



Multi-factor authentication methods for new students

When you use the Student Desktop application, only two authentication methods work:

1. The mobile authentication app
2. receiving an automated phone call

If you are using the web link, Student Desktop will work with any authentication method.

You only need to do this set up once.

The steps below will detail out how to set your authentication methods. Select one method and click on it.

Contents

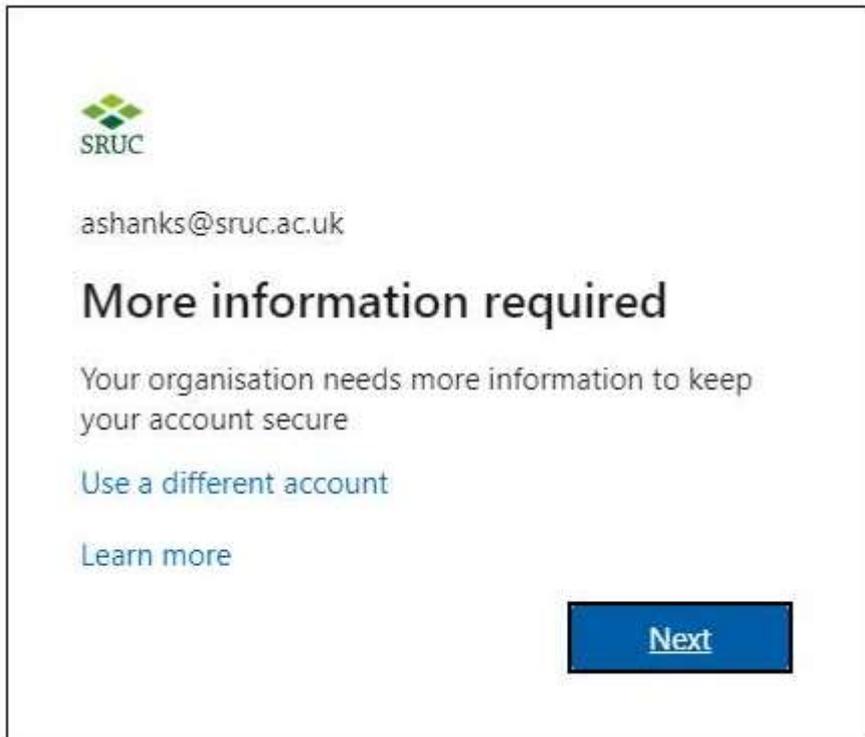
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Method 1 – Authentication phone call

On your PC, follow this link: [Register for MFA here](#)

Log on to your account using the format [studentnumber@sruc.ac.uk](#) and your password. For example, [S12345667@sruc.ac.uk](#)

You will then receive a prompt for more information. Click **Next**:



The next screen you should see is this:

SRUC

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

Send me a code by text message

Call me

[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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This is where you set up your authentication method.

- Under the option: **Step 1: How should we contact you?** choose “Mobile app”
- Under the option: **How do you want to use this mobile app?** select “Receive notifications for verification”
- Then click **Set up**

Additional security verification

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Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

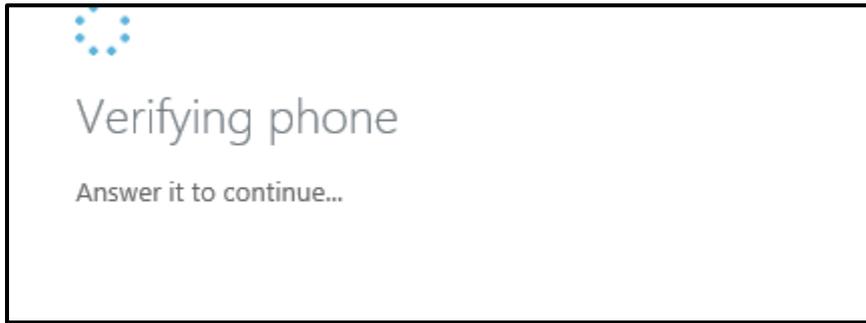
Send me a code by text message

Call me

[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

On your PC screen you will see a prompt that it is verifying and to answer the call:

