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Multi-Factor Authentication (MFA) Cybersecurity Guidance

What is Multi-Factor Authentication (MFA)?

To keep things simple, MFA stands for Multi Factor Authentication, and as the name indicates it is the introduction of additional verification factor (in addition to password) into our authentication process.

Today we have multiple ways of adding the additional verification factor, most common due to its availability and simplicity is the use of "authentication" apps that generate random 6-digit code which we are asked to input in addition to the password, like the requirement many banks have for accessing our most sensitive financial information when logging in.

Why is MFA important to London Met?

MFA is important to London Met because it adds an extra layer of security. It keeps student and research information safe, reduces the risk of online scams, ensures compliance, protects remote access, and helps prevent unauthorized access to accounts.

What are the benefits of MFA?

- Validate your identity
- If your password is compromised, the additional verification step makes it difficult for attackers to gain access
- Helps protect access to London Met information
- Provides increased protection against cyber attacks

Why is MFA being enforced?

In 2024, the UK Government Cyber Security Breaches Survey revealed that 50% of UK businesses had suffered a cyber-attack or security breach in the previous 12 months. It is vital to step up our security to protect London Met from cyber-attacks.

Additionally, Microsoft is implementing mandatory MFA for sign ins in the second half of 2024.

Using multi-factor authentication (MFA) is a simple yet powerful way to enhance the security of our data. It has become an essential measure, not just optional.

Is there a grace period to enable MFA before it is mandatory?

MFA enrollment is already available for all staff and students. The use would be mandatory towards the end of the first term. From that point on all accounts will have a 30-calendar day grace period to enroll in MFA

What are my options for MFA?

The University supports these options set out for using MFA:

- [Best] Microsoft Authenticator app on your phone
- [Optional] Authenticator extension on your browser
- [Optional] Google Authenticator or any other authenticator of your choice.

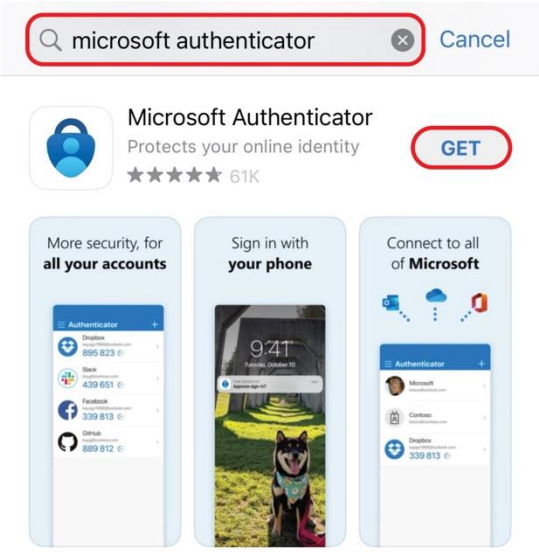
Getting the Microsoft Authenticator app

You can download the Microsoft authenticator app from Appstore or Play store depending on your mobile device. Your mobile device is expected to be:

- Android 8.0 and later
- iOS 15 or later
- Windows 10 Mobile 14393.0 or later

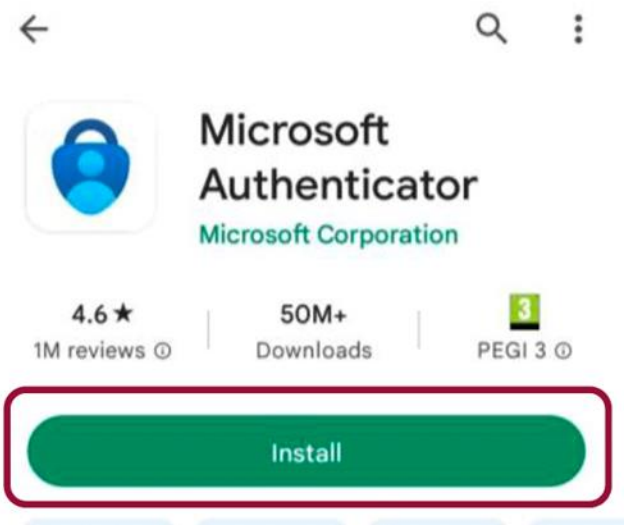
To download:

For iPhone users, Open the Appstore on your phone and type Microsoft Authenticator app on the search tab.



