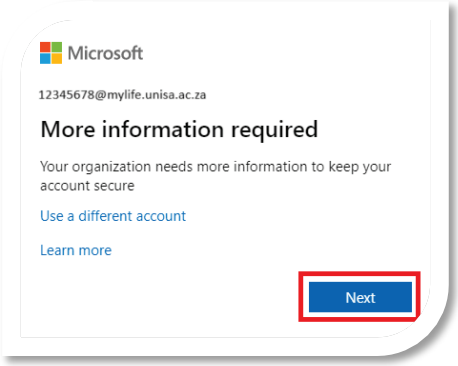


4 Under **Add Work or school account**, select Scan a QR code

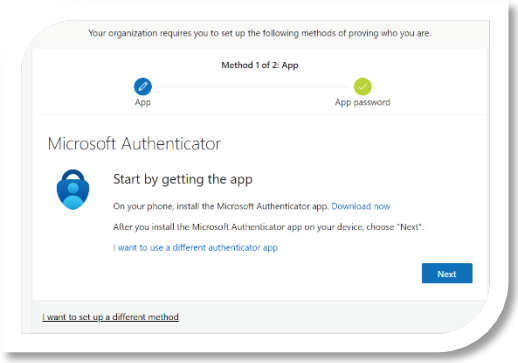
STEP 2: ON YOUR COMPUTER/LAPTOP

1. Login to your **Office 365/myLife account** (http://mylife.unisa.ac.za/) with your **myLife email** and **password**.

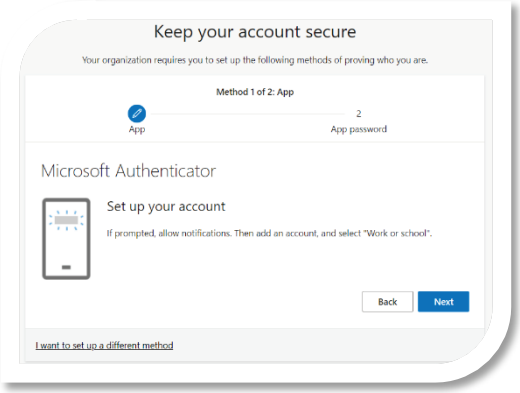
2. Click on the **Next** option.



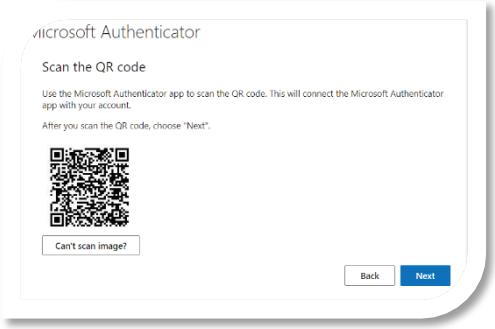
3. Screen will appear, and click **Next**



4. Click **Next**

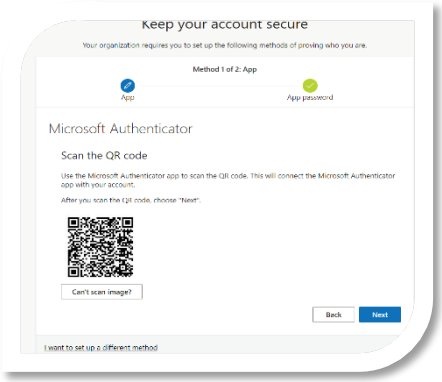


5. Use your mobile phone scan the Scan QR code from Web registration page and then click **Next**

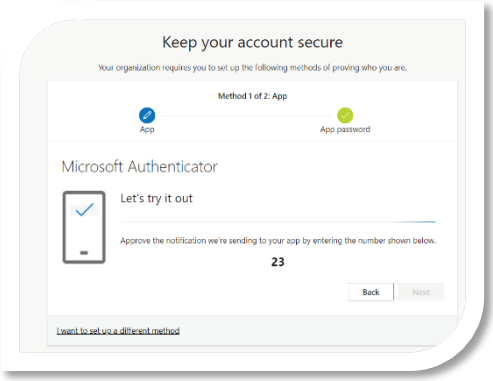


6. **On your mobile phone**: Wait until your account is successfully added on Microsoft Authenticator.

