



# Introducing MFA (Multi-factor authentication) and password reset for UoL Distance Learning Student

When you log in to the **Student Portal** or **Enquiry Hub** for the first time and haven't set up MFA, you will be prompted to do so. After completing the setup, you'll need to use MFA every time you log in to these platforms. Please ensure that you have access to your registered device whenever you log in. Additionally, MFA will be required if you forget your password and need to reset it.

## What is MFA?

Muti-Factor Authentication (MFA) is a method of logging in that uses, in addition to your password, a secondary authentication method, i.e. a code that's sent via text message/WhatsApp or via an app. The University have introduced it as a form of securing our environment, to protect the content of the University and our students.

## Why do we need MFA?

MFA is one of the most powerful tools we have to mitigate the threat presented by phishing and similar types of cyber-attack. Using MFA makes it extremely difficult for anyone who has stolen or guessed your password to use that password to log in to your account. To learn more about why MFA is crucial for our security and how to setup MFA, [watch these videos](#).

## Register MFA via Microsoft Authenticator

### Step 1:

Before you start, make sure you have **Microsoft Authenticator** installed on your mobile phone.

You can search for **Microsoft Authenticator** on the App Store or Play Store, or scan the QR code on the right to download the app.

### Step 2:

Log in to your account via Student Portal  
<https://my.london.ac.uk>, click **Sign-in**

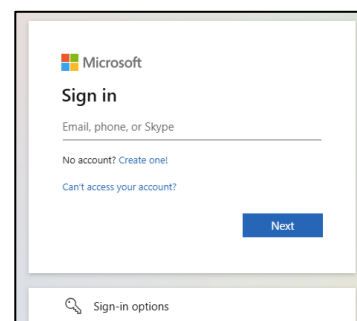
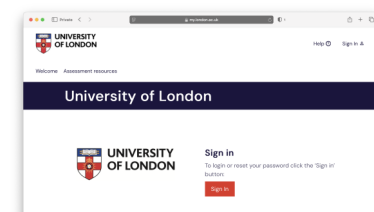
### Step 3:

Input your account name, e.g. xxx999@london.ac.uk

Android



iOS





### Step 3:

You will be redirected to the University of London login page and asked to enter your password.

Once you have entered your password, click on the blue Sign In button.

### Step 4:

If you haven't set up MFA yet, you will see the setup screen. Follow the on-screen instructions to secure your account.

Click **Next** to Start

### Step 5:

Click **Next** to confirm that you have installed the Microsoft Authenticator app on your smartphone and are enrolling in MFA with Microsoft Authenticator.

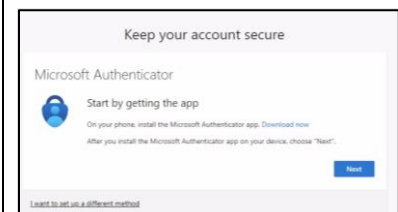
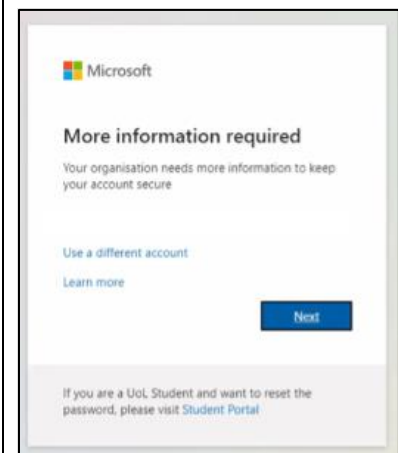
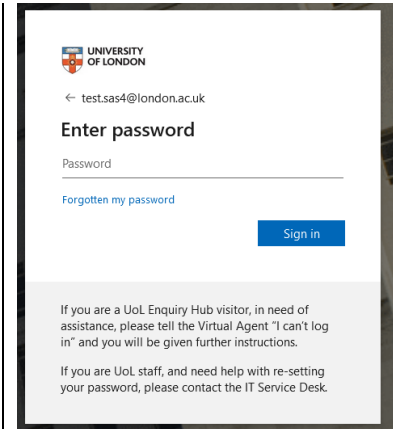
### Step 6:

#### On your mobile phone:

Launch **Microsoft Authenticator**. Make sure you choose to allow to receive notifications when prompted to do so.