Click on *"Get"* to download to your mobile phone.

For Android and Windows users, Open the Play store on your phone and type Microsoft Authenticator app on the search tab.

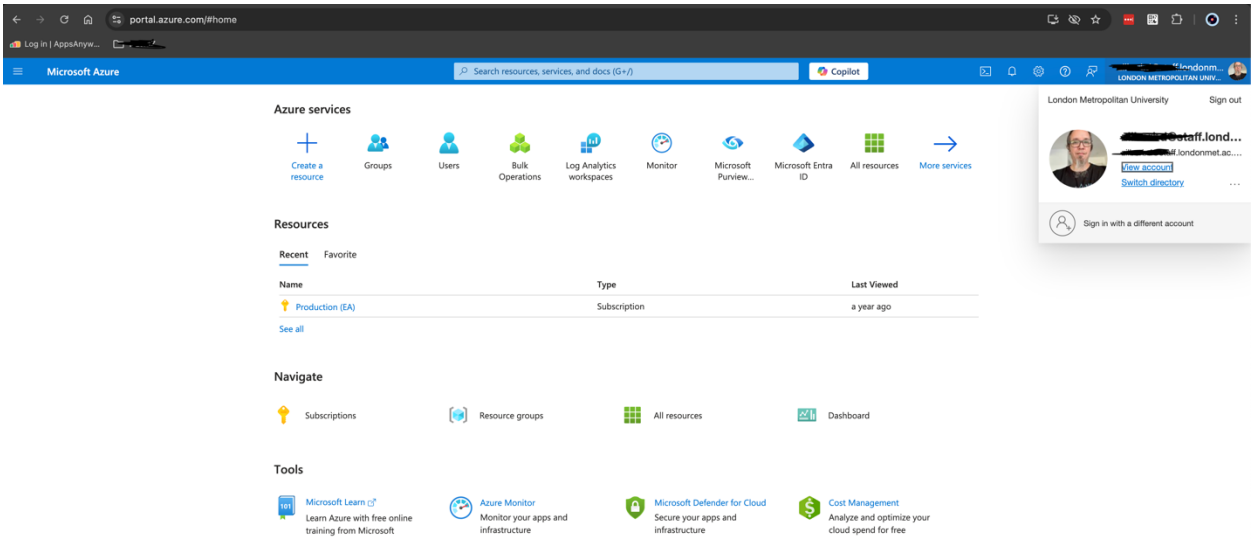


Click on *"Install"* to download on your mobile phone.

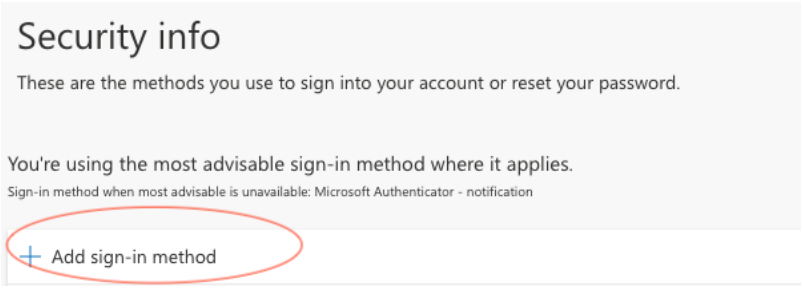
Authenticator App on your phone

Setting up MFA and Use

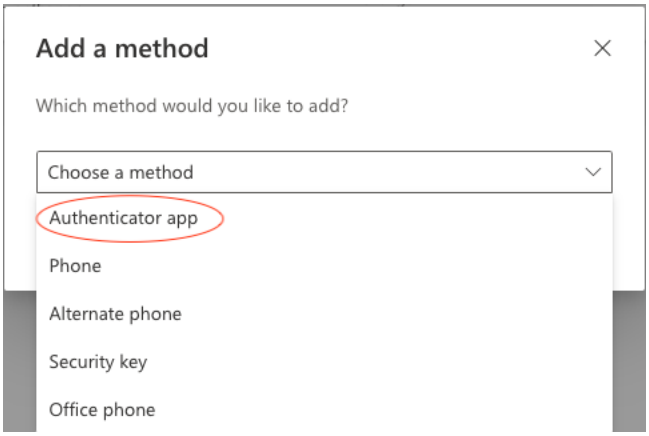
- The first step is to enable MFA on your student's account.
- Sign in to your London Met account on: https://portal.azure.com/
- Login with your student's ID
- Click Profile in the navigation bar at the top right of the screen and "View account" on the drop-down menu



