



Guide on How to use the Multifactor Authentication to Securely Access University Provided Email Account

Audience: Students, Faculty & Staff

Guide on: Multifactor Authentication

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How to setup Multifactor Authentication while accessing University Email System

Login with the below Link and follow the Instructions given below in the Screen Shots.

<https://outlook.office.com/mail/>

Login with the University provided email address as mentioned below: in Screenshot:1

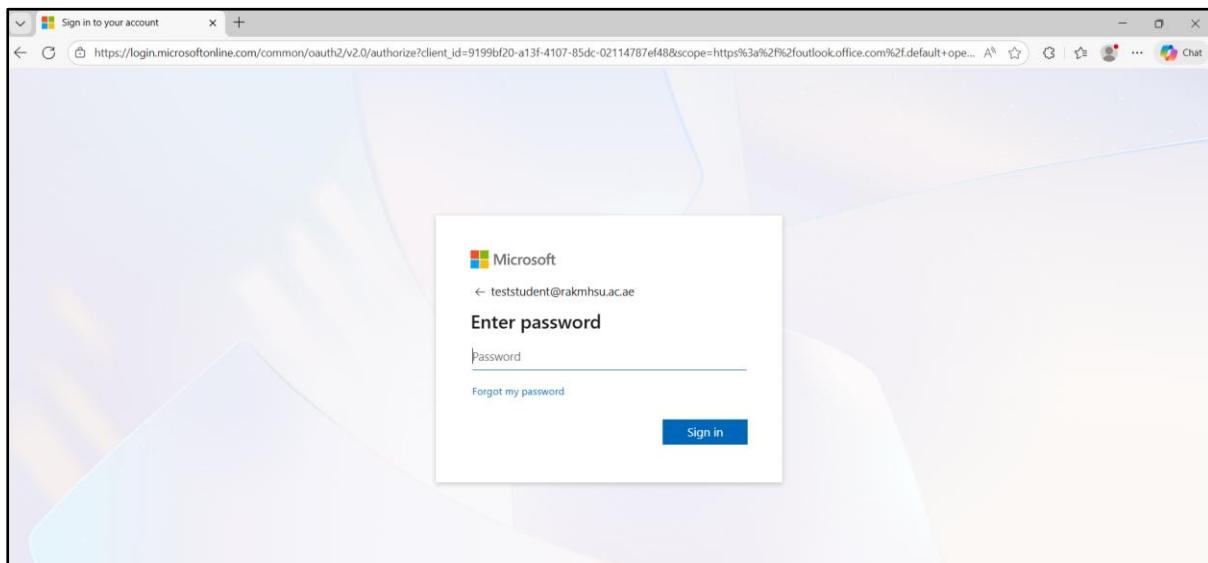


Figure 1: Microsoft Signing Page

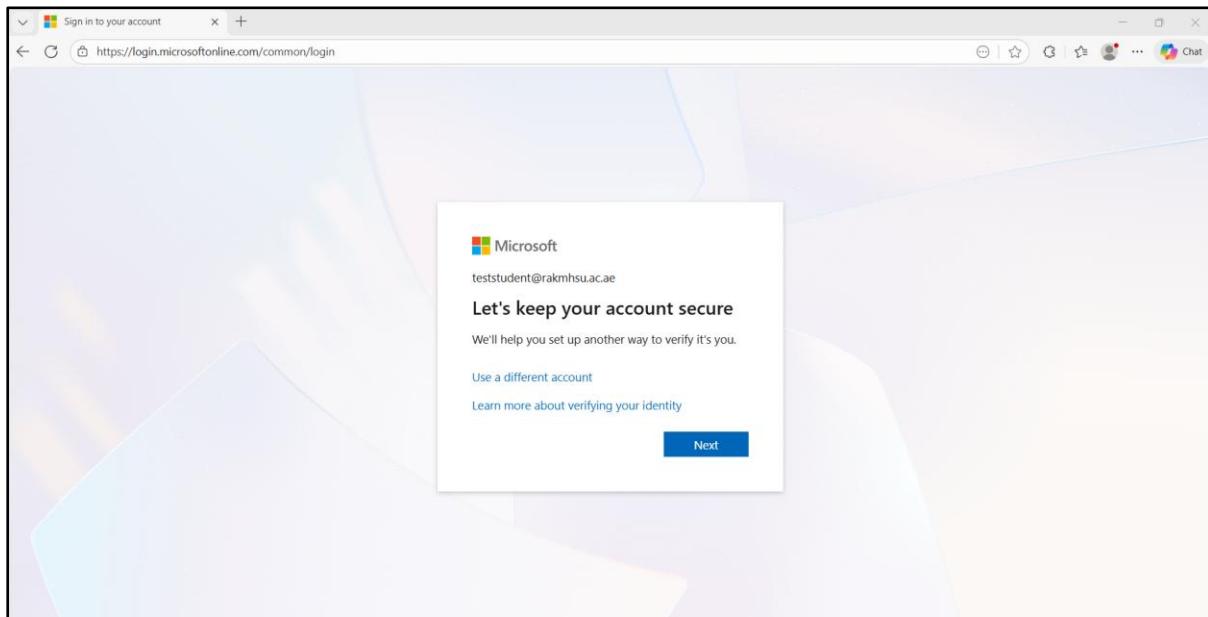


Figure 2:Enter the Email Address



MFA - Using Microsoft Authenticator

Select the Sing-In Method as shown in the Screen shot below: Select Microsoft Authenticator

