



Multi-Factor Authentication Project

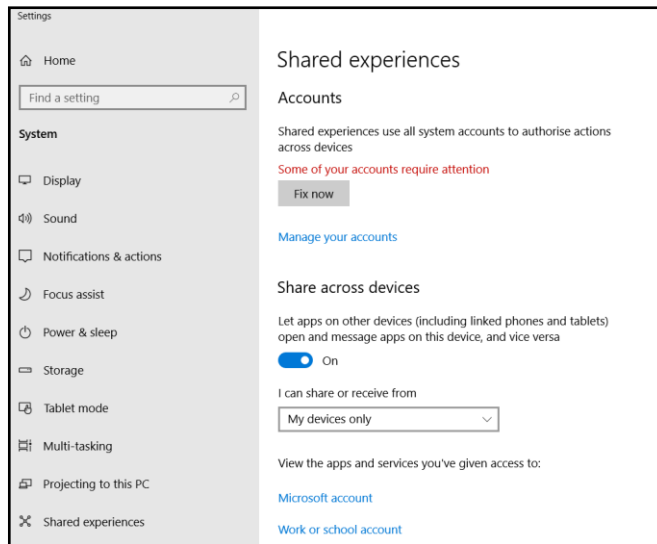
The Multi-Factor Authentication Project is responsible for providing all Oxford Single Sign-On users with additional verification methods when accessing materials which are currently protected by Single Sign-On. This guide will assist you in setting up an additional authentication factor for your Single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



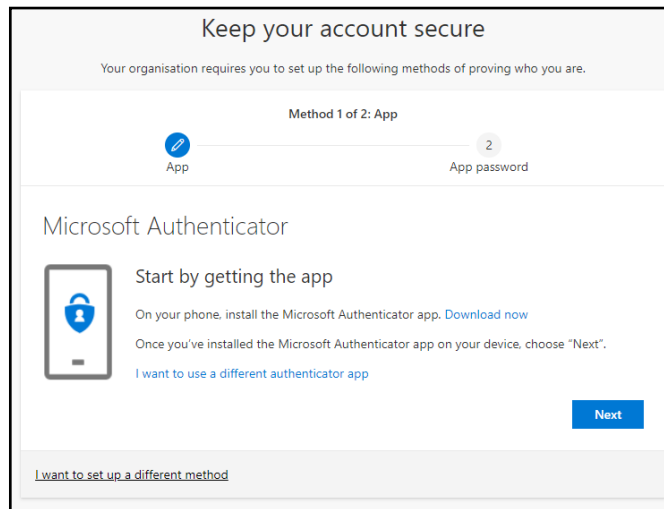
2. Click **Fix now**
3. If you are not taken to your PC settings a message will appear asking for more information. It will also appear after you click Fix Now
4. Click **Next**

Multi-Factor Authentication Project

Setting up text message verification on a personal device

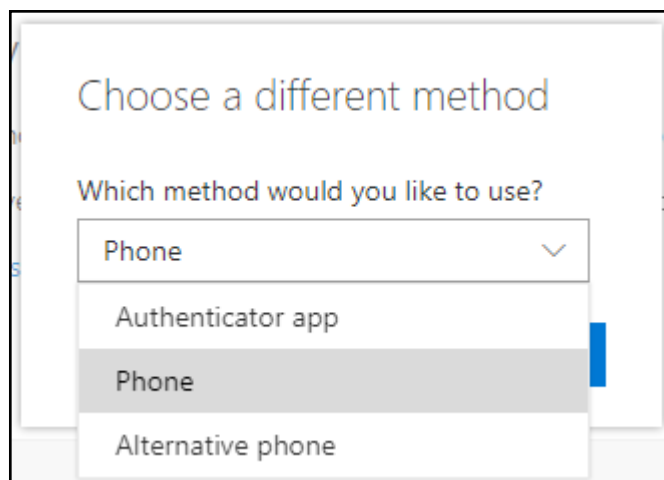


5. The Nexus365 security verification screen will display



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 **Phone**



3. Click **Confirm**

Multi-Factor Authentication Project

Setting up text message verification on a personal device



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)

A screenshot of a mobile application interface for setting up a second factor of authentication. At the top, it says 'Method 1 of 2: Phone' with a progress indicator showing '1' for 'Phone' and '2' for 'App password'. Below this, the 'Phone' radio button is selected. The main heading is 'Phone'. A sub-heading reads: 'You can prove who you are by answering a call on your phone. What phone number would you like to use?'. There is a dropdown menu for selecting a country, currently showing 'United Kingdom (+44)'. To the right is a text input field labeled 'Enter phone number'. Below the input field is a 'Next' button. At the bottom, there is a link: 'I want to set up a different method'.

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

6. Click the radio button next to 'Text me a code'

A screenshot of a mobile application interface titled 'Keep your account secure'. A sub-heading reads: 'Your organisation requires you to set up the following methods of proving who you are.' Below this, it says 'Method 1 of 2: Phone' with a progress indicator. The 'Phone' radio button is selected. The main heading is 'Phone'. A sub-heading reads: 'You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use?'. There is a dropdown menu for selecting a country, currently showing 'United Kingdom (+44)'. To the right is a text input field containing the number '123456789'. Below the input field are two radio buttons: 'Text me a code' (which is selected and highlighted with a red box) and 'Call me'. Below the radio buttons is a 'Next' button. At the bottom, there is a link: 'I want to set up a different method'.

Multi-Factor Authentication Project

Setting up text message verification on a personal device



7. Click **Next**
8. The screen will display a message informing you that the system has sent a six digit code to the number registered

The screenshot shows a web interface titled "Keep your account secure". Below the title, it says "Your organisation requires you to set up the following methods of proving who you are." There are two methods listed: "Phone" (Method 1) and "App password" (Method 2). The "Phone" method is selected. A message states: "We just sent a 6-digit code to +44 123456789. Enter the code below." There is an input field for the code, a "Resend code" link, and "Back" and "Next" buttons. At the bottom, there is a link: "I want to set up a different method".

9. Enter the code
10. Click **Next**
11. When the process is complete, the system will inform you that the text was verified and the phone has been registered successfully

The screenshot shows the same "Keep your account secure" interface. The "Phone" method is still selected. A green checkmark icon is next to a message box that says: "SMS verified. Your phone was registered successfully". The "Next" button is now highlighted in blue.

12. Click **Next**
13. 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 [App Password guide](#).

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