# Multi-Factor Authentication Project

## Setting up phone call verification on an alternative phone

### Multi-Factor Authentication Project

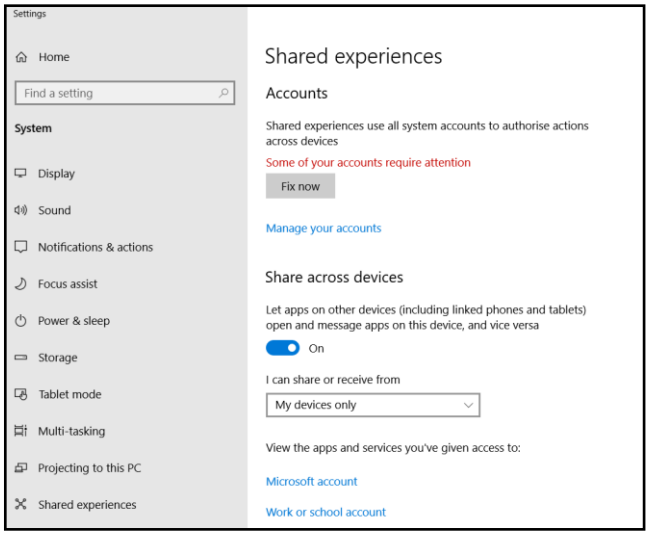
The Multi-Factor Authentication Project is responsible for providing all Oxford Single Sign-On users with additional verification methods when accessing materials which are currently protected by Single Sign-On. This guide will assist you in setting up an additional authentication factor for your Single Sign-On.

The project is adopting a phased approach to the second factor being switched on. You will receive communications in set intervals informing you of when you are due to go-live with your second factor.

When this is switched on, your access to existing applications will be suspended.

This guide will show you how to set up phone call verification on an alternative phone (e.g. office phone) which will act as your multi-factor authentication method.

1. You may receive a notification advising that your details need updating. Clicking on the notification will take you to the settings page for your PC.




2. Click **Fix now**

3. If you are not taken to your PC settings a ‘More information required’ screen will appear. It will also appear after you click Fix Now

4. Click **Next**

5. The Nexus365 security verification screen will display

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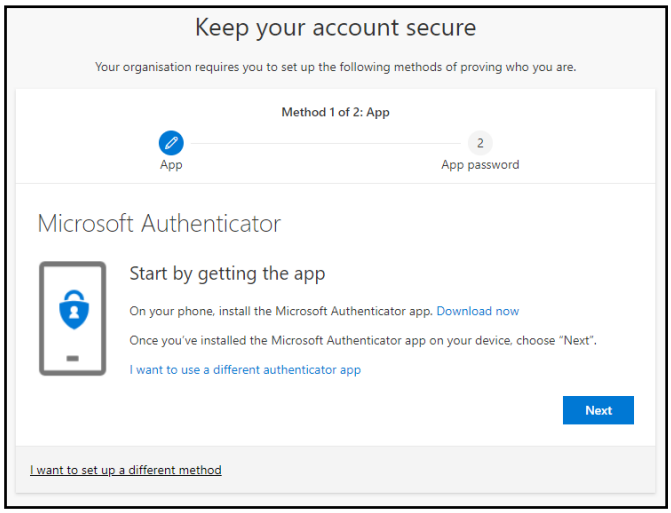
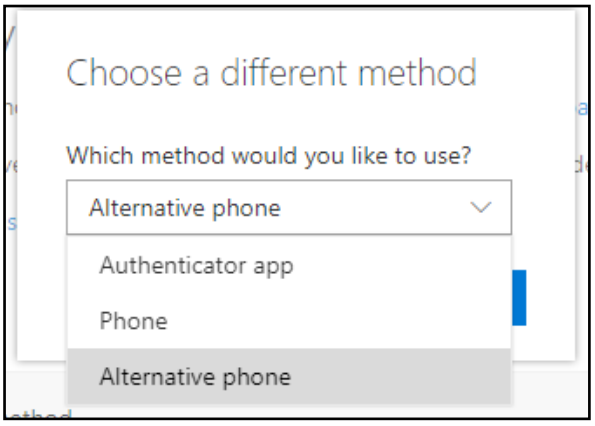



This is the area where you set up how the system will contact you when you need to provide a second authentication method.

1. Click **I want to set up a different method** at the bottom of the screen.

2. Open the drop-down menu. Click **Alternative phone**




3. Click **Confirm**

4. Use the drop-down menu to pick the country the telephone number originates in. Countries appear in alphabetical order (except for the United States)