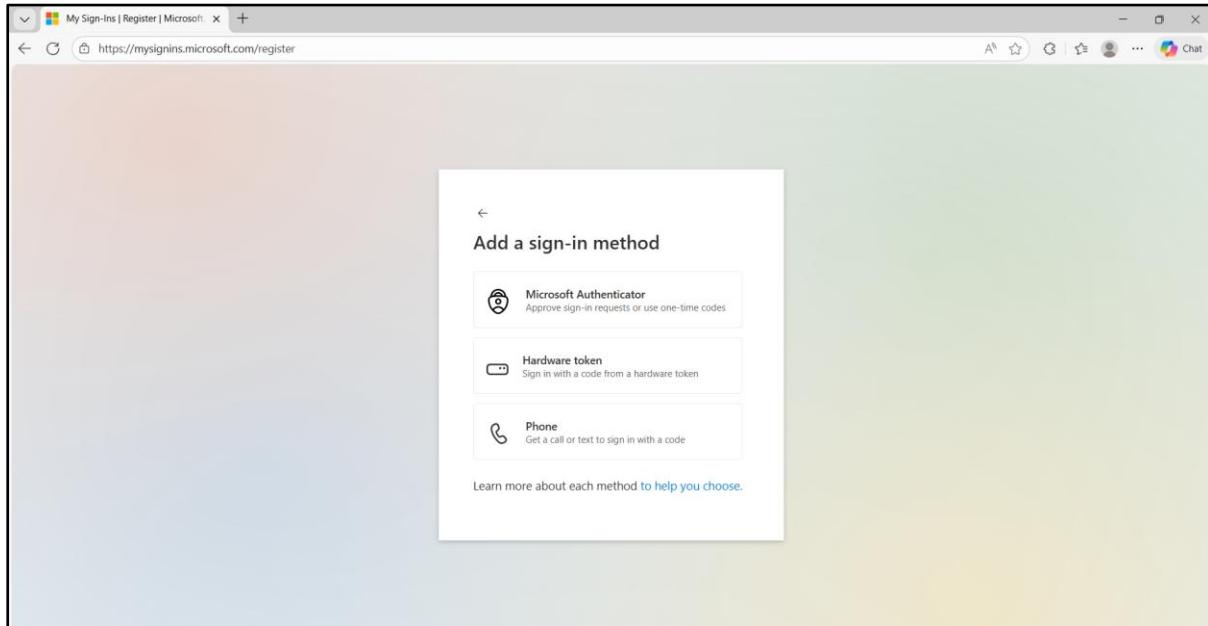


Figure 3:Select the Signing method as Microsoft Authenticator

Select Microsoft Authenticator and click next and follow the screen shots

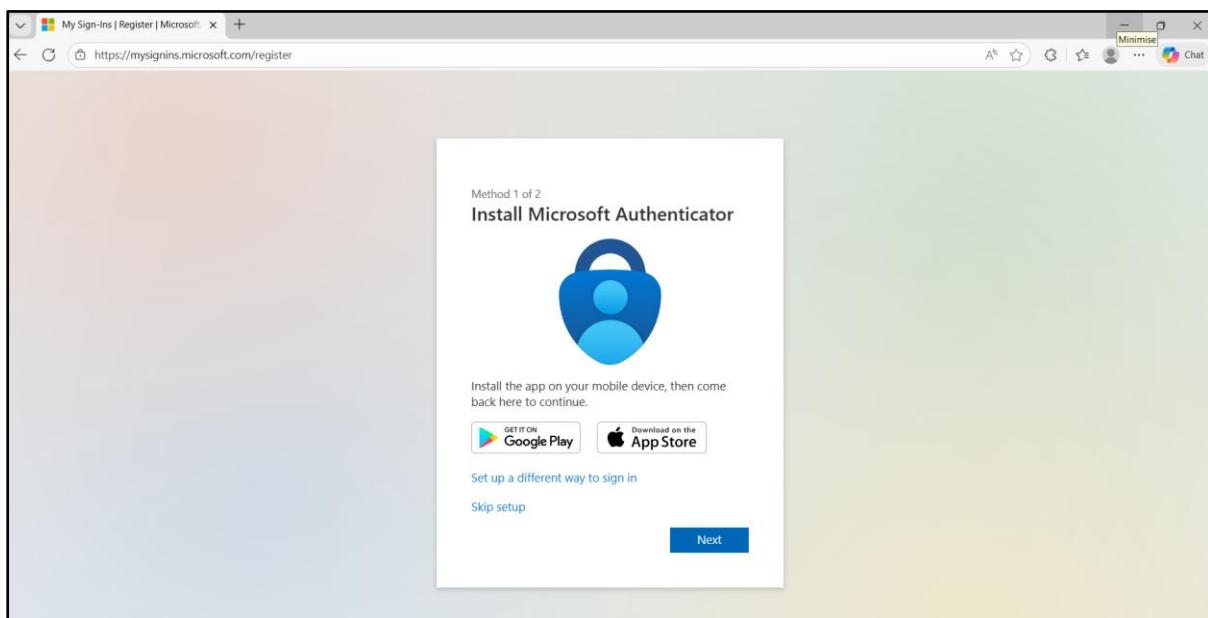


Figure 4:Microsoft Authenticator



Click next and follow the screen shots

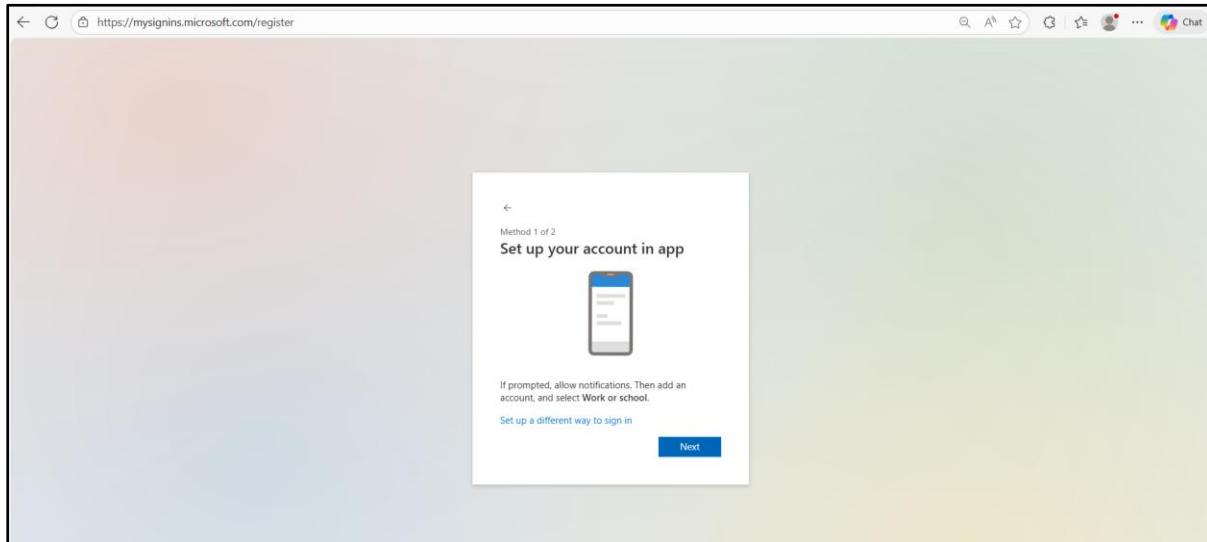


Figure 5:Notification setup

