# Multi-factor authentication methods for returning 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.

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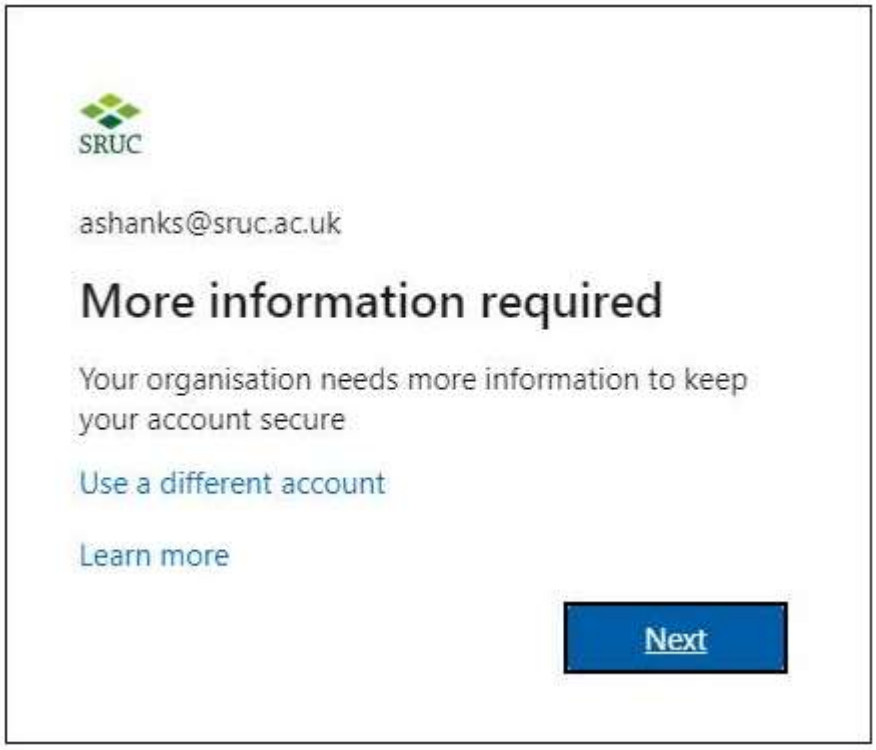
## Method 1 – authentication phone call

