

## MFA Setup with App and Phone Call Methods

MFA (Multi-Factor Authentication) has been enabled for Office 365 applications, RDWeb portal, VPN and other RVC web applications on all RVC accounts

Please see instruction below how to setup MFA and choose your MFA method.

MFA methods:

- Microsoft Authenticator app. App needs to be setup via the Scan QR code option and not the sign in option:
  - Scan QR code
- Phone call

## MFA Setup

Launch any web browser and go to <https://aka.ms/mfasetup>. Log in with your RVC credentials.

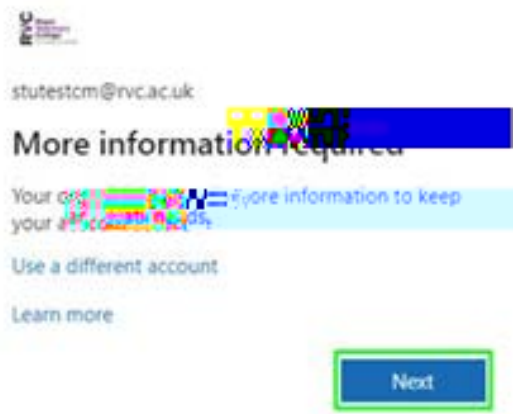
You will be asked to enter your RVC credentials



If you are working on the same computer for a while to want to avoid having to sign in again, click Yes in the next dialogue window.



You will see a message window asking for information to set up your MFA. Click **Next**.



You will be prompted with Microsoft Authenticator app setup first. This method includes 2 steps:

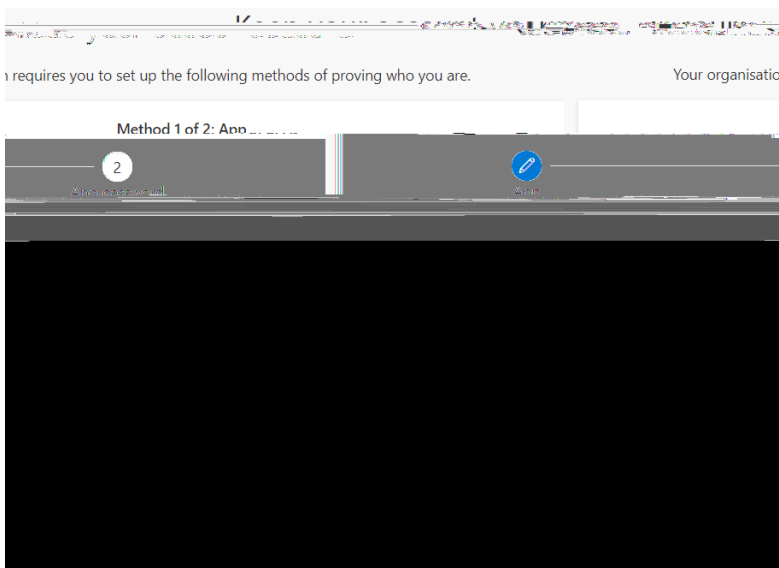
**Method 1 of 2: App** This method is for setting up Microsoft Authenticator App

**Method 2 of 2: App** This method is for setting up App password. If you are using a mail app (none-Microsoft ap) in iOS or macOS, you will need to use an app password

- **Microsoft Authenticator App**

**Method 1 of 2: App**

Install the **Microsoft Authenticator App** from the App Store for iPhone or Google Play for Android on your phone, **Next**





Scan the QR code displayed on the page on your MFA screen and select **Next**

### 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:

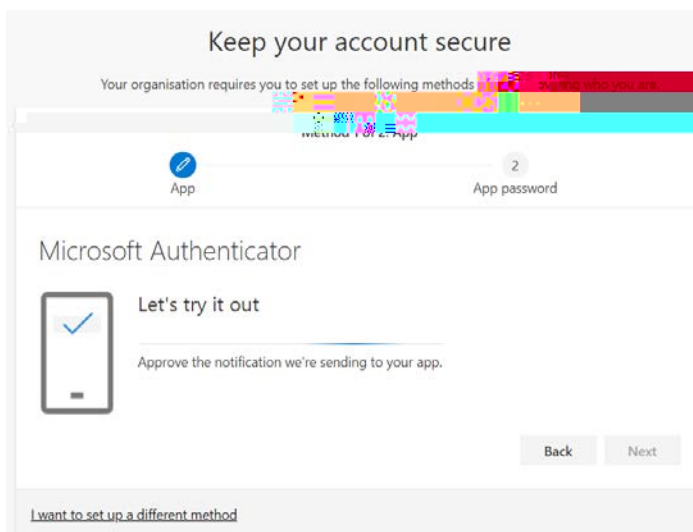
Code: 739 374 465

URL: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/796150101>

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



Select **approve signing notification** on your phone app.