Scan the QR Code from your mobile Android / IOS to get your university email added to your phone to get the notifications

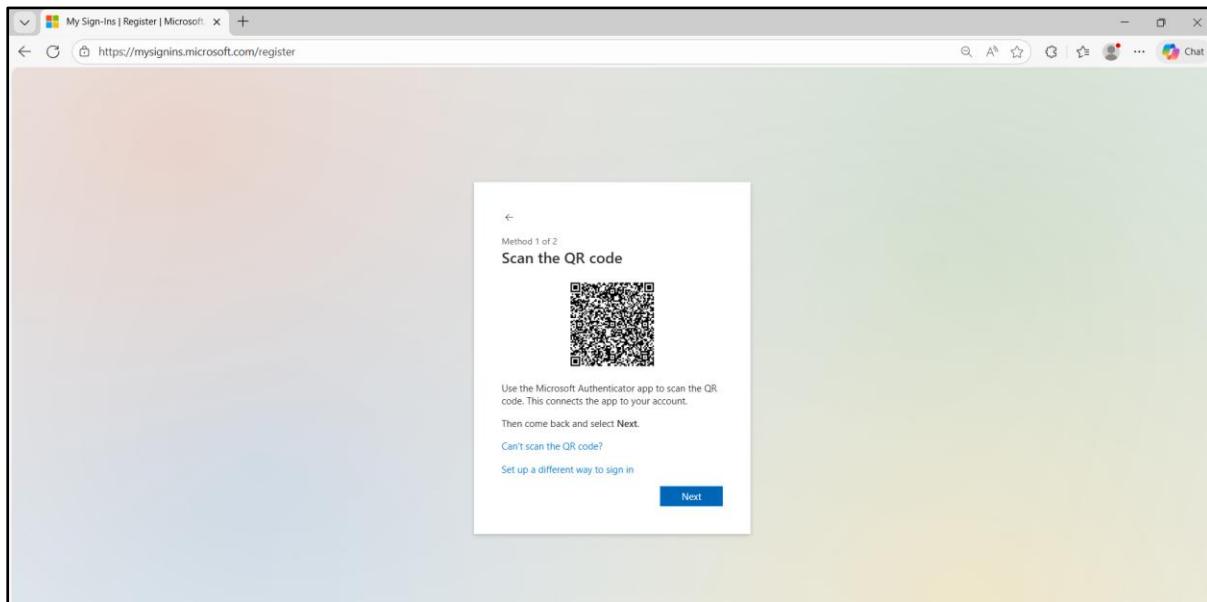


Figure 6:Scan the QR Code

As soon as your University Email account is added to the Microsoft Authenticator you will receive Notification as shown below, kindly add the number and approve the notification.