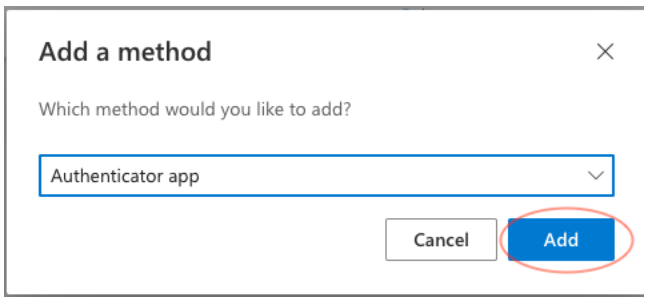
- Click on the “security info” icon
- Click on “+ Add sign in method”



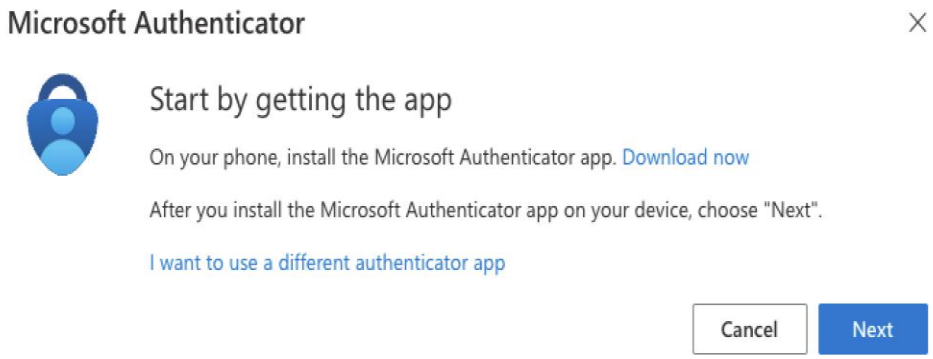
- A pop-up box would appear on your screen, choose Authenticator app



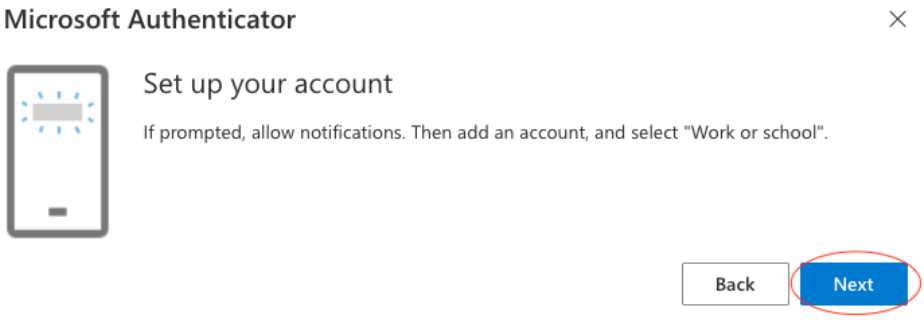
- Click “Add”



- Another pop-up box appears requesting you download the Microsoft authenticator app. If you don't have the app on your phone, download from the app store or play store.

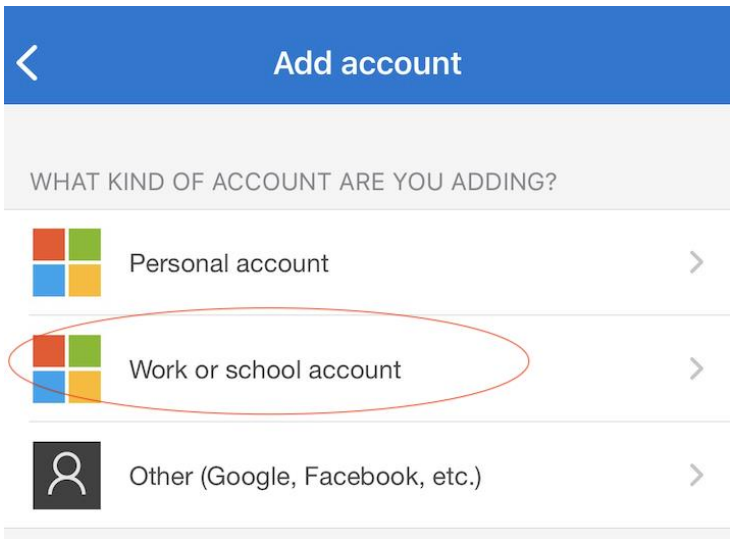


- If you already have the app downloaded on your phone click "Next" or else use the instructions above to download the app on your phone.
- Another pop-up box appears requesting you set up your account, click "Next"