#### On your computer:

Click **Next**





### Step 7:

**On your mobile phone:**  
Select **Work or school account**

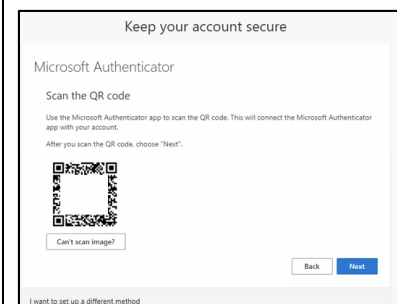
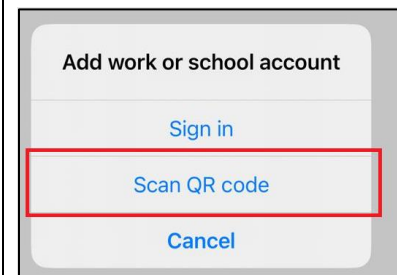
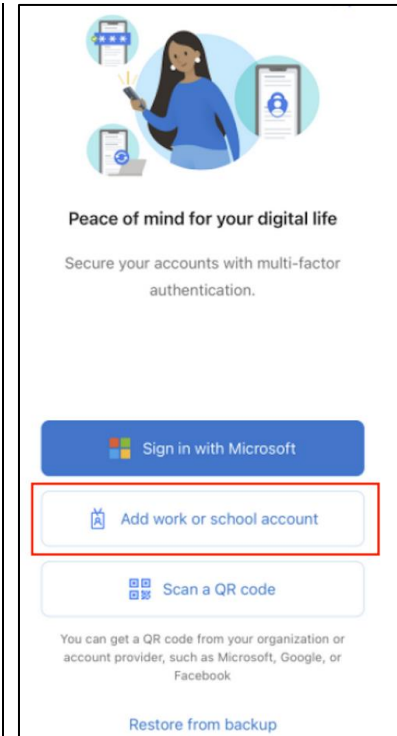
### Step 8:

**On your mobile phone:**  
Click **Scan QR code** on the pop-up

### Step 9:

**On your mobile phone:**  
Scan the QR Code presented on your computer screen.

Once completed, click **Next**



**Step 10:**

Your setup should be complete at this point. To ensure MFA is working, follow the screen instructions to complete the test.

**On your desktop:**

You will see a number on the screen (e.g., 21).

**On your mobile phone:**

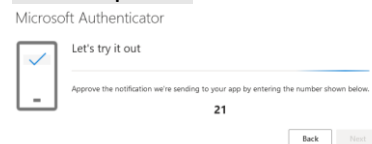
Your Microsoft Authenticator app will show a dialog asking you to sign in.

Enter the same number displayed on your desktop (e.g. **21**) to sign in.

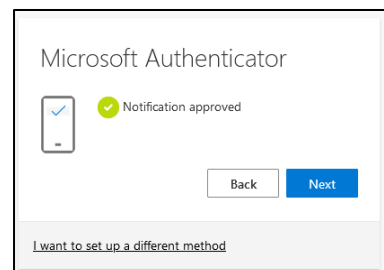
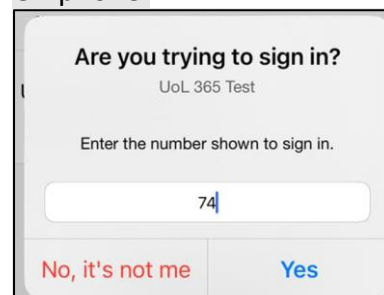
**Step 11:**

If the code matches, your MFA setup is now complete and ready to use.