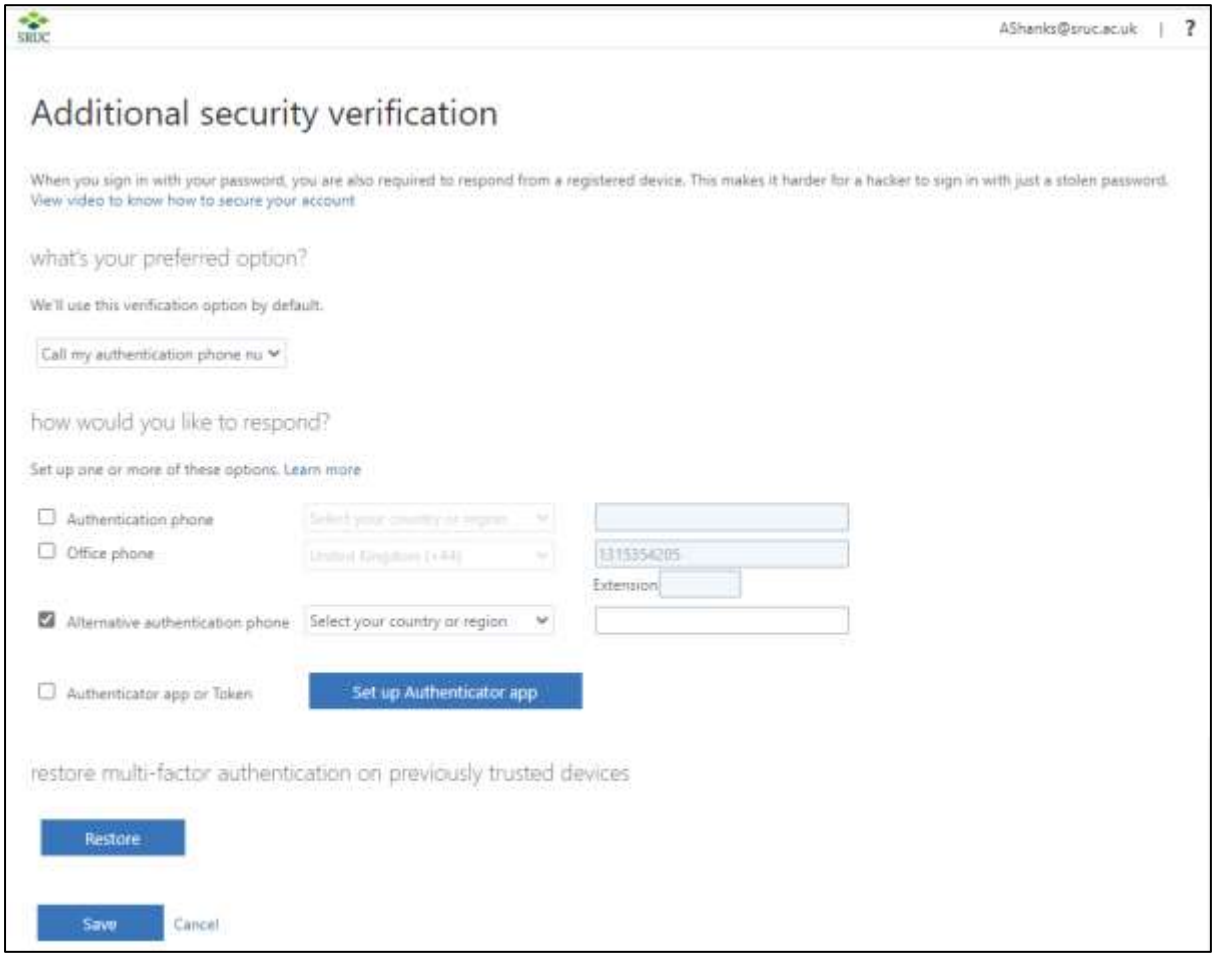
Follow this link: [Register for MFA here]

When you log on to your Office 365 account, you'll receive a prompt for more information.  Click **Next:**




If you have already logged on in the past, you may see the option below to select an account, choose the appropriate SRUC account:

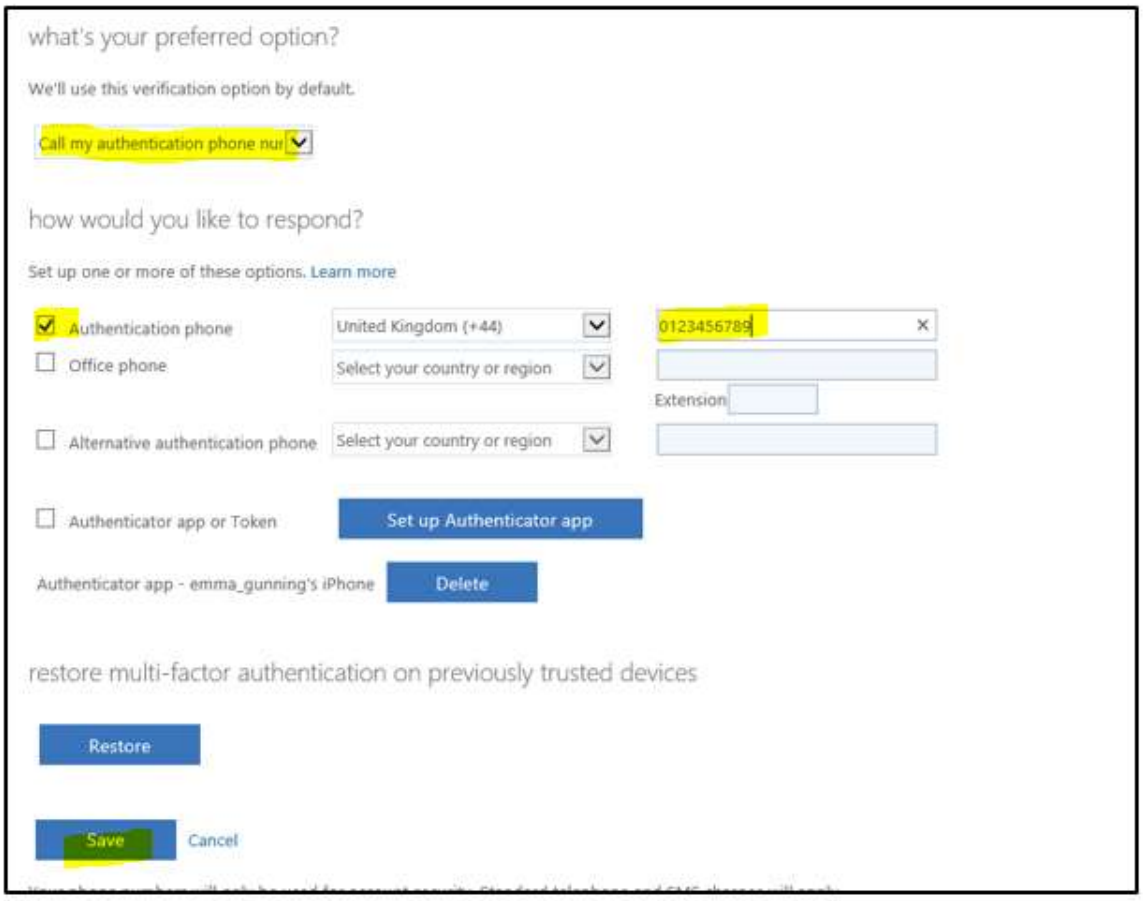
The next screen you should see is this:



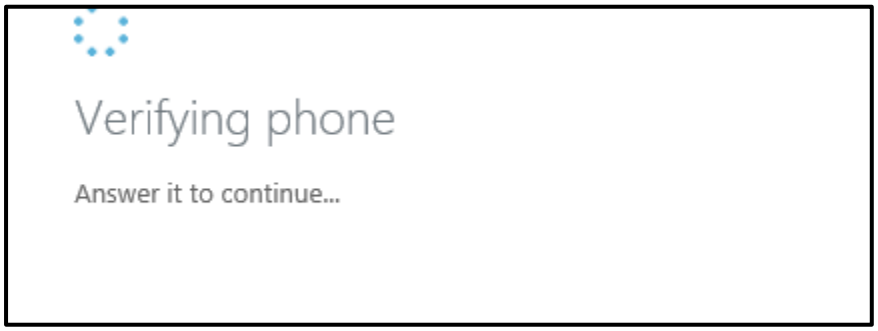

Under **What's your preferred option**, click the drop down and choose **Call my authentication phone number.**

Next, make sure **Authentication phone** is ticked and your phone number is in the field next to it.

Click **Save.**




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.