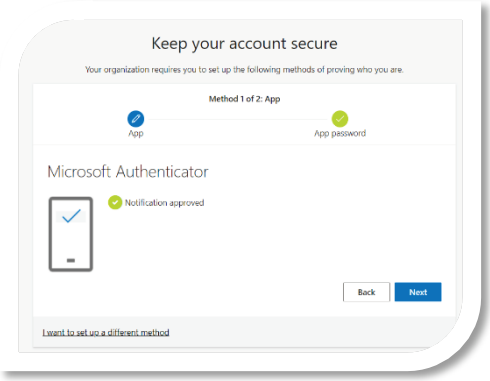
7 On the **web** this screen will appear. Click **Next**



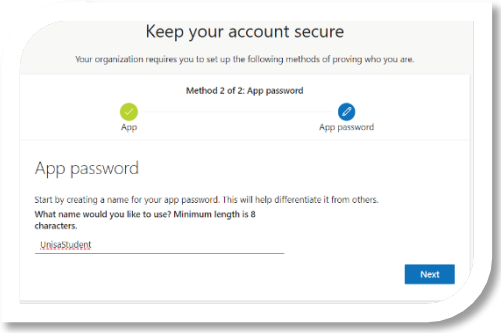
8 A number will appear on the web screen (e.g. 23). **Enter the number** on your phone after allowing the app.



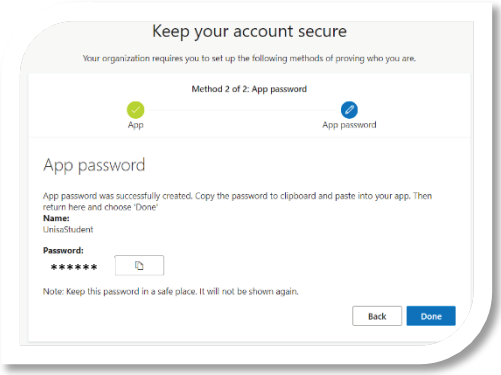
9 After entering the number on your mobile phone, the message will appear, and click **Next**



10 Enter the name e.g., UnisaStudent, and click **Next**



11 Save the password, and click **Done**



METHOD 2: INSTRUCTIONS TO SETUP THE MFA VERIFICATION METHOD: MOBILE PHONE NUMBER

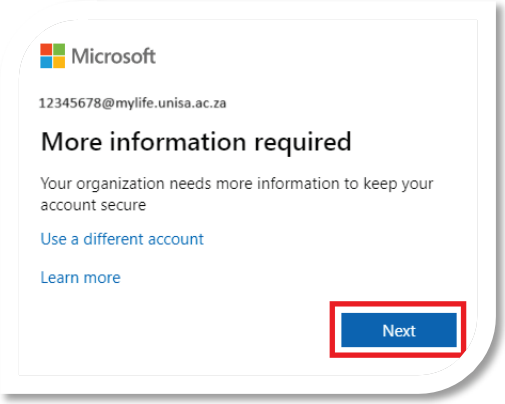
This method is applicable to the students who:

- **Do not have smart phone**, or
- **Don't intend to use Microsoft Authenticator App** or
- Those who intend to use both the **Microsoft Authenticator App** and **Mobile phone number** verification methods.

