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# Multi-Factor Authentication

User guide

January 2024

ICT Partner portal ☎ 021 8084367

Stellenbosch
UNIVERSITY
IYUNIVESITHI
UNIVERSITEIT

forward together
sonke siya phambili
saam vorentoe

# How to use the guide

1. Select the topic (on the left)
2. Complete the steps as required

If you can't find a topic log a call on our ICT Partner portal

# What is Multi-Factor Authentication (MFA)?

When you sign into your account (a process we call "authentication") you're proving to the service e.g. SUNFin or SUNStudent that you are who you say you are.

Traditionally that's been done with a username and a password. Unfortunately, that's not a very good way to do it and that is why Microsoft 365 has added a way for your account to be more secure called Multifactor Authentication.

When you sign into your account you will need a second factor to prove who you are. A factor in authentication is a way of confirming your identity when you try to sign in. The three most common factors are:

Something you know – like a password.
Something you have – like a smartphone and authenticator application or a secure USB key (hardware token).
Something you are – like a fingerprint or facial recognition.

Multifactor Authentication therefore gives you access to applications, services or products and secure you and the University against username and password theft.

# What must I do?

1. Connect to the Wi-Fi or to mobile data on your mobile device

2. Have a Smart Mobile devices where you can download the Authenticator Application

3. A mobile number belonging to you and is not shared with anybody

4. Select an authentication method:
   a. An Authenticator Application (preferred method)
   b. Hardware Token
      - Requires motivation from your Departmental Head
      - You will have to purchase the hardware token

**NB:** You only need to register once to use MFA for SU services requiring MFA

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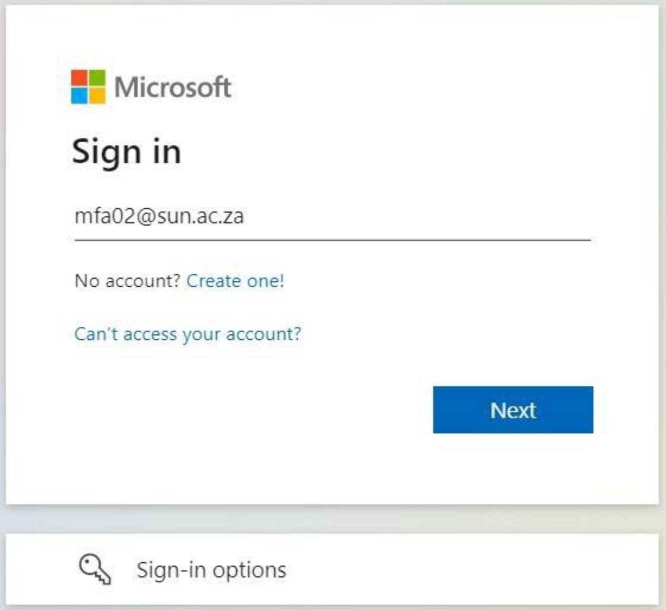
# Microsoft Authenticator Application 1/15 30 Easy steps

IMPORTANT: Some of the Huawei cell phones are incompatible with the Microsoft Authenticator Application. If the Microsoft Authentication application is not available on the Huawei App Gallery, you will have to use the Google Authenticator Application as your method of authentication.

1. On your computer, open MFA Setup.
You will be prompted to sign in with your Stellenbosch University credentials. First type in your email address and click Next.



Microsoft

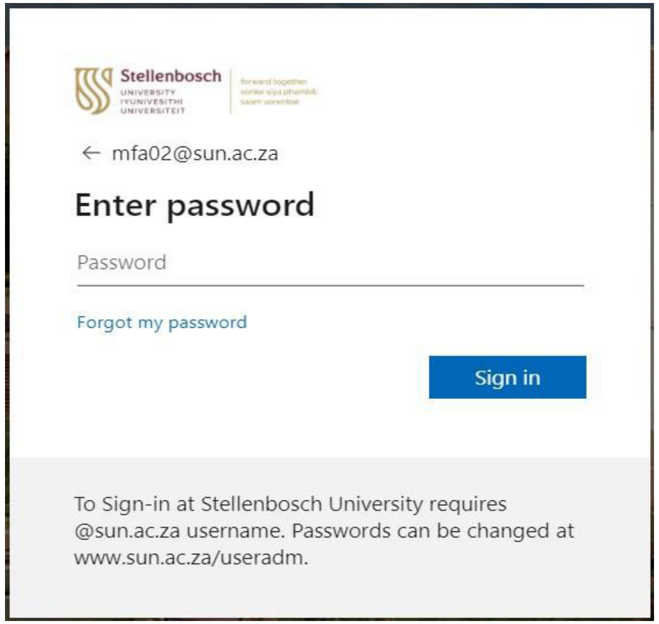
Sign in

mfa02@sun.ac.za

No account? Create one!

Can't access your account?

2. Enter your password and click **Sign in**.



← mfa02@sun.ac.za

Enter password

Password

Forgot my password

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/useradm.

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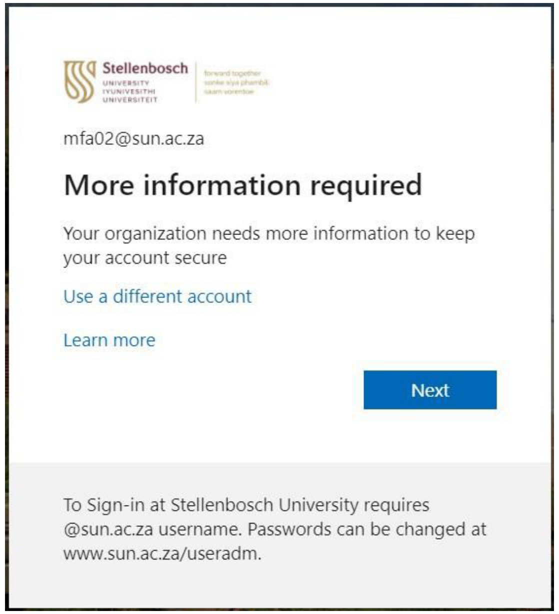
# Microsoft Authenticator Application 2/15 30 Easy steps

3. You will be requested to enable additional security on your account. Click **Next** to proceed.

If you don't see the screen below, you are already registered for MFA and don't need to do anything further.



mfa02@sun.ac.za

More information required

Your organization needs more information to keep your account secure

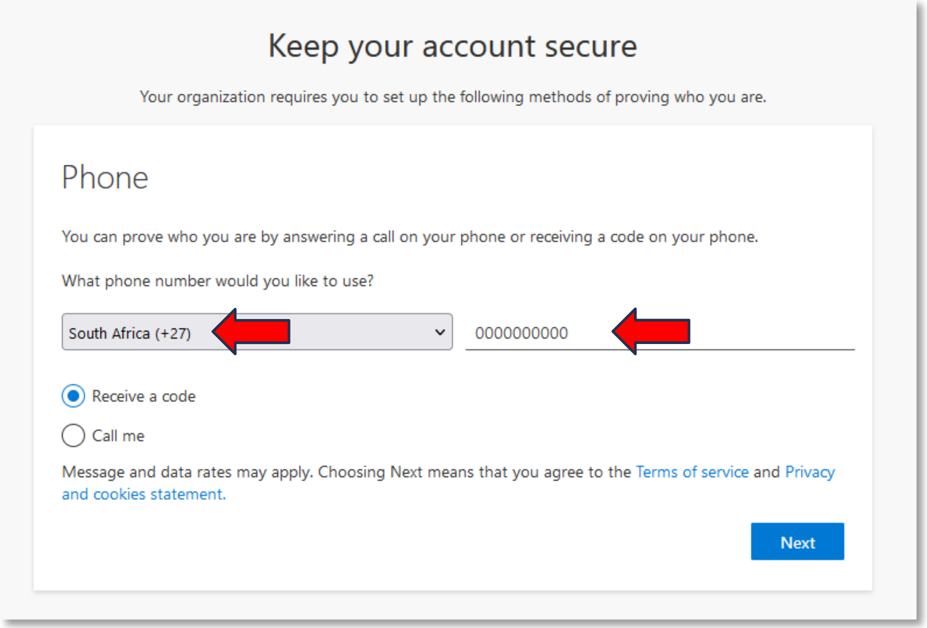
Use a different account

Learn more

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/useradm.

4. Select the correct country and type in the cell phone number of the mobile device you will be using for MFA authentication and click on **NEXT**.

A SMS with a Code will be sent to the cellphone number you have indicated in the below image.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

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?

South Africa (+27) 0000000000

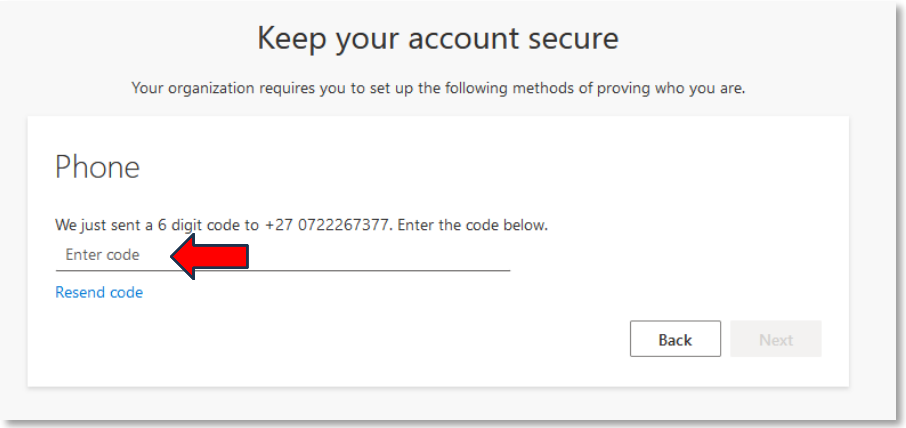
● Receive a code

○ Call me

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

# Microsoft Authenticator Application

5. Enter the code that was received via SMS in the space provided and click on **Next.**



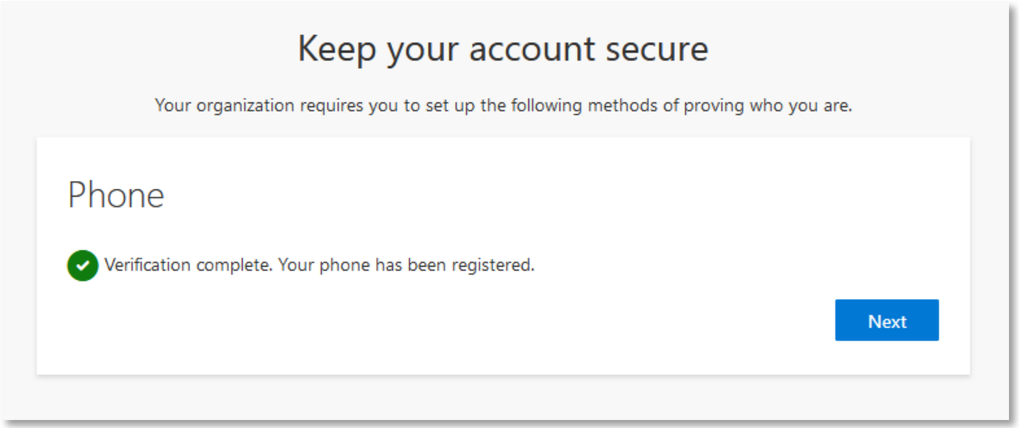
Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

We just sent a 6 digit code to +27 0722267377. Enter the code below.

6. The verification of your mobile device is completed. Click on **Next.**



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

Verification complete. Your phone has been registered.

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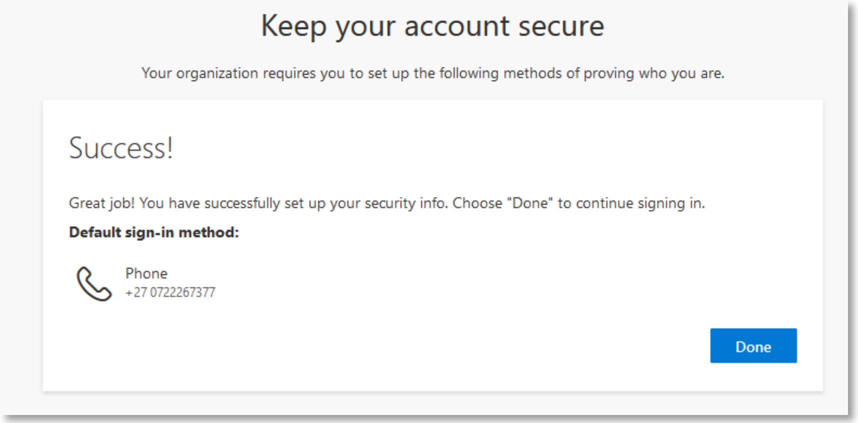
7. Your mobile device is now registered for MFA. Click on **Done**.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

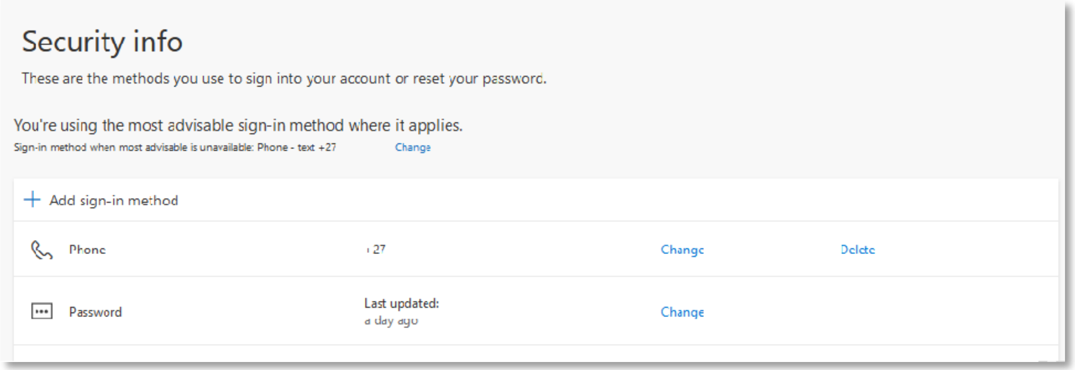
Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

**Default sign-in method:**

Phone
+27 0722267377

8. Your internet browser will display the below security info. You will now have to click on **Add sign-in method** to add the Microsoft Authenticator Application as a method.



Security info

These are the methods you use to sign into your account or reset your passworc.

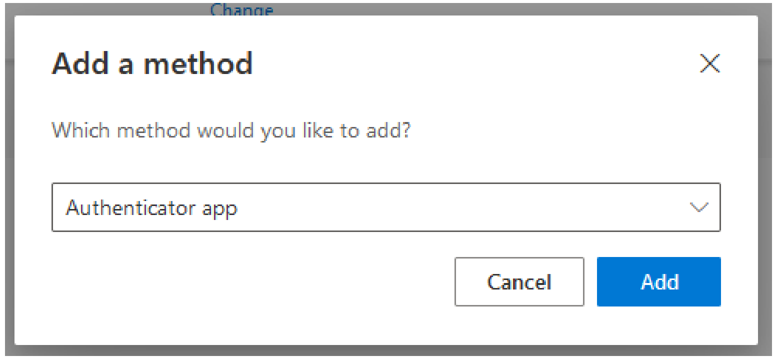
You're using the most advisable sign-in method where it applies.
Sign-in method when most advisable is unavailable: Phone - text +27 Change

| | | | |
|---|---|---|---|
| Phone | +27 | Change | Delete |
| Password | Last updated:<br>a day ago | Change | |

# Microsoft Authenticator Application 5/15

30 Easy steps

9. Select the Authenticator app method and click on **Add**.

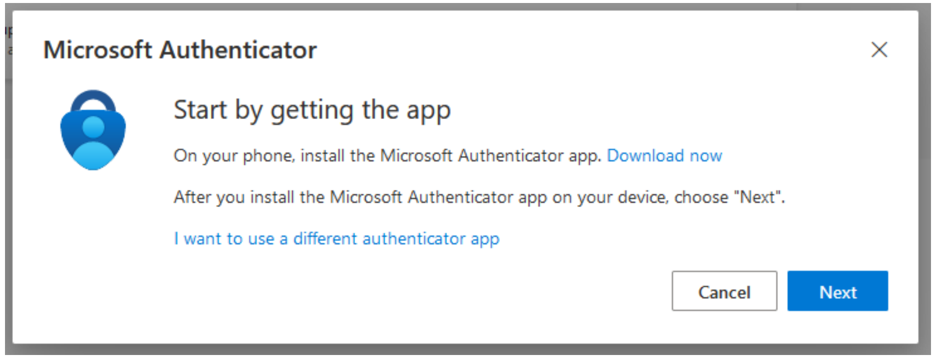


Add a method

Which method would you like to add?

Authenticator app

10. You are now requested to download and install the Microsoft Authenticator application on your cellphone. Follow the installation steps on the next slides.



Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

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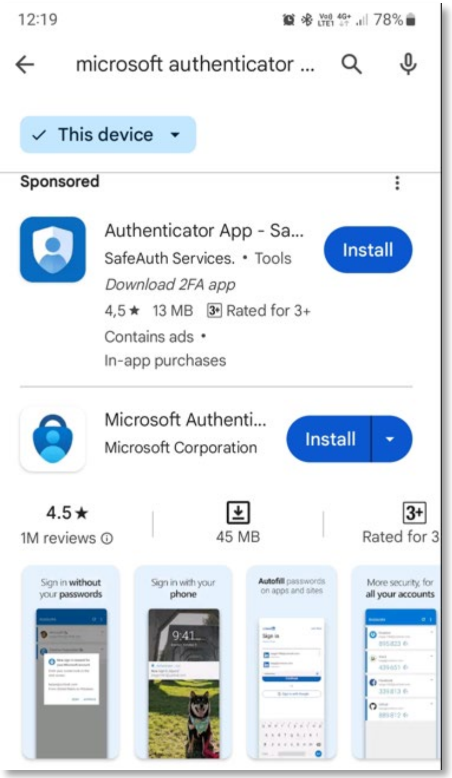
# Microsoft Authenticator Application 6/15 30 Easy steps

11. Open the relevant Application store on your mobile device and search for the Microsoft Authenticator Application. Huawei devices incompatible with the Microsoft Authenticator Applications can use Google Authenticator.

Android Phone

iPhone

12. Please make sure that you select the correct application: Microsoft Authenticator Application. Tap on **Install**.



12:19 78%

microsoft authenticator ...

✓ This device

Sponsored

Authenticator App - Sa...
SafeAuth Services. • Tools
*Download 2FA app*
4,5★ 13 MB 3+ Rated for 3+
Contains ads •
In-app purchases
Install

Microsoft Authenti...
Microsoft Corporation
Install

4.5★ 1M reviews | 45 MB | 3+ Rated for 3

Sign in without your passwords
Sign in with your phone
Autofill passwords on apps and sites
More security for all your accounts
9:41

NOT THIS ONE

THIS IS THE APP TO INSTALL

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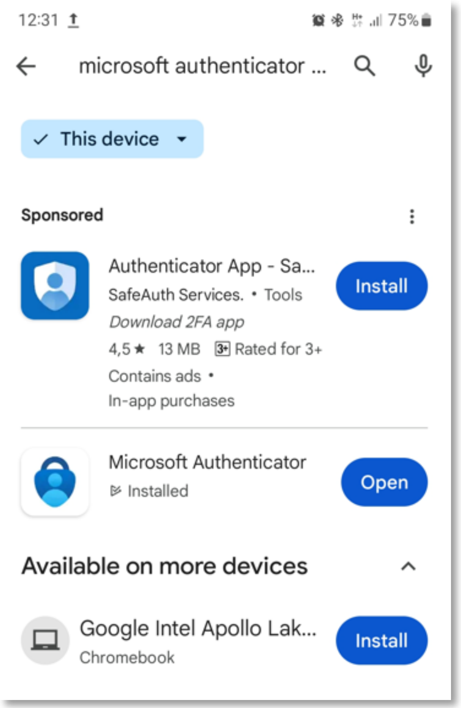
# Microsoft Authenticator Application 7/15 30 Easy steps

13. Once the application installation is completed, tap on **Open**.



12:31 ↥ 75%

microsoft authenticator ...

✓ This device ▾

Sponsored

Authenticator App - Sa...
SafeAuth Services. • Tools
*Download 2FA app*
4,5★ 13 MB 3+ Rated for 3+
Contains ads •
In-app purchases

Install

Microsoft Authenticator
Installed

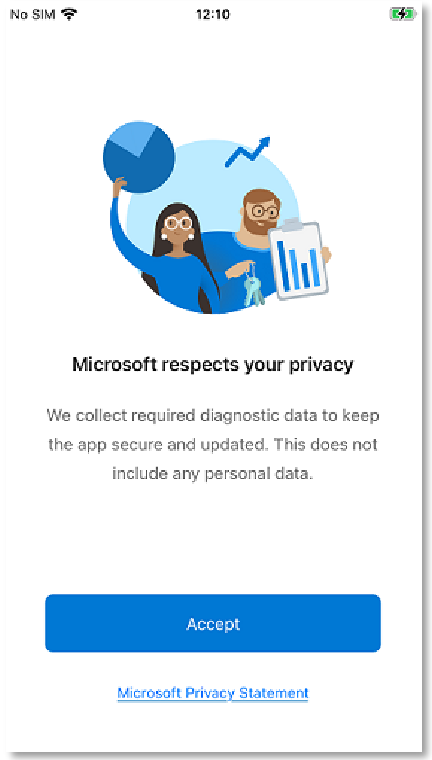
Open

Available on more devices

Google Intel Apollo Lak...
Chromebook

Install

14. Allow the app to send notifications and click on **Accept** at the Privacy statement**.**



No SIM 12:10

**Microsoft respects your privacy**

We collect required diagnostic data to keep the app secure and updated. This does not include any personal data.

Accept

Microsoft Privacy Statement

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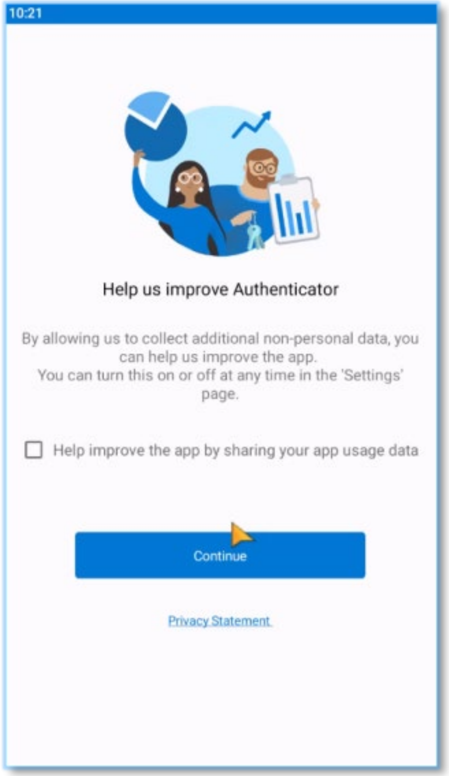
# Microsoft Authenticator Application 8/15 30 Easy steps

15. Click on **Continue**.



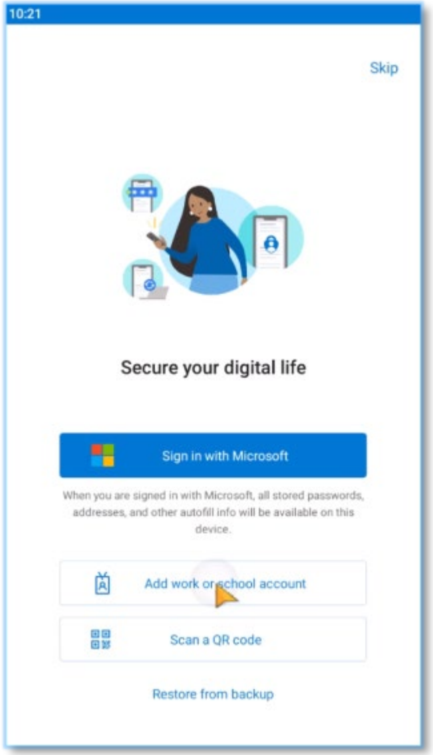
10:21

Help us improve Authenticator

By allowing us to collect additional non-personal data, you can help us improve the app.
You can turn this on or off at any time in the 'Settings' page.

□ Help improve the app by sharing your app usage data

16. Click on **Add work or school account.**



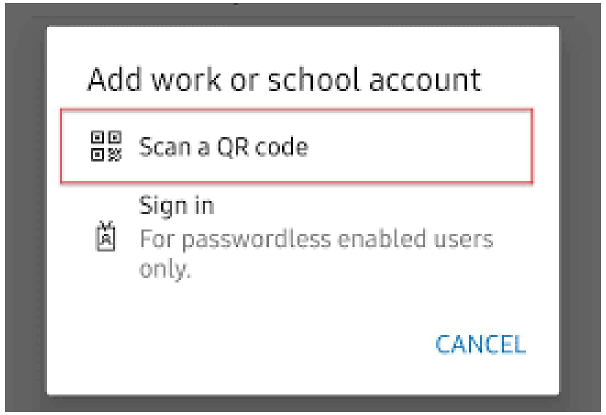
10:21

Secure your digital life

When you are signed in with Microsoft, all stored passwords, addresses, and other autofill info will be available on this device.

# Microsoft Authenticator Application 9/15

17. Select **Scan a QR code.**



Add work or school account

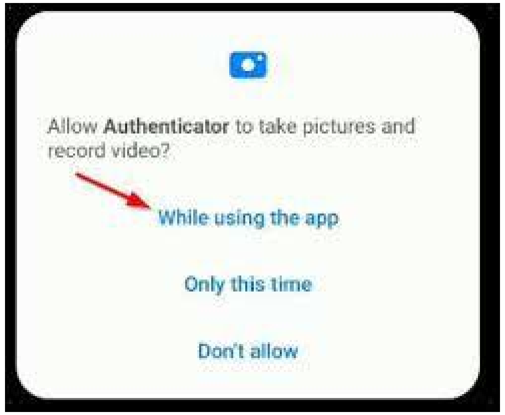
Scan a QR code

Sign in
For passwordless enabled users only.

CANCEL

18. Click on **While using this app**. Your mobile device is now ready to scan the QR code.

Now go back to your browser.



Allow **Authenticator** to take pictures and record video?

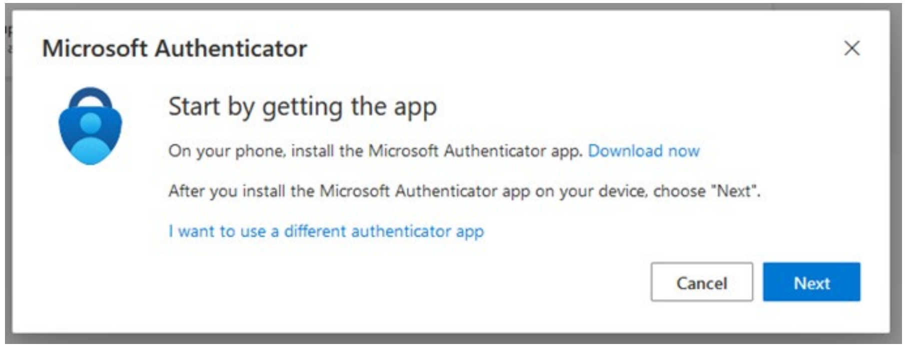
While using the app

Only this time

Don't allow

# Microsoft Authenticator Application 10/15 30 Easy steps

19. Go back to the browser and click on **Next.**



Microsoft Authenticator

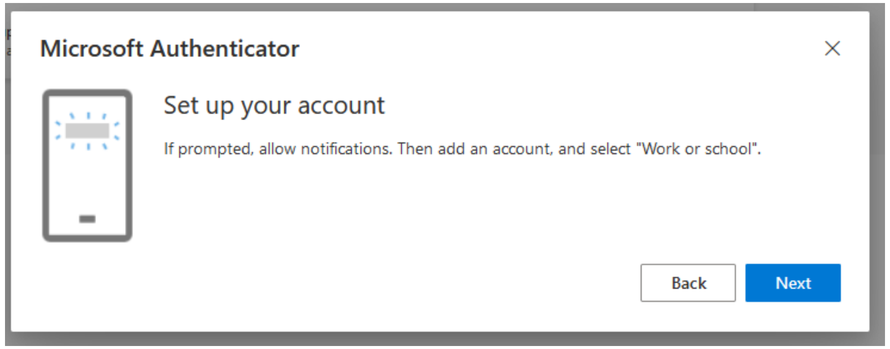
Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

20. Click on **Next** to setup your account.



Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

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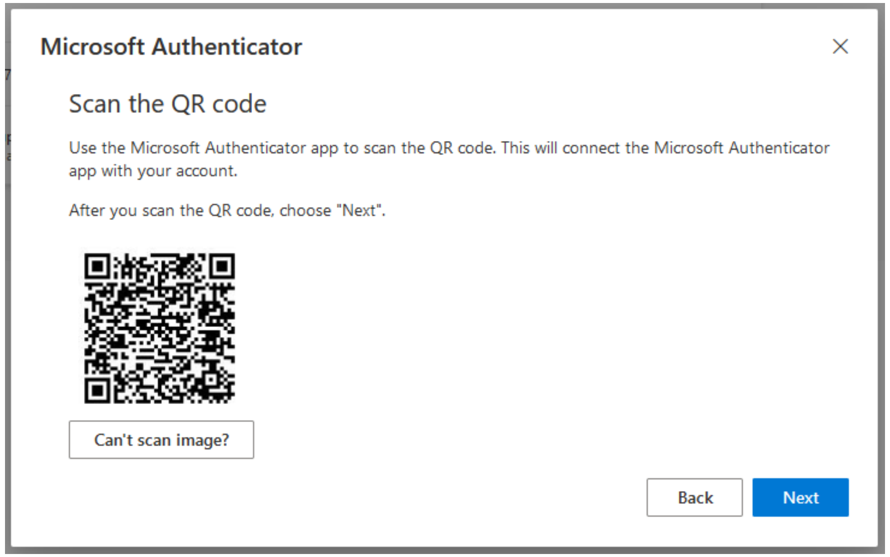
21. A QR code will display on your computer.
**Do not** click on **Next** yet.



Microsoft Authenticator

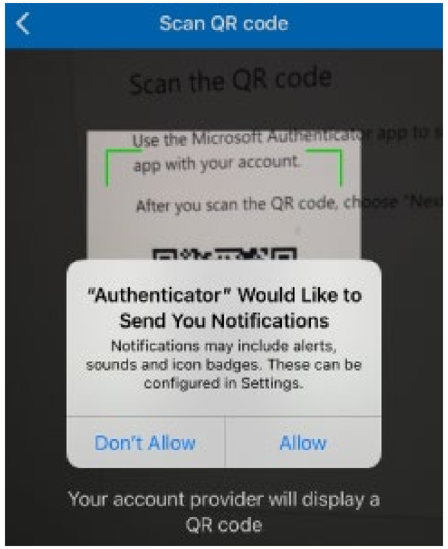
Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

22. Position the camera of your mobile device over the QR code displaying on your desktop.

Click on **Allow** to be able to receive the next notifications.



Scan QR code

Scan the QR code

Use the Microsoft Authenticator app to s
app with your account.

After you scan the QR code, choose "Nex

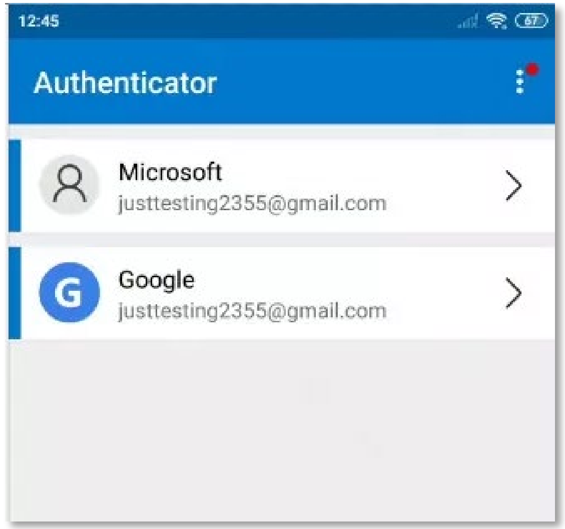
"Authenticator" Would Like to Send You Notifications

Notifications may include alerts, sounds and icon badges. These can be configured in Settings.

