

MFA Self-Enrollment Guide

MFA Self-Enrollment Guide

What You Need

- Your SIM MyMail email address and password
- A laptop / iPad / computer with a web browser
- A mobile phone (iOS/Android). You will use your laptop/iPad and phone at the same time.

MFA Self-Enrolment (Quick Steps)

1. Install Microsoft Authenticator

Download “Microsoft Authenticator” from the App Store or Google Play.

2. Sign in to your security settings

On your laptop/iPad, go to <https://mysignins.microsoft.com/security-info> and sign in with your SIM MyMail account.

3. Add a sign-in method (If needed, please refer to the appendix for Steps 3 and 4.)

Choose “Authenticator app” (recommended) or “Phone (SMS)”.

4. Scan the QR code

Open the Authenticator app → Add account → Work or school account → Scan QR code.

5. Complete setup

Approve the test notification or enter the verification code.

6. Verify MFA is working

Go to <https://mysignins.microsoft.com/security-info> to ensure MFA prompts appear and work properly.

Common Asked Questions



Q1) I forgot my SIM email password. What should I do?

1. Go to <https://pwdreset.simglobal.edu.sg/>.
2. Follow the instructions to reset your password.
3. Make sure your personal alternate email address in MySIMApp is correct, so you can receive the OTP needed for the password reset.
4. If you cannot reset your password using this page (for example, you do not receive the OTP), email **mfa@sim.edu.sg** for assistance. (In your email, include your full name and student ID.)

Q2) Microsoft Authenticator does not work on my phone.

- Some Android phones (for example, certain Huawei models) may not support Microsoft Authenticator from the usual app store.
- If available, choose “Phone (SMS)” as your MFA method instead.
- If no method works, email **mfa@sim.edu.sg** for help.

Q3) I have a new phone or new mobile number.

1. On your new phone, install Microsoft Authenticator.
2. On a laptop/iPad, go to <https://my.signin.microsoft.com/securityinfo> and sign in with your SIM student email and password.
3. Add your new device or phone number:
 - Authenticator app: add a new account and scan the QR code shown on your laptop/iPad.
 - Phone (SMS): add your new mobile number.
4. After confirming the new phone/number works, remove your old device/number from the list of MFA methods.
5. Go to <https://my.signin.microsoft.com/securityinfo> to ensure MFA prompts appear and work properly.
6. Test MFA by signing in to Outlook (MyMail), MySIMApp, Canvas, or CareerSense. (After 5th Jan 2026)

MFA自助注册指南

MFA自助注册指南

所需准备

- 您的 SIM MyMail 邮箱地址和密码
- 一台可使用浏览器的笔电 / iPad / 电脑
- 一部手机 (iOS/Android) 。您需要同时使用笔电 / iPad 与手机进行设置。

MFA 自助注册（快速步骤）

1. 安装 Microsoft Authenticator

在 App Store 或 Google Play 下载 “Microsoft Authenticator”。

2. 登录安全设定页面

在笔电或 iPad 上访问 <https://mysignins.microsoft.com/security-info>，并使用您的 SIM MyMail 帐号登录。

3. 新增登录方式 (如有需要，请参阅附录中的步骤 3 和 4)

选择 “Authenticator 应用”（推荐）或 “手机短信（SMS）”。

4. 扫描二维码

打开 Authenticator 应用 → 新增帐户 → 工作或学校帐户 → 扫描二维码。

5. 完成设置

按提示批准测试通知，或输入验证码完成设置。

6. 验证 MFA 是否正常运作

访问 <https://mysignins.microsoft.com/security-info>，确保 MFA（多重验证）弹出提示正常显示并运作。

常见问题

Q1) 我忘记了 SIM 邮箱密码，该怎么办？

1. 前往 https://pwdreset.simge.edu.sg/**。
2. 按照页面指示重设密码。
3. 请确保您在 MySIMApp 中登记的个人备用邮箱地址是正确的，以便接收重设密码所需的 OTP。
4. 如果您无法通过该页面重设密码（例如没有收到 OTP），请发送电邮至 mfa@sim.edu.sg 寻求协助。邮件中请提供您的全名和学生证号码

