Multi-Factor Authentication (MFA) for University of Liverpool Microsoft 365 (M365) Guest Accounts

USER GUIDE

Contents

Introduction

To ensure the security of University IT facilities and services, IT Services uses multi factor authentication (MFA) across University of Liverpool systems.

As a trusted partner of the University who uses a guest account in the University Microsoft Office 365 environment, MFA will enable you to access files that are protected by authenticating with your guest account credentials.

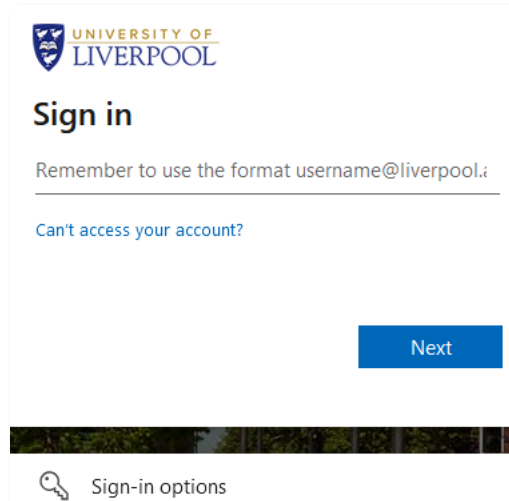This step-by-step guide will help you choose and enable a relevant authentication method.

Failure to do so will mean you will not be able to access University files to collaborate with us in a secure manner.

It is recommended that you use an authenticator app on your smartphone, as this is far more secure than SMS or voice call authentication. To do this you will need to install an MFA app from your relevant app store. The recommended app is Microsoft Authenticator, but you can also use an alternative well know authenticator apps such as Google Authenticator or Duo.

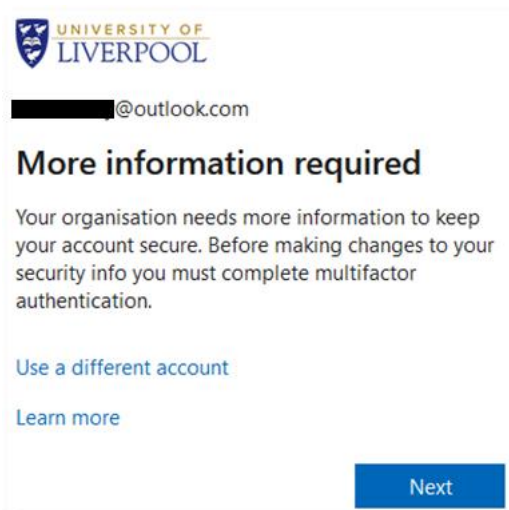# How to set up MFA on your Guest account to access University of Liverpool files

Please note: You will need to follow these instructions after you have received a link to a file you need to access.

1. Click the **link** to view the file that has been shared with you

2. Enter your **full email address**, eg name@outlook.com and **password**

3. Click **Next**

4. You will be prompted to provide more information. Click **Next**

5. If you have installed Microsoft Authenticator, click **Next**. If you have installed an alternative MFA app, such as Google Authenticator or Duo, click **I want to**