**On computer:**



**On phone:**





## Register MFA via SMS\* / Phone Call

If you can't download or use Microsoft Authenticator, you can set up MFA using SMS\* or Phone Call. Follow these steps to set it up:

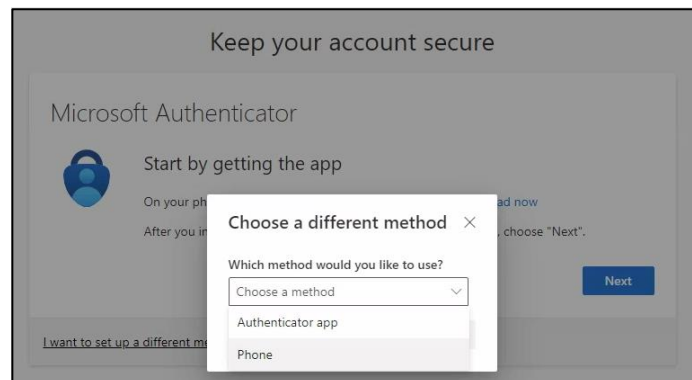
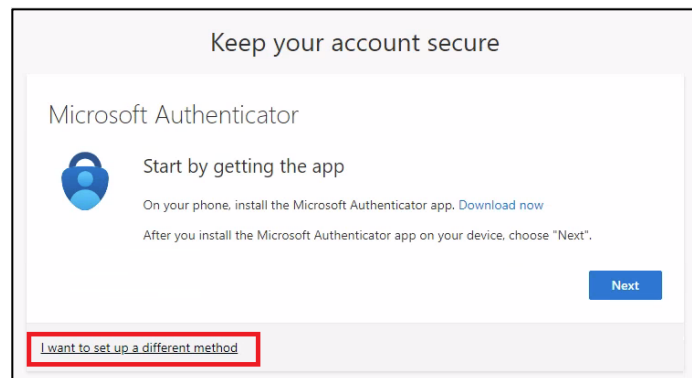
\*Please note that the one-time-password may arrive via WhatsApp. [Read this article](#) for more information.

### Step 5a:

Follow steps 1-4 as above, and then click **I want to set up a different method**

### Step 6a:

On the next pop-up, choose **Phone** as your verification method, then click **Confirm**





## Step 7a:

Select your phone number's **country code**, then enter your **Phone Number**.

There are 2 ways to receive your sign-in code:

Choose **Receive a code** if you want to receive a code via text message

or

Choose **Call me** if you want to receive a code via a phone call

## Step 8a:

**If you choose SMS: -**

A one-time password will be sent to your phone number.

**If you choose a phone call: -**

You will receive an automated call shortly, with the one-time password read to you.

Follow the instructions provided to complete the verification process.

*Please note that your mobile provider may charge you to receive SMS / Phone Call. Refer to your provider for details.*

Keep your account secure

Phone

You can prove who you are by answering a call on your phone or receiving a code on your phone.

What phone number would you like to use?

United States (+1) Enter phone number

Receive a code  
 Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Next

[I want to set up a different method](#)

## SMS:

15:48

Authenticator

Microsoft

Yesterday 14:03

Use verification code 203529 for Microsoft authentication.

Yesterday 15:43

## Phone Call:

Keep your account secure

Phone

We're calling now.

Back

[I want to set up a different method](#)



## Step 9a:

Read or listen to the verification code sent to you and input it on the screen presented. This step will verify your registration and ensure your phone number is correct.

Keep your account secure

Phone

We just sent a 6 digit code to +44 203529 . Enter the code below.

[Resend code](#)

Back Next

## Step 10a:

If the inputted code is correct, your registration is complete.

Keep your account secure

Phone

✓ Verification complete. Your phone has been registered.

Next

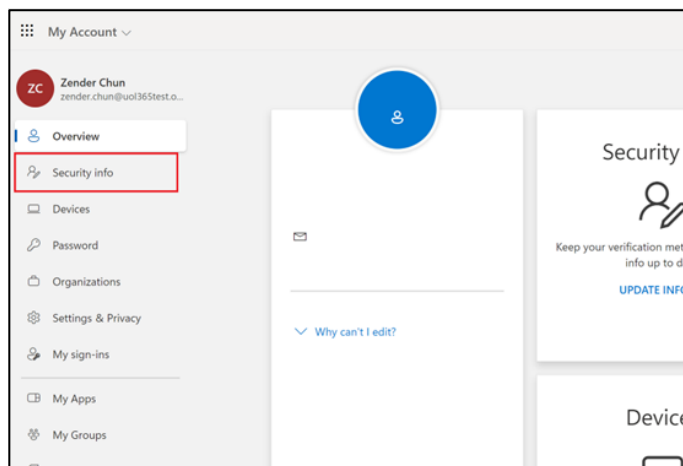


## Register for alternative MFA options

You could lose access to your account if you lose or break the device used for MFA, or if you forget to back up the Microsoft Authenticator app when getting a new phone. This could impact your studies. To minimize the chances of this happening, we strongly encourage you to set up multiple MFA options.

