

Student Multi-Factor Authentication (MFA)

How To Guide

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Student Multi-Factor Authentication (MFA)

Self Service Password Reset User Guide and Conditional Access Policy Guide.

Introduction

Due to the number of accounts that are being compromised, we will be enabling multi-factor authentication to the logging in process. Staff and students will have to register for this service and must select a method for this. A code or notification is sent to their mobile phone and this code must be captured as part of the logging in process. Logins from the DUT network will not be challenged for the additional factor of authentication.

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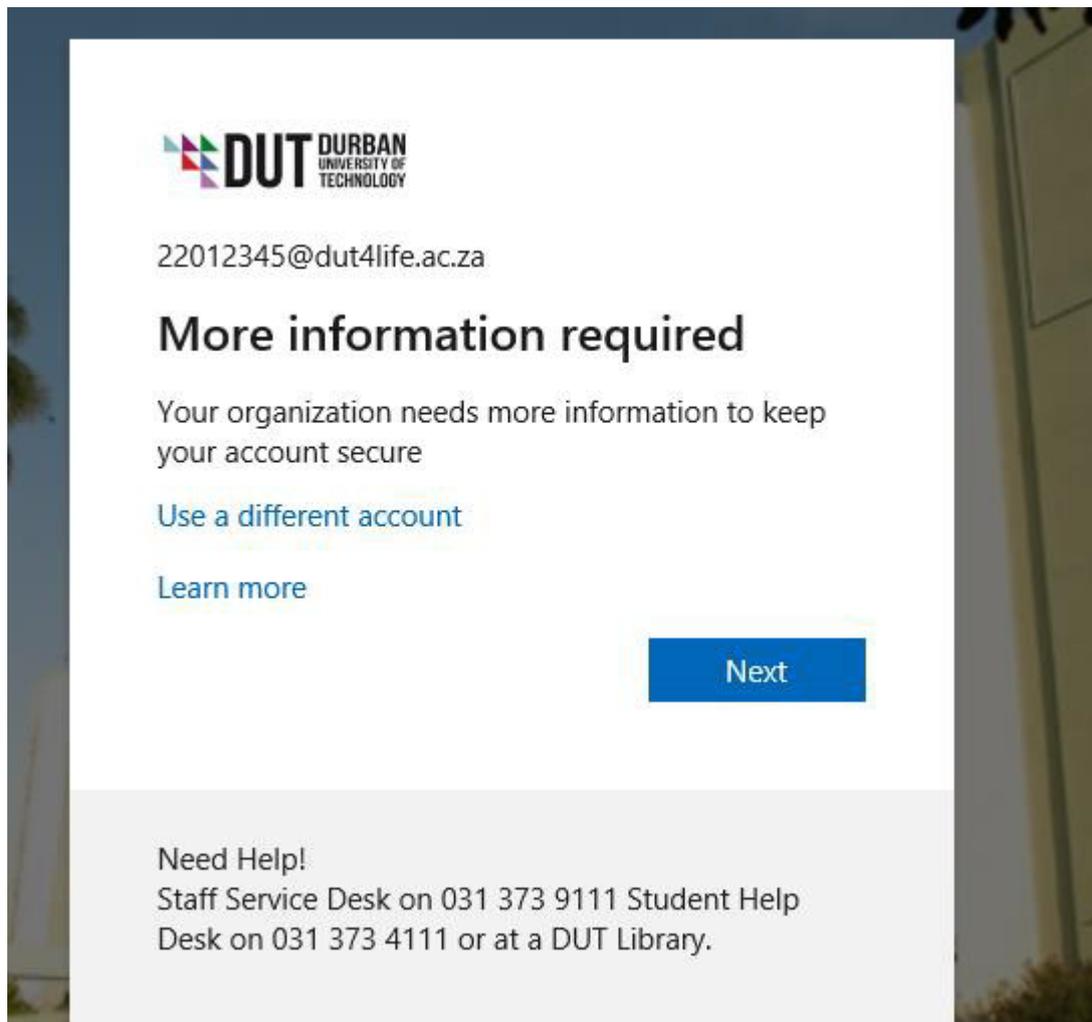
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1. Self Service Password Reset

1.1 Registration

To register for the password reset portal, navigate to <http://aka.ms/ssprsetup> from any internet-connected device like your computer, tablet, or mobile device.