Q2) Microsoft Authenticator 在我的手机上无法使用。

- 部分安卓手机（例如某些华为型号）可能无法从常用的应用商店安装 Microsoft Authenticator。
- 若可行，请选择“手机短信（SMS）”作为您的 MFA 验证方式。
- 如果所有方式都无法使用，请发送电邮至 mfa@sim.edu.sg 获得协助。

Q3) 我换了新手机或新的手机号码。

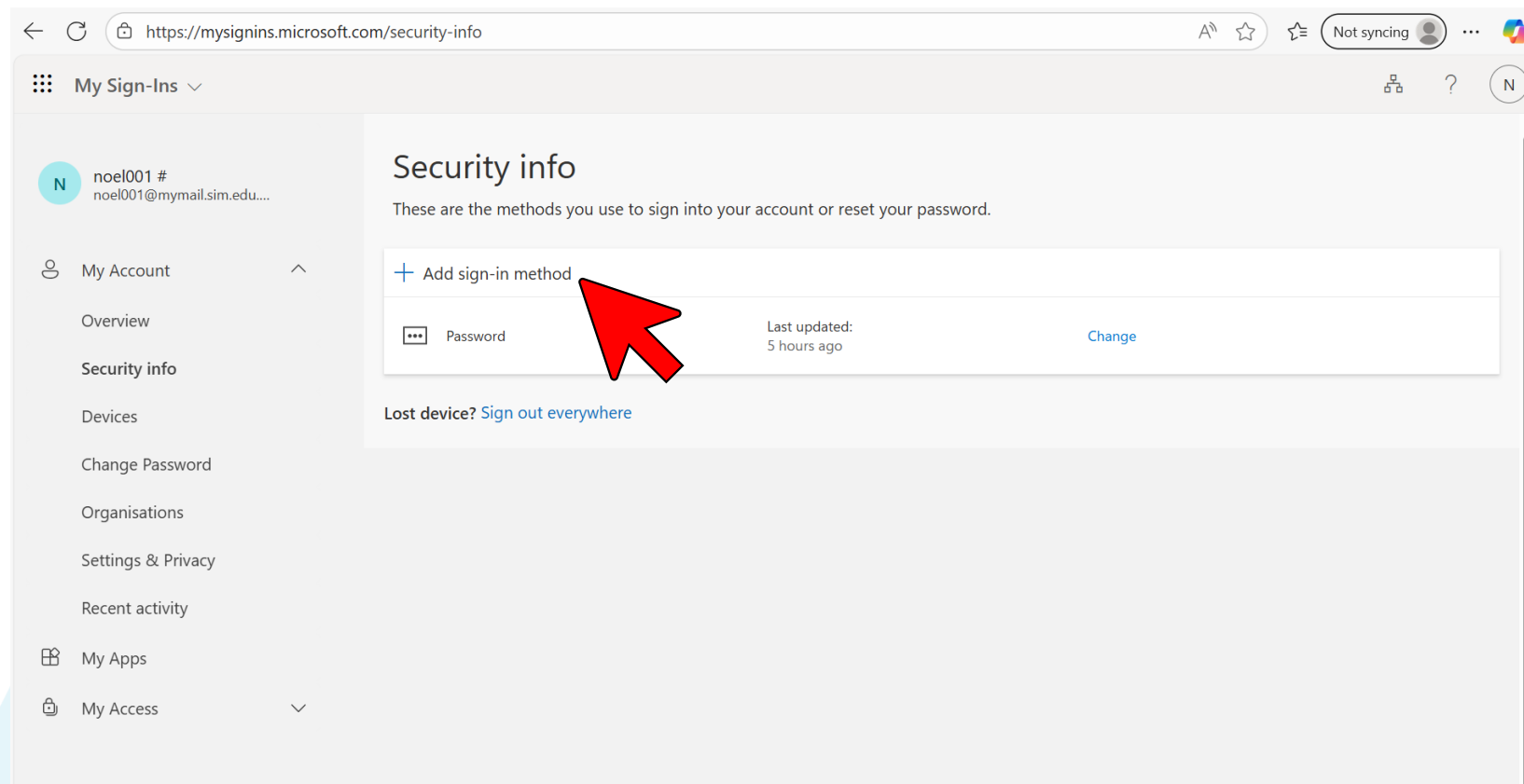
1. 在您的新手机上安装 Microsoft Authenticator。
2. 在笔电或 iPad 上前往 <https://mysignins.microsoft.com/security-info>，并使用 SIM 学生邮箱和密码登录。
3. 新增您的新设备或手机号：
 - Authenticator 应用：新增帐户并扫描笔电 / iPad 上显示的二维码。
 - 手机短信（SMS）：新增您的新手机号码。
4. 确认新手机或新号码可以使用后，从 MFA 方法列表中移除旧的设备或号码。
5. 访问 <https://mysignins.microsoft.com/security-info>，确保 MFA（多重验证）弹出提示正常显示并运作。
6. 通过登录 Outlook（MyMail）、MySIMApp、Canvas 或 CareerSense 测试 MFA 是否正常运作。(2026年1月5日之后)