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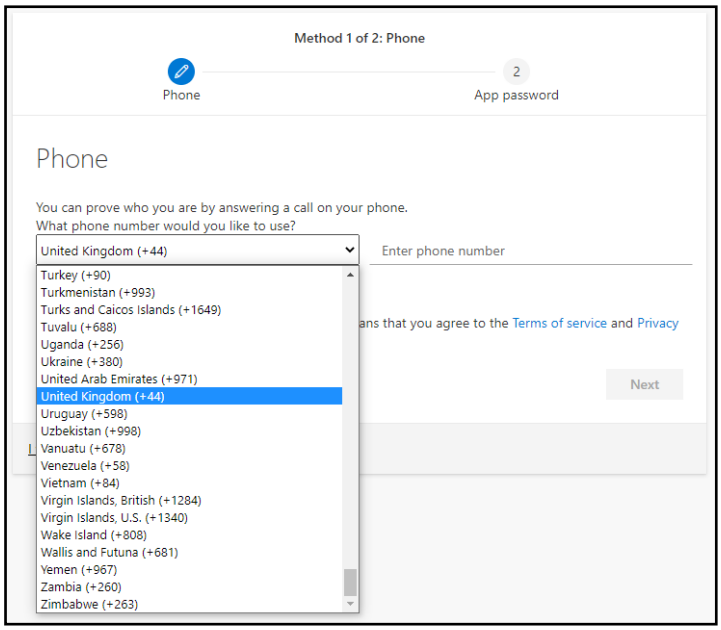
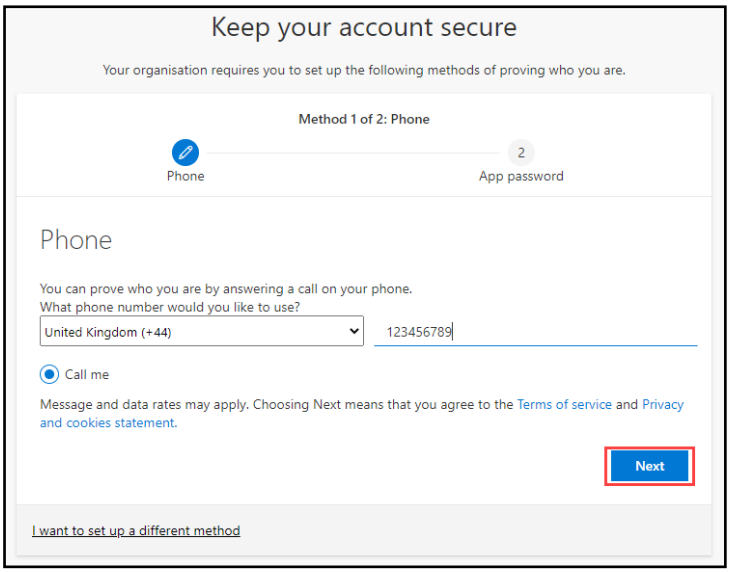



5. Enter the telephone number on the right hand side.

6. The radio button option to ‘Call Me’ is already selected as it is the only option

7. Click **Next**




8. The screen will display a message informing you that the system is calling the number

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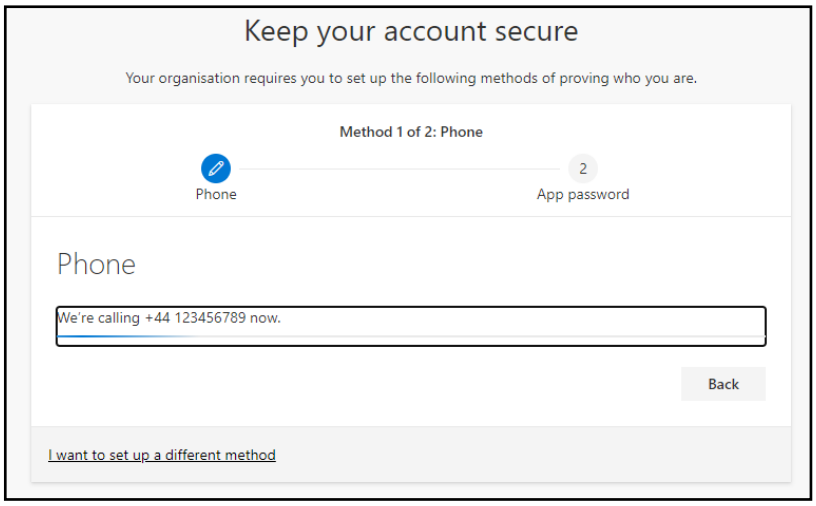
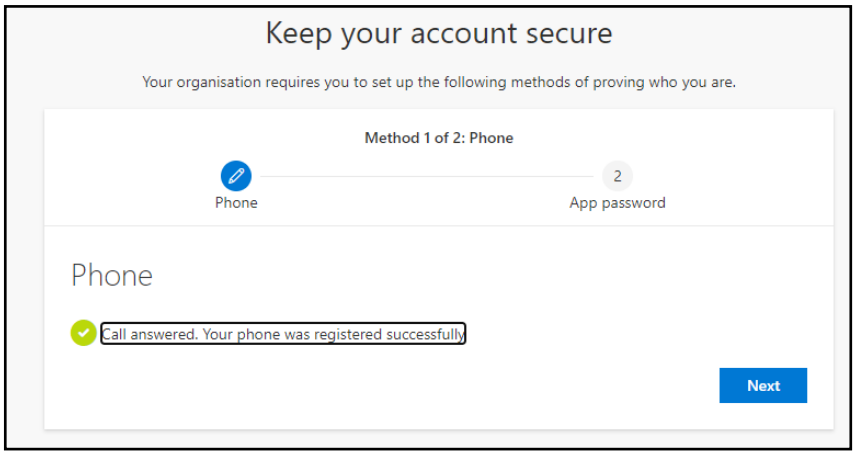



9. Answer the call and press the # key on the device to verify your identity and your second factor authentication method

10. When the process is complete, the system will inform you that the phone was registered successfully




11. Click **Next**

At this point your Multi-factor authentication method has been set-up. In some instances, the system will ask if you want to set-up an App Password. These are only required if you are accessing older applications or non-Microsoft clients (Outlook prior to 2016, Gmail, native email applications on smart devices).

If you do not need to set up an App password you can close the page.

For assistance on how to set up an App password please use the App Password guide.

Note - first you must have requested App Password enablement using the appropriate service request.