use a different authenticator app. If you do not wish to use an MFA app, click **I want to set up a different method**
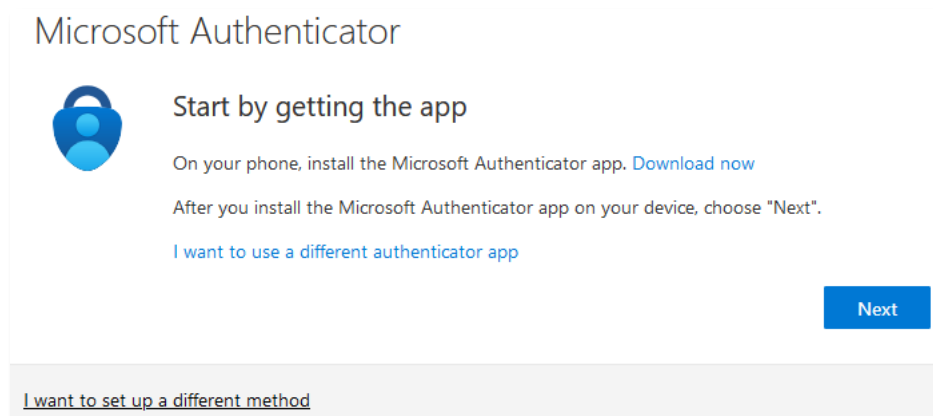
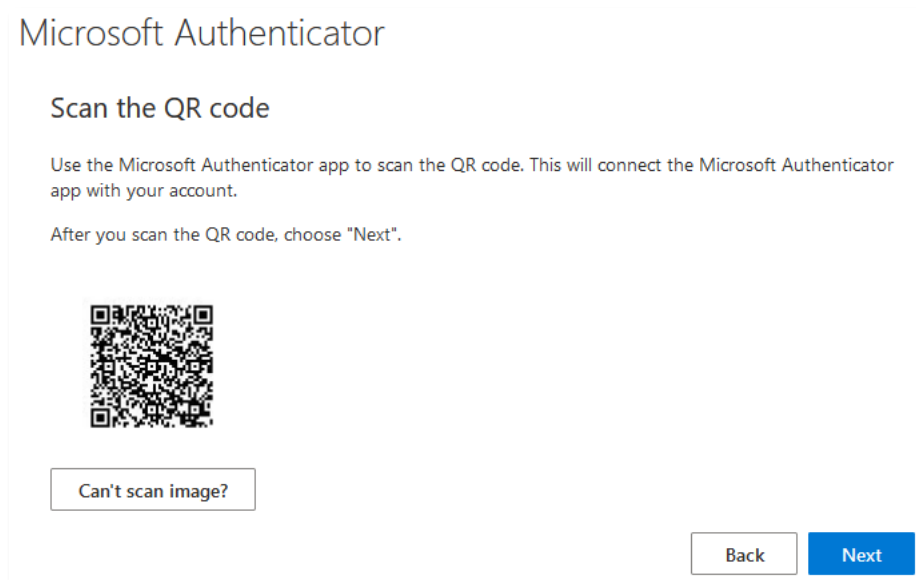6. Follow the instructions below for the option you have selected

How to set up Microsoft Authenticator to access University of Liverpool files as a Guest