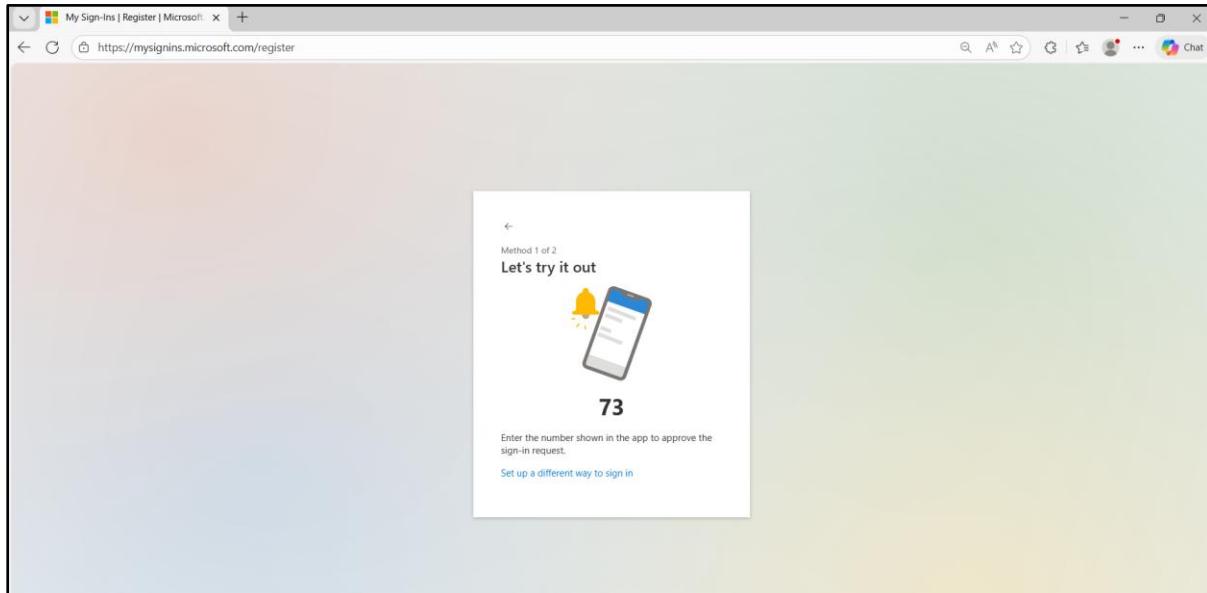


Figure 7:Notification sent to your Mobile

You can click on resend notification to get the new number as shown in the screenshot below.