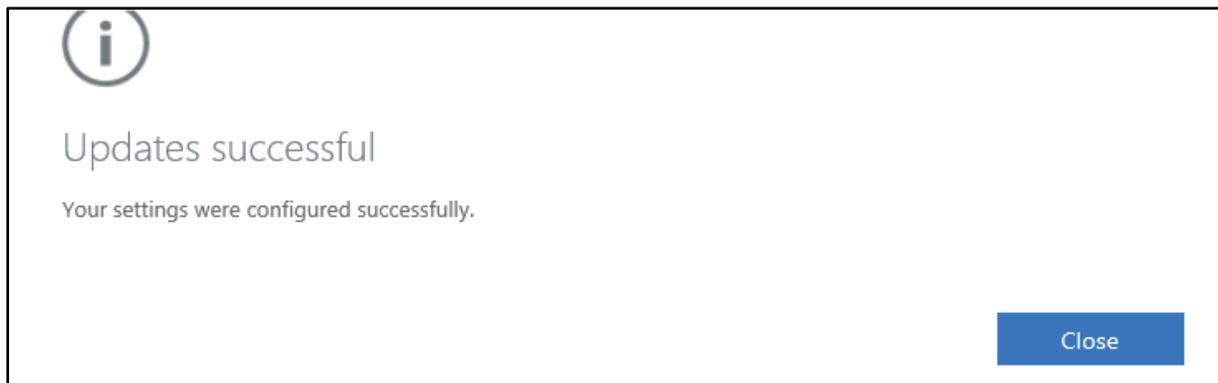


When you answer your phone, you will hear an automated message asking you to press the hash # key to verify.

Press the # key on your keypad. The automated call will say it was successful then say goodbye.

If the call asks you to enter £ sign then select the # key on your phone.

On your screen you will see a message to say it's successful. Click **Close** once finished.



Method 2 – Authentication app

Follow the instructions below if you want to use the authentication app to authorise logon.

Before you start, you will need:

- An Android or iOS device such as a smartphone or tablet
- Access to a computer with internet access

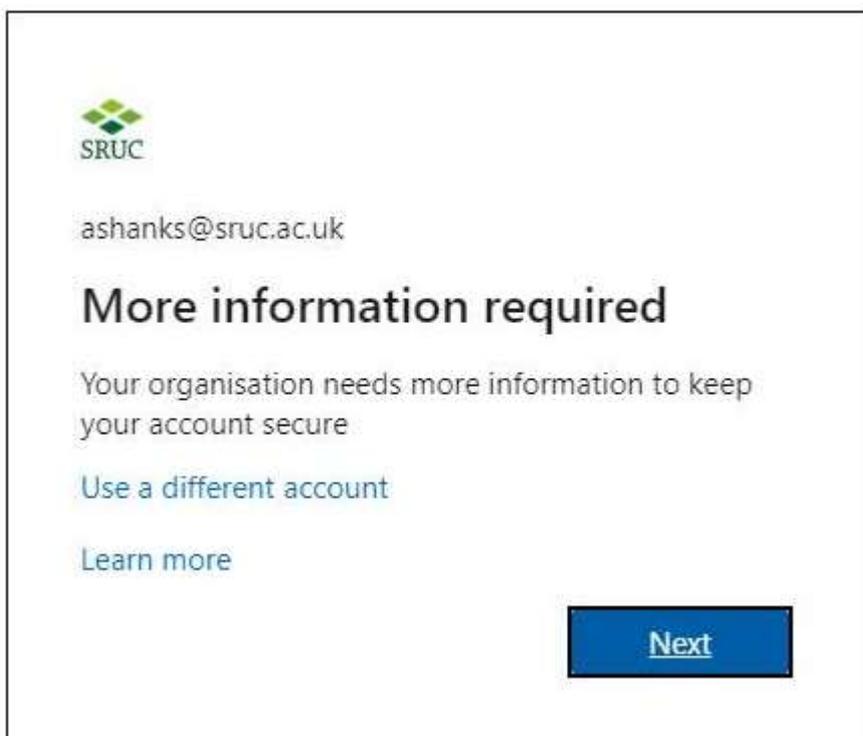
If you do not have access to a smartphone or tablet but have another suitable phone to receive a phone call, then please use “method 1” above.

Register

On your PC, follow this link: [Register for MFA here](#)

Log on to your account using the format [studentnumber@sruc.ac.uk](#) and your password. For example, [S12345667@sruc.ac.uk](#)

You will then receive a prompt for more information. Click **Next**:



The next screen you should see is this:

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Additional security verification

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Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

Send me a code by text message

Call me

[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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This is where you set up your authentication method.

Under the option: **Step 1: How should we contact you?** choose “Mobile app”

Under the option: **How do you want to use this mobile app?** select “Receive notifications for verification”

Then click **Set up**

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Please configure the mobile app.