Alternatively, if the administrator has enabled you for Multifactor Authentication, you will be automatically redirected when you successfully logon to www.outlook.com/dut.ac.za or www.office.com. After logging on to www.outlook.com/dut.ac.za, you will be presented with the screen below:



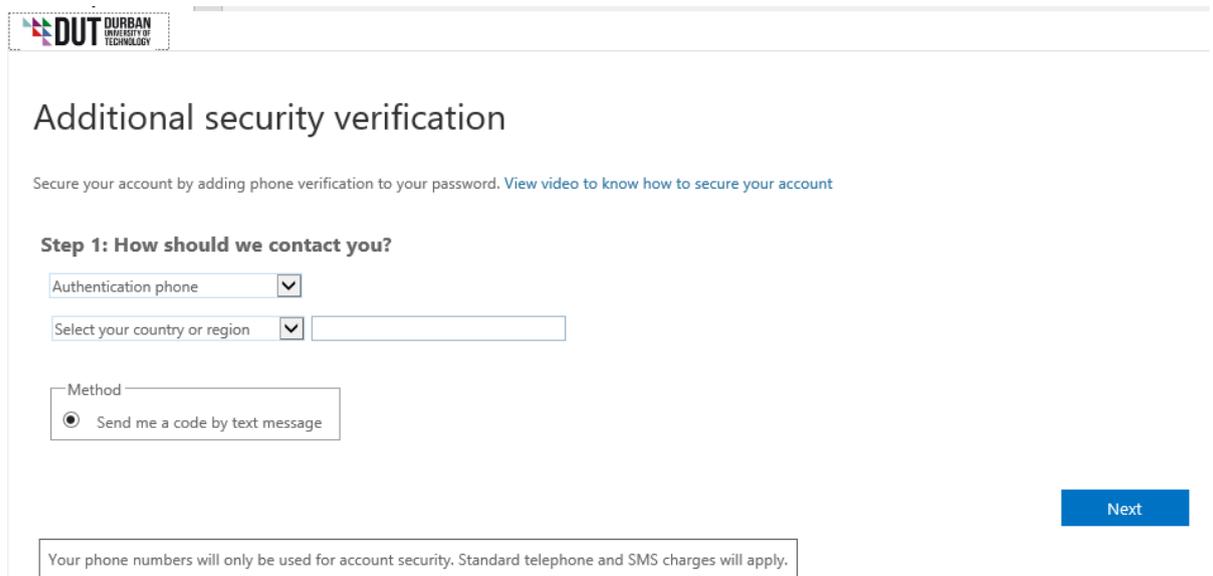
1.2 Setting up your preferred method of Contact.

You can select between:

- Authentication phone – an SMS is sent to your mobile phone
- Mobile App – install the Microsoft Authentication App on your mobile. All requests for 2nd-factor authentication are sent to this app.

**** USE ONE METHOD ONLY ****

1. If you select Authentication Phone



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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