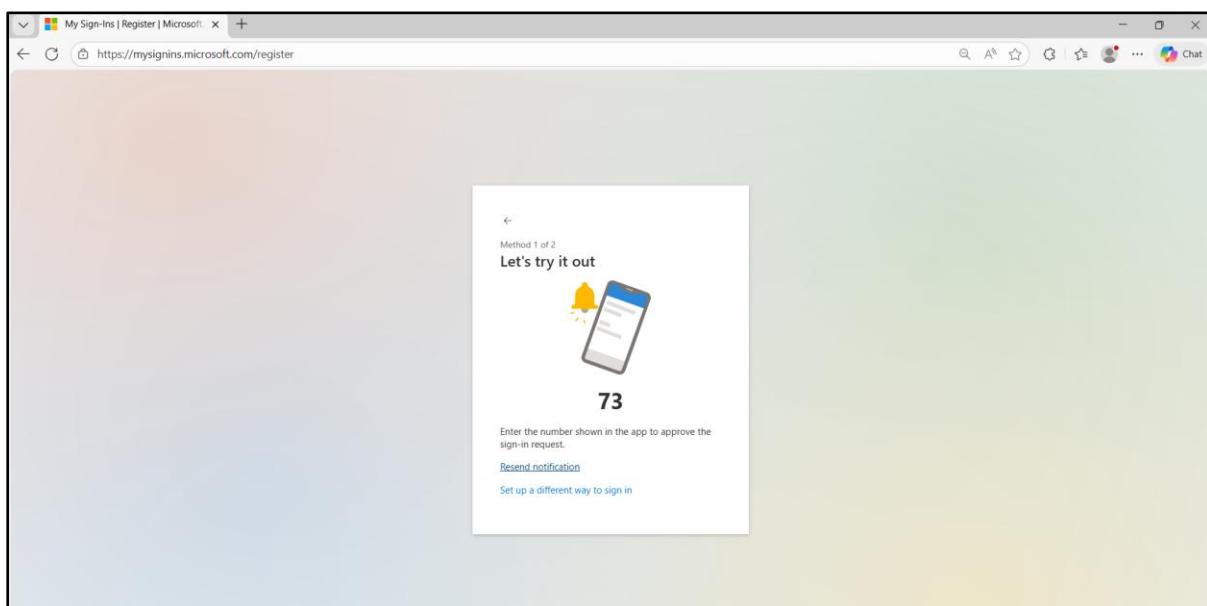


Figure 8:Resend Notification sent to your Mobile

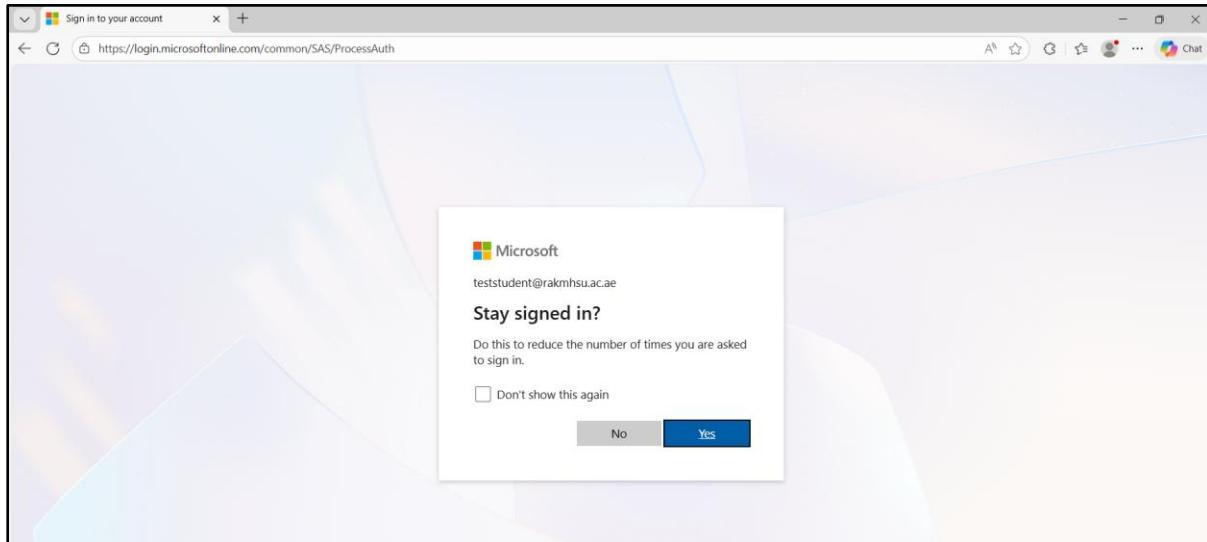


Figure 9:Signed In

In addition to the Multifactor Authentication, it is mandatory to register your Mobile number to get the OTP to your mobile Number.

MFA - Using Mobile Number

To get started follow the screenshots below to register your mobile number, to register your mobile number select the phone as shown in the screenshot below and follow the instructions.

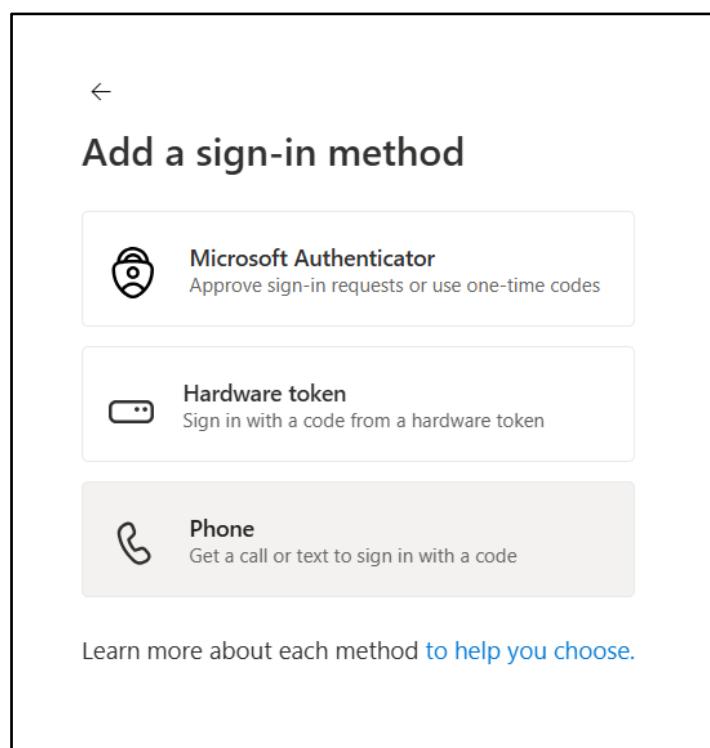


Figure 10:Select the Authentication method as Phone



Select the Country as United Arab Emirates and Add your mobile number as shown in the screenshot below.

