

Multi-factor Authentication Frequently Asked Questions

Q: What is MFA protecting?

A: MFA will trigger when accessing Unitec Microsoft 365 and the Student Portal “Myportal” when off-campus. MFA adds an extra layer of security to keep your Unitec Microsoft 365 data more secure. Even if a hacker has your username and password, MFA places an additional barrier to stop the hacker from accessing your account from a remote off-campus location.

Q: Do I have to register for MFA?

A: If you want to access Microsoft 365 or Myportal remotely you will need to register with MFA. MFA will be the only way to access your email, OneDrive, SharePoint and other 365 applications when working off the Unitec campus network, including on laptops and mobile devices such as smart phones and tablets.

Q: Do I have to download the Authenticator app to use MFA?

A: Although you can authenticate through SMS, the Authenticator app is the preferred and most secure method for MFA. It is also the easiest way and will make authenticating more seamless than other authentication methods. If it is not practical to use the authenticator app, the following options are available to use MFA:

- Receive an SMS to a registered mobile phone

Q: I haven't registered for MFA – can I still access Microsoft 365 and Myportal?

A: Yes, if you're not registered for MFA, you will still be able to access Microsoft 365 and Myportal using your Unitec credentials from the Unitec campus lab and classroom devices and/or personal devices connect to the Unitec student Wi-Fi. If accessing outside of the Unitec campus and you have not registered, you will be prompted to register for MFA at that point.

Q: How will MFA affect the way I work on a day to day basis?

A: MFA should not affect the way that you work, the change will affect the way you log in to Microsoft 365 and MyPortal when accessing remotely. MFA will not challenge you if you are accessing other non-Microsoft 365 applications such as Moodle.

Q: I need to travel interstate/overseas will MFA still work to access Microsoft 365?

A: Yes. You'll need to set up the below before you travel so that you can access Microsoft 365 and your email securely while overseas:

*We recommend if accessing from overseas the Microsoft Authenticator App is used. This will allow a more seamless authentication.

Q: I don't have access to my mobile phone, or it's been stolen/lost – can I still use MFA?

A: No. If you are not able to use/access your authentication device, MFA will not work and you will need to contact IT Help Desk for assistance.

Q: If someone steals my phone will they be able to access my email and OneDrive because I have the MFA authenticator app on it?

A: To access your account, a thief would need your username, password and the phone you have registered to receive an MFA challenge. If your phone is stolen you should contact the IT Help Desk immediately.

Q: I have changed the SIM card in my phone with the Authenticator App installed – will it still work?

A: Yes – provided that you still have data or can access Wi-Fi your Authenticator app will still work. However, if you have chosen to authenticate through your mobile number then MFA will not be able to challenge you through your new SIM unless you have transferred your pre-existing mobile number to the new SIM card.

Q: I have bought a new phone and the Authenticator App no longer works. What should I do?

A: If you have a new phone and experience problem setting up the authenticator app, have a look at this document from Microsoft: <https://support.microsoft.com/en-us/account-billing/back-up-and-recover-account-credentials-in-the-authenticator-app-bb939936-7a8d-4e88-bc43-49bc1a700a40>

This documents explains backups and restores for the Authenticator App. If you have still problems, please contact the IT Help Desk for help.

Q: What if I don't have a mobile phone or don't want to use my mobile phone for MFA?

A: You will not be able to access Unitec Microsoft 365 or the student portal "Myportal" unless you are on campus.

You can still work with the Office 365 applications on campus without MFA registration.

Q: Can I change my authentication method after I've set it?

A: Yes – you check your settings going to the Office 365 portal; in the top right corner, select your Profile and click View Account and then Security Info. Here you can make the changes.

Q: Why do I need to download an app on my phone?

A: The MFA app is the fastest, most reliable, and secure option of verification. The app ensures you do not need to carry around an extra piece of hardware plus there are no charges to yourself by using this method. The app also uses very minimal data on your device.

Q: What if I don't have a smart phone?

A: If you don't own a smart phone, you can use the SMS option to verify your identity.

Q: Why does MFA need to have access to my smart phone camera?

A: When you are registering for MFA for the first time, the app will use your camera to scan a QR code that will be displayed on your screen. After you have setup MFA, you can disable the app permission to access your device camera.

Q: What if my question hasn't been answered in these FAQs?

A: If you have a question that hasn't been answered please contact the IT Help Desk on [0800 275 467](tel:0800275467).