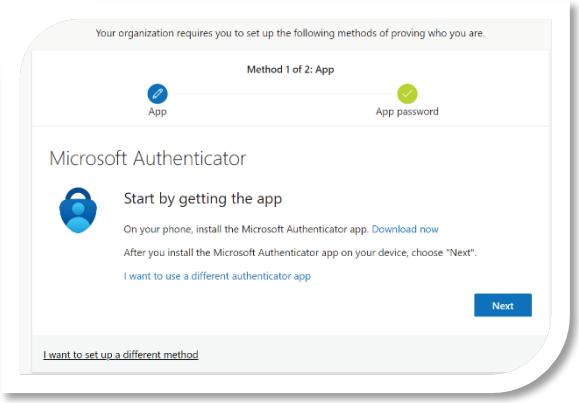
ON YOUR COMPUTER OR LAPTOP

1. Login to your **Office 365/myLife account** (http://mylife.unisa.ac.za/) with your **myLife email** and **password**.

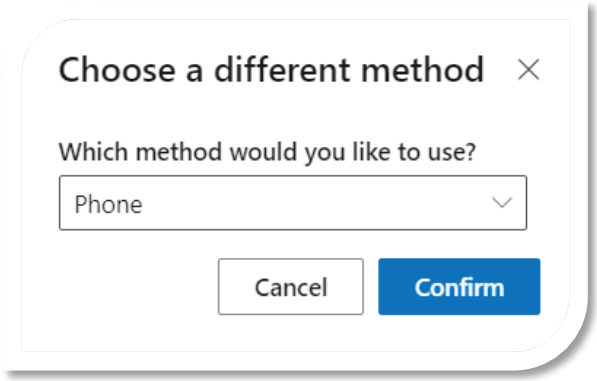
2. Click on the **Next**



3. Click **I want to setup a different method**

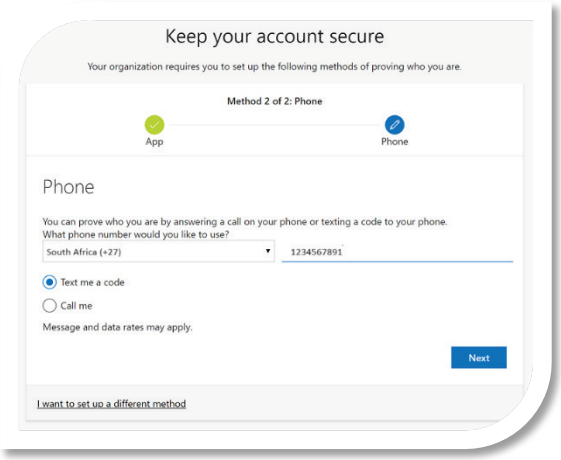


4. Click on the dropdown list for **Which method would you like to use?,** select **Phone** and then **Confirm**.

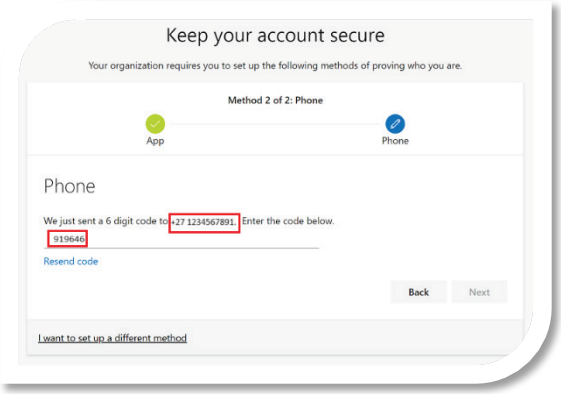


5 Select **South Africa (+27)** as the country name, if not already selected, and enter the **10-digit cell phone number** on which to be contacted. Do not include spaces, parentheses, or any other punctuation marks. Click **Next**.

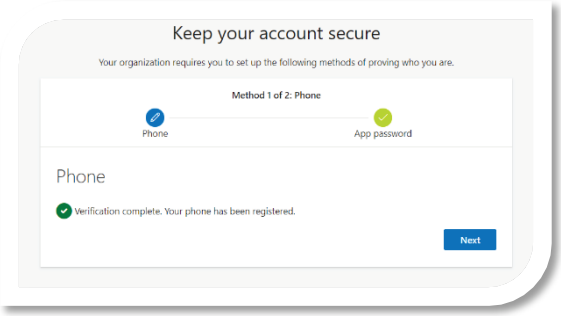
NB: To our international students, please remember to include the code and the country when updating your contact information.



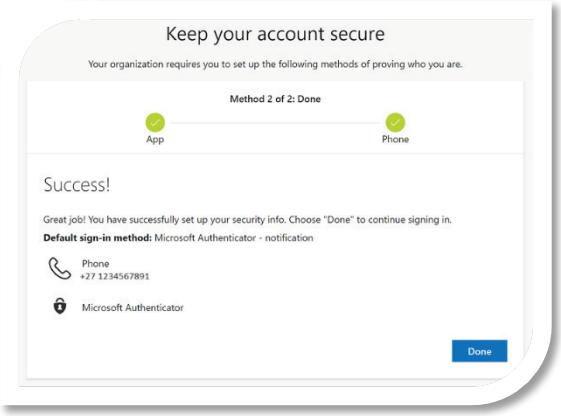
6 From your mobile phone, you will receive **6-digit code**. Enter the code and then click **Next**