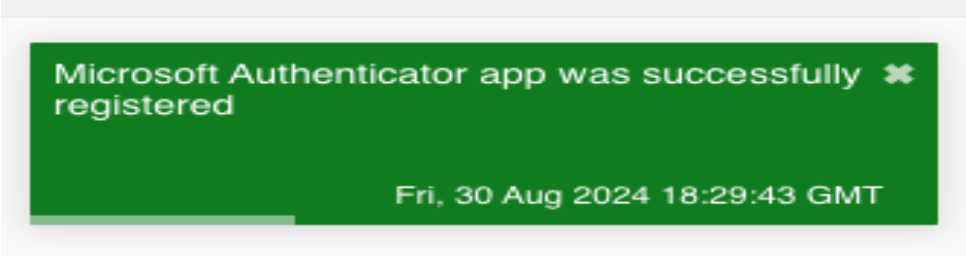


- Another pop-up box appears with a QR code, now pick up your phone
- Open your authenticator app on your phone, click "+" button at the top of your screen to add account

- Click on "work or school account" then click "Scan QR code"



- Use your phone to scan the QR code on your laptop screen and click “Next”
- You would be prompted to put in the digits on your screen in your Microsoft authenticator app.
- You would see a successful registration pop-up message on your screen. This automatically adds London Metropolitan University account to your Microsoft authenticator app.



https://mysignins.microsoft.com/security-info

Authenticator App on your browser.

If you can’t download the Microsoft Authenticator app on your mobile phone, you can use your browser as an alternative method to authenticate your account.

Setting up Authenticator App for your browser

- Add an Authenticator extension to your browser

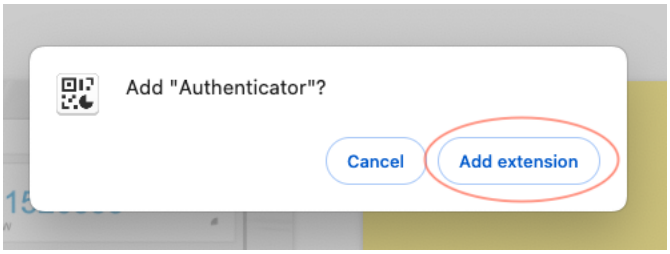
If you are using Chrome or edge, go to the web store - https://chromewebstore.google.com/

If you are using Firefox, go to Add-ons: https://addons.mozilla.org/en-GB/firefox/search/

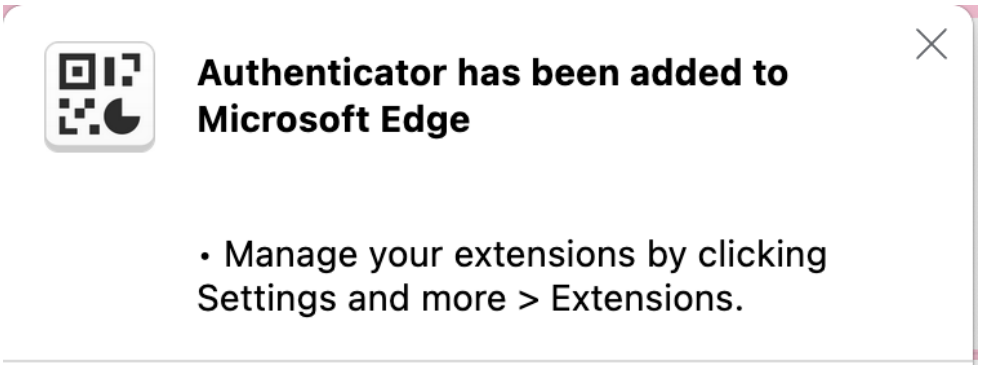
- Log into your google account and create a profile on your chrome browser
- Search for Authenticator using the search bar.