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

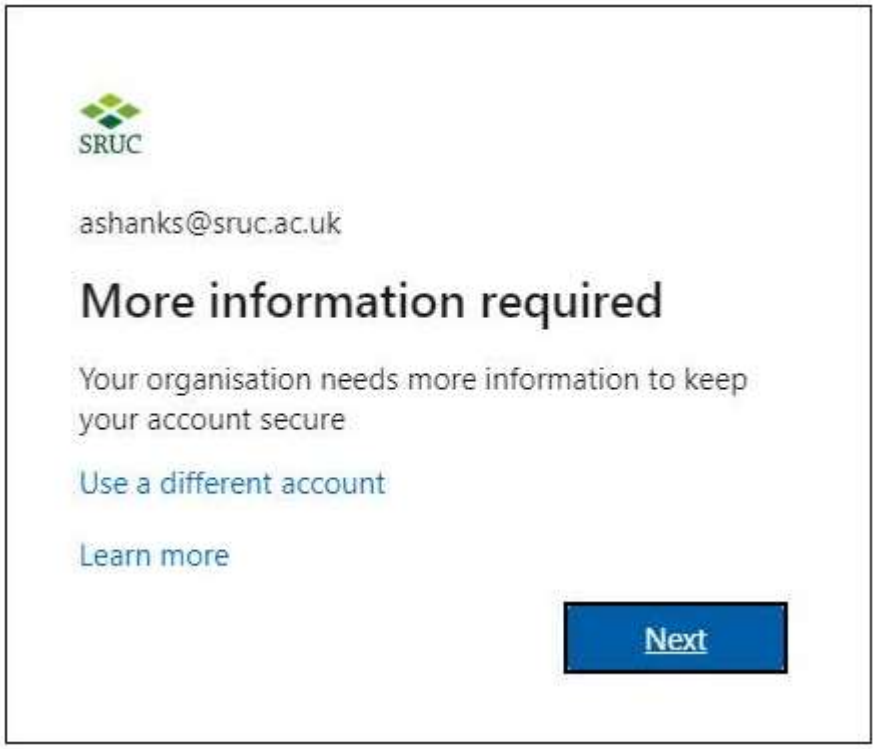
If you do not have a smartphone but have another suitable phone to receive a call, you will need to follow "method 1" above.

**Register**

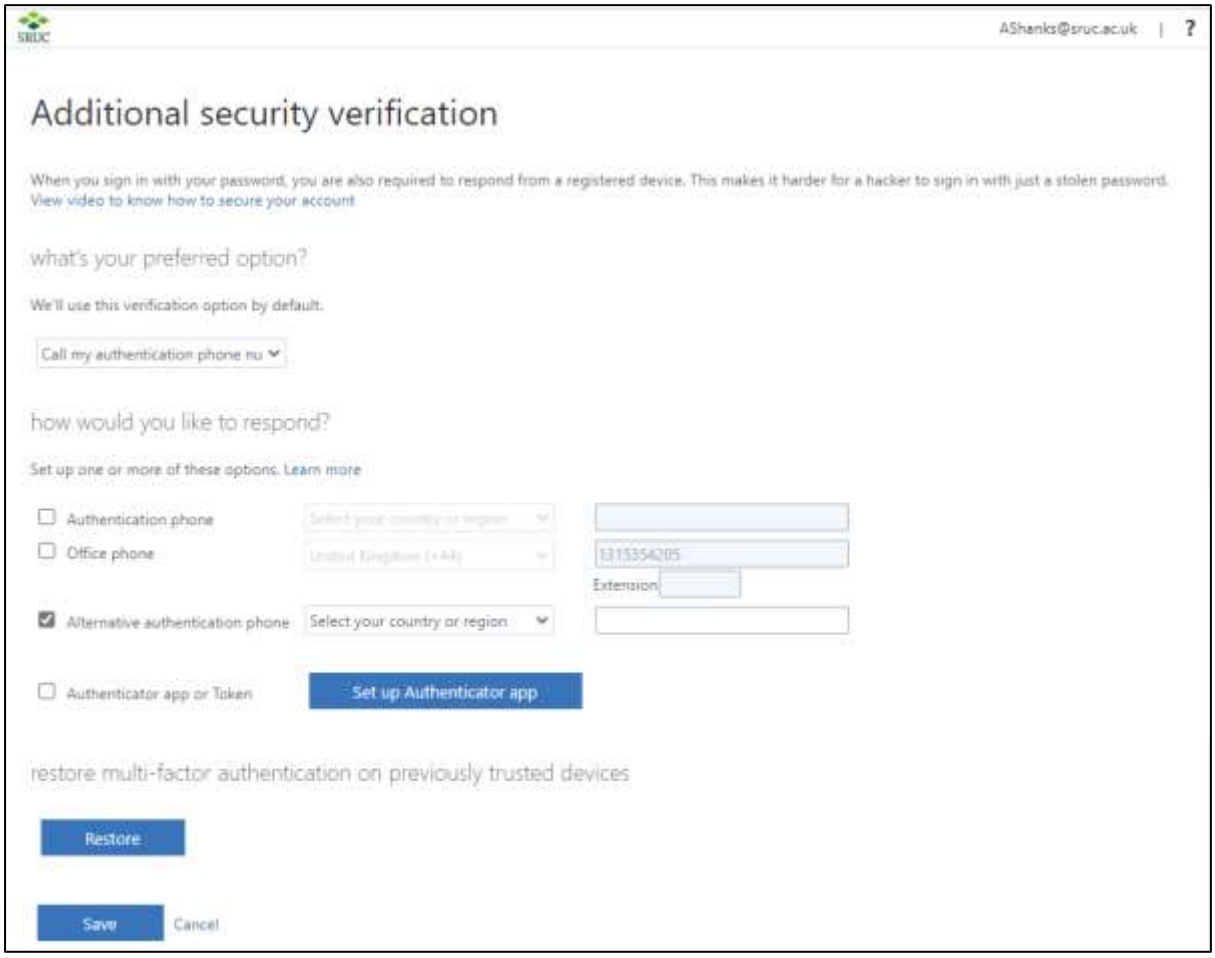
On your PC, follow this link: Register for MFA here