Select **Next** to start **Method 2 of 2: App password**.

## Method 2 of 2: App

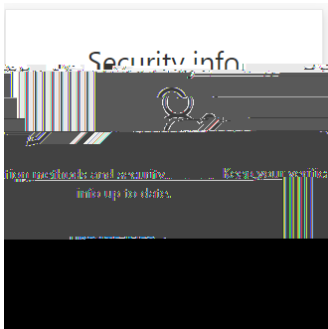
This password is to be used for mail app (none-Microsoft ap) in iOS or macOS.

Create a name for app password for mail app. And select **Next**

- **Phone Call Method**



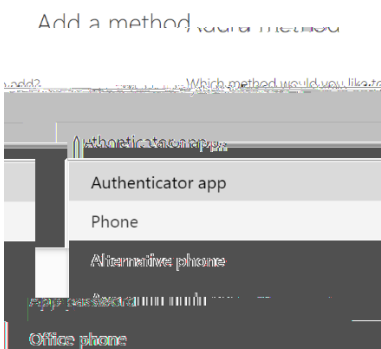
Under **Security info**, select **Update Info**



Select **+ Add method**



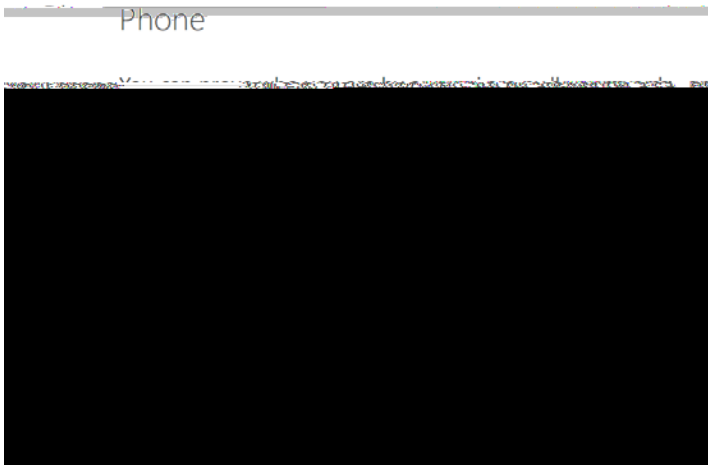
Select **Phone**



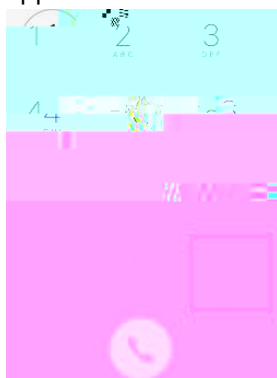
## Select Add



## Add your Mobile Number.



You will receive a telephone call from Microsoft on your registered MFA mobile phone. Press the HASH (pound) key as instructed to complete the log in process and the Portal desktop will appear



Phone

Call answered. Your phone was registered successfully.

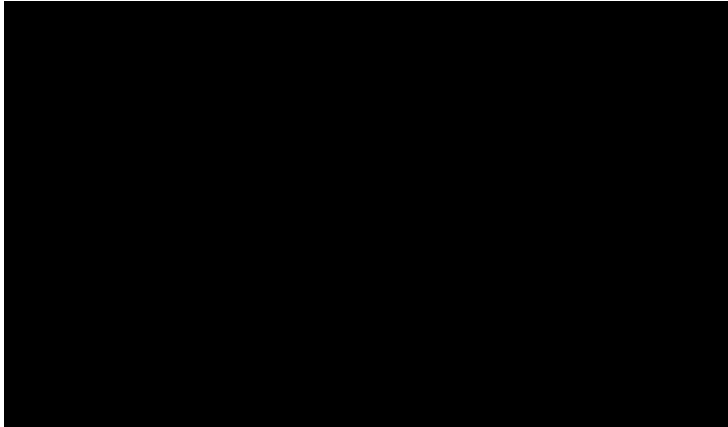
Done

## Change MFA Authentication Method

You can change MFA Authentication method at any time



Select **Change** to change **Default sing-in method**



if you need further assistance

Please call 02074685181 / [servicedesk.rvc.ac.uk](https://servicedesk.rvc.ac.uk) / or

Email: [helpdesk@rvc.ac.uk](mailto:helpdesk@rvc.ac.uk)

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