- Select Add to Chrome

- Click on Add extension



- Your browser would confirm the extension has been added with this pop up.



- Click on the extensions icon and pin the Authenticator app to on your browser

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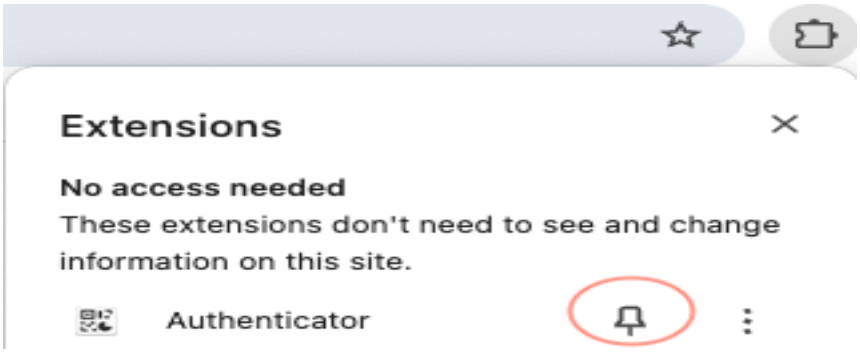
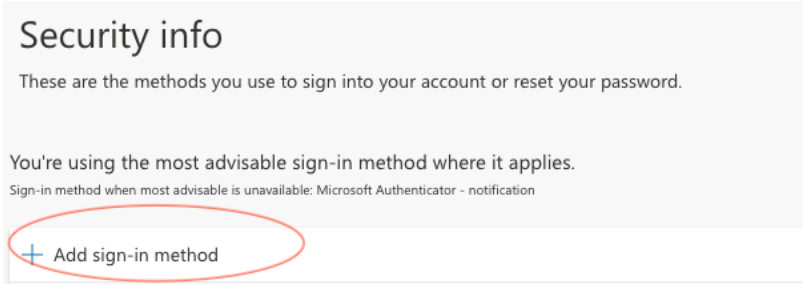
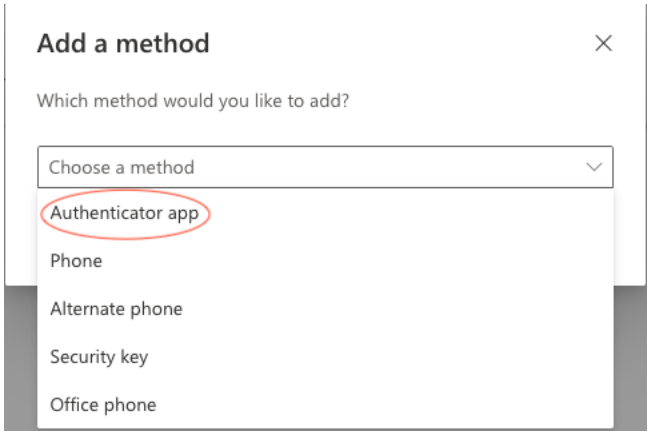


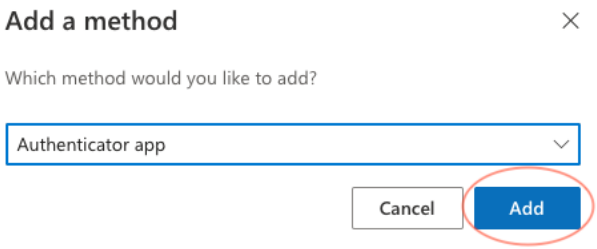
- Go to https://portal.azure.com/ on your browser and sign into your London Met account
- Click Profile in the navigation bar at the top right of the screen and “View account” on the drop-down menu
- Click on the “security info” icon
- Click on “+ Add sign in method”



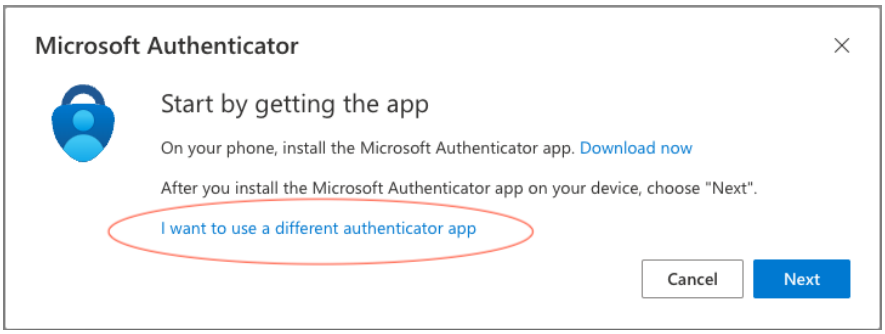
- A pop-up box would appear on your screen, choose Authenticator app



