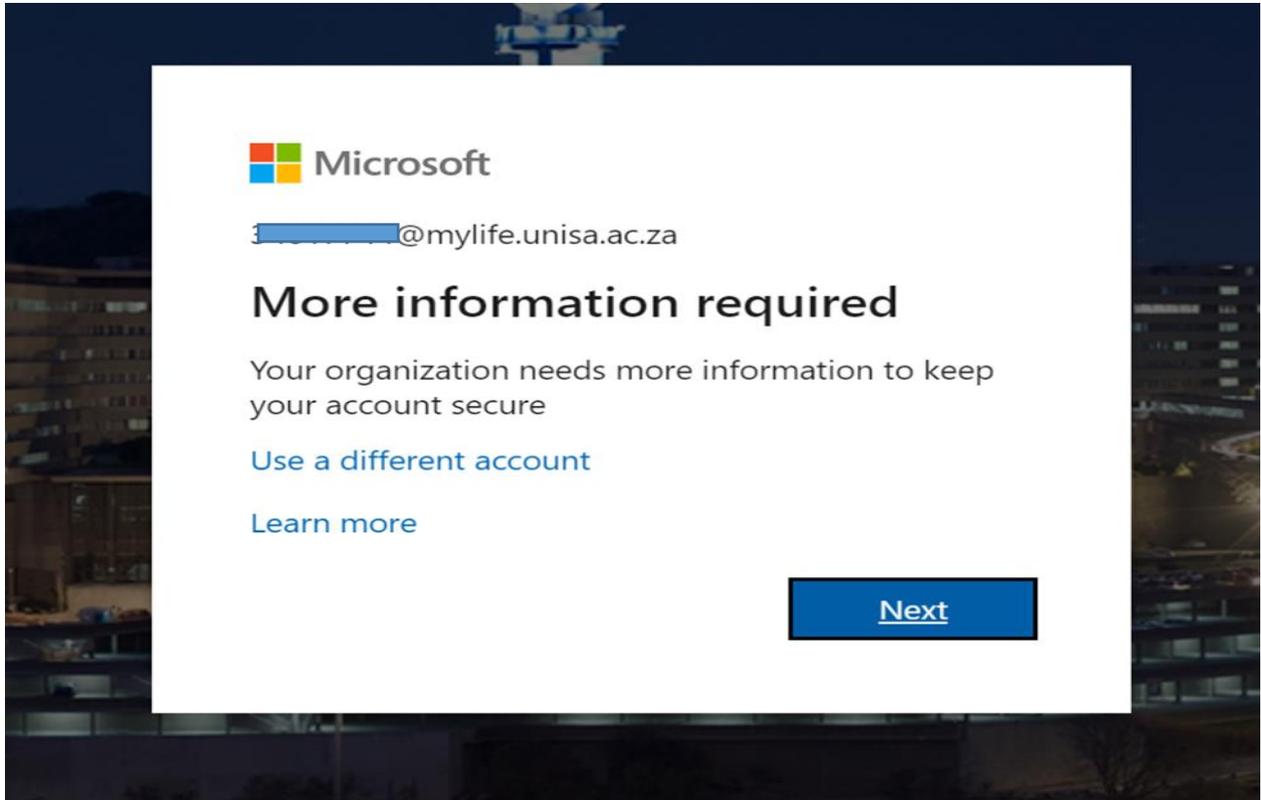


MFA user guide

1. Check whether your Office 365 admin has turned on multi-factor authentication for your student account. If they haven't, when you try to do these steps you won't see the options in Office 365.
2. After clicking on MyLife Email you will see the screen below; **Click on Next**



3. The following screen will appear. Select the preferred **method of authentication** from the dropdown list. **Select your country or region** and capture your **phone number** or **email address** depending on the preferred method of authentication selected. If you selected authentication phone, select the **method**, click **next**

Microsoft

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)