Your account provider will display a QR code

# Microsoft Authenticator Application 12/15 30 Easy steps

23. Your account will now show in the Microsoft Authenticator Application.

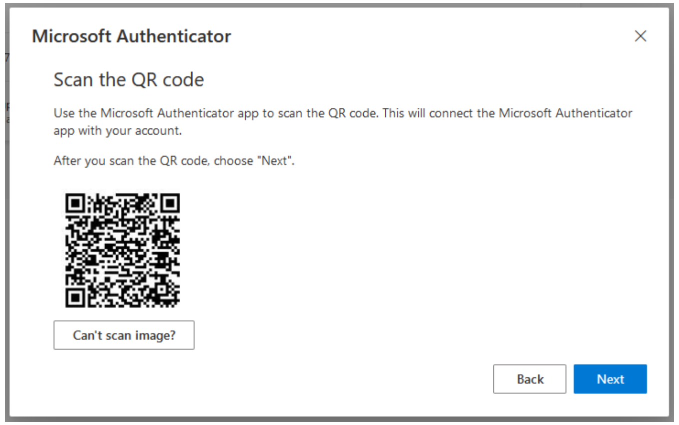

12:45

Authenticator

Microsoft
justtesting2355@gmail.com

Google
justtesting2355@gmail.com

24. Go back to your browser and click on **Next.**


Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

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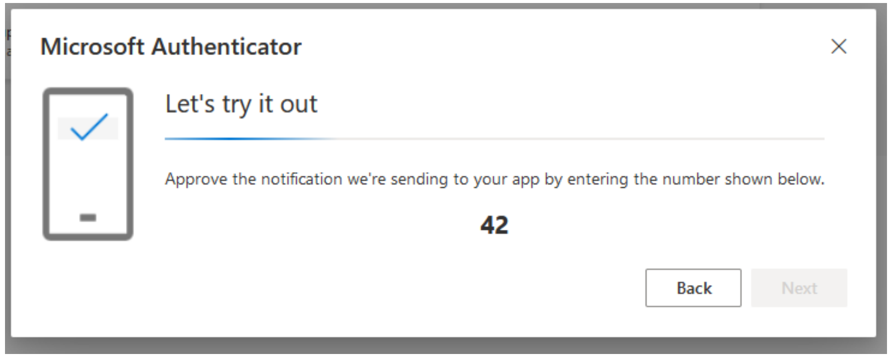
25. A notification is sent to your cell phone.



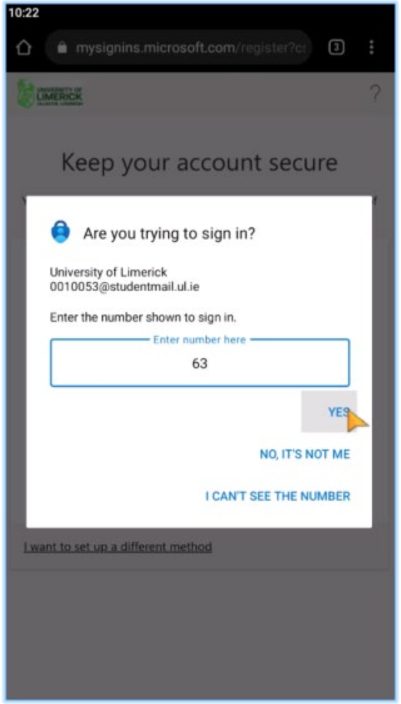
Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

42

26. Enter the number on your cell phone that was send from the browser and  click on **Yes** to sign in.



10:22
mysignins.microsoft.com/register?c
UNIVERSITY OF LIMERICK
?

Keep your account secure

Are you trying to sign in?

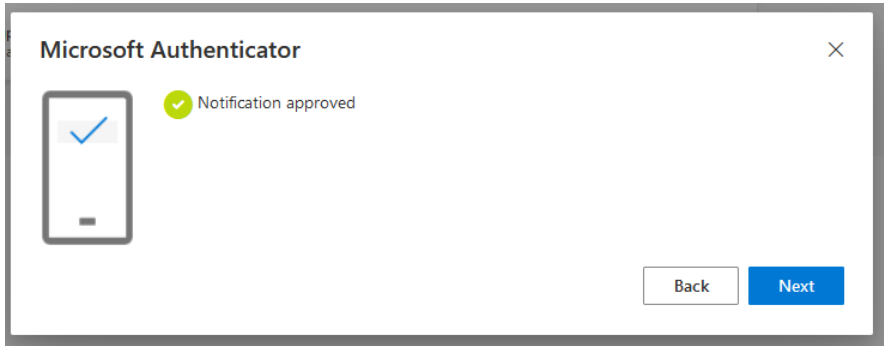
University of Limerick
0010053@studentmail.ul.ie

Enter the number shown to sign in.

Enter number here: 63

YES
NO, IT'S NOT ME
I CAN'T SEE THE NUMBER
I want to set up a different method

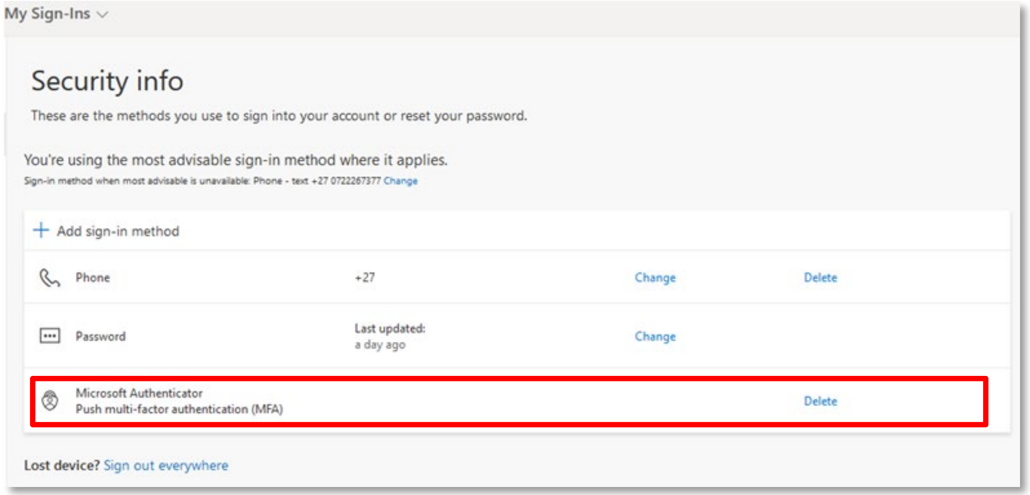
27. The notification was approved, click on **Next**.



Microsoft Authenticator

Notification approved

28. The Microsoft Authenticator Application is now added as a method as shown in your browser.



My Sign-Ins

Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Phone - text +27 0722267377 Change

+ Add sign-in method

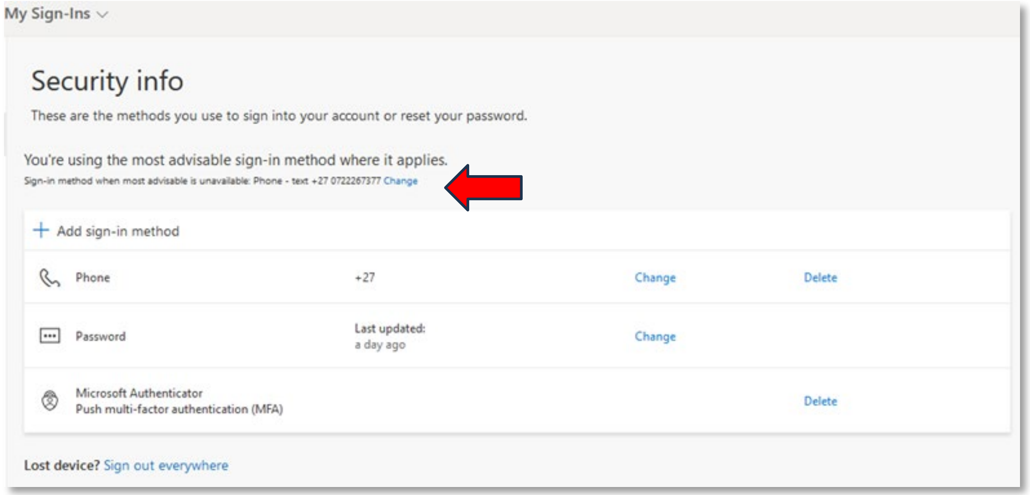
| | | | |
|---|---|---|---|
| Phone | +27 | Change | Delete |
| Password | Last updated:<br>a day ago | Change | |
| Microsoft Authenticator<br>Push multi-factor authentication (MFA) | | | Delete |

Lost device? Sign out everywhere

# Microsoft Authenticator Application 15/15

29. The last step is to make the Microsoft Authenticator Application your default method of authentication.

In your browser where your methods shows, Click on **Change**.



My Sign-Ins

## Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Phone - text +27 0722267377 Change

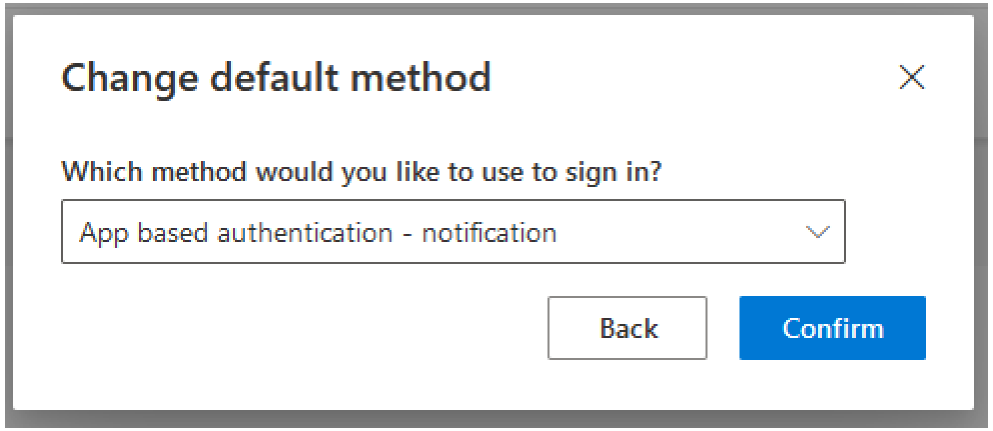
+ Add sign-in method

| | | | |
|---|---|---|---|
| Phone | +27 | Change | Delete |
| Password | Last updated:<br>a day ago | Change | |
| Microsoft Authenticator<br>Push multi-factor authentication (MFA) | | | Delete |

Lost device? Sign out everywhere

30. Select the **App based authentication – notification,** click on **Confirm** close the browser.

You are now ready to authenticate with the Microsoft Authenticator Application when requested.



## Change default method

Which method would you like to use to sign in?

App based authentication - notification

# Prerequisites to the Google Authenticator Application

1. An active Gmail address (Google Account). Follow the link to create a new Google Account.
2. Have the GBox application already downloaded from the app store and installed on your smart mobile device.

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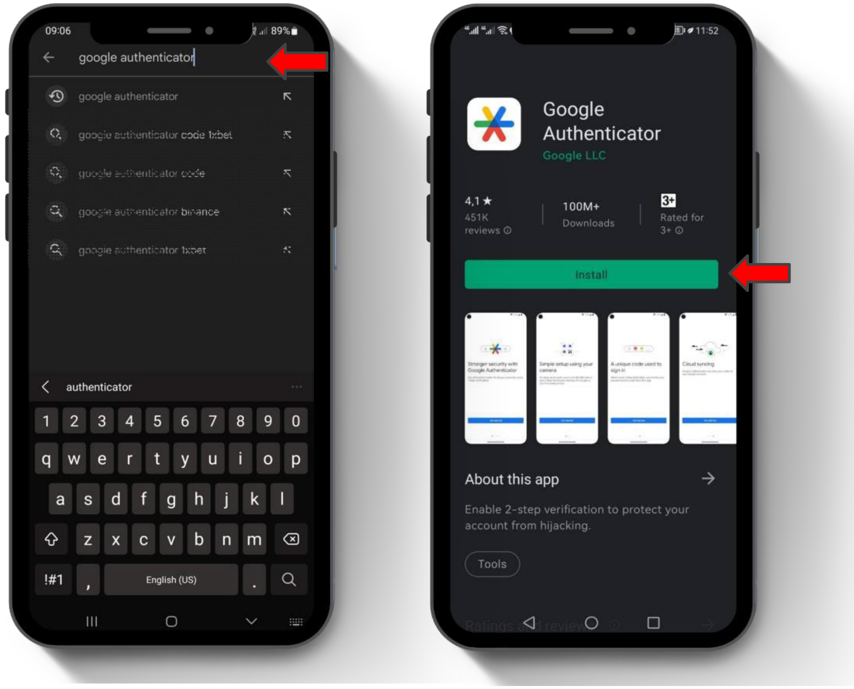
# Google Authenticator Application

1/8

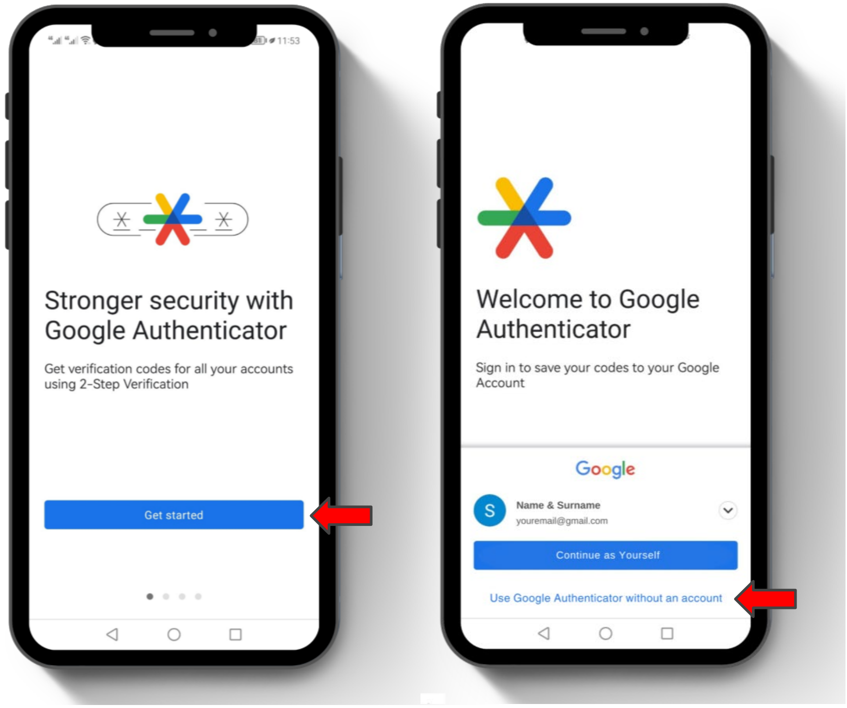
16 Easy steps

1. Google Authenticator app can be found in the app store on the relevant phone. Click on install.
(If you cannot find Google authenticator on the app store, install GBox first.)



Enable 2-step verification to protect your account from hijacking.

2. Click on **Get started** and select **Use Authenticator without an account.**



Stronger security with Google Authenticator

Get verification codes for all your accounts using 2-Step Verification

Welcome to Google Authenticator

Sign in to save your codes to your Google Account

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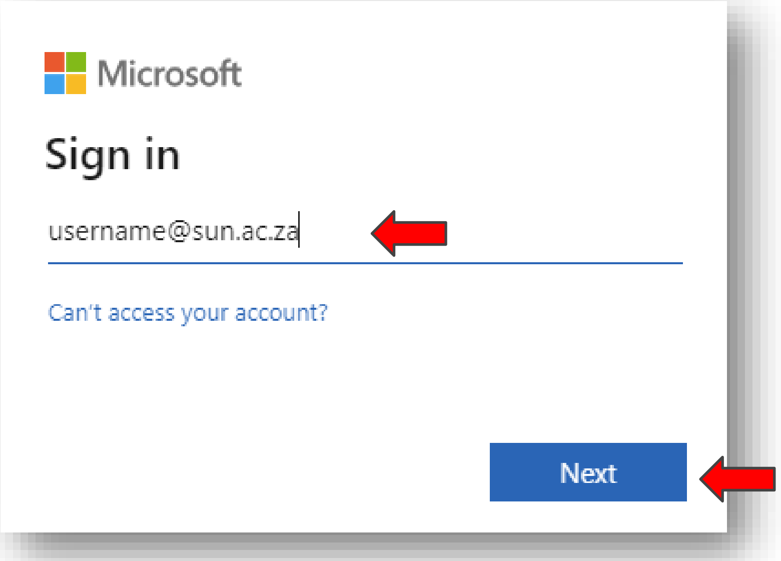
# Google Authenticator Application 2/8 16 Easy steps

*Your app is not complete, verify via your old method of authentication.*

3. On your computer, open the browser and go to https://mysignins.microsoft.com.

You will be prompted to Sign in with your Stellenbosch University credentials. First type in your email address and click on **Next**.



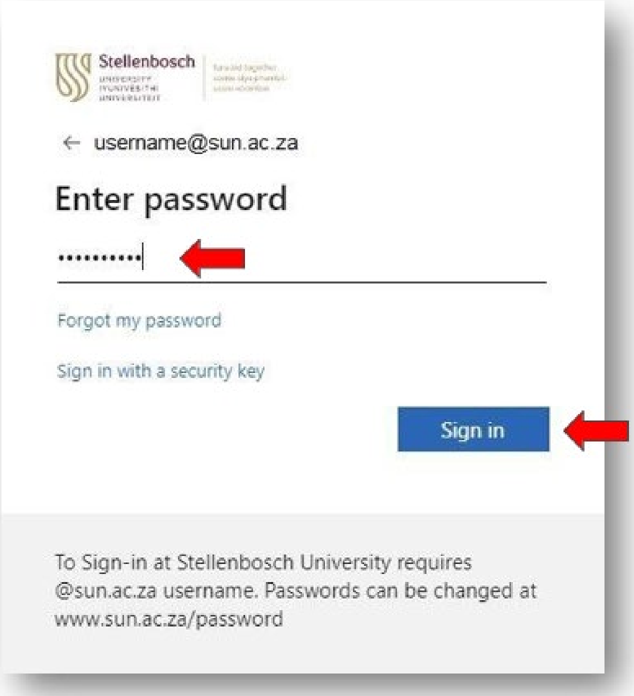
Microsoft

Sign in

username@sun.ac.za

Can't access your account?