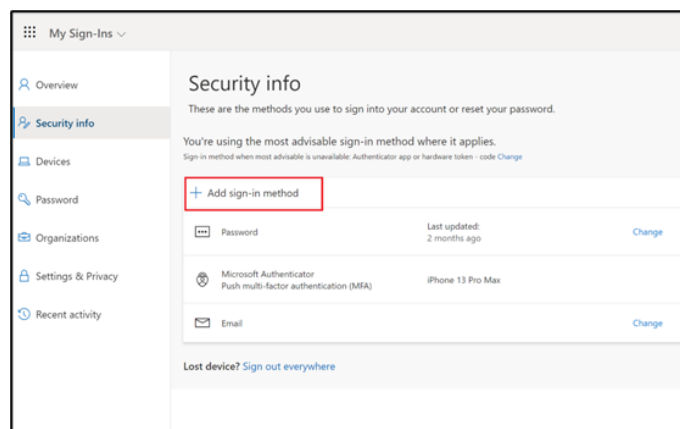
### Step 1:

Visit [Microsoft My Account](#) page, and navigate to **Security Info**



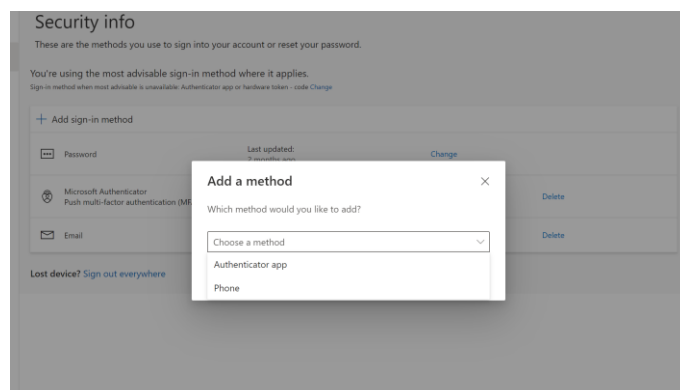
### Step 2:

Click **Add sign-in method**



### Step 3:

Select the option you wish to add.



## Forgotten Password?

Follow these steps to reset your password independently using the self-service option provided by Microsoft. This guide will walk you through the process of securely changing your password in case you forget it or cannot access your account.

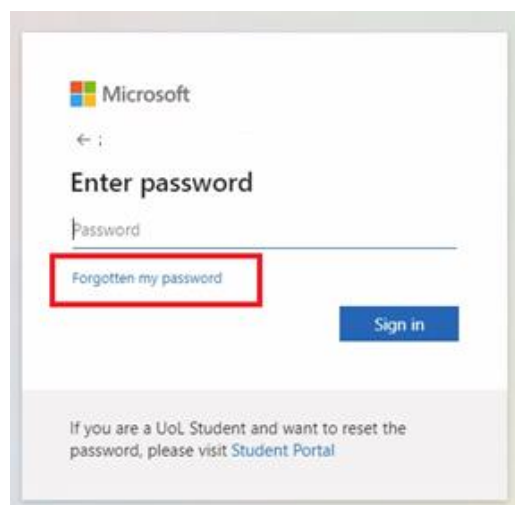
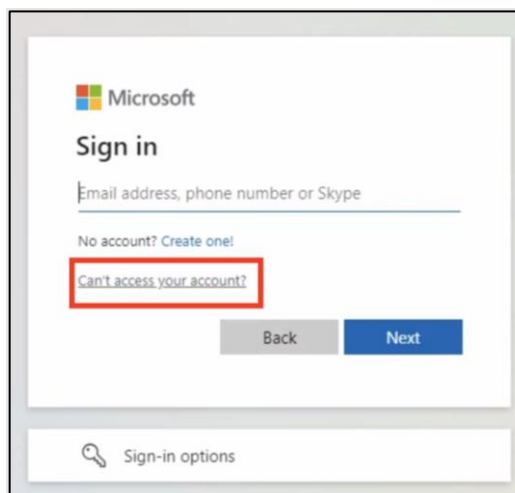
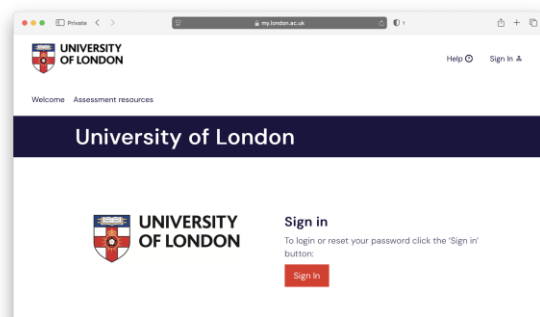
### Step 1:

Log in to your account via Student Portal

<https://my.london.ac.uk>, click **Sign-in**

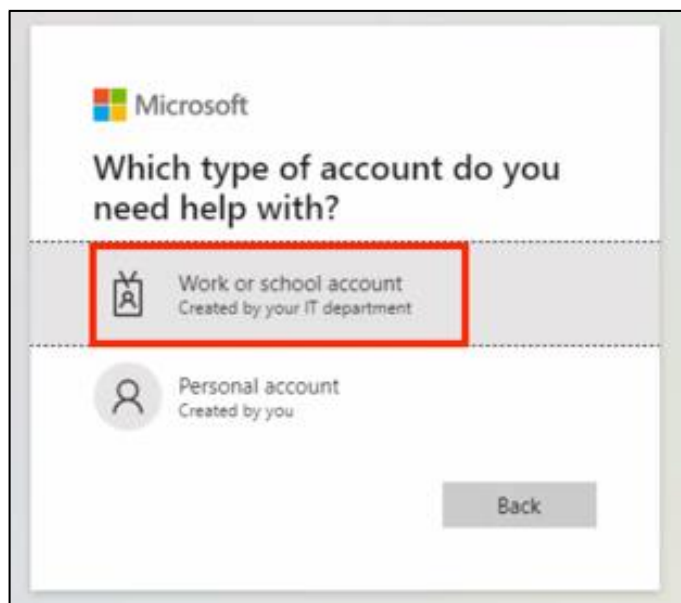
### Step 2:

Click **Forgotten Password** or **Cannot Access Your Account**



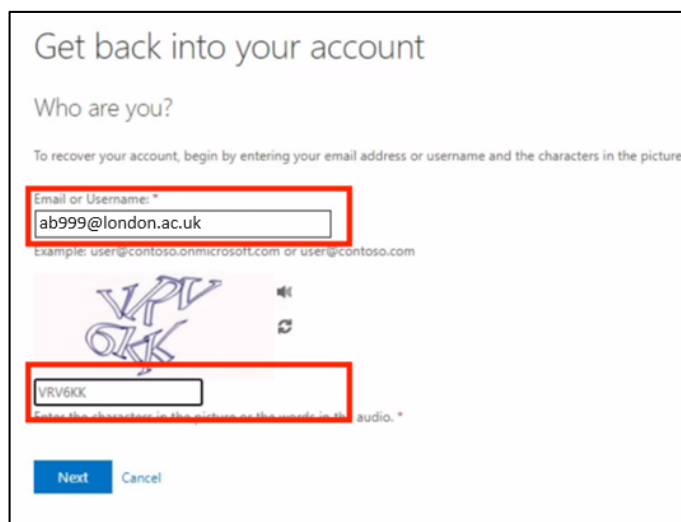
**Step 3:**

Click **“Work or School Account”**



**Step 4:**

Enter your login name (e.g., xxx999@london.ac.uk) in the username field, and complete the captcha security verification code.