Method

Send me a code by text message

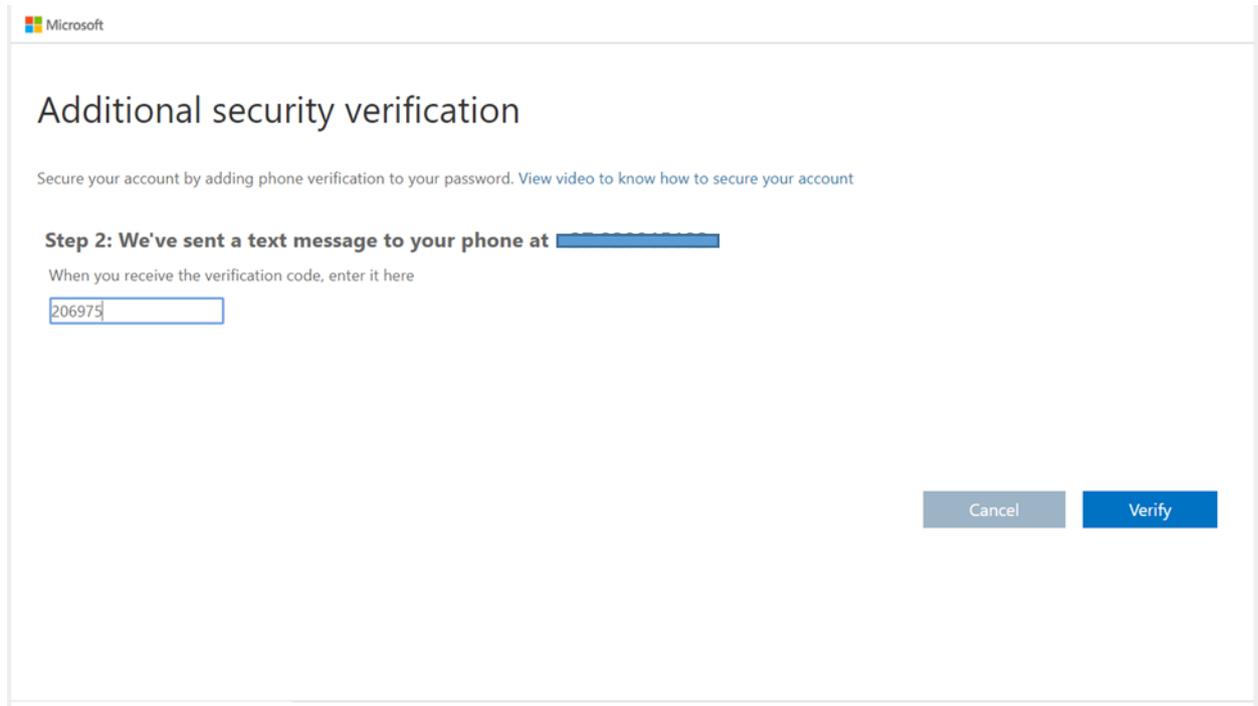
Call me

Next

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

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4. You will either receive a code through email or SMS, input that code on the space provided. Alternatively, you will receive a phone call or an app verification request, depending on your selected method of verification, , **click on Verify**



Microsoft

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 [REDACTED]

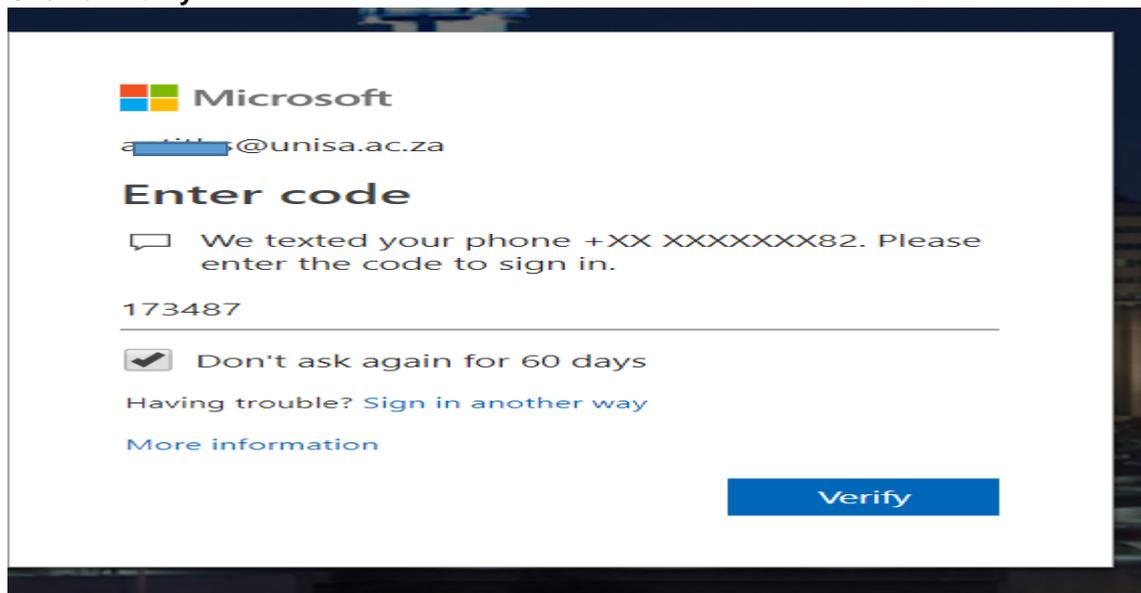
When you receive the verification code, enter it here

5. Once you complete the instructions to specify how you want to receive your verification code, the next time you sign in to Office 365, you'll be prompted to enter the code that is sent to you by email or text. Alternatively, you receive a phone call or mobile App verification request.

To have a new code sent to you, press F5.

Tick the box for "Don't ask again for 60 days".

Click on Verify:



Microsoft

a [REDACTED]@unisa.ac.za

Enter code

We texted your phone +XX XXXXXXXX82. Please enter the code to sign in.

173487

Don't ask again for 60 days

Having trouble? [Sign in another way](#)

[More information](#)