



Multi-Factor Authentication Project

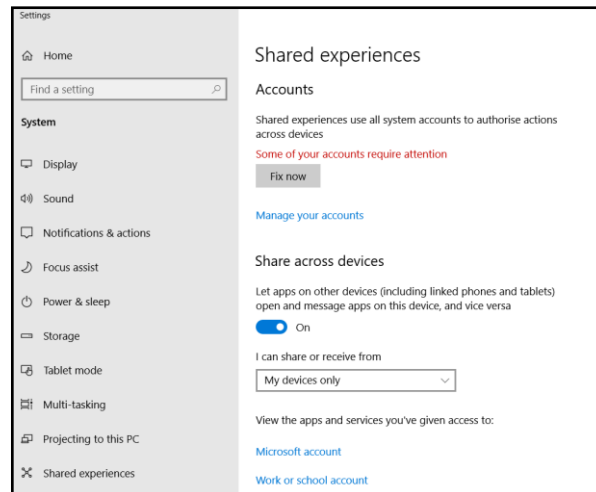
The Multi-Factor Authentication Project is responsible for providing all Oxford Single Sign-On users with additional verification methods when accessing materials which are currently protected by Single Sign-On. This guide will assist you in setting up an additional authentication factor for your Single 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 the mobile app to send notifications or a code which will act as your multi-factor authentication method.

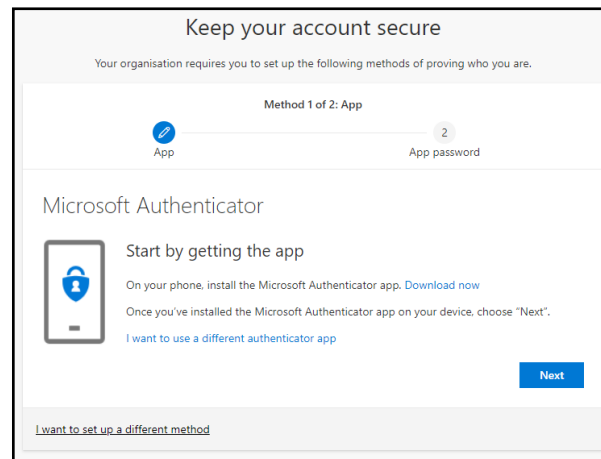
1. You may receive a notification advising that your details need updating. Clicking on the notification will take you to the settings page for your PC.



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**
5. The Nexus365 security verification screen will display

Multi-Factor Authentication Project

Setting up verification via the mobile app



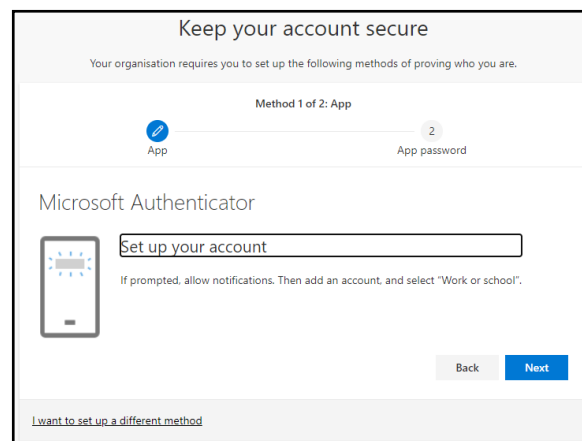
This is the area where you set up how the system will contact you when you need to provide a second authentication method.

You can set up an authenticator app to send a notification to your mobile device as your security verification method. The first part of this guide describes the processes involved to set up the Microsoft Authenticator App.

Please navigate to the next section (Setting up multi-factor authentication on a different authenticator app) for the process on how to set-up a different authenticator app.

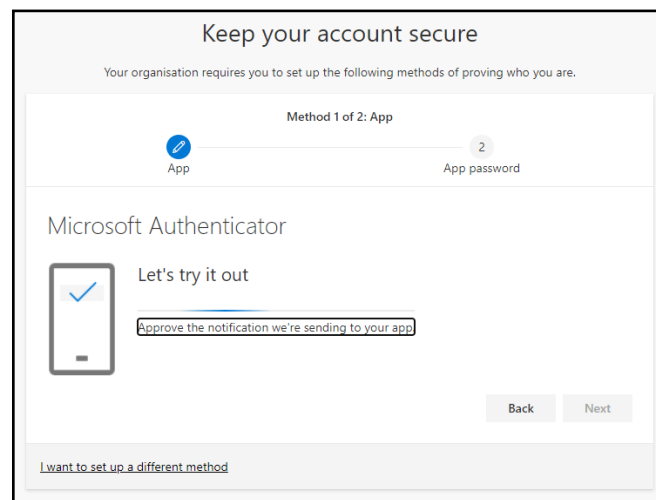
Before you can add your account you must download and install an Authenticator App on your device.