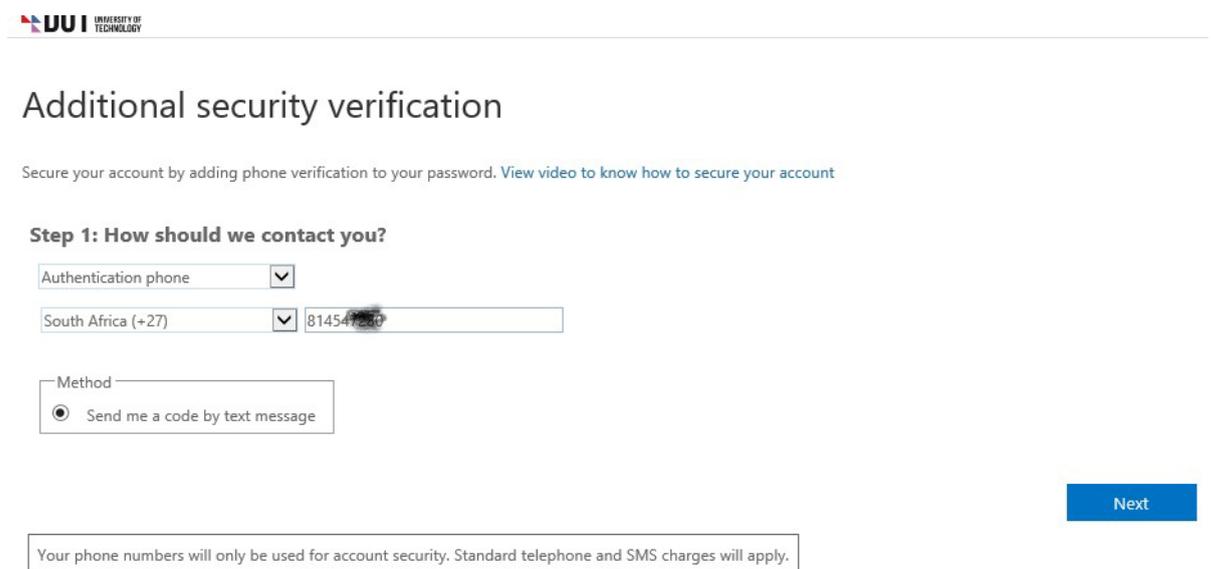
Method

Send me a code by text message

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

Next

2. Select South Africa. It automatically adds the international dialing code. Drop the 0 and enter your mobile number.



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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

South Africa (+27) 814547200

Method

Send me a code by text message

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

Next

3. A text message will be sent to your mobile device. Enter the code and select Verify.

Additional security verification

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

Step 2: We've sent a text message to your phone at +27 814547280

When you receive the verification code, enter it here

Cancel

Verify

4. If you select the mobile App option, install the Microsoft Authentication app from the relevant store. Once installed, select Set up.

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?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