4. You will then be prompted to enter your password and click on **Sign in.**



Stellenbosch University

username@sun.ac.za

Enter password

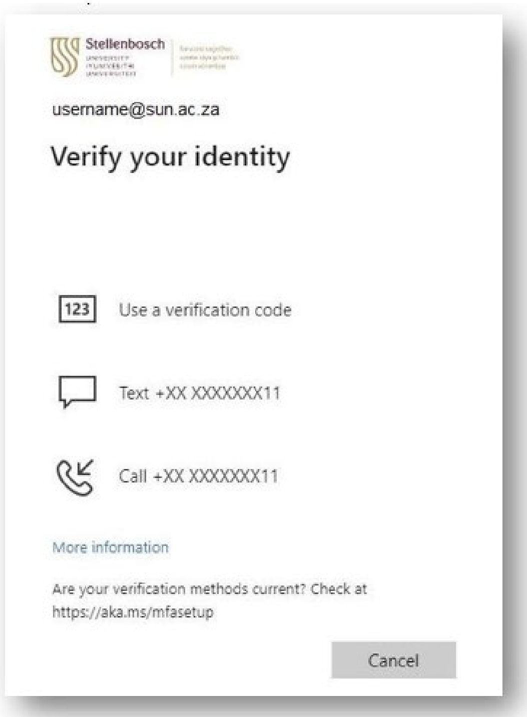
••••••••••

Forgot my password

Sign in with a security key

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/password

5. You will now be requested to verify your identity via Text or Call. Use your current method.



Stellenbosch University

username@sun.ac.za

Verify your identity

123 Use a verification code

Text +XX XXXXXXX11

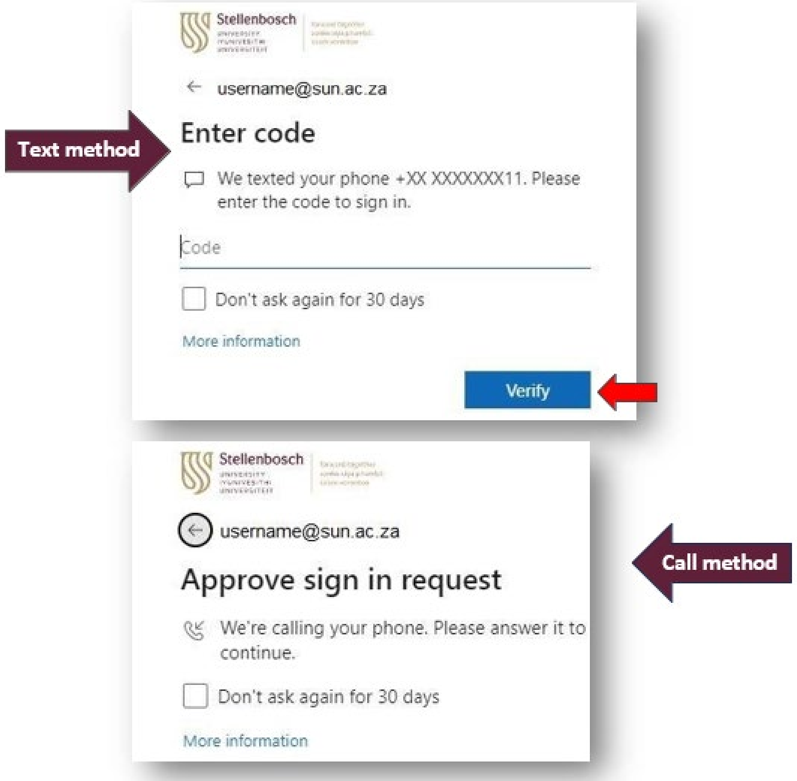
Call +XX XXXXXXX11

More information

Are your verification methods current? Check at https://aka.ms/mfasetup

Cancel

6. Below is the result if you either choose the **Text or Call** method.



Stellenbosch University

← username@sun.ac.za

Enter code

We texted your phone +XX XXXXXXX11. Please enter the code to sign in.

Code

□ Don't ask again for 30 days

More information

Verify

Stellenbosch University

← username@sun.ac.za

Approve sign in request

We're calling your phone. Please answer it to continue.

□ Don't ask again for 30 days

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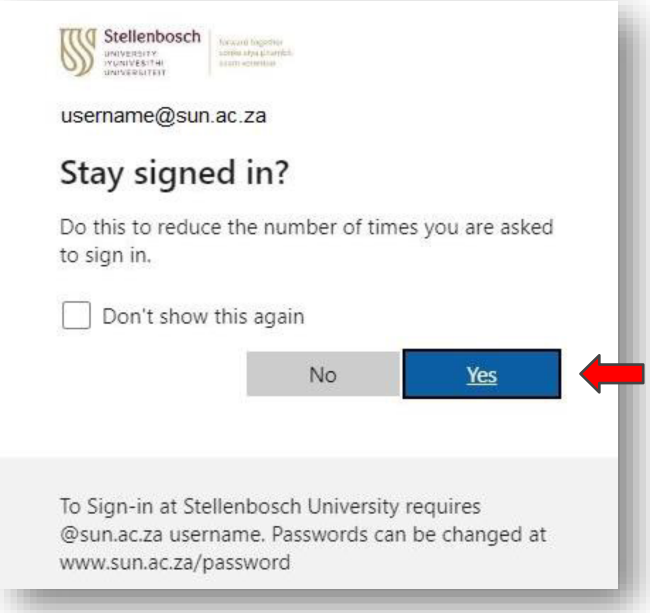
7. Select **Yes** if it is your OWN device .



Stellenbosch University

username@sun.ac.za

Stay signed in?

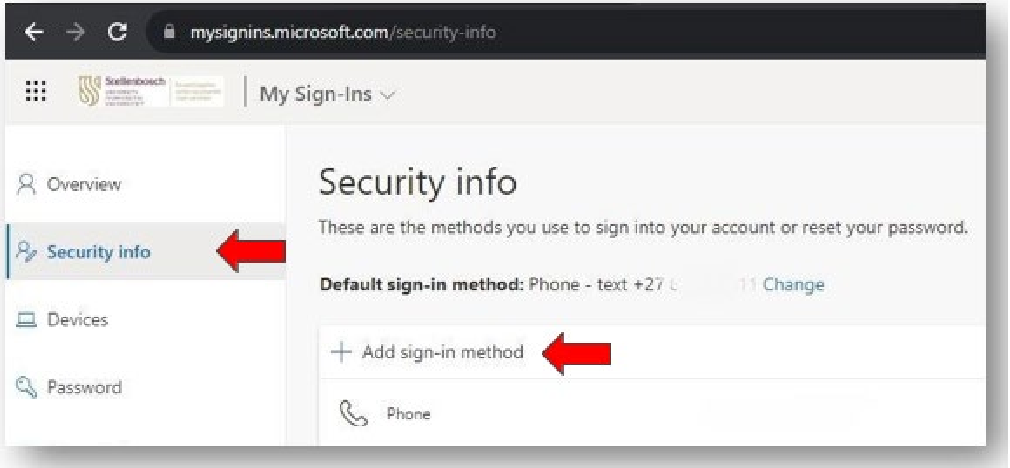
Do this to reduce the number of times you are asked to sign in.

□ Don't show this again

No Yes

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/password

8. In the left menu, select **Security info**. Click on **+ Add sign-in method.**



mysignins.microsoft.com/security-info

Security info

These are the methods you use to sign into your account or reset your password.

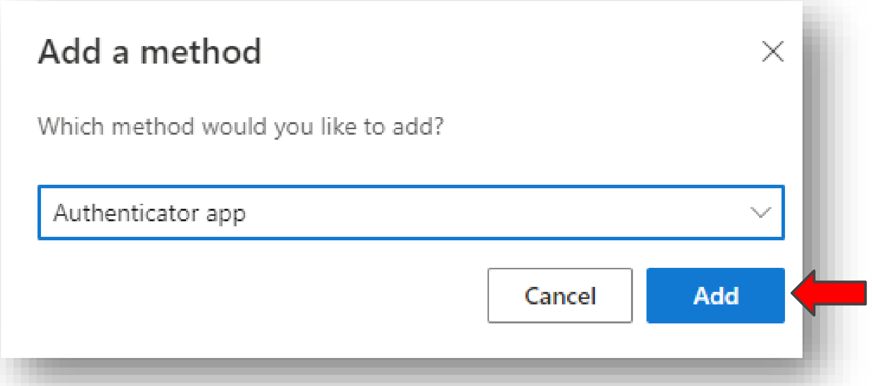
**Default sign-in method:** Phone - text +27 Change

+ Add sign-in method

Phone

# Google Authenticator Application 5/8 16 Easy steps

9. Choose Authenticator app and click on **Add**.

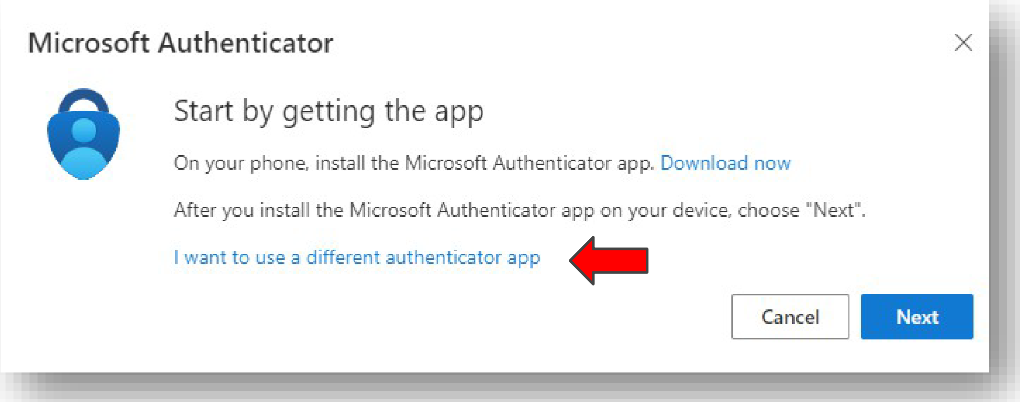


Add a method

Which method would you like to add?

Authenticator app

10. Click on **I want to use a different authenticator app.**



Microsoft Authenticator

Start by getting the app

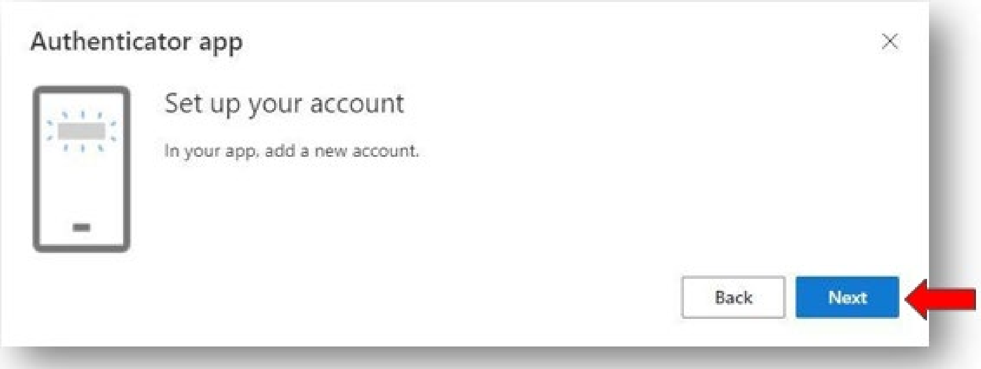
On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

# Google Authenticator Application 6/8 16 Easy steps

11. Select **Next**.



Authenticator app

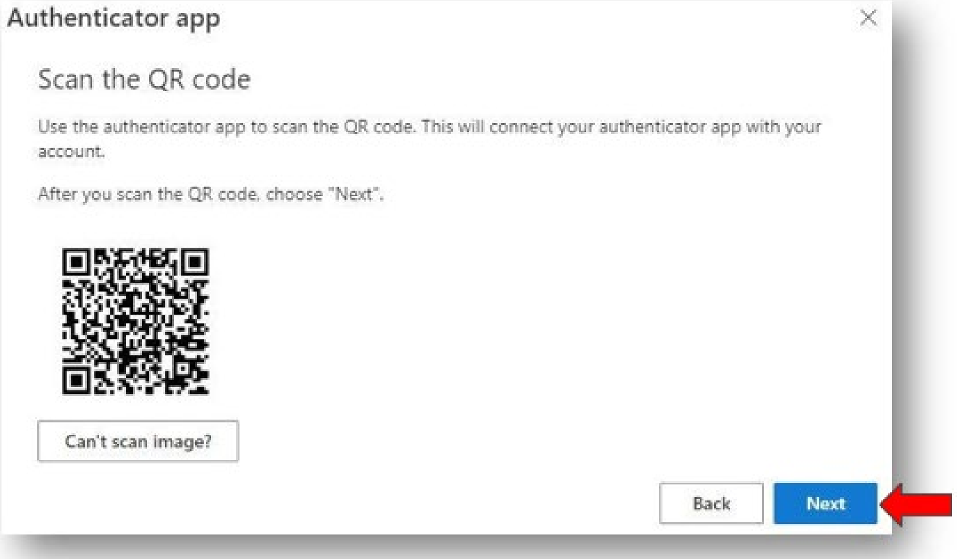
Set up your account

In your app, add a new account.

12. Open the Google Authenticator app on your phone and use your phone to scan the QR code shown on your computer.

On your mobile device, click on + to add an account and scan the QR code with Google Authenticator.

Select **Next** on your computer.



Authenticator app

Scan the QR code

Use the authenticator app to scan the QR code. This will connect your authenticator app with your account.

After you scan the QR code, choose "Next".

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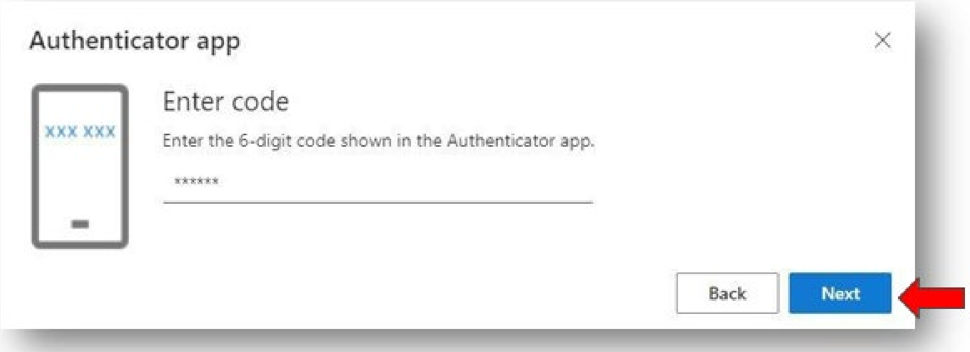
# Google Authenticator Application 7/8 16 Easy steps

13. Enter the 6-digit code from the Google Authenticator app and click **Next**.



Authenticator app

Enter code

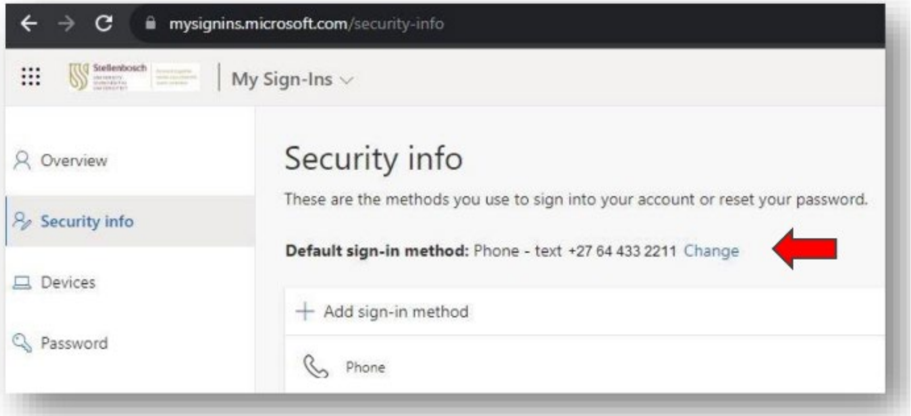
Enter the 6-digit code shown in the Authenticator app.

******

14. *Although you added the authentication method, you still must change the default sign-in method.*

Go back to the Security Information on the [https://mysignins.microsoft.com](https://mysignins.microsoft.com) page to change your sign in method.