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:**

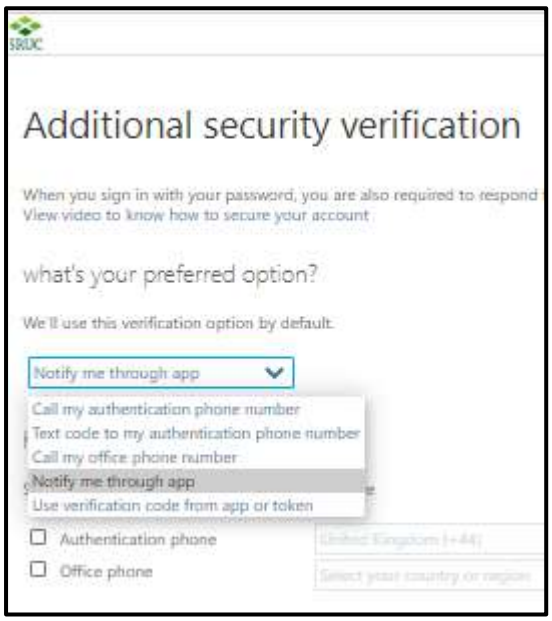

SRUC
ashanks@sruc.ac.uk
More information required
Your organisation needs more information to keep your account secure
Use a different account
Learn more
Next

The next screen you should see is this:

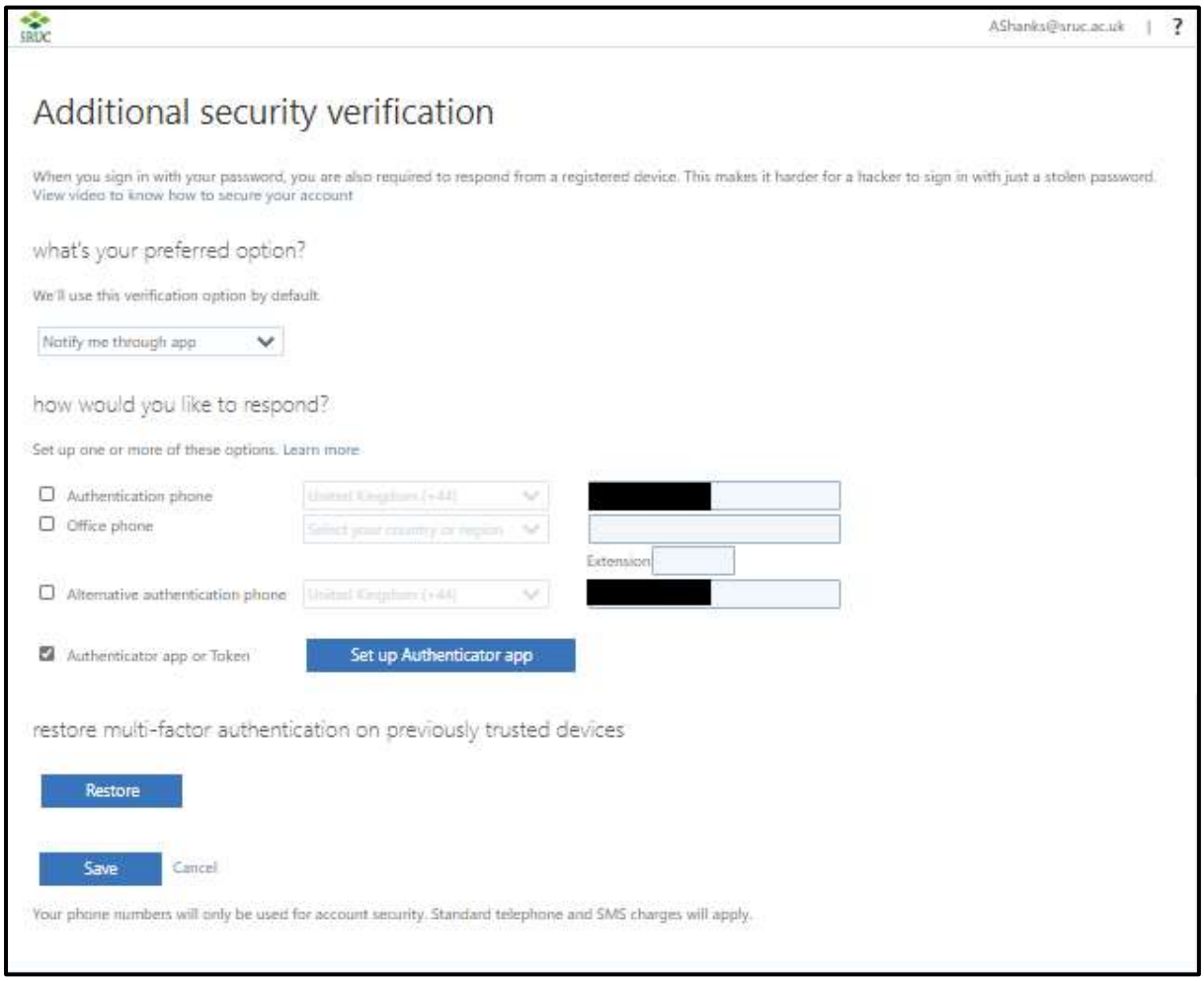



This is where you set up your authentication method.