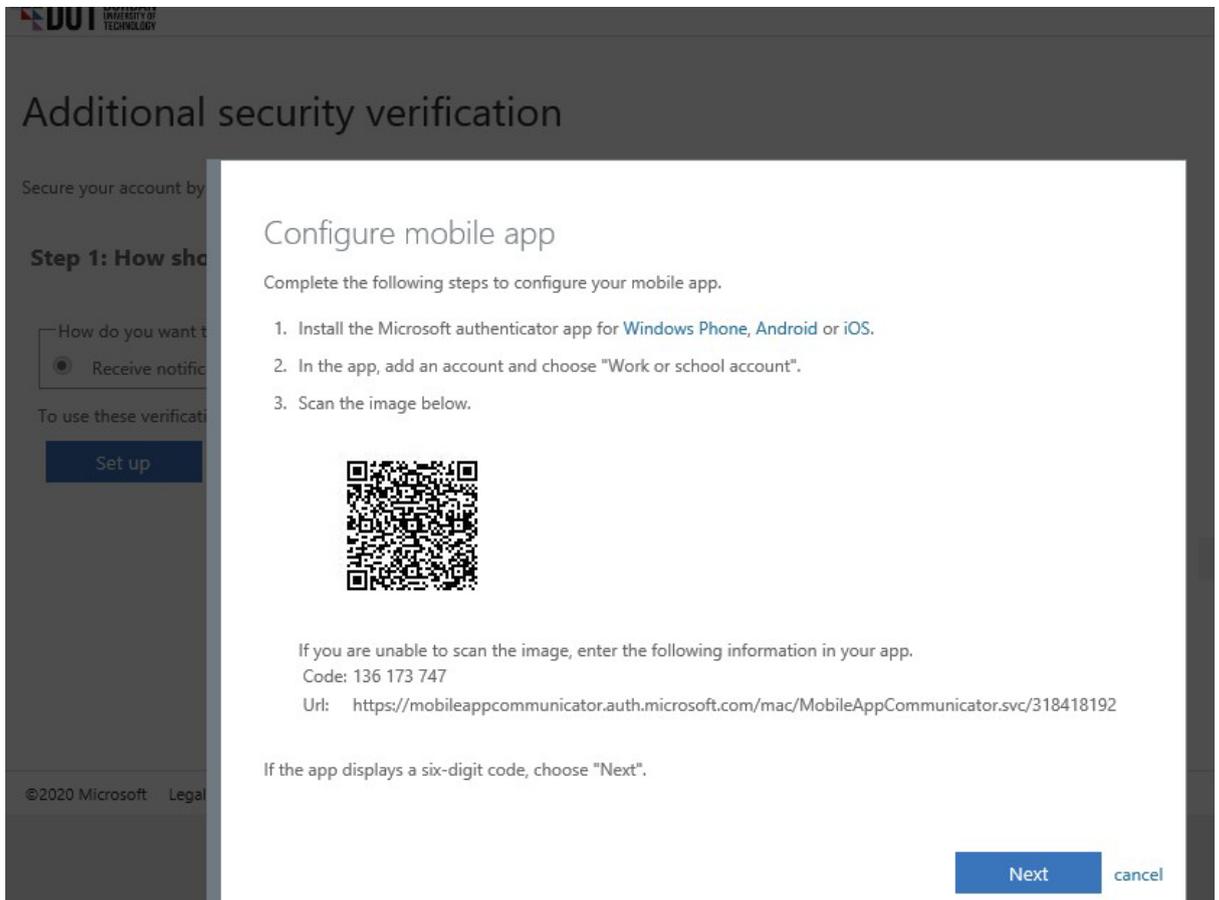
To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Please configure the mobile app.

Next

5. Follow the steps to configure the mobile app. Either scan the app or enter the code.



Additional security verification

Secure your account by

Step 1: How should we contact you?

How do you want to use the mobile app?

Receive notifications for verification

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

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.



If you are unable to scan the image, enter the following information in your app.
Code: 136 173 747
Url: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/318418192>

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

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Next cancel

6. Will receive a notification stating the app is configured for notifications.

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?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

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

Mobile app has been configured for notifications.

Next

7. A mobile number is required for additional verification. Drop the 0 from your mobile number. Select Next and Done.

Additional security verification

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

Step 3: In case you lose access to the mobile app

South Africa (+27)

Next

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

8. If for some reason, you configure both verification methods, you need to select a preferred method for security verification.

Additional security verification App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Notify me through app

how would you like to respond?

Set up one or more of these options. [Learn more](#)