Next to Default sign-in method, click on **Change**.



mysignins.microsoft.com/security-info

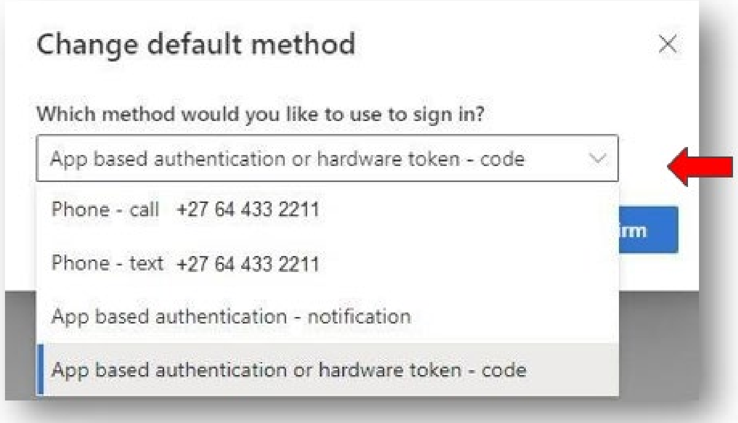
Security info

These are the methods you use to sign into your account or reset your password.

**Default sign-in method:** Phone - text +27 64 433 2211 Change

# Google Authenticator Application 8/8 16 Easy steps

15. Left click on the drop-down menu and see all the available methods.
Select **App based authentication or hardware token - code** and click Confirm.

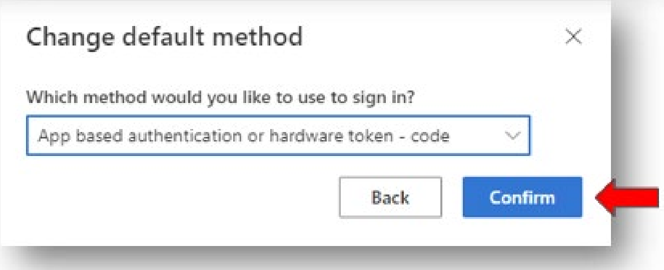


Change default method

Which method would you like to use to sign in?

App based authentication or hardware token - code

Phone - call +27 64 433 2211
Phone - text +27 64 433 2211
App based authentication - notification
App based authentication or hardware token - code

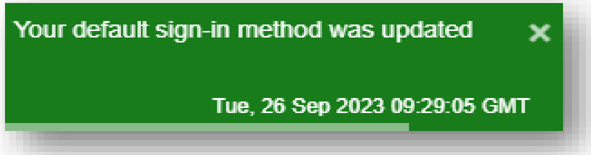


Change default method

Which method would you like to use to sign in?

App based authentication or hardware token - code

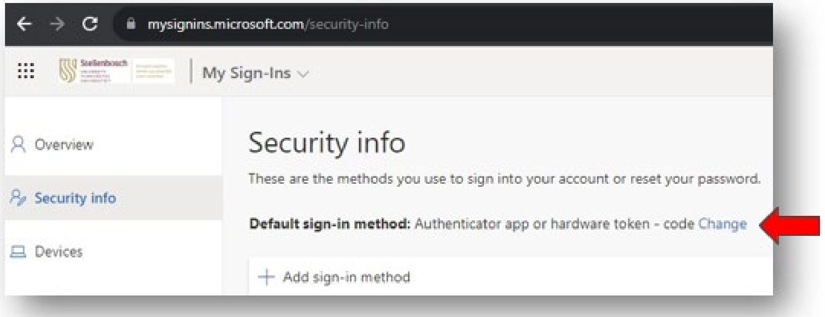
16. You will see a notification in the top right corner of your computer screen to confirm the change of the default sign-in method.



Your default sign-in method was updated

Tue, 26 Sep 2023 09:29:05 GMT

The default  sign-in method has changed to the Authenticator application or hardware token - code



mysignins.microsoft.com/security-info

Security info

These are the methods you use to sign into your account or reset your password.

**Default sign-in method:** Authenticator app or hardware token - code Change

*Your MFA should now be successfully setup using the Authenticator application.*

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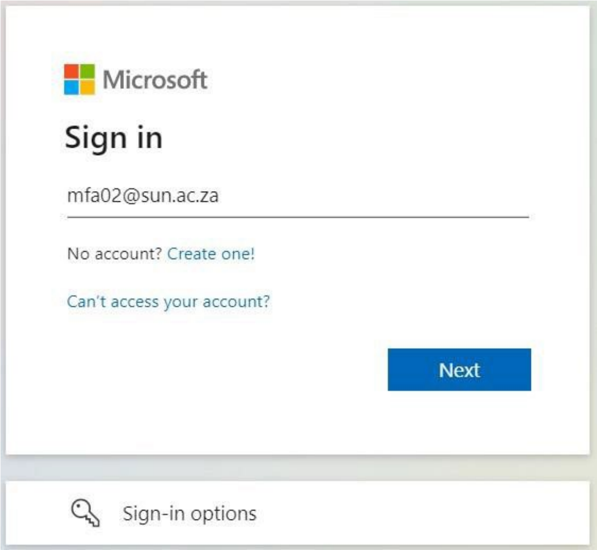
# Hardware Token 1/12 24 Easy steps

IMPORTANT: You must be enabled to use a FIDO key with your university credentials. Log a request on the ICT Partner Portal to be enabled.

1. On your computer, open the MFA Setup.
You will be prompted to sign in with your Stellenbosch University email address and click on **Next**.



Microsoft

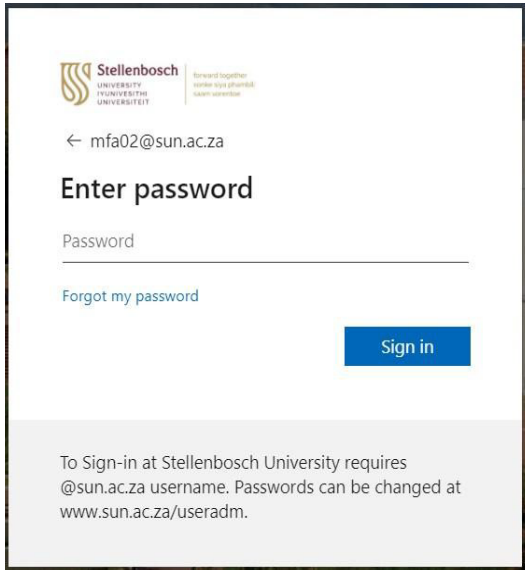
Sign in

mfa02@sun.ac.za

No account? Create one!

Can't access your account?

2. Enter your password and click **Sign in**.



Stellenbosch University

← mfa02@sun.ac.za

Enter password

Password

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/useradm.

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# Hardware Token

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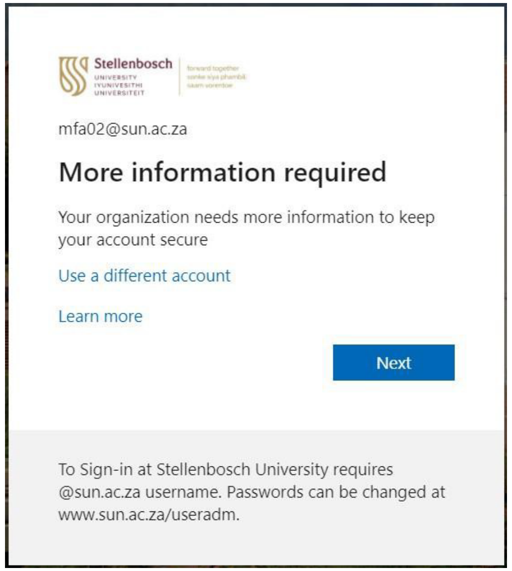
3. You will be asked to enable additional security on your account. Click **Next** to proceed to step 4.

If you do not see the below screen, you are already registered for MFA and do not need to do any further steps.



mfa02@sun.ac.za

More information required

Your organization needs more information to keep your account secure

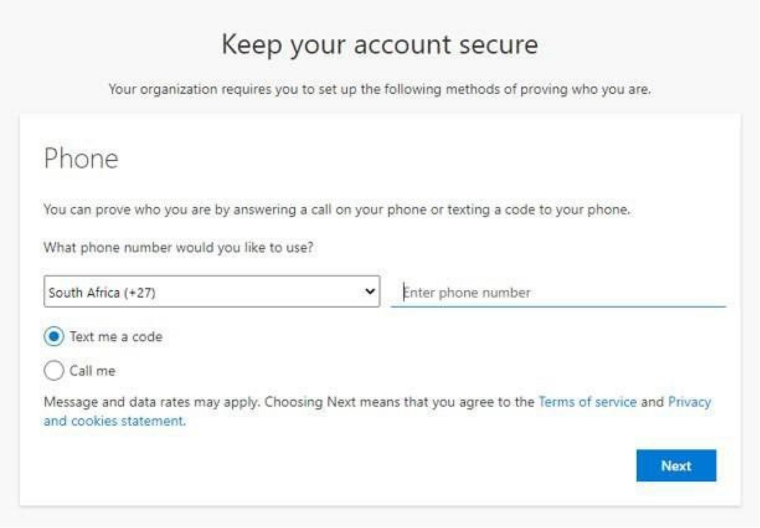
Use a different account

Learn more

Next

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/useradm.

4. Enter your mobile number and click **Next**.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

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

What phone number would you like to use?

South Africa (+27) | Enter phone number

● Text me a code

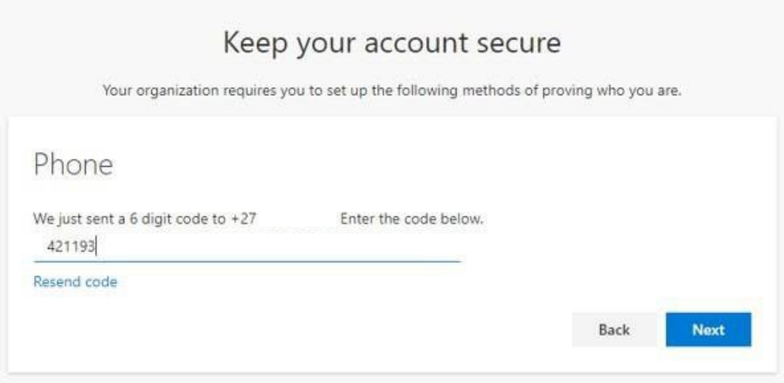
○ Call me

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

Next

# Hardware Token

5. A verification code will be sent to your mobile device. Enter the code and select **Next**.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

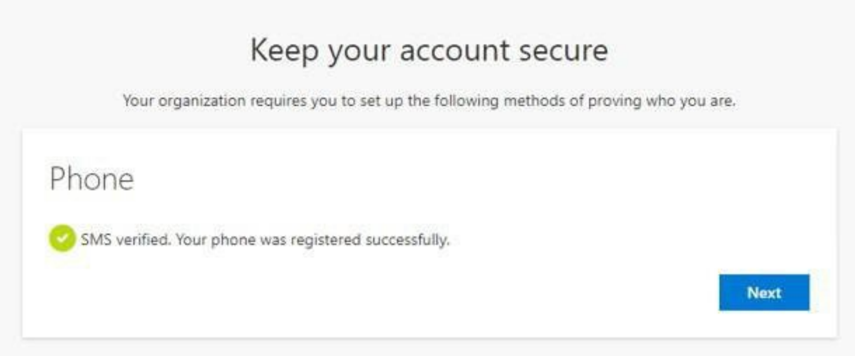
We just sent a 6 digit code to +27 Enter the code below.

421193

Resend code

Back Next

6. Click **Next** when the code has been verified.



Keep your account secure

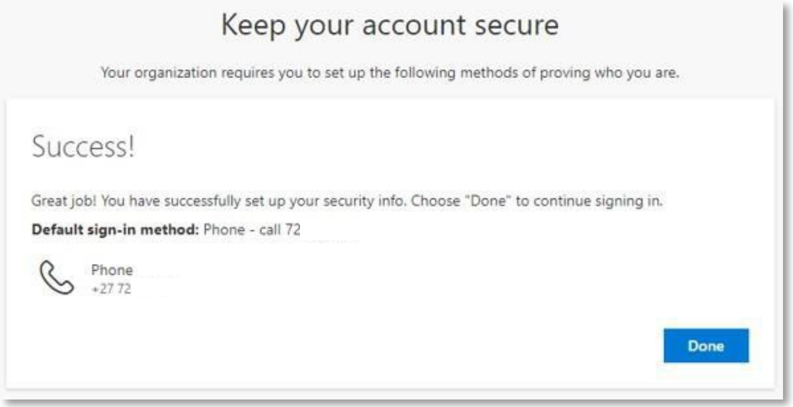
Your organization requires you to set up the following methods of proving who you are.

Phone

✓ SMS verified. Your phone was registered successfully.

Next

7. Your mobile number has been successfully added as an authentication method. Click **Done**.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Success!

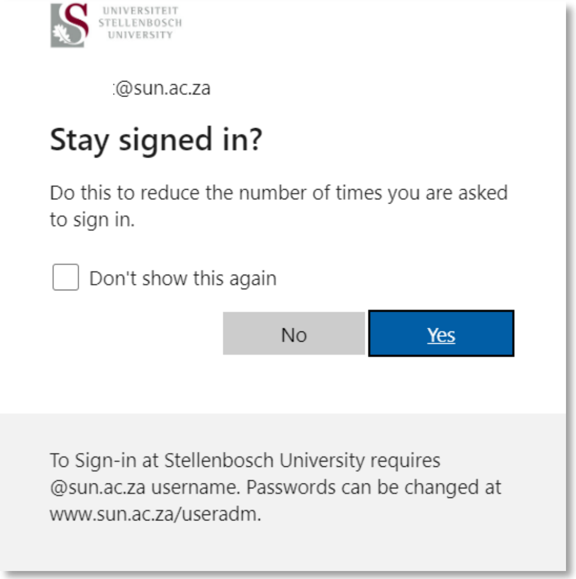
Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

**Default sign-in method:** Phone - call 72

Phone
+27 72

Done

8. When asked if you want to stay signed in, click **No**.



UNIVERSITEIT STELLENBOSCH UNIVERSITY

:@sun.ac.za

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No Yes

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/useradm.

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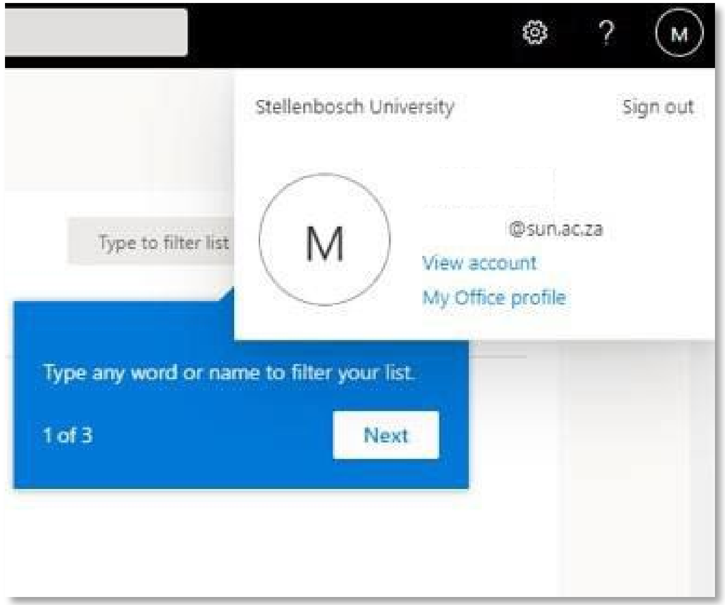
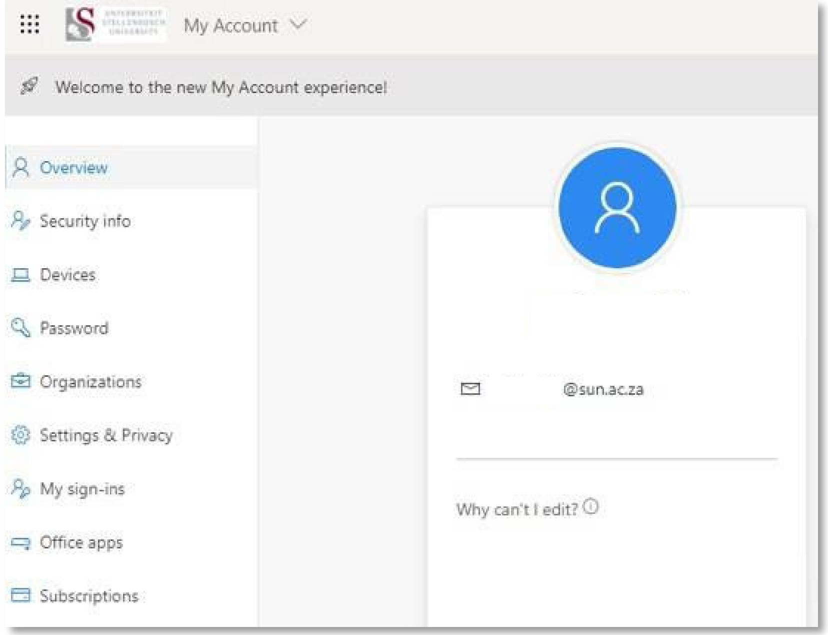
9. Once signed into your Stellenbosch University account, Select the icon in top right-hand corner and select **View account.**



Type any word or name to filter your list.