如果您因为无法取得旧手机而完全无法登录、无法通过 MFA，请电邮至 mfa@sim.edu.sg 寻求协助。

Appendix

Step 3

Under Security info page, click [Add sign-in method](#)




Step 3

Select a sign in method


✕

Add a sign-in method




Microsoft Authenticator

Approve sign-in requests or use one-time codes




Hardware token

Sign in with a code from a hardware token




Phone

Get a call or text to sign in with a code



Alternative phone

Get a call to sign in with a code



Office phone

Get a call to sign in with a code

Learn more about each method [to help you choose.](#)

➔

Recommended

➔

Not Applicable

➔

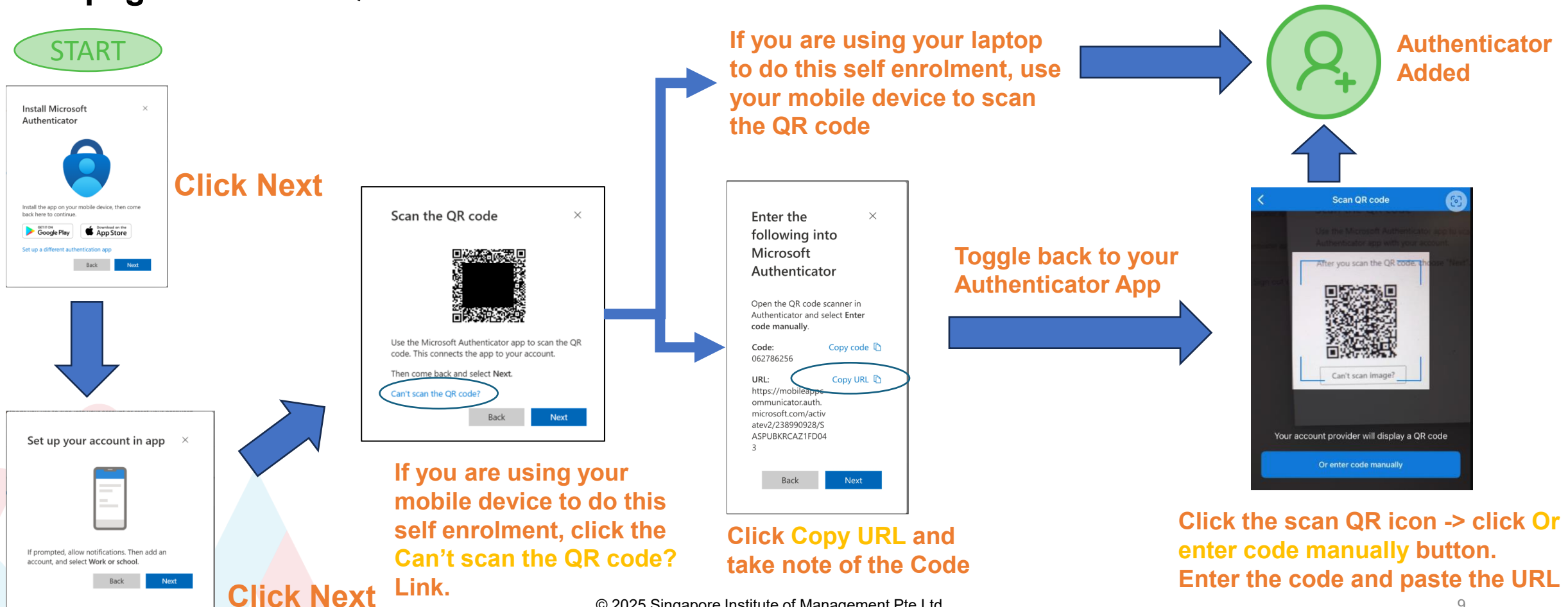
2nd Recommendation

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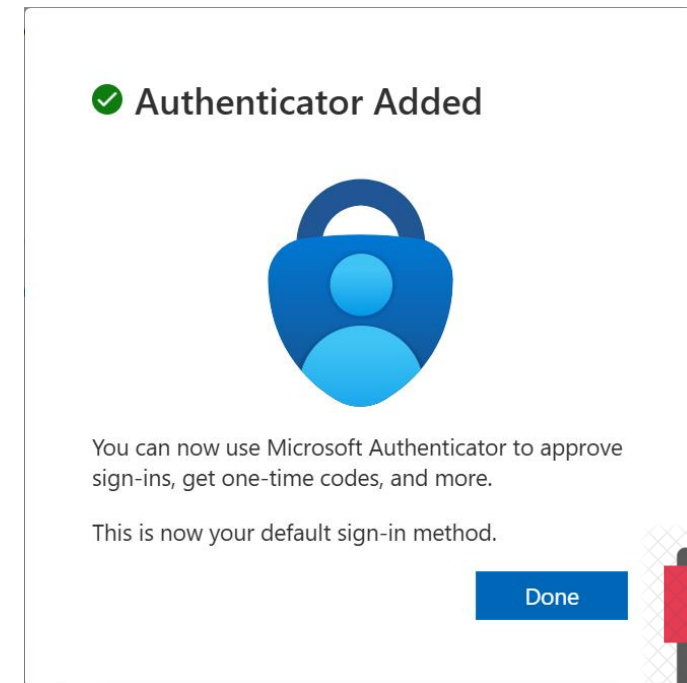
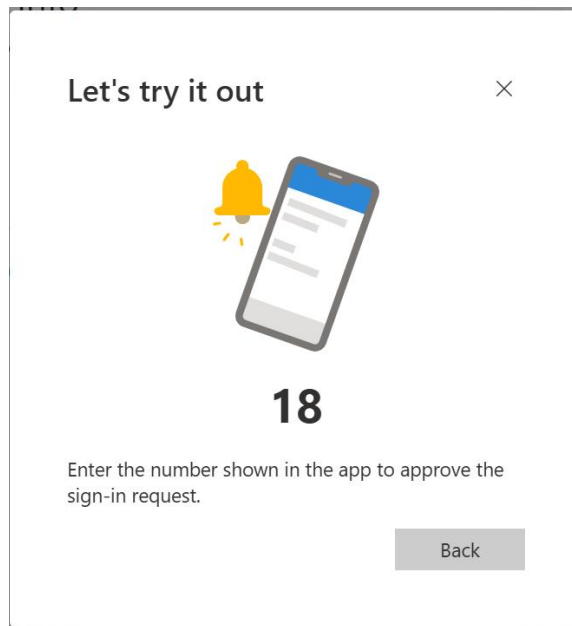
Step 4 – MS authenticator

If you select MS Authenticator, you will see the following pages. Go through the pages until the QR code.