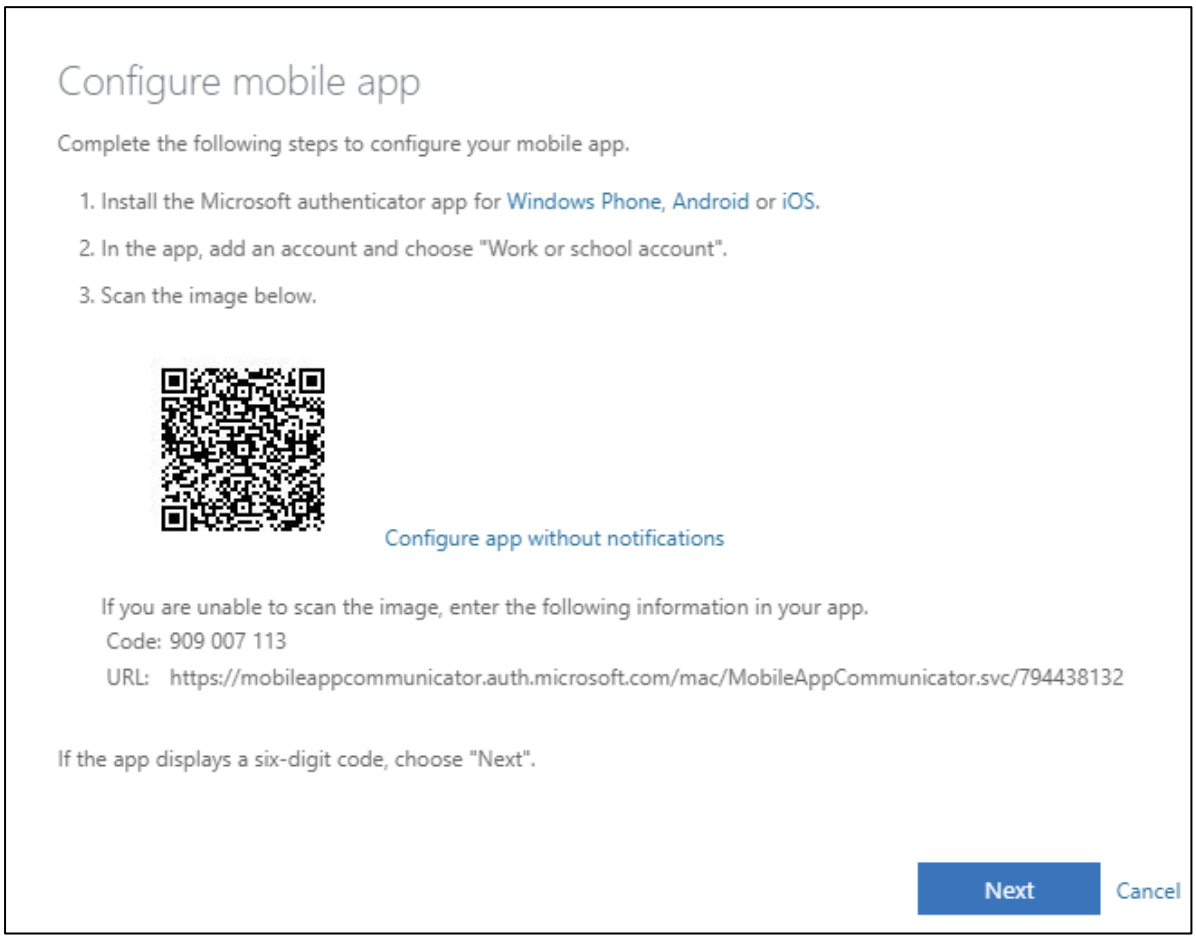
Under the option: **What's your preferred option?** choose "Notify me through the app"




Under the option: **How would you like to respond**? select the box next to "Authenticator app or Token" and then click on the button "Set up Authenticator App"



You should now see a screen similar to this:

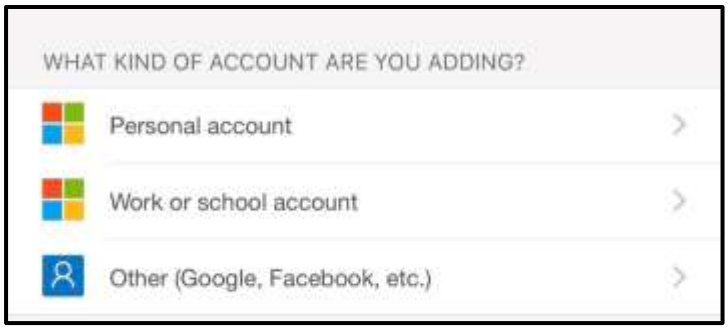



**Please note – the above graphic (QR Code) is an example only. Do not try to scan it. You need to scan the QR code that appears on the web page**

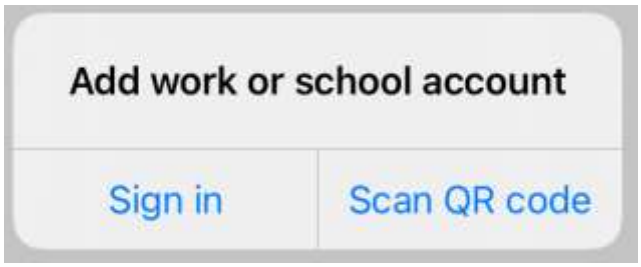
At this point you need to switch to your mobile device. The steps below tie in with the steps in the screenshot on the previous page.