1. Follow steps 1-5 under How to set up MFA on your Guest account to access University of Liverpool files above

2. Click **Next** for Step 5 to confirm you have installed Microsoft Authenticator

3. Open the **Microsoft Authenticator** on your smartphone

4. Choose **add an account**

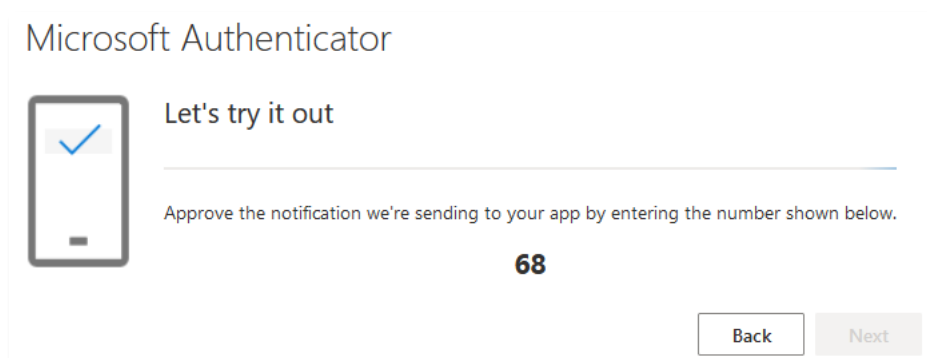5. Select **Work or school**
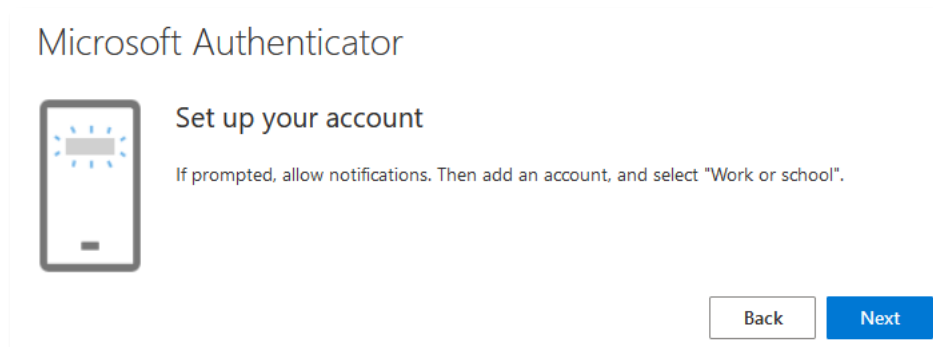
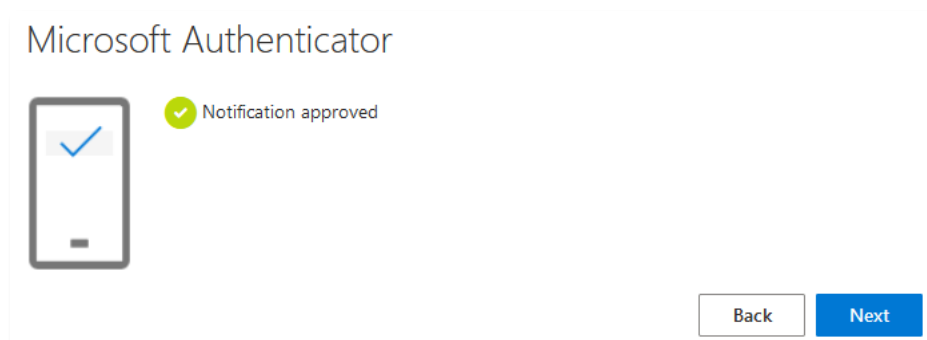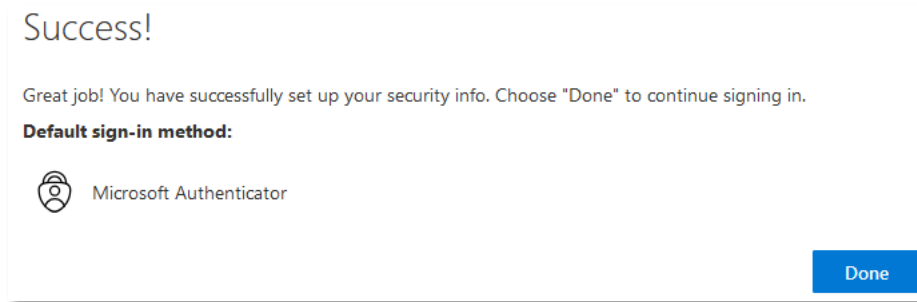6. Scan the **QR code** on your screen

7. Click **Next**

8. A number will be displayed on your smartphone. Approve the sign-in by entering **this number** and tapping **Approve**
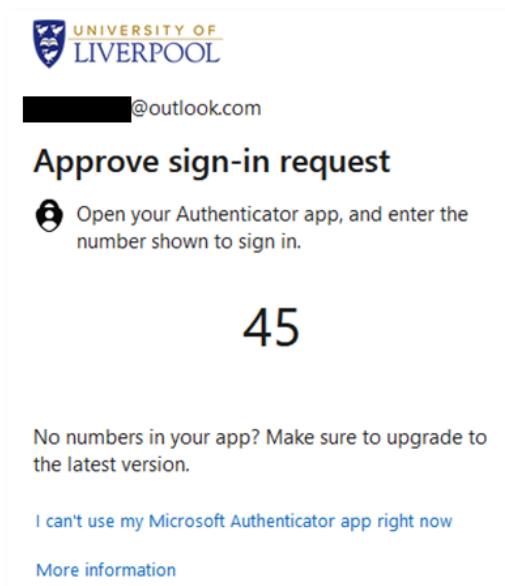

9. Click **Next**

10. Click **Done**

You have now successfully set up Microsoft Authenticator to access University of Liverpool files as a Guest. On subsequent sign-ins, you will be prompted to open Microsoft Authenticator and enter a code to proceed. If you don't receive a prompt, just open the authenticator app and follow the instructions.