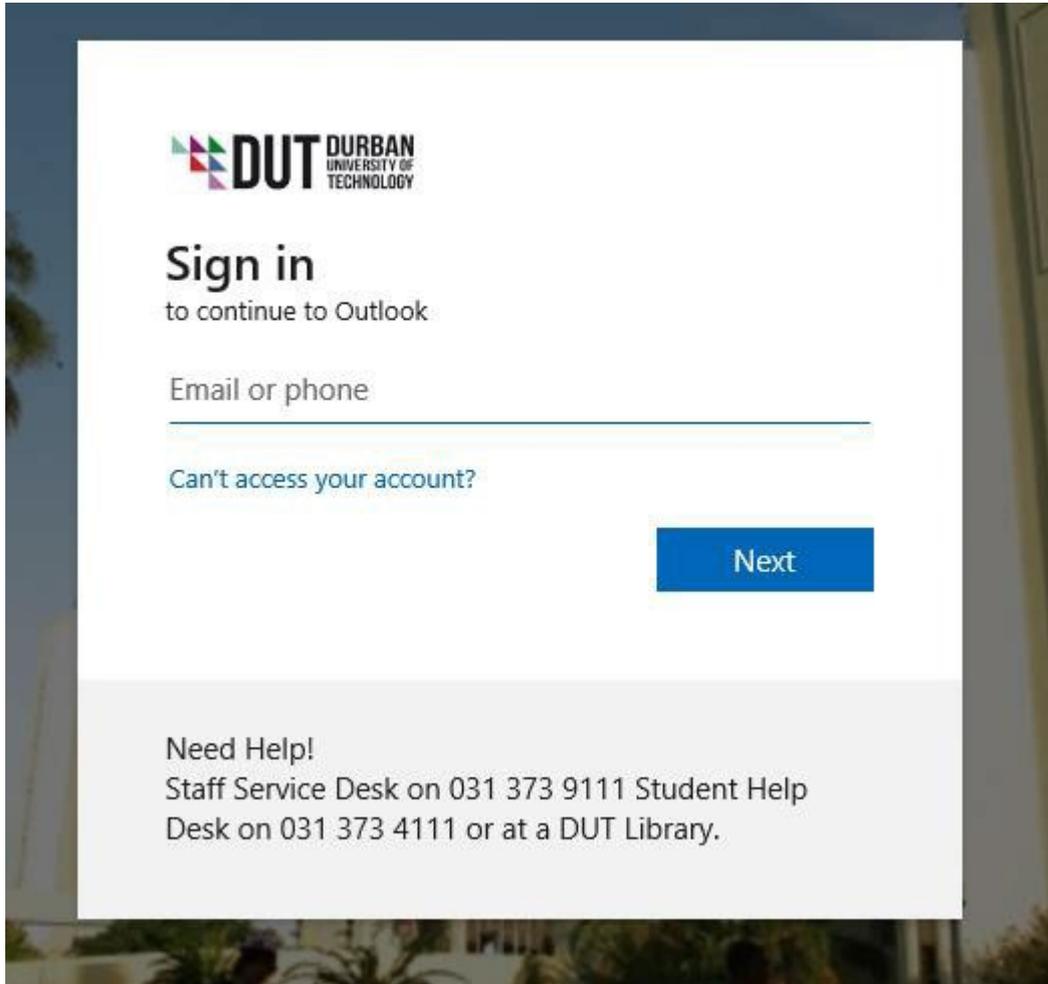
Authentication phone

Authenticator app or Token [Set up Authenticator app](#)

Authenticator app - EML-L29 [Delete](#)

1.3 Resetting your Password or unlocking your account.

1. Go to www.outlook.com/dut.ac.za or www.office.com.
Select the link that says, “Can’t Access your account?”



2. Enter your email address or user ID and enter the characters in the picture.



Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

The characters or words you entered did not match those in the picture or audio. Please try again.

Next

Cancel



3. If the characters on the screen were typed incorrectly, you have the choice of either:
- Resetting your password or
 - Unlocked your AD account.

If you want to reset your password, select 'I forgot my password' and select Next



Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

Next

Cancel

4. Select Text my mobile phone, enter your mobile number and select Text



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****80) below. You will then receive a text message with a verification code which can be used to reset your password.

08145*****80

Text

5. Enter the code that you received on your mobile phone and select Next



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

191121

[Next](#) [Try again](#) [Contact your administrator](#)

6. You will then be presented with a screen to choose a new password. Note that passwords must meet the complexity requirements as per the password policy. Select Finish.



Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

.....

* Confirm new password:

.....

[Finish](#) [Cancel](#)



7. If successful, you will receive notification that your password has been reset.

**** PLEASE WAIT 5 MINUTES BEFORE TRYING TO LOG IN ****

The passwords need to fully synchronize between Office365 and the on-premise servers.