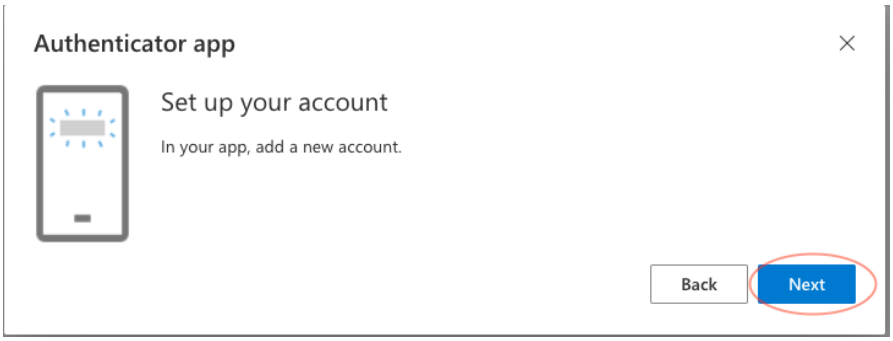
- Click “Add”



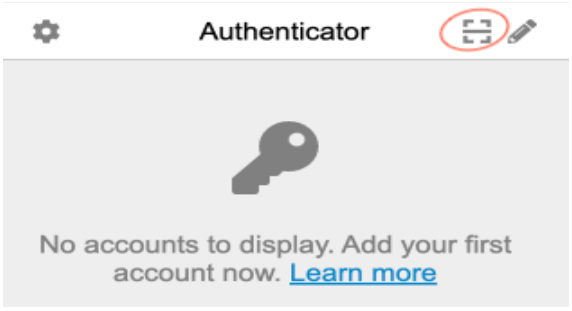
- Another pop-up box appears requesting you download the Microsoft authenticator app. For this we are using the Authenticator Extension App on your browser. Click “I want to use a different authenticator app”.



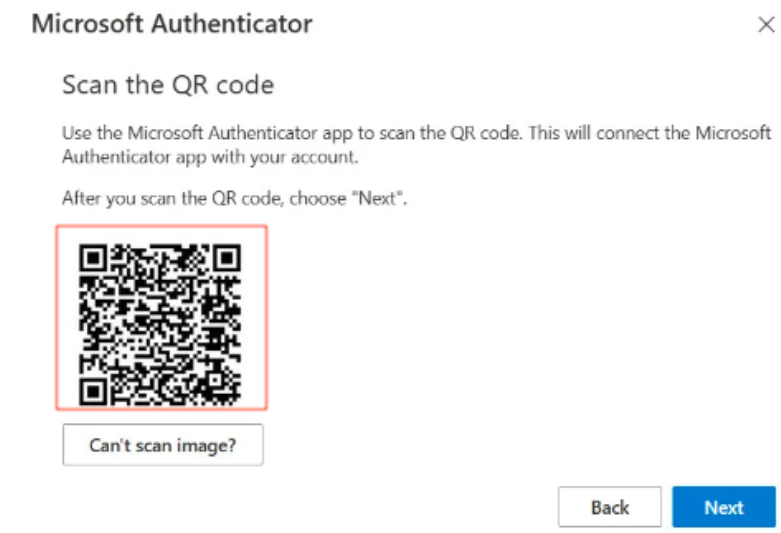
- Another pop-up box appears requesting you set up your account, click “Next”



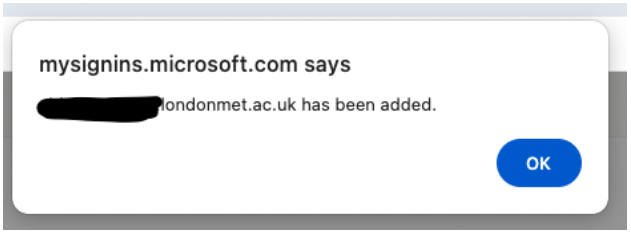
- Another pop-up box appears with a QR code, now click on the authenticator extension pinned at the top of your browser and click on the icon shown below