Step 4 – MS Authenticator

MS Authenticator... continued



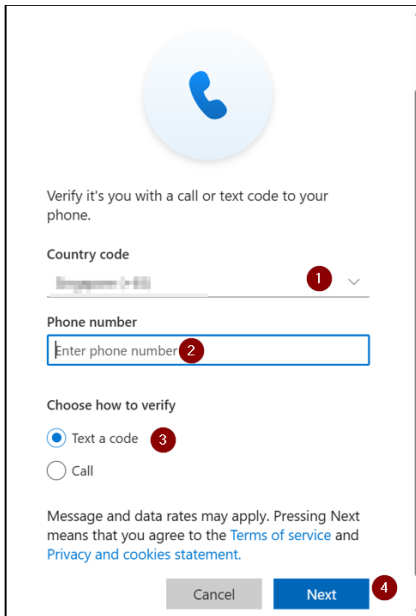
Once you added the Authenticator login method, you will see this page immediately to test it out. You will receive a prompt from the Authenticator, input the number shown in your device accordingly and click Yes

You have successfully enabled MFA for your Mymail account



Step 4 – Phone (SMS/Call)

If you select Phone, go through the following pages until you verified your handphone number



Verify it's you with a call or text code to your phone.

Country code
Singapore (+65) 1

Phone number
Enter phone number 2

Choose how to verify

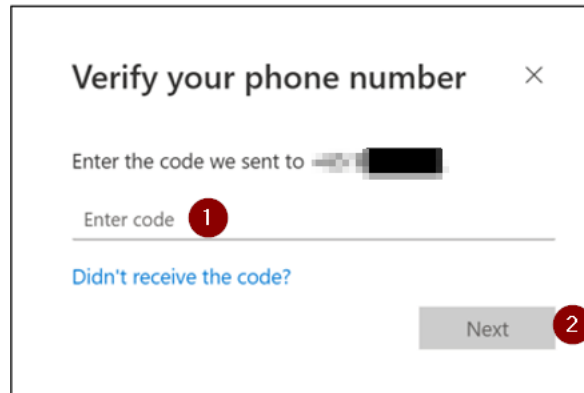
☒ Text a code 3

☐ Call

Message and data rates may apply. Pressing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel Next 4

1. Select the country code
2. Key in your phone number
3. Select Text (Recommended) or Call
4. Click Next



Verify your phone number

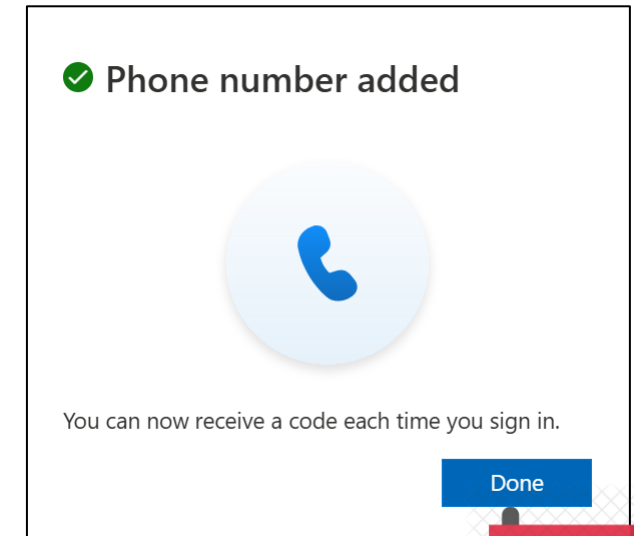
Enter the code we sent to [redacted]

Enter code 1

Didn't receive the code?

Next 2

1. Enter the code you received through SMS or call
2. Click Next



✓ Phone number added

You can now receive a code each time you sign in.

Done

You have successfully enabled
MFA for your Mymail account