Get back into your account

 Your password has been reset

To sign in with your new password, [click here](#).

8. If you want to unlock your account, select “Can’t Access your account?” from www.outlook.com/dut.ac.za or www.office.com



Get back into your account

Why are you having trouble signing in?

I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in

Next

Cancel

9 Select the option that says, “I know my password, but still can’t sign in.”



Get back into your account

Why are you having trouble signing in?

- I forgot my password
- I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

[Next](#) [Cancel](#)

9. Enter your mobile number



Get back into your account

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****80) below. You will then receive a text message with a verification code which can be used to reset your password.

[Text](#)

- 10 Enter the code that was sent to your mobile device.



Get back into your account

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

910606

Next

Try again

Contact your administrator

- 11 If successfully entered, you will receive a message saying “your account has been unlocked”

**** PLEASE WAIT 5 MINUTES BEFORE TRYING TO LOG IN ****

The passwords need to fully synchronize between Office365 and the on-premise servers.



Get back into your account

✓ Your account has been unlocked

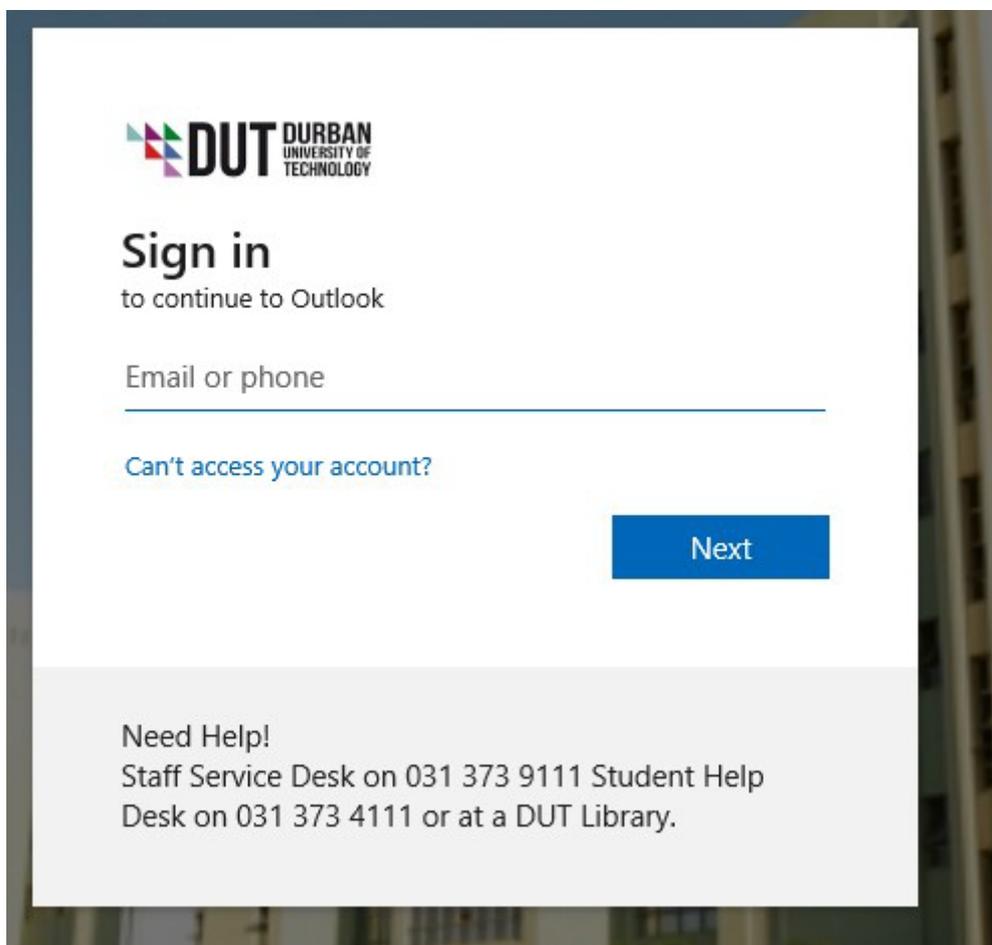
To sign in with your existing password, [click here](#).