**Note:**

*If the following screen appears, it means you are not registered for self-service password reset. Please visit the [Student Portal Help Page](#) for support options, a team member will assist you in resetting your password.*



**Microsoft**

## Get back into your account

We're sorry

You can't reset your own password because you haven't registered for password reset.

If you can't sign in, you must [contact your administrator](#) to reset your password for you. After you can sign in again, [register for self-service password reset](#) to make sure that you're able to reset your own password in the future.

Show additional details

### Step 5:

To verify your identity, you will receive an email from Microsoft with a verification code sent to your password recovery email address.

**Microsoft**

## Get back into your account

**verification step 1** > choose a new password

Please choose the contact method we should use for verification:

Email my alternative email address

You will receive an email containing a verification code at your alternative email address (ze\*\*\*\*\*@london.ac.uk).

Email

UoL 365 Test account email verification code - Inbox - zender.chun@london.ac.uk

Message

Delete Archive Reply Reply to All Forward Move Junk Rules Read/Unread Categorise Follow Up Share to Teams Send to OneNote

**UoL 365 Test account email verification code**

Microsoft on behalf of UoL 365 Test <msonlineserviceteam@microsoftonline.com> Today at 09:16

To:

To protect your privacy, some external images in this message were not downloaded. [Go to Settings](#) | [Download external images](#)

**Verify your email address**

Thanks for verifying your account!

**Your code is: 173694**

Yours sincerely,  
UoL 365 Test

This message was sent from an unmonitored email address. Please do not reply to this message.



## Step 6:

Enter the verification code.

## Step 7:

If the verification code is correct, you will be given the opportunity to change your password.

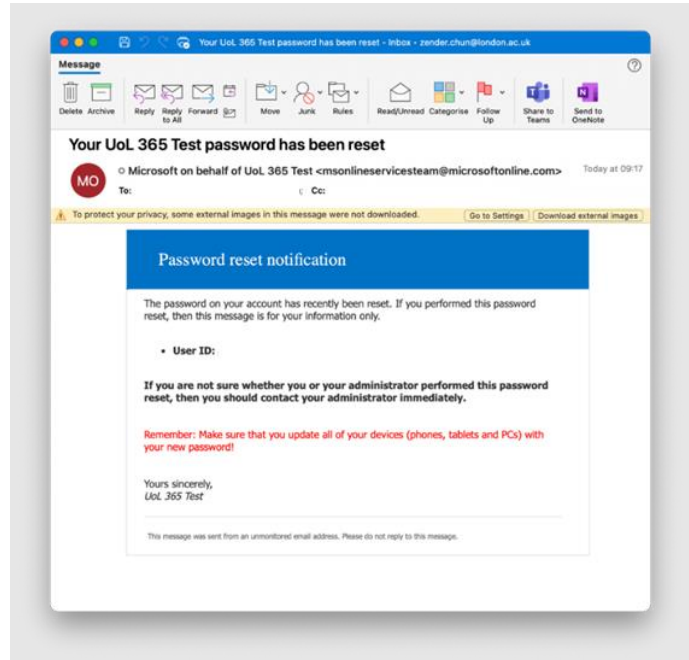
Please note your password should: -

- NOT contain your name or username.
- Contain at least 3 of these character types:
  - o Lowercase characters (a-z)
  - o Uppercase characters (A-Z)
  - o Numeric characters (0-9)
  - o Special characters
- Passwords can only be changed once every 24 hours.
- You cannot reuse the last 10 passwords.
- You may be required to change your password annually.



## Step 8:

Once you successfully change the password, you will receive a notification email.



## Getting a new Device?

If you are getting a new device, make sure to back up your Microsoft Authenticator app before erasing your old device. Without a backup, you will lose access to MFA. If this happens, please visit the [Student Portal Help Page](#) for support options. We will assist you in deregistering the old device and you can re-setup MFA on your new device.