- Your screen appears greyed out with a square box directing you to draw your cursor over the QR code in a square shape as shown below

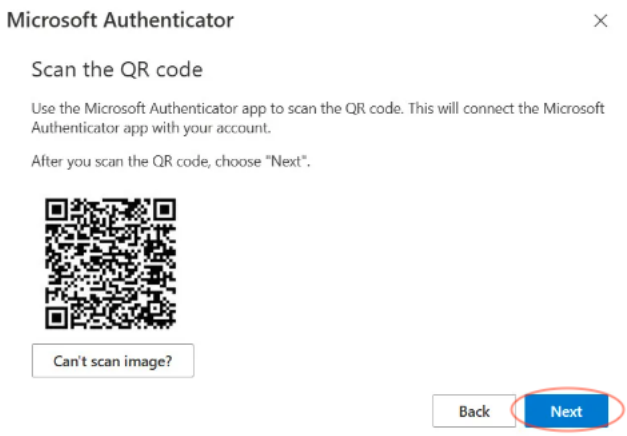


- A pop up appears at the top of your screen notifying your account has been added

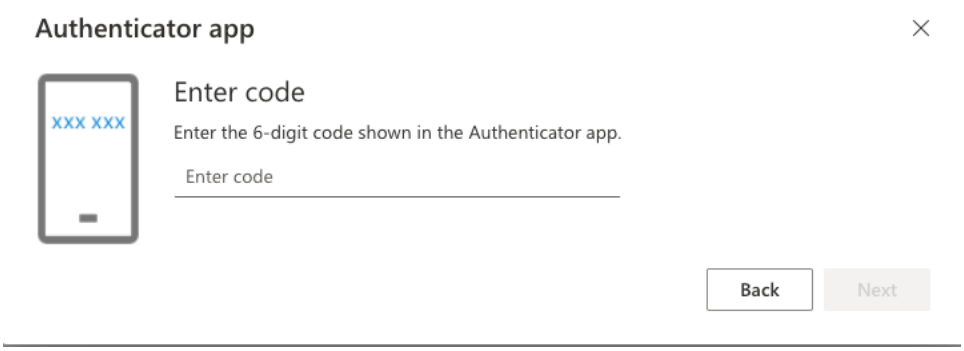


- Click “ok” to proceed

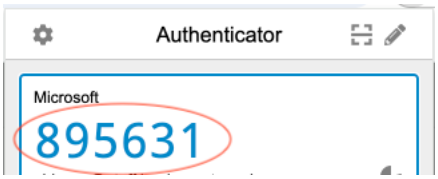
- Click “next “on the authenticator app box on the screen



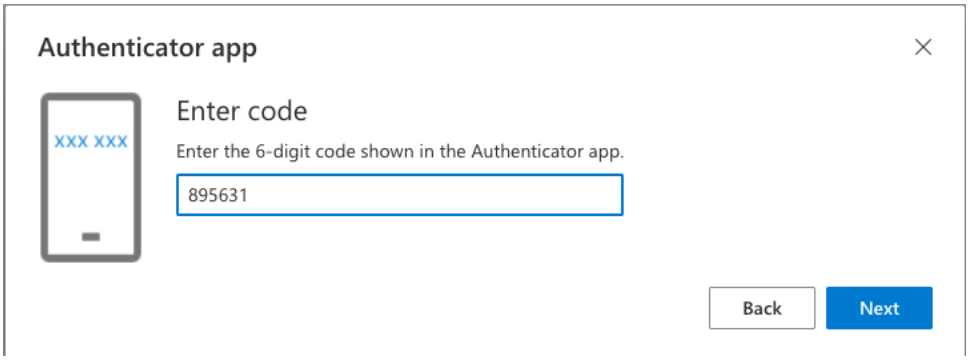
- You would see a prompt on your screen to enter the 6-digit code shown in your authenticator browser extension app.



- Click on your authenticator app pinned at the top of your browser, you would see the 6-digit code



- Enter this 6-digit code and click “next”



- You would see a successful registration pop-up message on your screen. This automatically adds London Metropolitan University account to your Authenticator browser extension app.

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