1 of 3

10. You will be directed to https://myaccount.microsoft.com. Select **Security Info**.



Welcome to the new My Account experience!

@sun.ac.za

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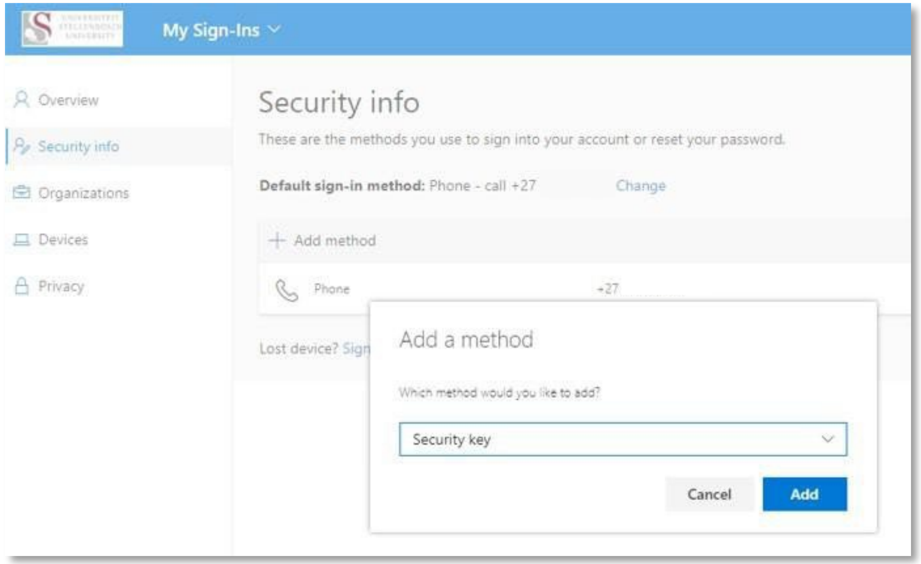
# Hardware Token 6/12 24 Easy steps

11. Select **Add a Method** and select **Security Key** from the drop- down menu. Click Add.



My Sign-Ins

Security info

These are the methods you use to sign into your account or reset your password.

**Default sign-in method:** Phone - call +27 Change

Add method

Phone +27

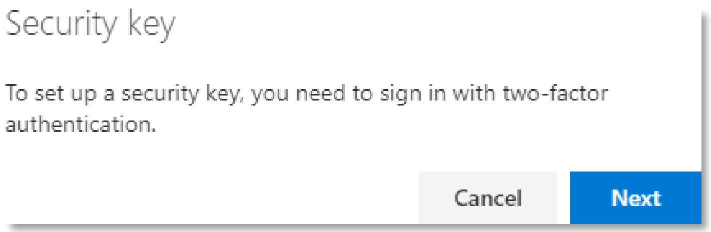
Lost device? Sign

Add a method

Which method would you like to add?

Security key

12. You will be prompted again to authenticate. Depending on your method, you will either receive a phone call or a SMS. Follow the prompts.

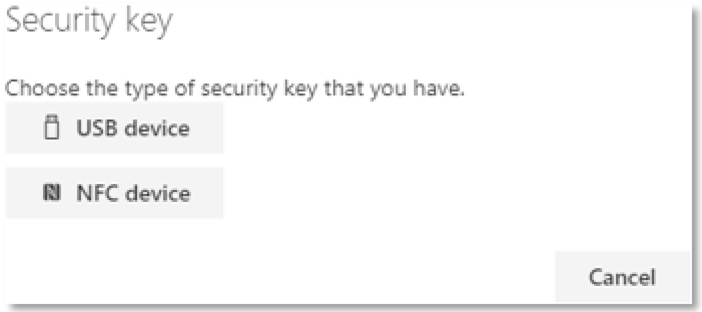


Security key

To set up a security key, you need to sign in with two-factor authentication.

# Hardware Token

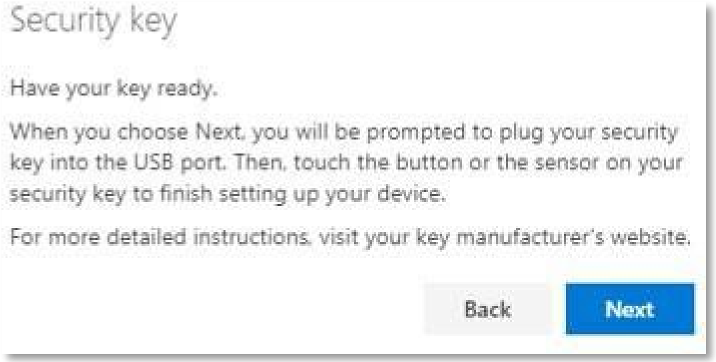
13. Select your type of security key.
In this example we will use a USB device option.



Security key

Choose the type of security key that you have.

14. Have your key ready and click **Next**.



Security key

Have your key ready.

When you choose Next, you will be prompted to plug your security key into the USB port. Then, touch the button or the sensor on your security key to finish setting up your device.

For more detailed instructions, visit your key manufacturer's website.

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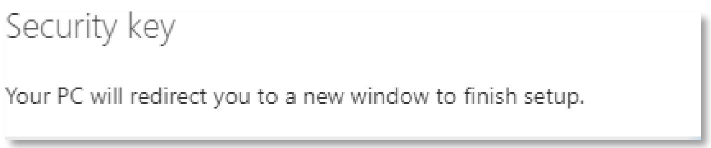
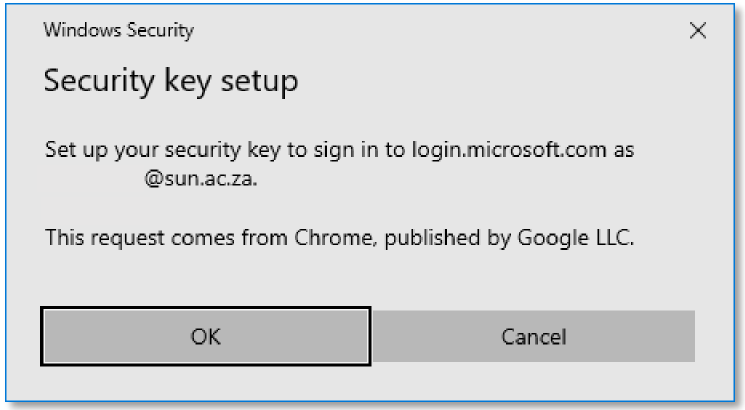
15. Follow the prompts and click **OK** when prompted.



Security key

Your PC will redirect you to a new window to finish setup.



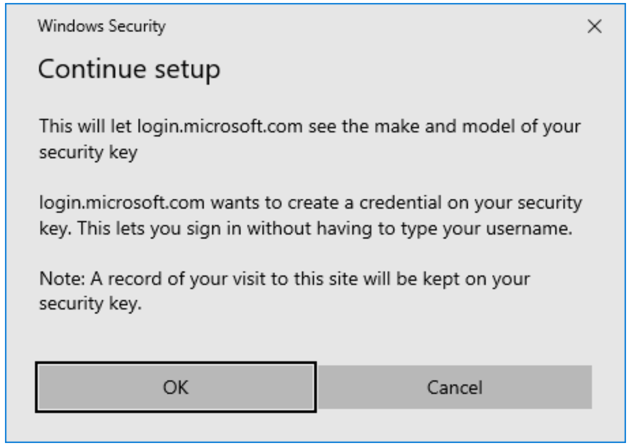
Windows Security

Security key setup

Set up your security key to sign in to login.microsoft.com as @sun.ac.za.

This request comes from Chrome, published by Google LLC.

16. You will need to create a PIN for the security key. Enter one and click **OK.**



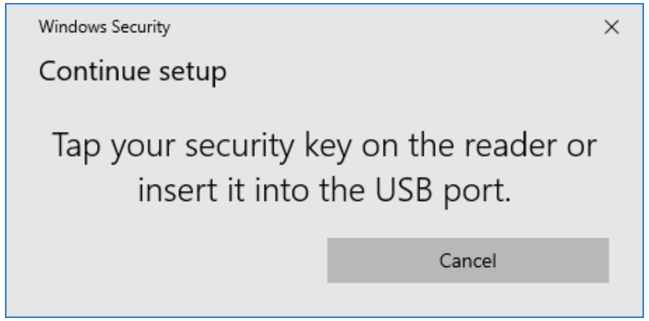
Windows Security

Continue setup

This will let login.microsoft.com see the make and model of your security key

login.microsoft.com wants to create a credential on your security key. This lets you sign in without having to type your username.

Note: A record of your visit to this site will be kept on your security key.



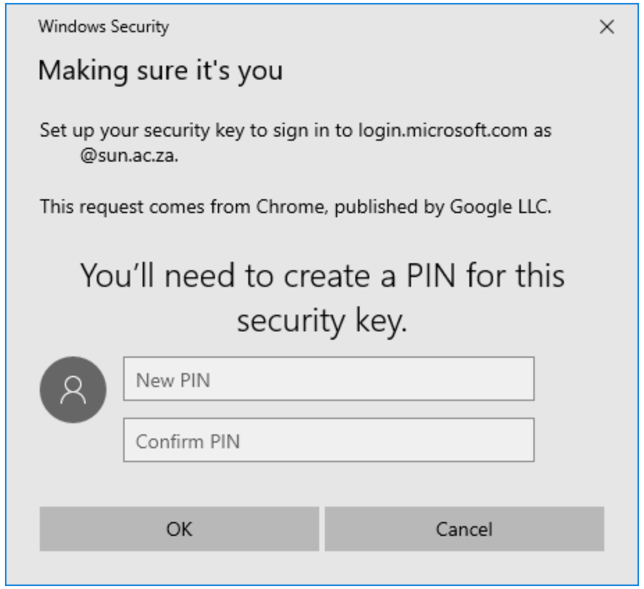
Windows Security

Continue setup

Tap your security key on the reader or insert it into the USB port.

# Hardware Token

17. You will need to create a PIN for the security key. Enter one and click **OK**.



Windows Security

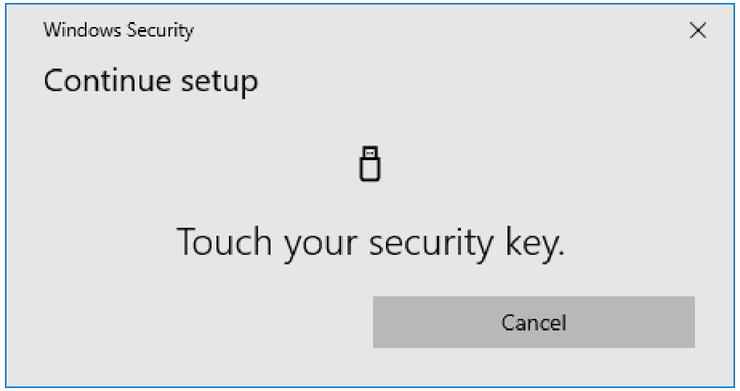
Making sure it's you

Set up your security key to sign in to login.microsoft.com as @sun.ac.za.

This request comes from Chrome, published by Google LLC.

You'll need to create a PIN for this security key.

18. You will be requested to touch the security key.



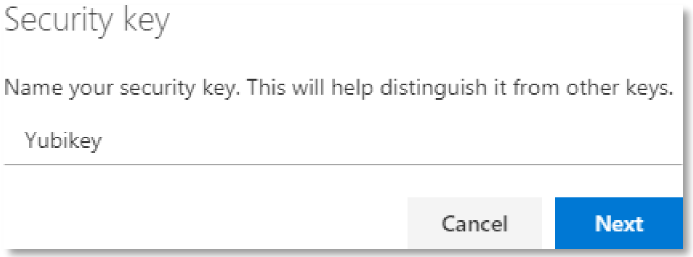
Windows Security

Continue setup

Touch your security key.

# Hardware Token

19. Once the device has been verified, you will be prompted to give your key a name.

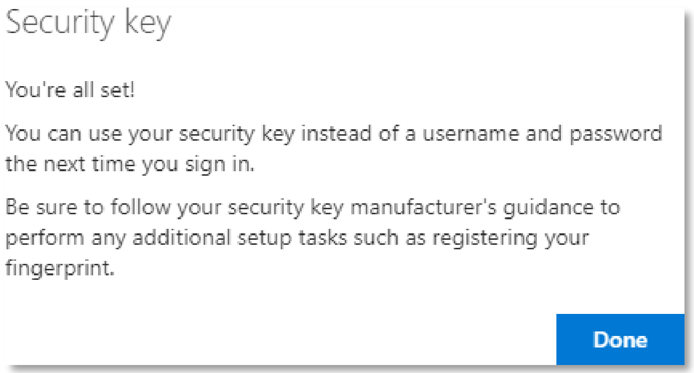


Security key

Name your security key. This will help distinguish it from other keys.

Yubikey

20. You're all set. Click **Done**.



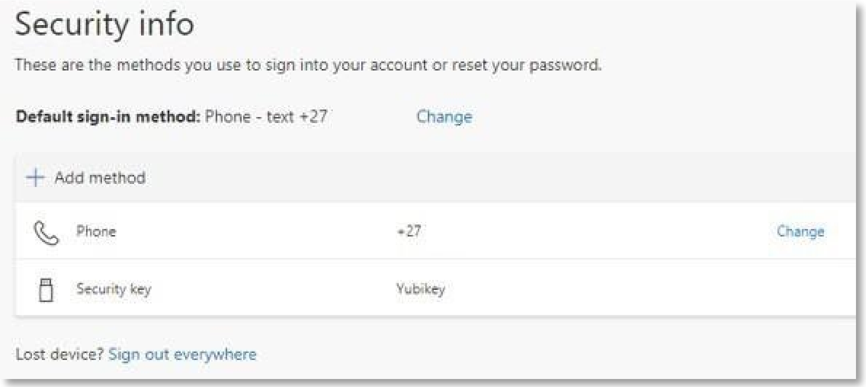
Security key

You're all set!

You can use your security key instead of a username and password the next time you sign in.

Be sure to follow your security key manufacturer's guidance to perform any additional setup tasks such as registering your fingerprint.

21. The newly added security key will be listed among your allowed sign-in methods.



Security info

These are the methods you use to sign into your account or reset your password.

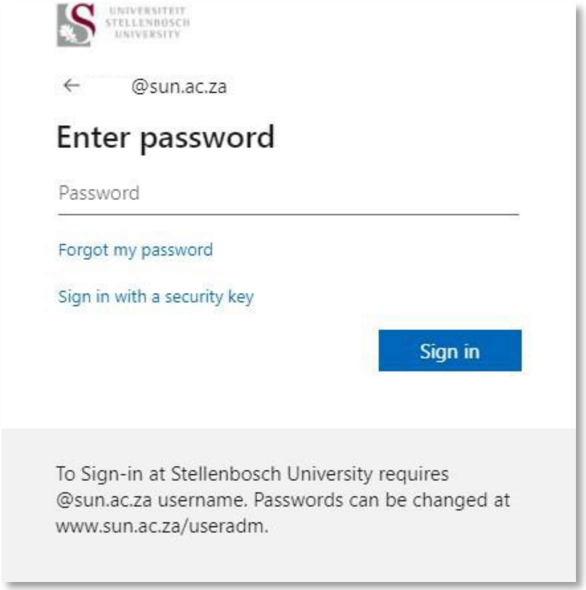
**Default sign-in method:** Phone - text +27 Change

+ Add method

| | | |
|---|---|---|
| Phone | +27 | Change |
| Security key | Yubikey | |

Lost device? Sign out everywhere

22. When you are prompted to enter the password, you can simply insert the hardware token (security key) in the USB port and click on **Sign in**.



← @sun.ac.za

Enter password

Password

Forgot my password

Sign in with a security key

Sign in

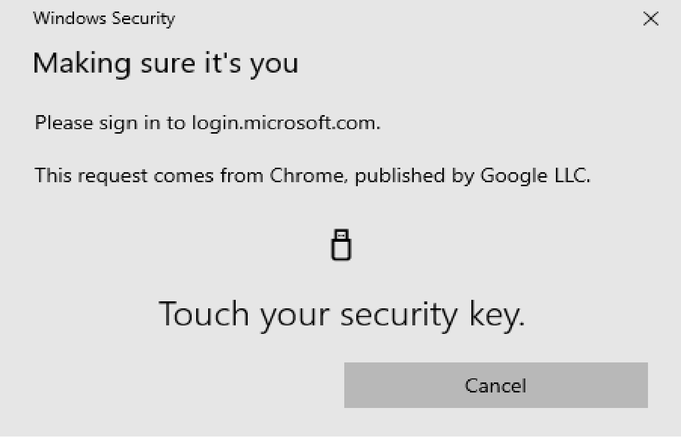
To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/useradm.