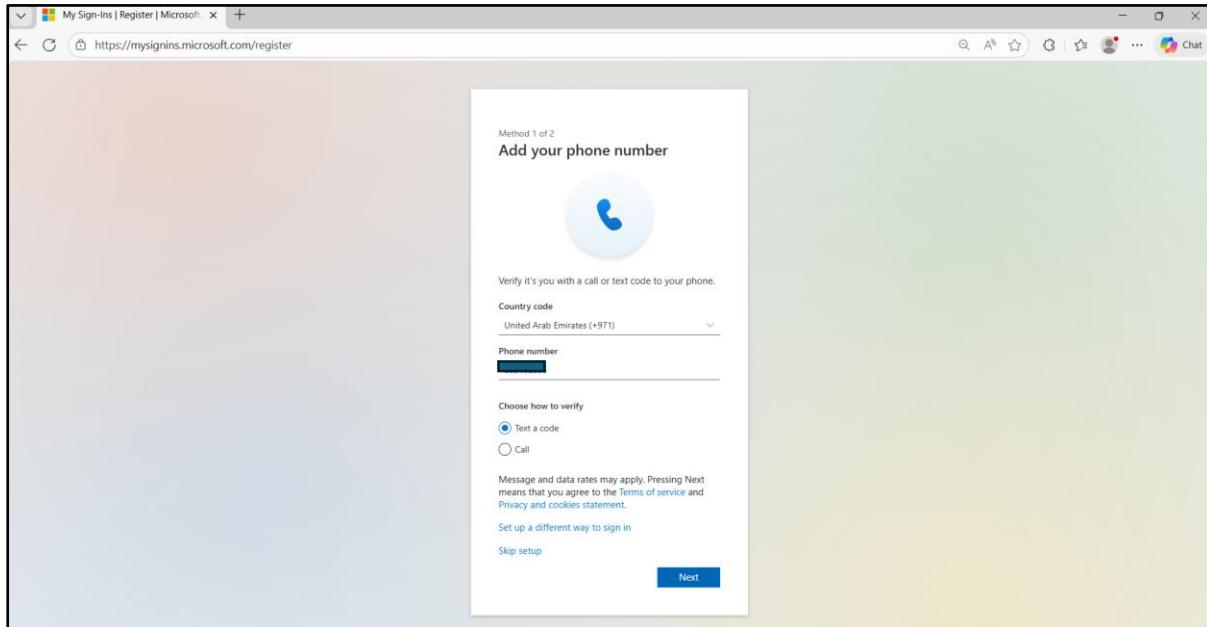


Figure 11: Add your Mobile Number

Code will be sent to your mobile number, kindly enter the code sent to your mobile number

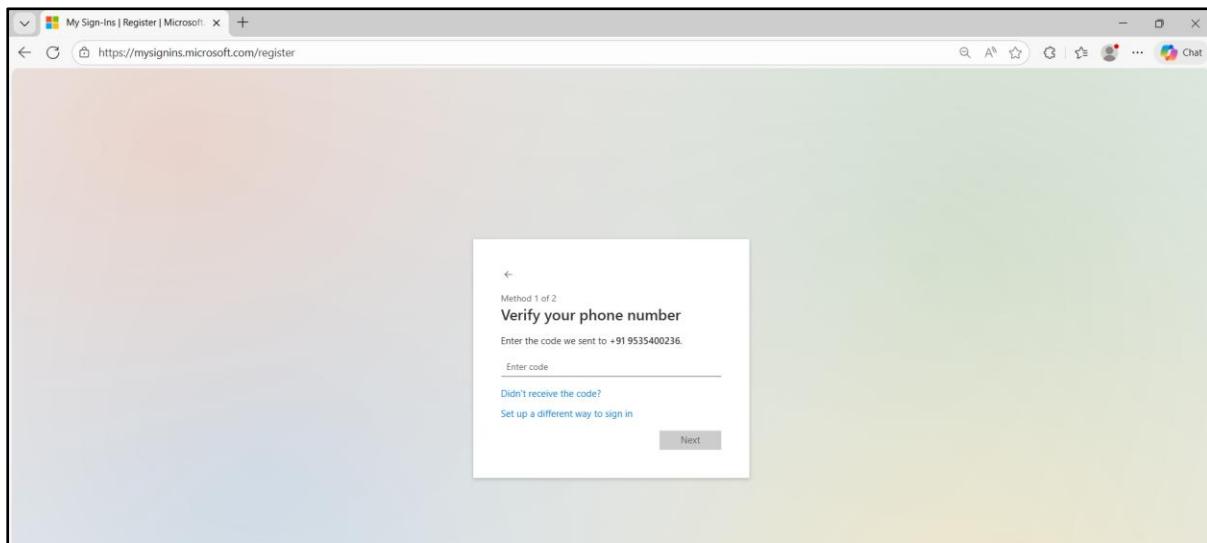


Figure 12: Code sent to Mobile



After entering the code your Multifactor Authentication will be successful as shown in the screenshot below.