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**



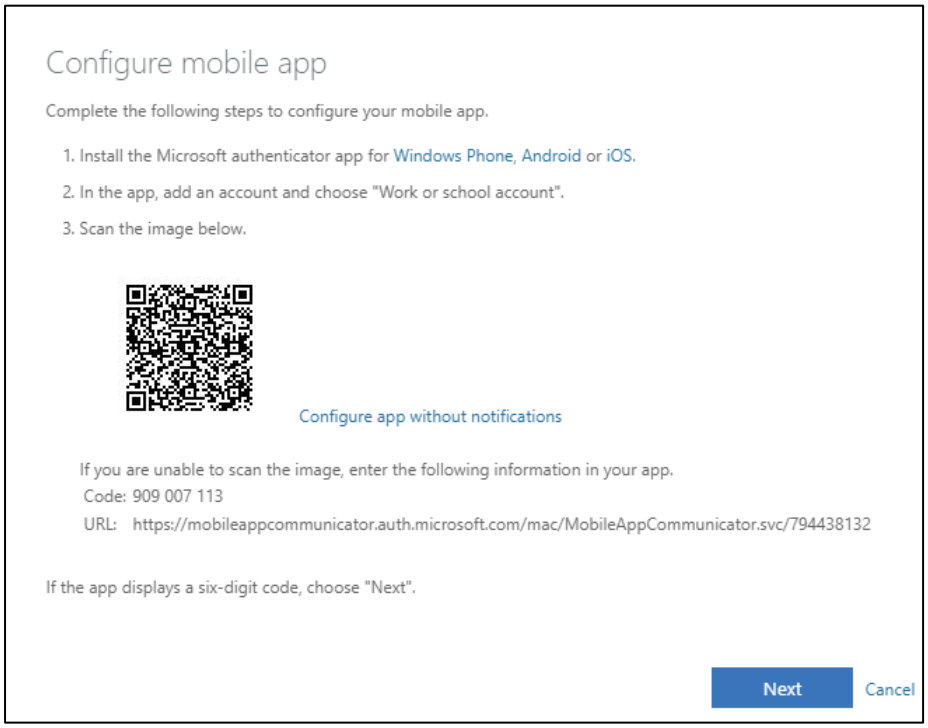

The app will use the mobile's camera (it may prompt you for permission to access)



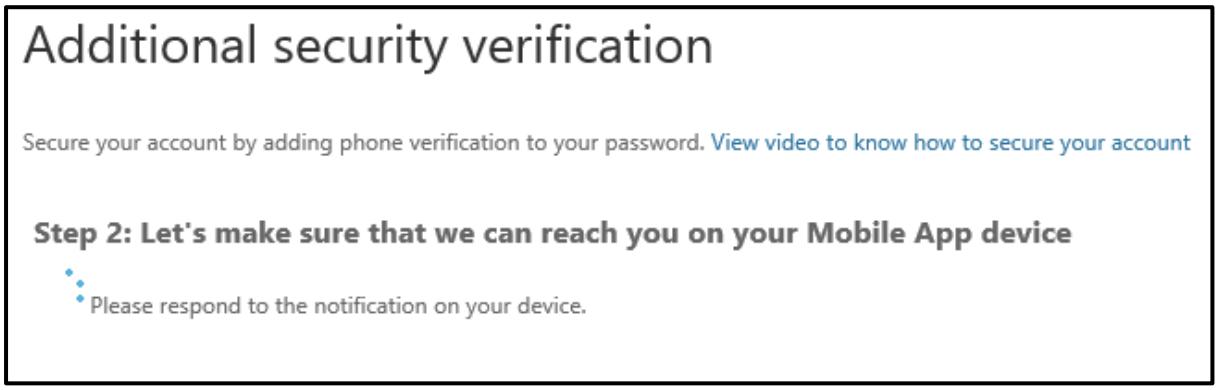

3. Hold the mobile up to the QR code (The barcode-looking square on your workstation screen). If you don't have a camera on your mobile, you can manually enter the code on your screen into the app

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.

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



You may see the screen below on your PC:




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