2. Conditional Access Policy

Logging into your account

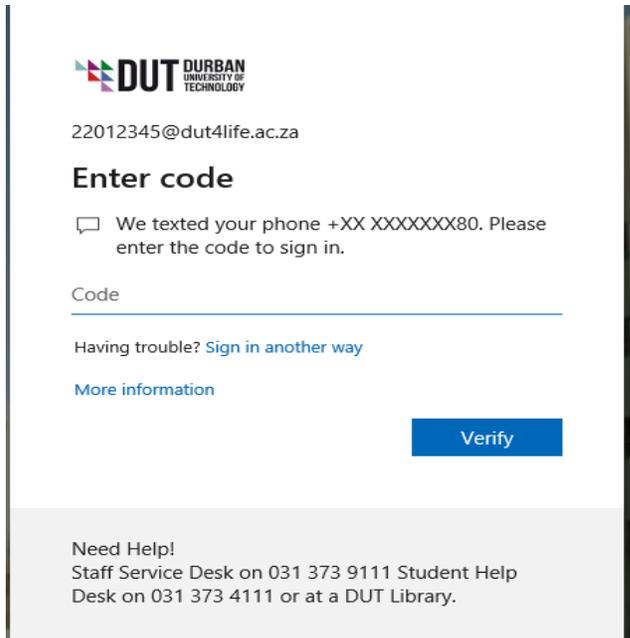
The system has been set up such that:

- If you log on to the DUT network using a wired or wireless connection, you will not be challenged by the second factor of authentication.
 - If you login outside of the DUT network, you will be challenged for the second factor of authentication
1. Logging in outside the DUT network. Go to www.outlook.com/dut.ac.za or www.outlook.com. Enter your email address and password.



The screenshot shows a web browser window displaying the Outlook sign-in page for DUT. At the top left is the DUT logo. The main heading is "Sign in" with the subtext "to continue to Outlook". Below this is a text input field labeled "Email or phone". Underneath the input field is a link that says "Can't access your account?". To the right of the input field is a blue button labeled "Next". At the bottom of the page, there is a grey box containing the text: "Need Help! Staff Service Desk on 031 373 9111 Student Help Desk on 031 373 4111 or at a DUT Library."

2. After entering your password, you will be prompted to enter the code sent to your mobile device.



The screenshot shows a mobile verification screen for DUT. At the top left is the DUT logo. Below it is the email address 22012345@dut4life.ac.za. The main heading is "Enter code". Below this is a message: "We texted your phone +XX XXXXXXX80. Please enter the code to sign in." There is a text input field labeled "Code" with a blue underline. Below the input field are two links: "Having trouble? Sign in another way" and "More information". A blue "Verify" button is positioned to the right of the input field. At the bottom, there is a grey box containing the text: "Need Help! Staff Service Desk on 031 373 9111 Student Help Desk on 031 373 4111 or at a DUT Library."

3. Enter the code and select Verify
4. You will then be presented with this screen. If this is your personal computer, select Yes, otherwise select No



The screenshot shows a mobile screen asking to stay signed in. At the top left is the DUT logo. Below it is the email address 22012345@dut4life.ac.za. The main heading is "Stay signed in?". Below this is the text: "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again". Below the checkbox are two buttons: a grey "No" button and a blue "Yes" button. At the bottom, there is a grey box containing the text: "Need Help! Staff Service Desk on 031 373 9111 Student Help Desk on 031 373 4111 or at a DUT Library."

5. Your mailbox will then open