How to set up alternative MFA apps to access University of Liverpool files as a Guest

1. Follow steps 1-5 under How to set up MFA on your Guest account to access University of Liverpool files above

2. Select **I want to use a different authenticator app** for Step 5

3. Click **Next**

4. Open the alternative MFA app on your smartphone and choose to **add an account**

5. Most authenticator apps will give you the option to add an account by scanning a QR code. Use your smartphone to scan the **QR code** displayed and click **Next** to continue

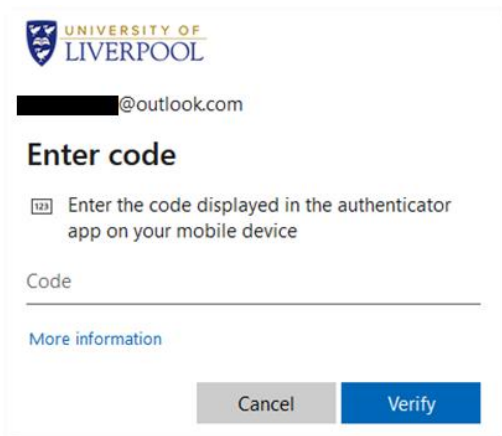6. Enter the **6-digit code** displayed in your authenticator app and click **Next**

7. You have now successfully set up your authenticator app to access University of Liverpool files as a Guest. Click **Done** to exit
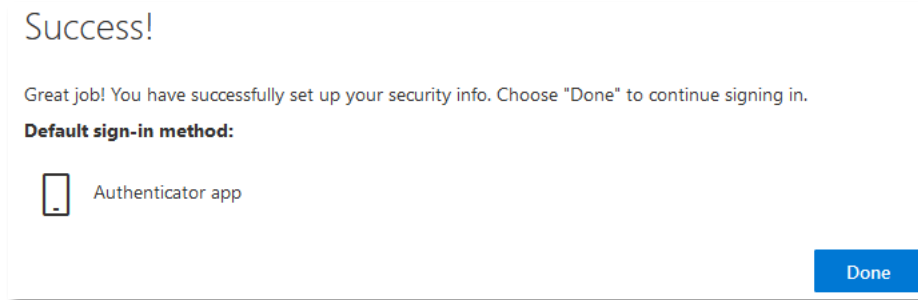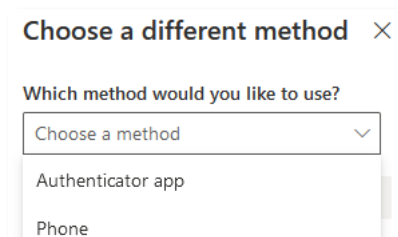

On subsequent sign-ins, you will be prompted to open your authenticator app and enter a code to proceed.

Alternative authentication methods

1. Follow steps 1-5 under How to set up MFA on your Guest account to access University of Liverpool files above

2. Select **I want to set up a different method** for Step 5

3. Click **Phone** > **Confirm**

4. Enter **your phone number** and choose whether you want to **Receive a code** by SMS or **Call**

5. You will then receive a 6-digit code by SMS or voice call
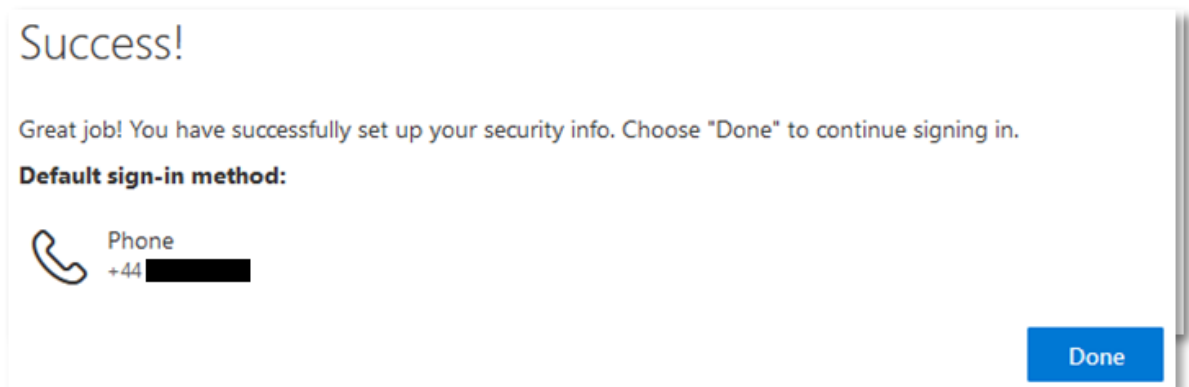
6. Enter this **6-digit code** and click **Next**