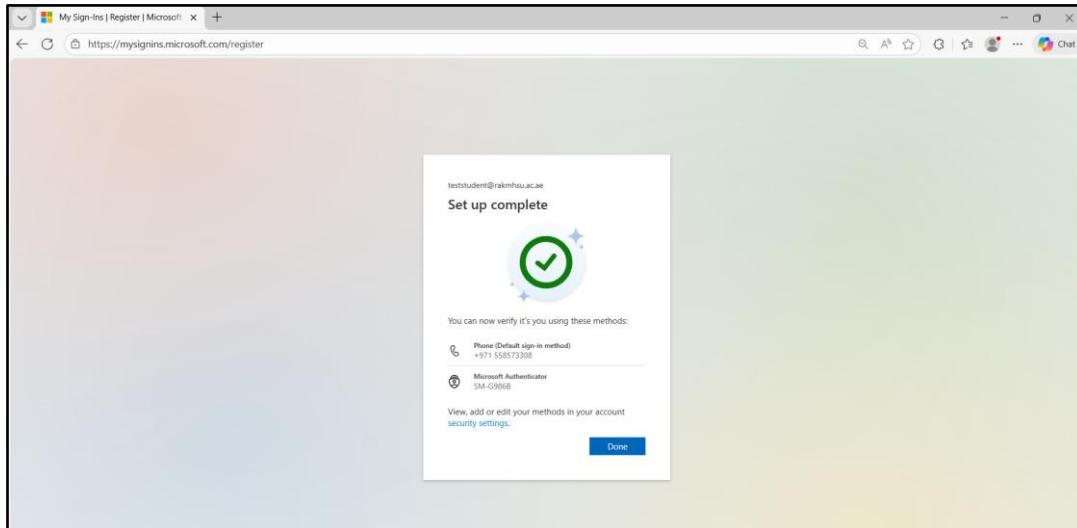


Figure 13:Successful MFA

How to download Microsoft Authenticator APP on IOS Device

How do I download the Microsoft Authenticator App on iOS (Apple device)?

1. Open the App Store on your Apple device. Search for **Microsoft Authenticator** in the App Store. Click **Get** next to the application called **Microsoft Authenticator**.

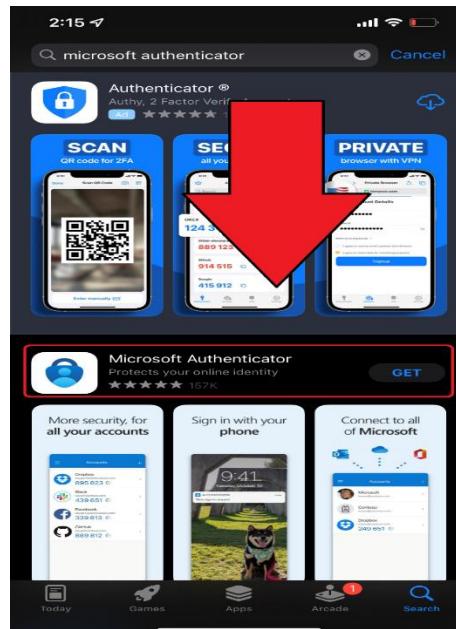


Figure 14:Microsoft Authenticator on IOS



2. Click **Install**.

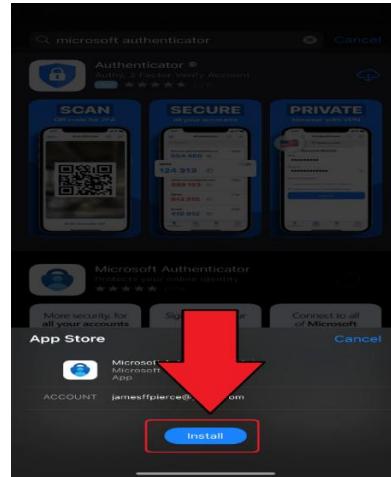


Figure 15:Install the APP

3. Once the application installs, it will indicate it has finished downloading.

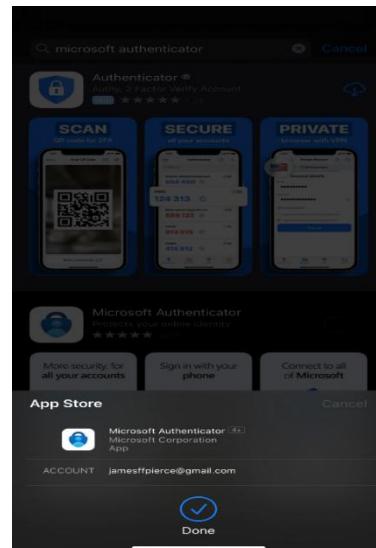


Figure 16:Installation Complete

How to download Microsoft Authenticator APP on Android Device

How do I download the Microsoft Authenticator App on Android? Open the Google Play Store on your Android device. In the following image, it is at the bottom of the screen, second from the right, with a multi-coloured triangle icon.