7 A confirmation message will appear, and click **Next**



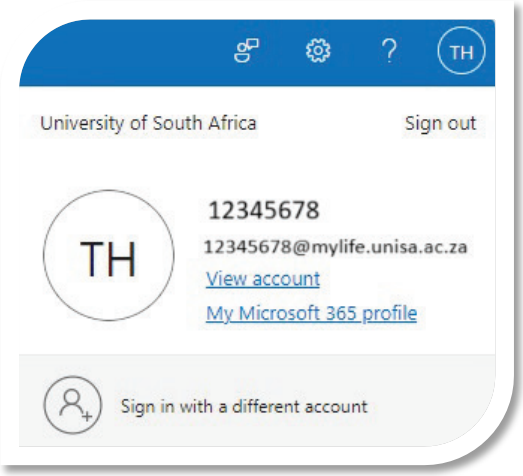
8 Confirmation of successful verification setup and click **Done**



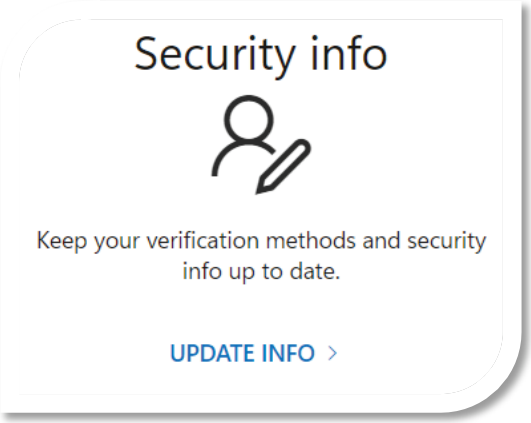
INSTRUCTIONS TO MANAGE OR MODIFY YOUR PHONE NUMBER AND DEFAULT SIGN-IN METHOD FOR THE MFA VERIFICATION METHOD

1. Login to your **Office 365/myLife account** (http://mylife.unisa.ac.za/) with your **myLife email** and **password**.

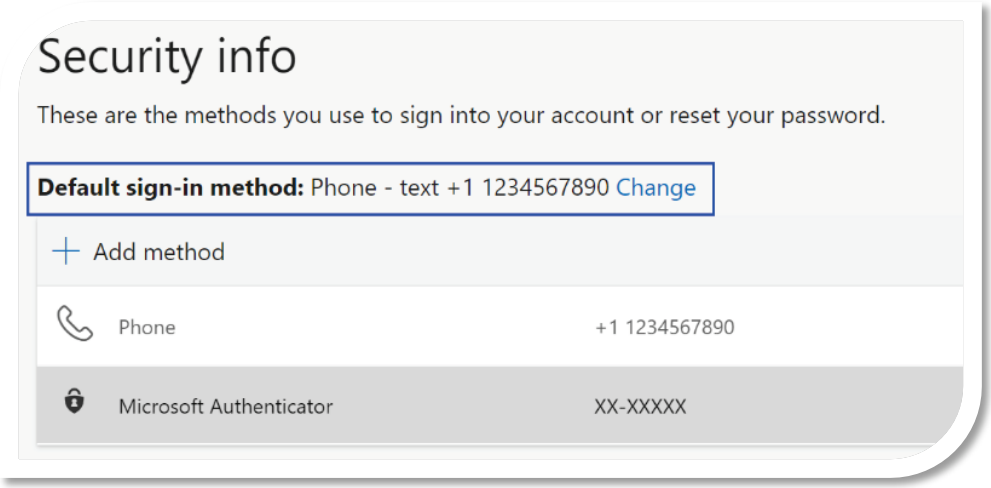
2. Click on the person icon or initials in the top right corner, and then click on **View Account**.



3. Click on **Security Info**



4. Click **Change** next to **Default sign-in method** and change your phone number and default sign-in method from **Phone** to **App** based authentication or delete the authenticator app linked to the phone (in case you lost the phone).



You can also go to https://www.youtube.com/watch?v=1yfTj2BtUfI for comprehensive guidelines and step-by-step help on how to enable MFA.