7. You have now successfully set up alternative authentication to access University of Liverpool files as a Guest. Click **Next**
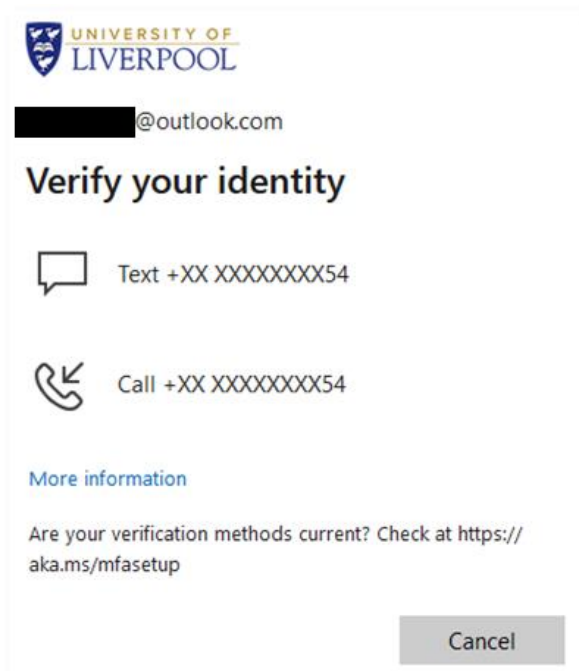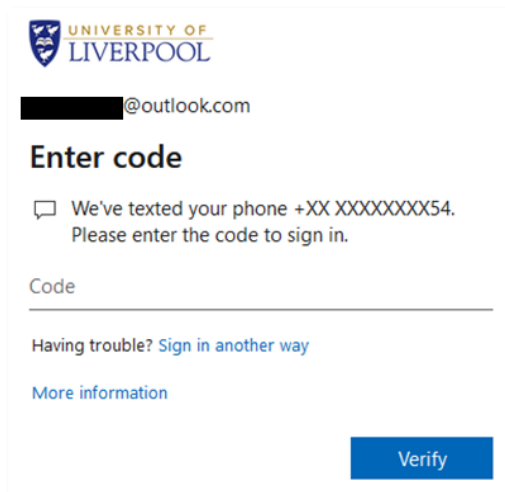
8. Click **Done** to exit

On subsequent sign-ins, you will be prompted to choose Text or Call to receive a passcode.

Entering this code and clicking Verify will authenticate your access.

How to edit your authentication options

If you would like to change the method by which you authenticate to your University of Liverpool Guest account, please follow these steps:

1. Go to https://myapplications.microsoft.com/ and sign in with your **guest account credentials**, completing MFA using your existing method

2. Click **your initials** at the top right of the page

3. Verify that the organization is set to **The University of Liverpool** and click **View account**
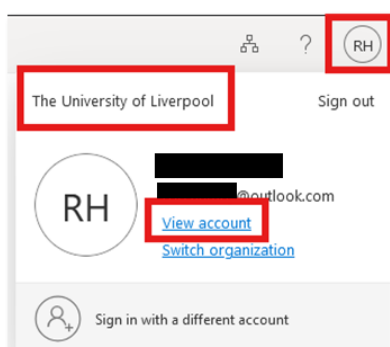
Tip: If the organization is not set to The University of Liverpool, click **Switch organization** to amend this

4. On the Security info tile, click **UPDATE INFO >**
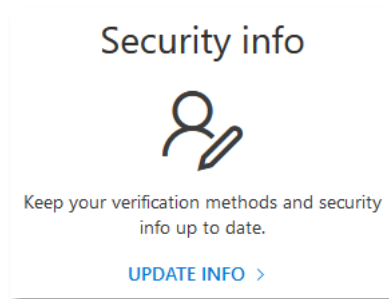
5. On the page which opens you can view and delete existing authentication methods. To add a new one, click **+ Add sign-in method**