# Hardware Token

12/12

24 Easy steps

23. Touch the key on the allocated spot as before.



Windows Security

Making sure it's you

Please sign in to login.microsoft.com.

This request comes from Chrome, published by Google LLC.

Touch your security key.

24. All set, you are now signed in using a security key!

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# Frequently Asked Questions

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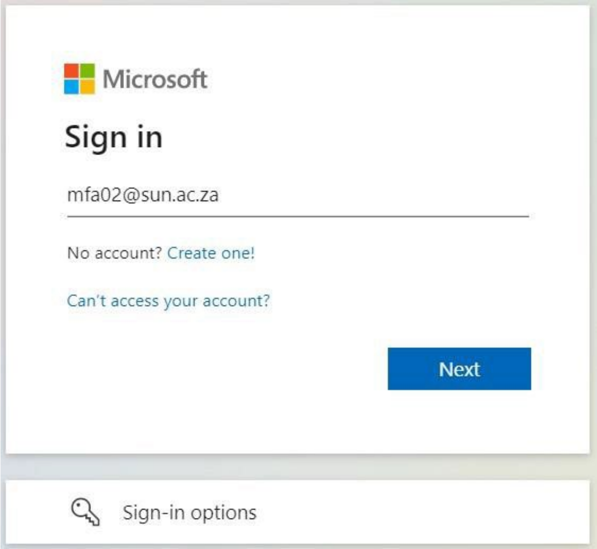
# How do I add a second authentication method?

1. On your desktop, open your browser and type the following address: https://mysignins.microsoft.com.

You will be prompted to sign in with your Stellenbosch University email address. Click **Next**.



Microsoft

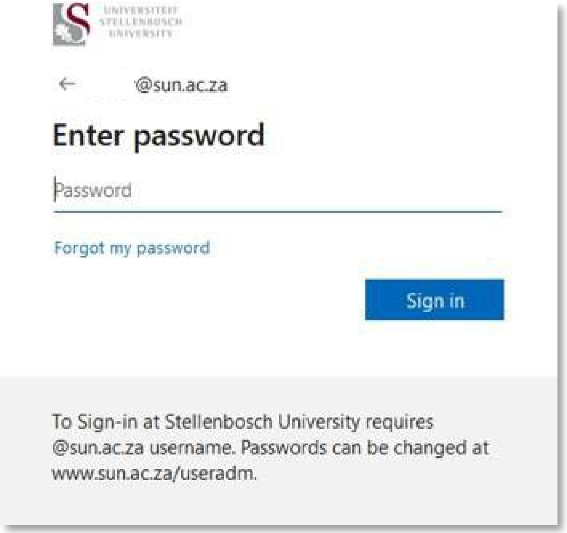
Sign in

mfa02@sun.ac.za

No account? Create one!

Can't access your account?

2. Enter your password and click **Sign in**.



← @sun.ac.za

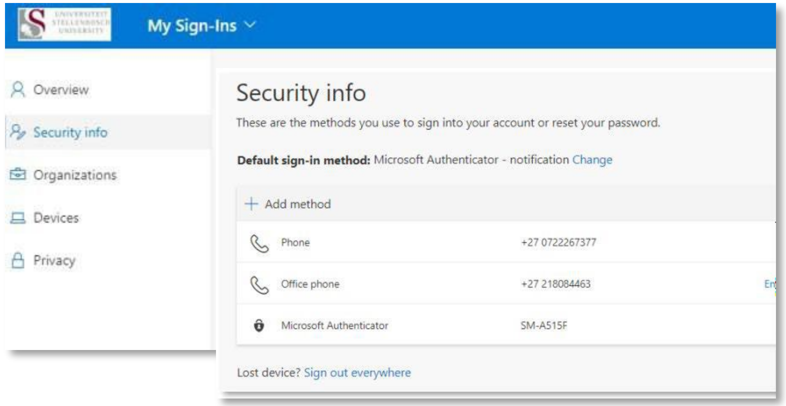
Enter password

Password

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/useradm.

# FAQ: 2/2 4 Easy steps

3. Once signed in, your Security Info will display with all the authentication methods you have registered. Left click on **Add method**.



My Sign-Ins

Overview
Security info
Organizations
Devices
Privacy

Security info

These are the methods you use to sign into your account or reset your password.

**Default sign-in method:** Microsoft Authenticator - notification Change

+ Add method

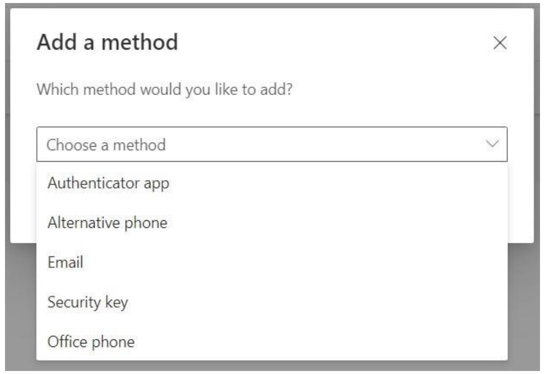
| | |
|---|---|
| Phone | +27 0722267377 |
| Office phone | +27 218084463 |
| Microsoft Authenticator | SM-A515F |

Lost device? Sign out everywhere

4. Left click on the drop-down menu, select the method you want to add and click on **Add**.

We recommend the Microsoft Authenticator Application as a method.

Follow the steps for the chosen method as indicated in the steps provided in this document.



Add a method

Which method would you like to add?

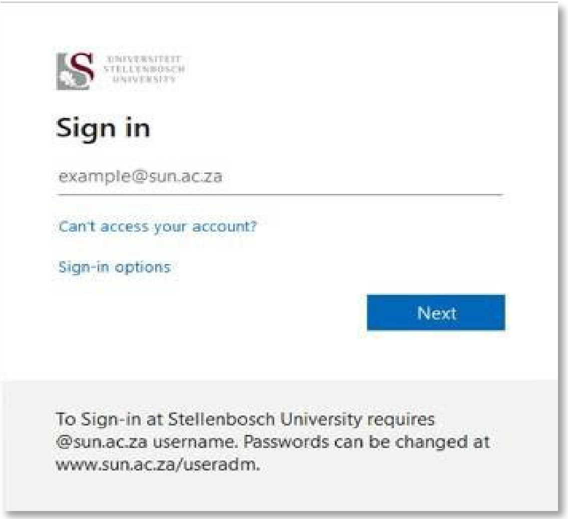
Choose a method
- Authenticator app
- Alternative phone
- Email
- Security key
- Office phone

FAQ: 1/2 4 Easy steps

# How do I change my default authentication method?

1. On your desktop, open your browser and type the following address: https://mysignins.microsoft.com.

You will be prompted to sign in with your Stellenbosch University email address. Click **Next**.

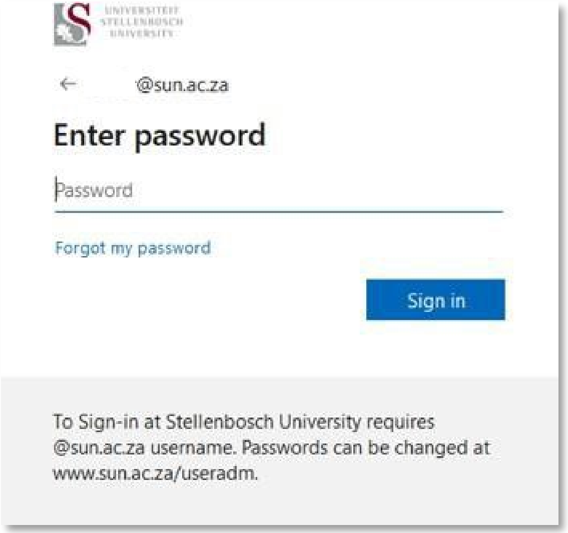


Sign in

example@sun.ac.za

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/useradm.

2. Enter your password and click **Sign in.**



@sun.ac.za

Enter password

Password

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/useradm.

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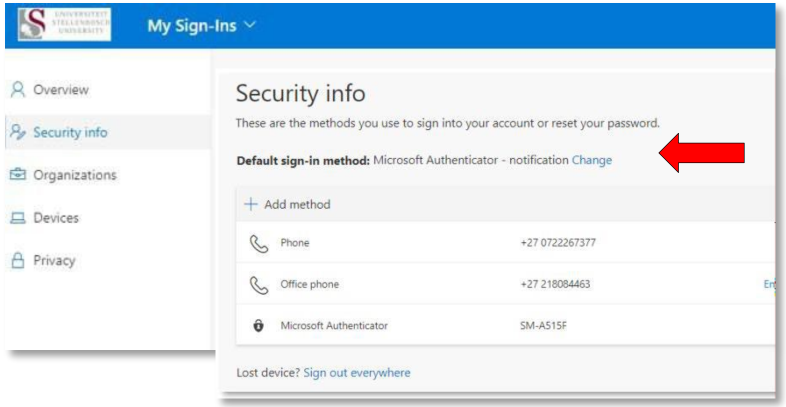
3. Once signed in, your Security Info will display with all the authentication methods you have registered. Left click on **Change**.



My Sign-Ins

Overview

Security info

Organizations

Devices

Privacy

Security info

These are the methods you use to sign into your account or reset your password.

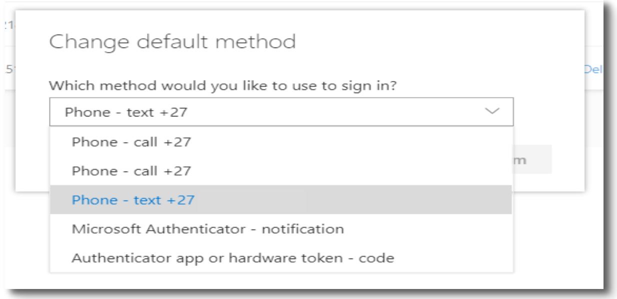
**Default sign-in method:** Microsoft Authenticator - notification Change

+ Add method

| | |
|---|---|
| Phone | +27 0722267377 |
| Office phone | +27 218084463 |
| Microsoft Authenticator | SM-A515F |

Lost device? Sign out everywhere

4. Left click on the drop-down menu and see all the available methods. Select the method of your choice and click **Confirm**.



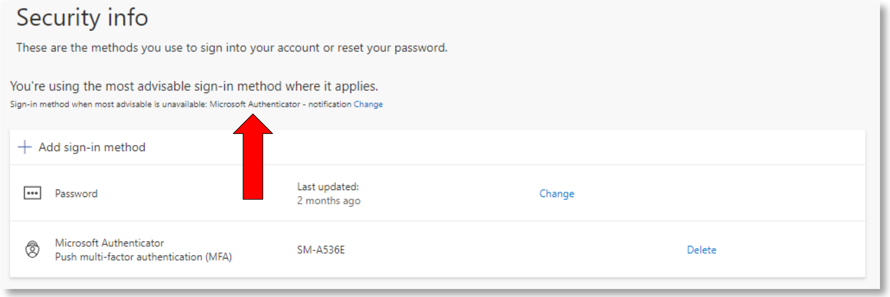
Change default method

Which method would you like to use to sign in?

Phone - text +27

- Phone - call +27
- Phone - call +27
- Phone - text +27
- Microsoft Authenticator - notification
- Authenticator app or hardware token - code

Your new default method will display here:



Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Microsoft Authenticator - notification Change

+ Add sign-in method

| | | | |
|---|---|---|---|
| Password | Last updated:<br>2 months ago | Change | |
| Microsoft Authenticator<br>Push multi-factor authentication (MFA) | SM-A536E | | Delete |

DONE

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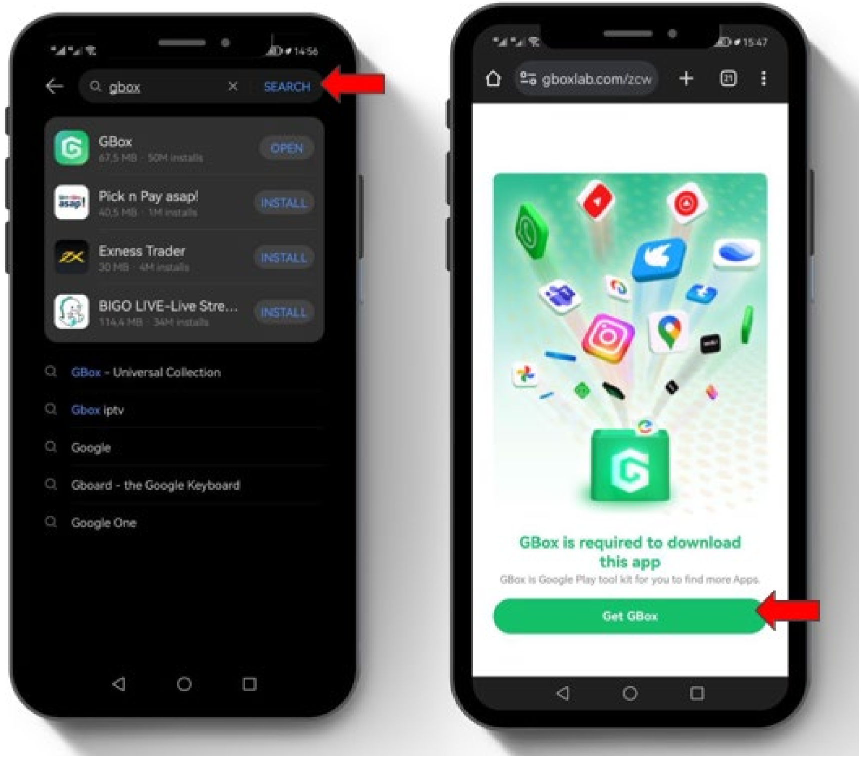
# How do I install GBox?

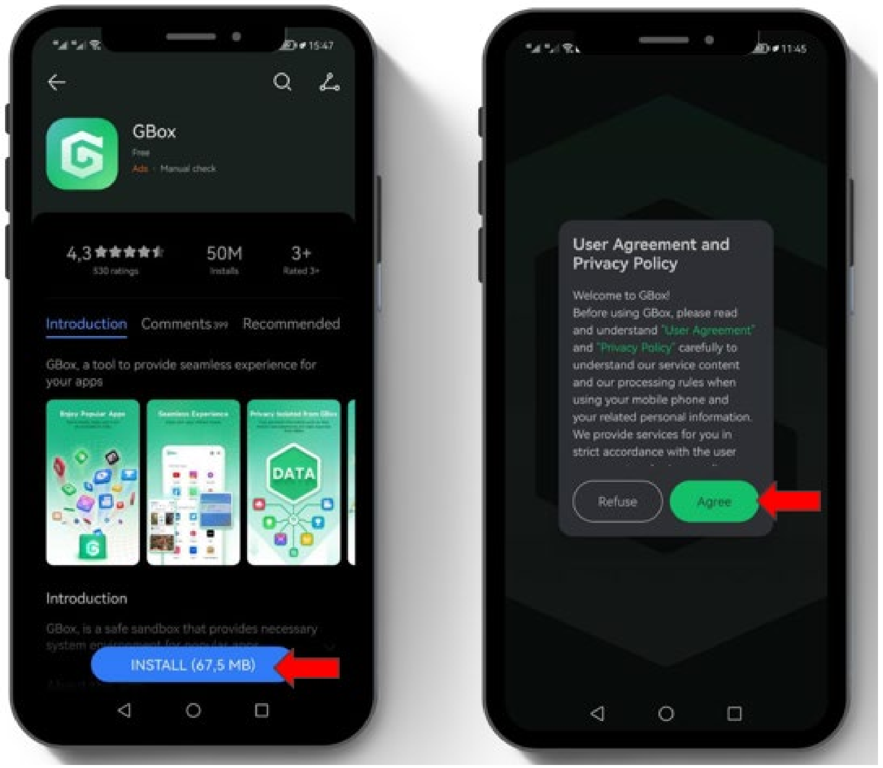
1. In your app store, search for Gbox and click on **Get Gbox.**



GBox is required to download this app

GBox is Google Play tool kit for you to find more Apps

2. Select **Install** and click on **Agree**



GBox, a tool to provide seamless experience for your apps

GBox, is a safe sandbox that provides necessary system environment for popular apps

User Agreement and Privacy Policy

Welcome to GBox!
Before using GBox, please read and understand "User Agreement" and "Privacy Policy" carefully to understand our service content and our processing rules when using your mobile phone and your related personal information. We provide services for you in strict accordance with the user