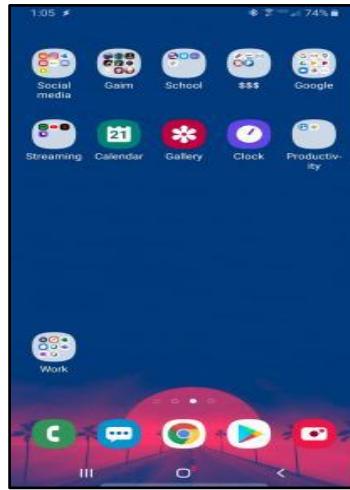


Figure 17:Android APP

1. Search for **Microsoft Authenticator** in the Google Play Store app (the search bar is at the top of the screen when you open the app). In the suggestions below the search bar, tap on the suggestion that says **Microsoft Authenticator** and that has an icon with a blue background and white lock in the middle to the left of the text. If this suggestion does not show, you can search for it manually in the Store and it should be the first app on the page.

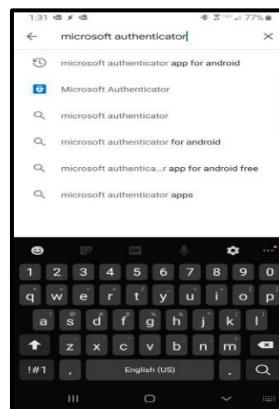


Figure 18:Search for Microsoft Authenticator

2. Tap on the **Install** button. It may show up as **Get** instead if this is your first download of the app.

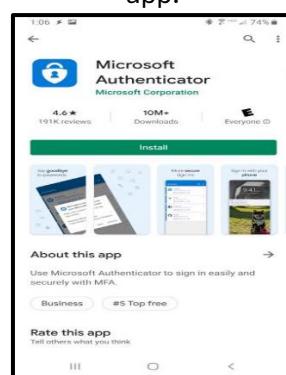


Figure 19:Install the Microsoft Authenticator APP



3. Tap **Open** after the download of the app is complete.



Figure 20:Open Microsoft Authenticator

If you are already downloaded the Microsoft Authenticator on your Mobile Phone Proceed to Make sure the Microsoft Authenticator Displays One-time password code shown below, if the code is not visible, kindly remove the account >>> select work or school account and Re-Register with university email account as shown below.

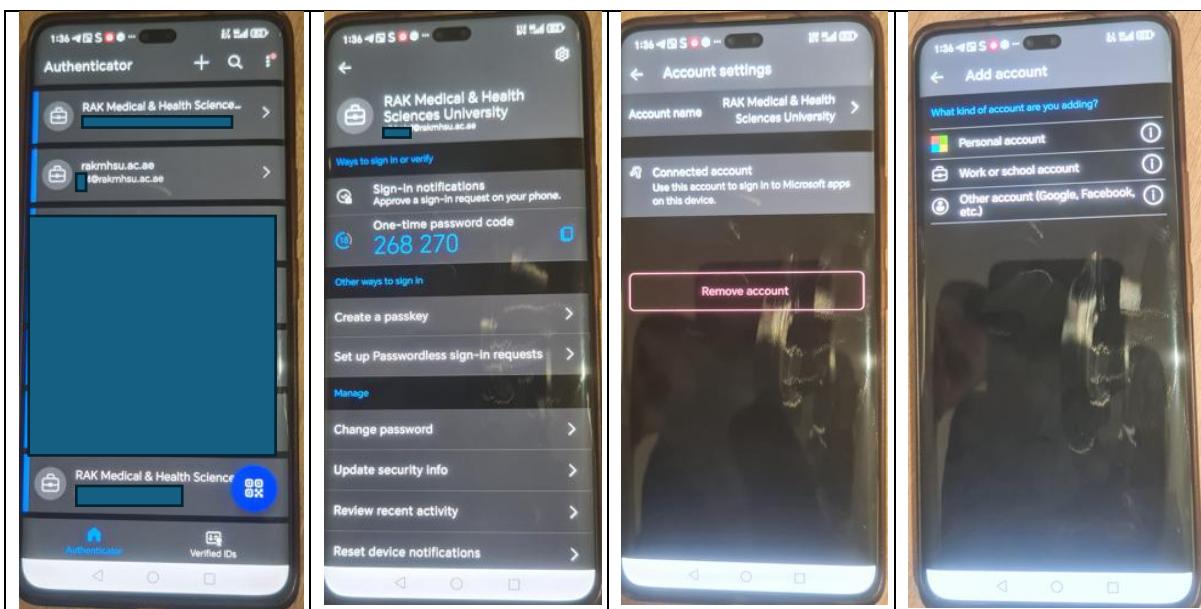


Figure 21: Authenticator Status on Mobile

For Support :

Email: it.support@rakmhsu.ac.ae

Phone: +971 7 2043126, +971 7 2043129, +971 7 2043261

Hours: Mon–Thu, 8:30–17:00 & Fri, 8:00–12:00