6. Proceed through the appropriate instructions above to add the required new authentication method

How to add a new or additional device

If you would like to add a new or additional device to authenticate, for example if you are changing your mobile phone please follow the instructions below.
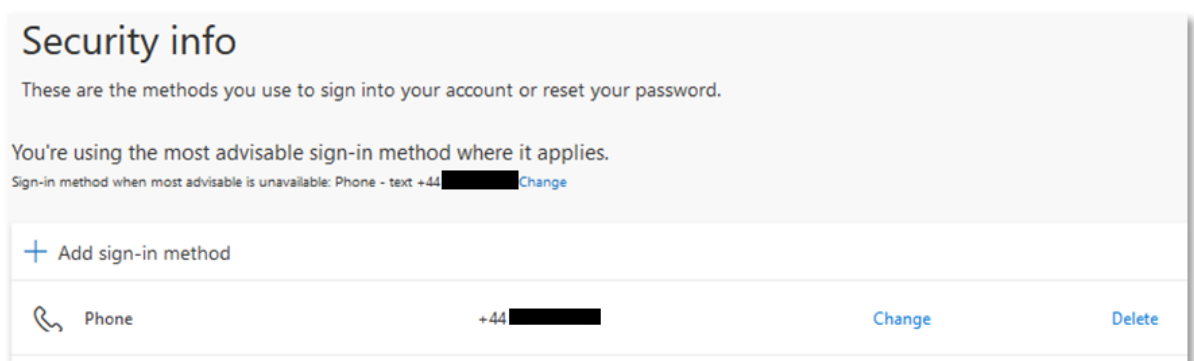
Please note: You need to have access to your existing device in order to add a new or additional device. If you no longer have access to it, for example if it has been lost or stolen, please contact your University of Liverpool Teams/SharePoint Site Owner. This is the University of Liverpool staff member who added you as a Guest to a University of Liverpool Teams or SharePoint site. They will need to contact the IT Service Desk on your behalf.

1. Go to https://myapplications.microsoft.com/ and sign in with your **guest account credentials**, completing MFA using your existing method

7. Verify that the organization is set to **The University of Liverpool** and click **View account**
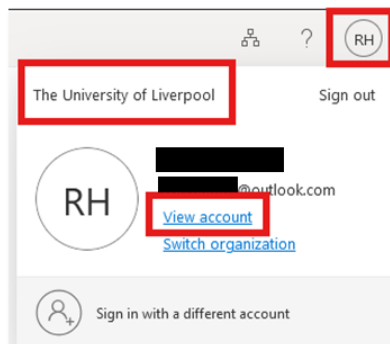
Tip: If the organization is not set to The University of Liverpool, click **Switch organization** to amend this

8. On the Security info tile, click **UPDATE INFO >**

9. On the page which opens, choose **+ Add sign-in method**

    Please note: You may be prompted to authenticate again

10. Next to Add a method, choose the **authentication method** you would like to use on your new/additional device, eg Authenticator app

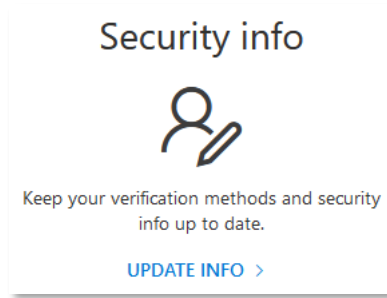11. Proceed through the instructions above to add the required new authentication method

On the Security page, you should see now entries for both your old and new device.

IMPORTANT: If you are replacing your device, ensure you remove your old device from the list of sign-in methods.

Final Advice

If you need any support with setting up multi-factor authentication on your University of Liverpool M365 Guest Account, please contact the Site Owner – this means your University of Liverpool colleague who owns the Teams or SharePoint site you were added to as a Guest.

The University of Liverpool M365 Site Owner will need to contact the IT Services self-service portal https://liverpool.service-now.com/sp to request support on your behalf.