6. On the Nexus365 security verification page, click **Next**
7. Open the mobile app
8. If prompted, allow notifications in the app
9. In the App, click **Add account**, then click **Work or school Account**
10. A QR code scanner will appear on the screen
11. In the Nexus365 security verification screen, click **Next**





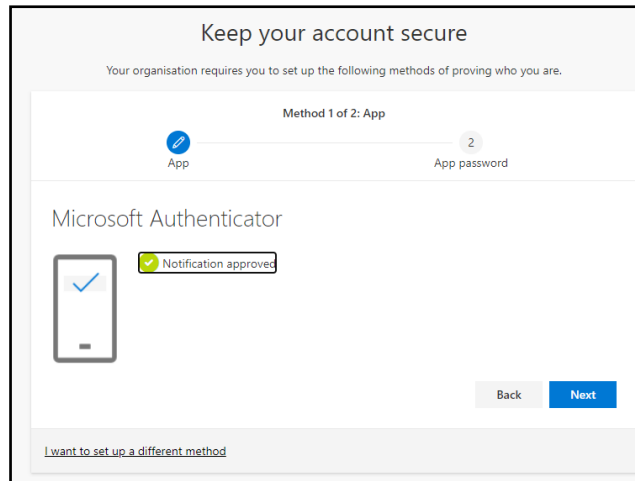
12. Scan the QR code.
13. Click **Next**
14. The app set-up will be completed (Skip to step 15)
15. If you can't scan the QR code, click **Can't scan image?**
16. On the Nexus365 security verification page a nine digit code and a URL will be populated
17. In the app, click **Or enter code manually**
18. Enter the code and the URL
19. Click **Finish** in the app
20. The system will send a notification to the app



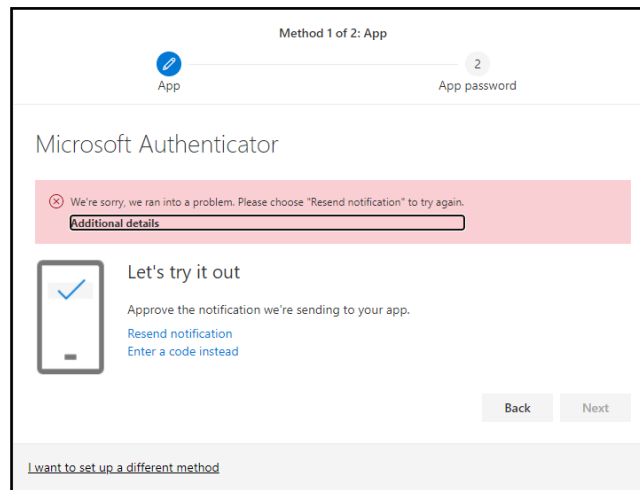
21. Click **Accept** in the mobile app
22. The Nexus365 security verification page will show that the notification has been approved (if this happens you can skip to step 21)

Multi-Factor Authentication Project

Setting up verification via the mobile app



23. If the notification doesn't work an error message will appear in the system



24. Either click **Resend notification** to receive a new notification or click **Enter a code instead**

25. Either accept the new notification or enter the six digit code in the app, depending on the process you selected.

26. 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 guidance on the [project webpage](#).

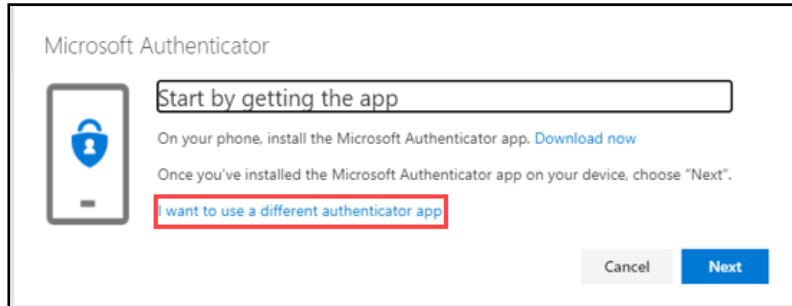
*Note - first you must have requested App password enablement using the appropriate [service request](#).



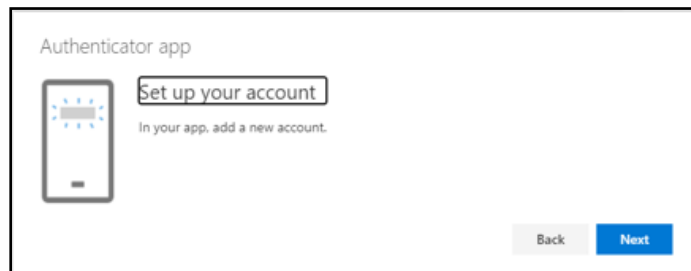
Setting up multi-factor authentication on a different authenticator app

If you would prefer to use a different authenticator app, or your device restricts you from installing the Microsoft App, the following process will describe how to set up multi-factor authentication on a different authenticator app. First you must have downloaded your chosen authenticator app.

1. On the Microsoft Authenticator screen click **I want to use a different authenticator app**



2. From within the app select the option to add a new account
3. Click **Next** in the set-up window on your device



4. A QR code will populate on the screen
5. Scan the QR code
6. Click **Next**
7. The authenticator app is now set-up.
8. On your device, a window to enter a 6-digit code will appear. Enter the code to test the set up.

Multi-Factor Authentication Project

Setting up verification via the mobile app



Authenticator app

Enter code
Enter the 6-digit code shown in the Authenticator app.

197315

Back Next

9. Click **Next**

10. Following successful entry of the code the set-up will be complete. Authenticator App will now show as a method of multi-factor authentication in your [Microsoft Account](#)