Follow guidance from Microsoft to [back up](#) and [restore](#) your Microsoft Authenticator

## Change your Phone Number?

If you register MFA through by phone call or SMS and you have changed your phone number, you need to re-register your MFA. Follow below steps

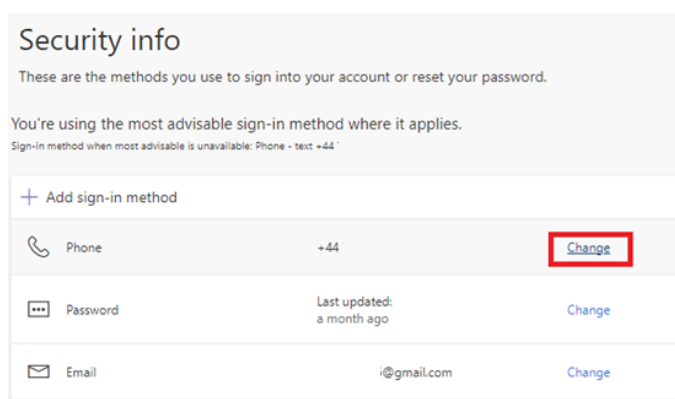
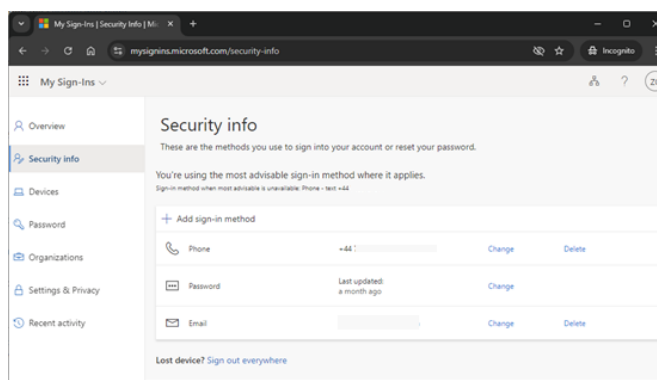
### Step 1:

Go to the [Security info](#) page by Microsoft and sign-in your account.

**Note:** If you have already lost access to your previous phone number, please visit the [Student Portal Help Page](#) for support options. We will help you deregister and allow you to re-setup MFA.

### Step 2:

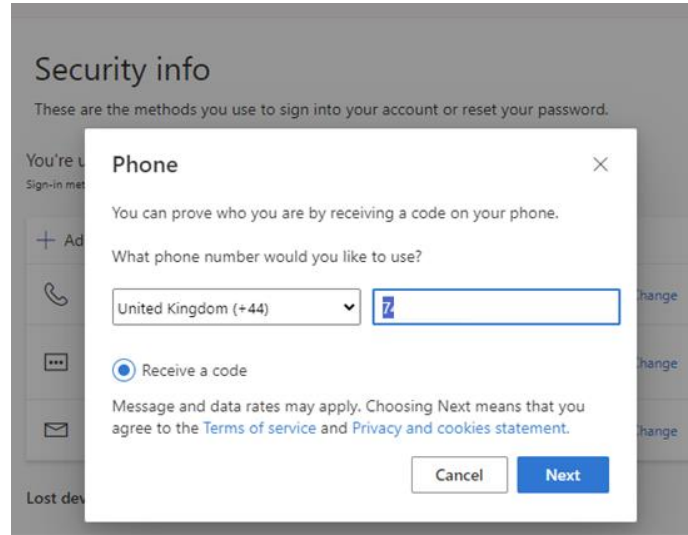
Under **Phone**, click **Change**





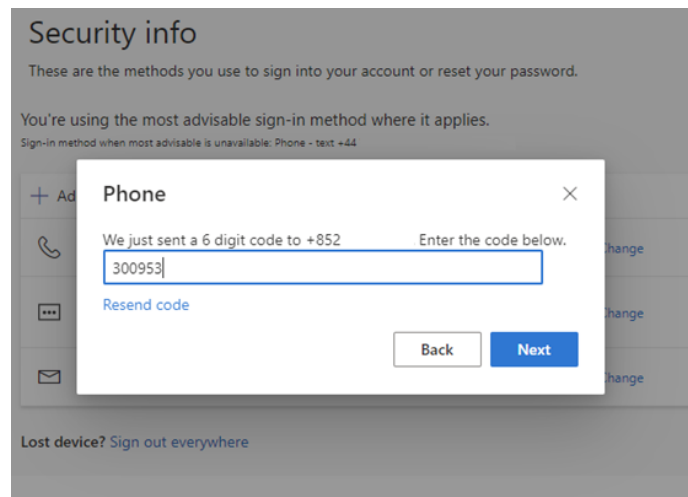
### Step 3:

Enter your New **Phone Number**, and click **Next**



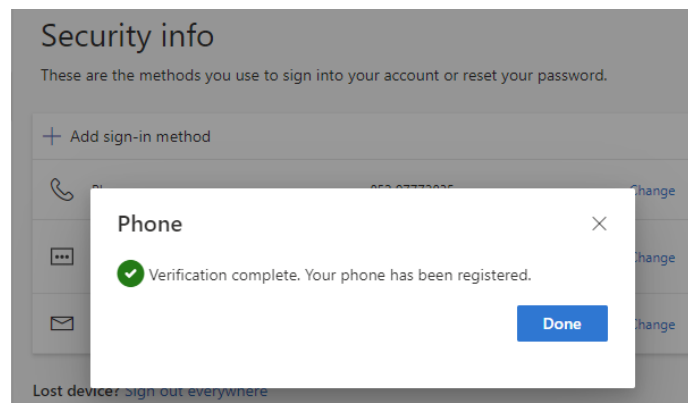
### Step 4:

Enter the verification code sent to your phone, and click **Next**



### Step 5:

Your MFA number has now been changed.







## Frequently Asked Questions:

### 1. What is Multi-Factor Authentication (MFA)?

MFA is a security system that requires multiple forms of identification before granting access to an account. It combines something you know (password) with something you have (mobile device).

### 2. How does MFA work?

MFA works by adding an extra layer of security to the login process. After entering your password, you'll be prompted to verify your identity through a secondary method, such as inputting a code on your Microsoft Authenticator app, or input a code sent to your or mobile.

### 3. Why is MFA important?

MFA significantly enhances account security by making it much harder for unauthorized users to access your accounts. Even if someone obtains your password, they will still need the secondary authentication factor to gain access.

### 4. How do I set up MFA on my account?

To set up MFA, follow the instructions provided above. You will require a smart phone with Microsoft Authenticator installed. Alternatively, you could also choose to setup with SMS.

### 5. What MFA methods do you provide?

- Microsoft Authenticator
- SMS
- Phone call

### 6. What should I do if I replace my phone?

If you setup your MFA by Microsoft Authenticator, make sure you follow the steps on [Getting a new Device?](#) This is essential to transfer your MFA to your new phone.

### 7. What should I do if I get a new phone number?

If you get a new phone number and register MFA by SMS / Phone Call, update your MFA settings as soon as by following the steps on [Change your Phone Number?](#)

### 8. What should I do if I lost my device?

If you lose your device or no longer have access to the previous phone number, please visit the [Student Portal Help Page](#) for support options. We will help you disable MFA on the lost device and set it up on a new one to ensure your account remains secure.



## 9. What should I do if I'm not receiving the MFA code?

If you are using **Microsoft Authenticator** and you are not receiving notification during sign-in. Please make sure you have stable internet connection on your phone, and you have turn on Notification. You could check by following steps:

### On your Android Device:

- Tap **Settings** and then tap **Notifications**.
- Tap **App settings**.
- Select **Authenticator** and make sure **notifications** are **ON**.

### On your iOS device:

- Tap **Settings** then tap **Notifications**.
- Tap **Authenticator** and make sure the "**Allow Notifications**" is **ON**, and notification delivery is select as **Immediate Delivery**.
- Also, make sure [Do Not Disturb](#) mode is **OFF** which will block notification.

If you are using **SMS/Phone Call**, make sure your have stable phone signal. You should expect the SMS with authentication code arrives within 3-5 minutes. Occasionally, the SMS may take longer to deliver.

## 10. Can I use MFA while traveling internationally?

Yes, you can use MFA while traveling internationally. However, ensure you have access to the internet or mobile network to receive authentication codes. Consider using Microsoft Authenticator as it doesn't rely on SMS if you expect limited connectivity.