Multi-Factor Authentication Project

Setting up phone call verification on a personal device

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.

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 a personal device which will act as your multi-factor authentication method.

1. Go to My Sign-Ins
2. Select your account
3. Enter your Single Sign-On (SSO) password and click Sign-In
4. Click Next on the ‘More information is required’ screen

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

5. Click I want to set up a different method
6. Open the drop-down menu and select **Phone** and click **Confirm**

![Choose a different method](image)

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

![Phone](image)

8. Enter the telephone number on the right-hand side
9. Click the radio button next to ‘*Call me*’ and click **Next**

![Phone](image)

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

![Phone](image)

11.03.21/v2.0
11. Answer the call and press the # key on the device to verify your identity and your second factor authentication method. Please note the automated message will ask you to press the 'pound' key, which is the hash symbol (#) on your telephone keypad.

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

13. Click **Next**

14. At the next screen, click **Done**

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 guidance on the [project webpage](#).

*Note - first you must have requested App password enablement using the appropriate [service request](#).