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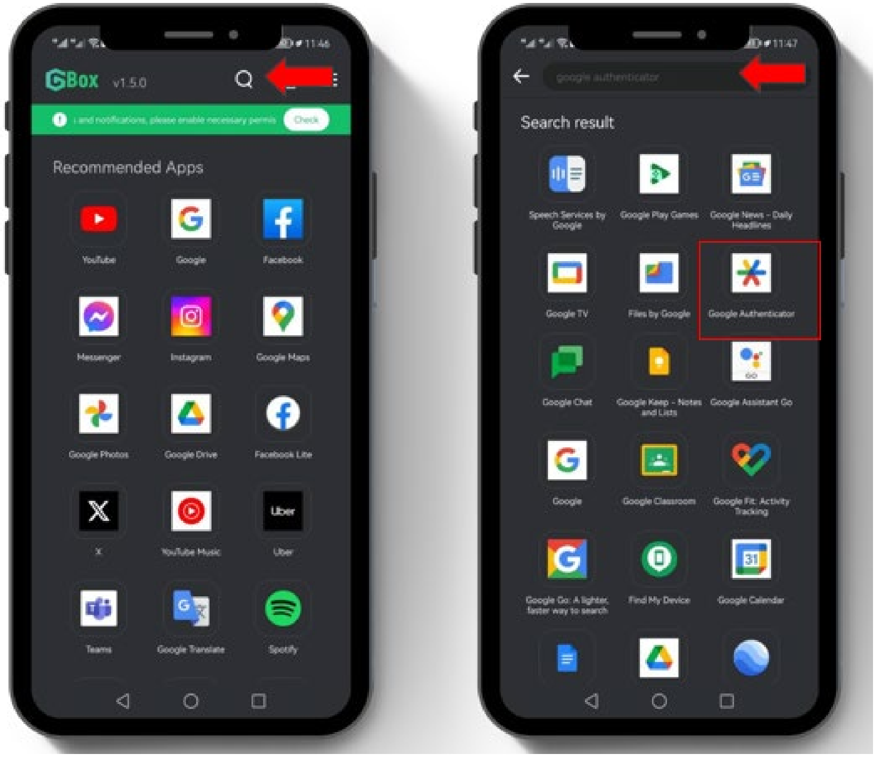
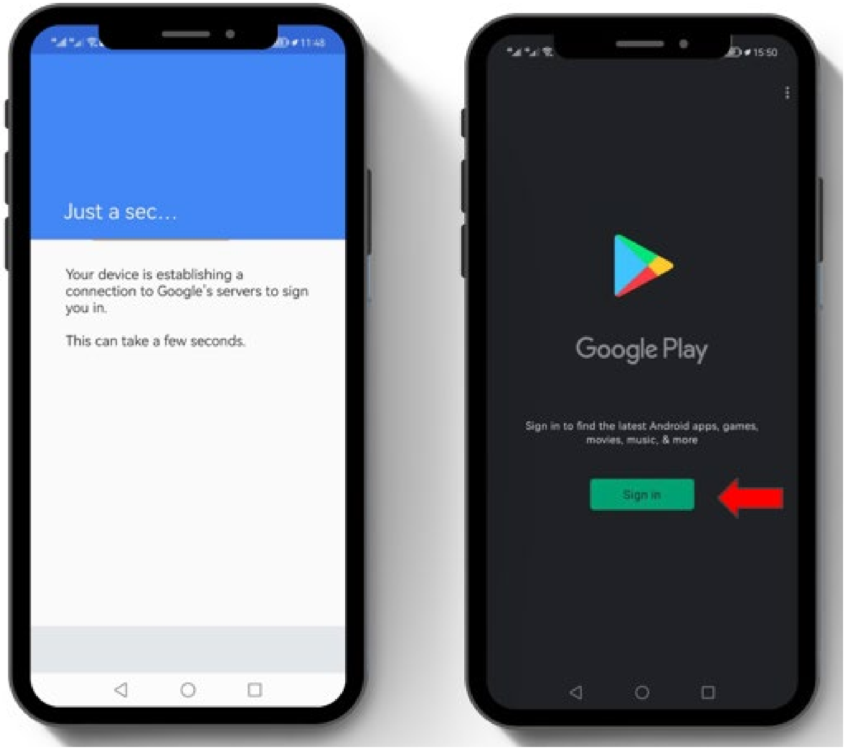
# FAQ: 2/5 10 Easy steps

3. Go to the magnifying glass icon and search google authenticator.



4. Click on **Sign in.**


Just a sec...

Your device is establishing a connection to Google's servers to sign you in.

This can take a few seconds.

Google Play

Sign in to find the latest Android apps, games, movies, music, & more

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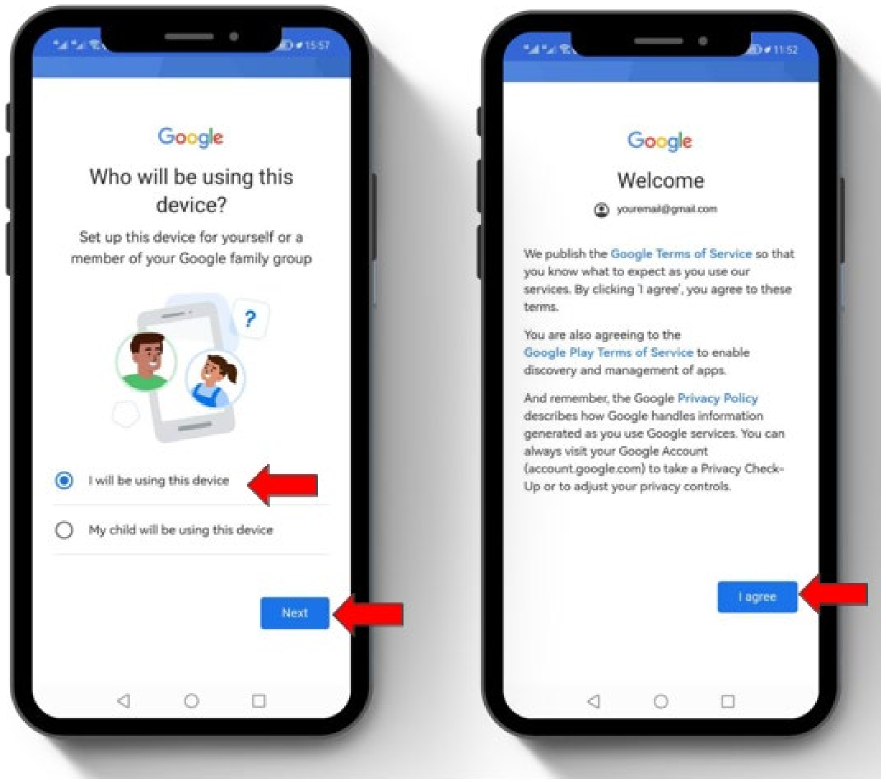
# FAQ: 3/5 10 Easy steps

5. Select **I will be using this device** (if you are using your OWN device) and click **Next.** Then select **I agree.**


Google
Who will be using this device?
I will be using this device
My child will be using this device
Next
Google
Welcome
youremail@gmail.com
I agree

Set up this device for yourself or a member of your Google family group

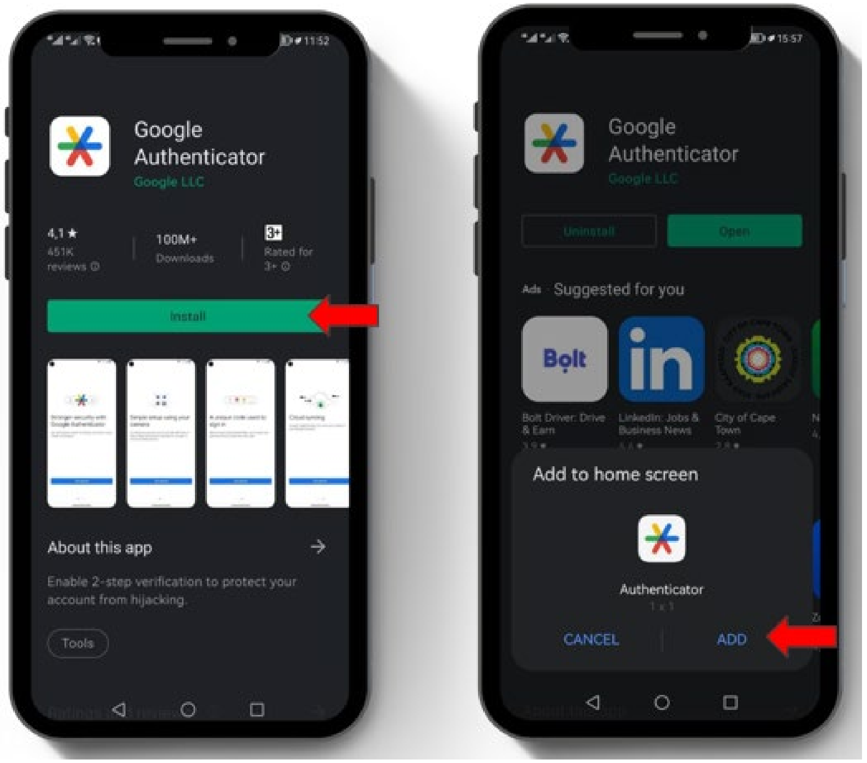
- ● I will be using this device
- ○ My child will be using this device

We publish the Google Terms of Service so that you know what to expect as you use our services. By clicking 'I agree', you agree to these terms.

You are also agreeing to the Google Play Terms of Service to enable discovery and management of apps.

And remember, the Google Privacy Policy describes how Google handles information generated as you use Google services. You can always visit your Google Account (account.google.com) to take a Privacy Check-Up or to adjust your privacy controls.

6. Click on Install and select **ADD**, to add the Authenticator app to your home screen.



Enable 2-step verification to protect your account from hijacking.

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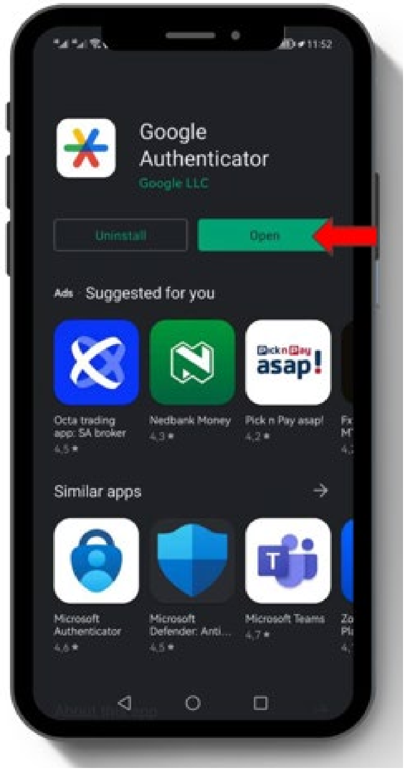
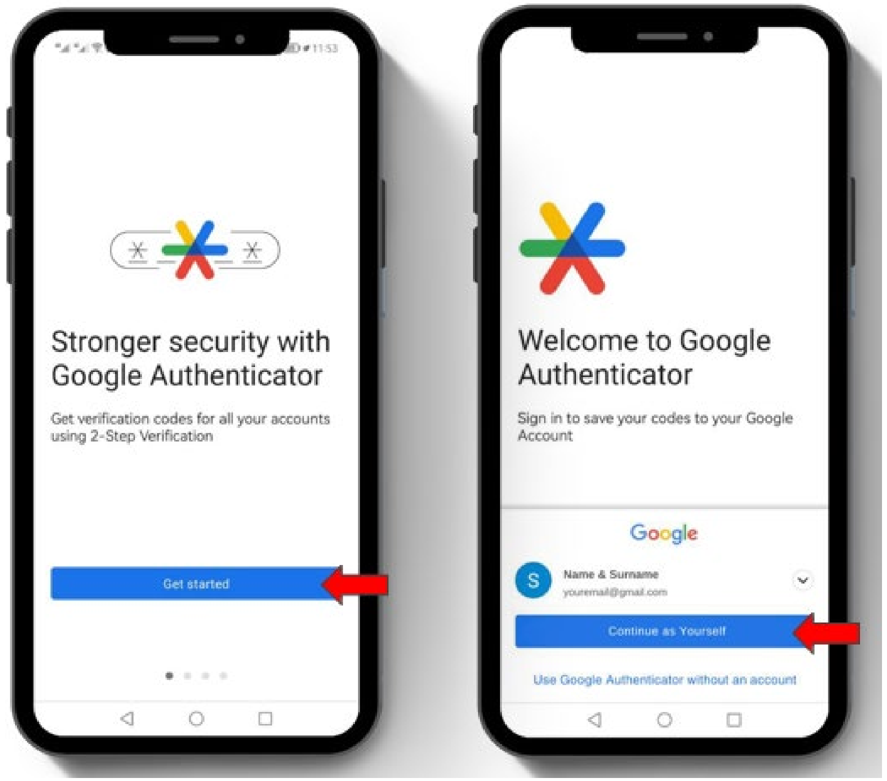
# FAQ: 4/5 10 Easy steps

7. Select **Open**.



8. Click on **Get Started** and choose **Continue as...**


Stronger security with Google Authenticator

Get verification codes for all your accounts using 2-Step Verification

Welcome to Google Authenticator

Sign in to save your codes to your Google Account

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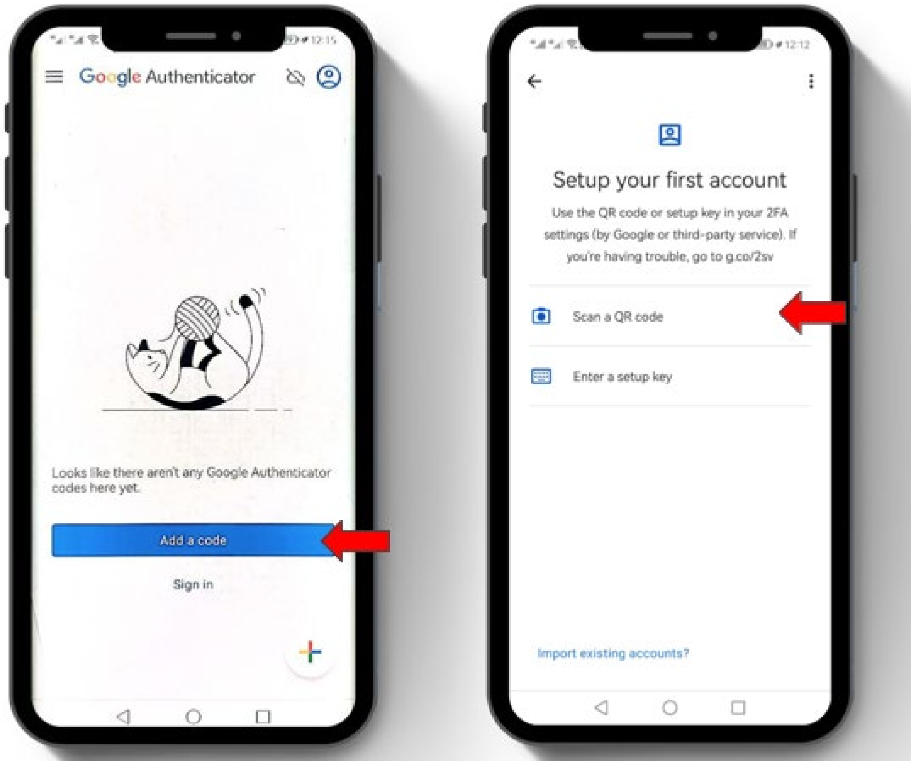
# FAQ: 5/5 10 Easy steps

NB! Every time you want to authenticate you need to open GBox

9. Click on **Add a code**, then select **Scan a QR code.**

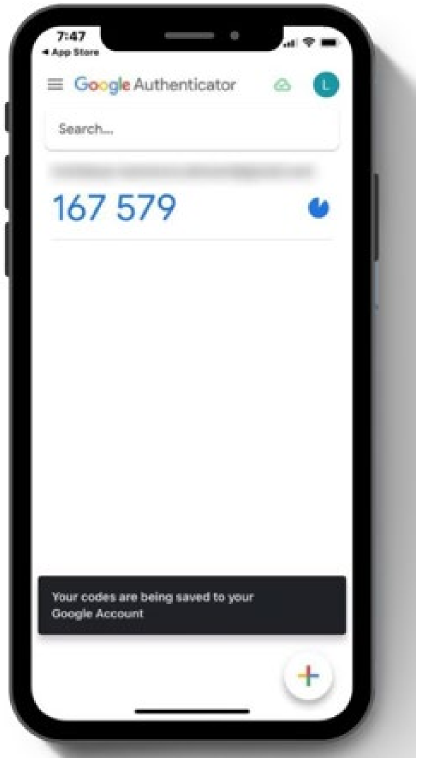


Looks like there aren't any Google Authenticator codes here yet.

Setup your first account

Use the QR code or setup key in your 2FA settings (by Google or third-party service). If you're having trouble, go to g.co/2sv

10. A code will now appear that you can use to authenticate with when signing onto a Microsoft product or service. This code changes every few seconds.



Your codes are being saved to your Google Account

DONE