After clicking **Set up**, you will see a screen similar to this:

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



[Configure app without notifications](#)

If you are unable to scan the image, enter the following information in your app.

Code: 909 007 113

URL: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/794438132>

If the app displays a six-digit code, choose "Next".

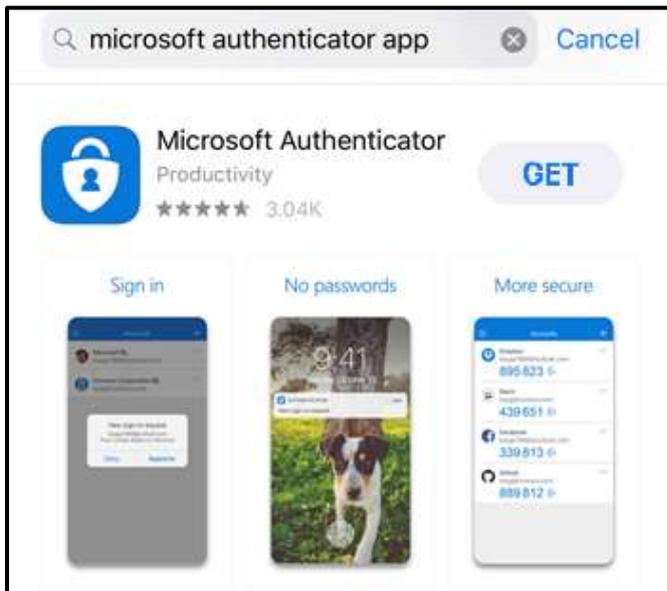
Next

Cancel

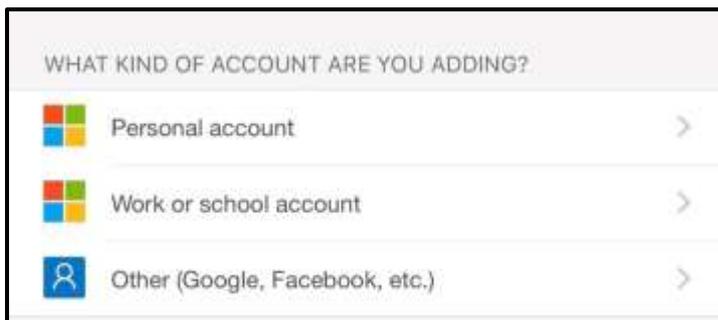
Please note – the above graphic (QR Code) is an example only. Do not try to scan it. You need to scan the QR code that appears on the web page

At this point you need to switch to your mobile device. The steps below tie in with the steps in the screenshot on the previous page.

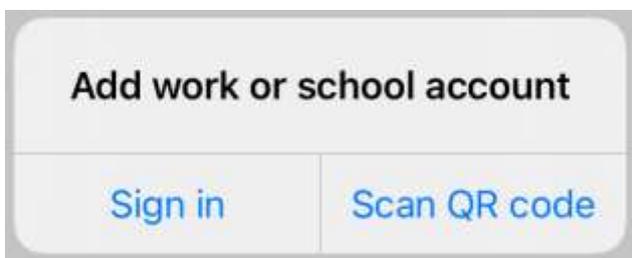
1. Install the app. On your phone, go to App store or Play store and search for **Microsoft Authenticator App**



2. Once installed, open the app. You may see this screen, if so, select **Work or School account**



The app will use the mobile's camera (it may prompt you for permission to access)



3. Hold the mobile up to the QR code (The barcode-looking square on your workstation screen). If you don't have a camera on your mobile, you can manually enter the code on your screen into the app



If you are unable to scan the image, enter the following information in your app.

Code: 734 893

URL: <https://cys01eupad07.eu.phonefactor.net/pad/8576i>

Once accepted, the authenticator will show your username along with a 6-digit number which changes every 30 seconds. At this stage, you don't need to do anything with these 6 digit numbers.



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██████████@sruc.ac.uk

917 289 19

After those three steps, go back to your PC and Select **Next** on the screen:

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



[Configure app without notifications](#)

If you are unable to scan the image, enter the following information in your app.

Code: 909 007 113

URL: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/794438132>

If the app displays a six-digit code, choose "Next".

Next

Cancel

You may see the screen below on your PC:

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Let's make sure that we can reach you on your Mobile App device

 Please respond to the notification on your device.

You should now see the popup for you to **Approve** or **Deny** on your mobile phone:



