



Singapore Institute of Management

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Multi-Factor Authentication (MFA) Guide

This document shows you how to set up MFA on your mobile phone.

Please take note of the following:

- Ensure that you have a working mobile phone on standby.
- Ensure that Microsoft Authenticator has been installed onto your mobile phone (Google Play Store for Android, App Store for iPhone).
- Ensure your phone version has been updated to the latest version.

Section 1: Overview

Multi-Factor Authentication (MFA) for Microsoft Office 365 Applications

Microsoft Office 365 applications are public cloud applications. It is possible that attackers use brute force to break into your account and compromise the data in your Office 365 applications. As such, Multi-Factor Authentication (MFA) will be enabled to secure the applications.

The following applications will be MFA-enabled:

- MySIMApp
- MyMail (<https://outlook.office.com/mail>)
- SIM Canvas
- CareerSense
- Microsoft Office 365 Web Applications

What's the Multi-Factor Authentication (MFA) experience like?

When an application is secured with MFA, you will be prompted for an MFA code/prompt when attempting to access the Office 365 application from your device (i.e., laptop, iPad, mobile devices, Web Browser).

Other scenarios where you will be challenged for the MFA code/prompt:

- You have changed your account password.
- You have changed device.
- You are using Incognito or Private browsing.

Section 2: App Installation

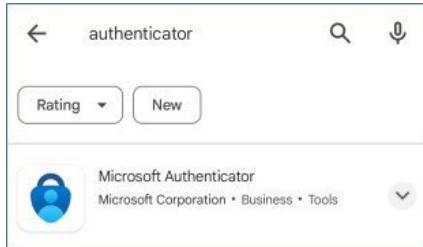
Installation of Microsoft Authenticator App in mobile device

For Android users

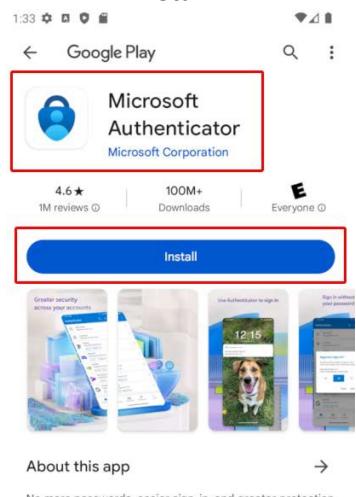
1. Launch Google Play Store.



2. Search for "Authenticator" and select "Microsoft Authenticator" (Microsoft Corporation).



3. Select the **Install** button.

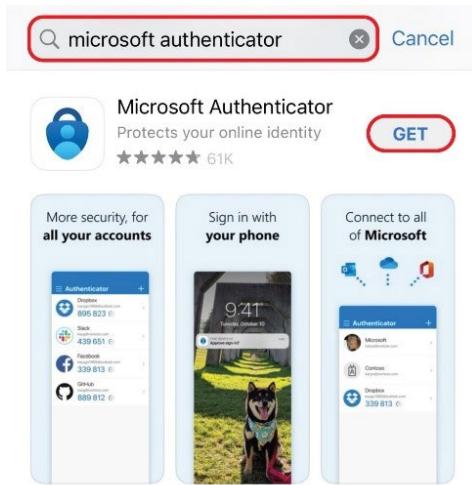


For iPhone users

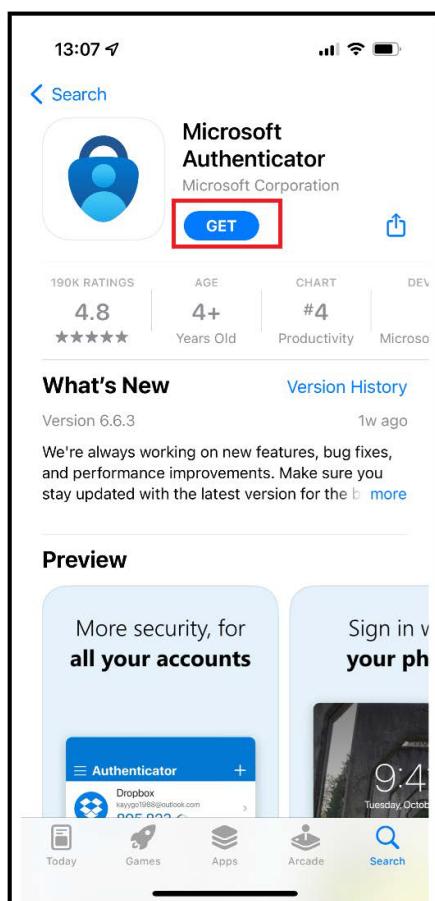
1. Launch App Store.



2. Search for "Authenticator" and select "Microsoft Authenticator" (Microsoft Corporation).



3. Select the **Get** button.



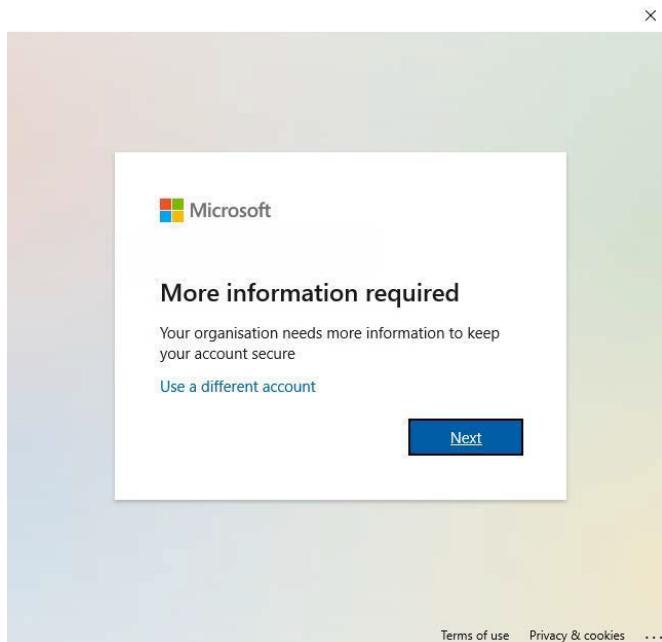
Section 3: Setup Instructions

Steps to setup MFA You may choose either one of the following options:

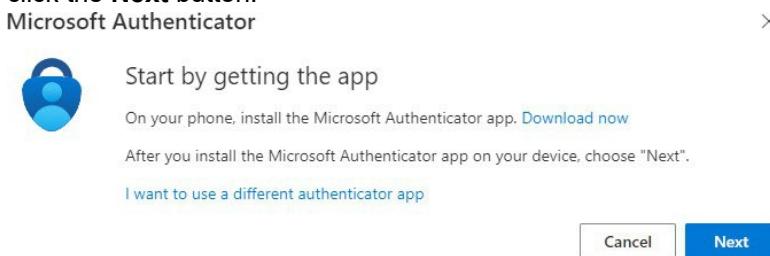
- **Option A:** Authenticator App (Code from Microsoft Authenticator app)
- **Option B:** Phone (Register your mobile number to receive a one-time passcode via SMS)

Option A: Authenticator App

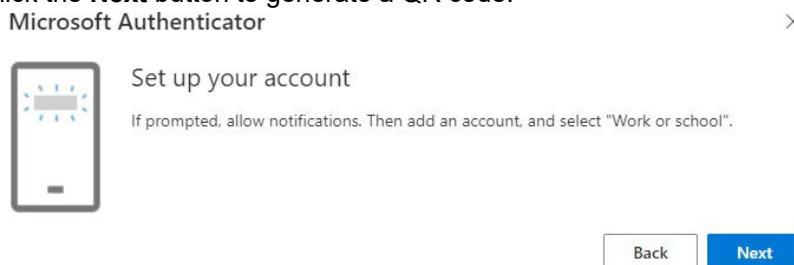
1. When accessing services such as MyMail, MySIMApp, or Canvas, you will see a prompt for MFA setup. Click the **Next** button.



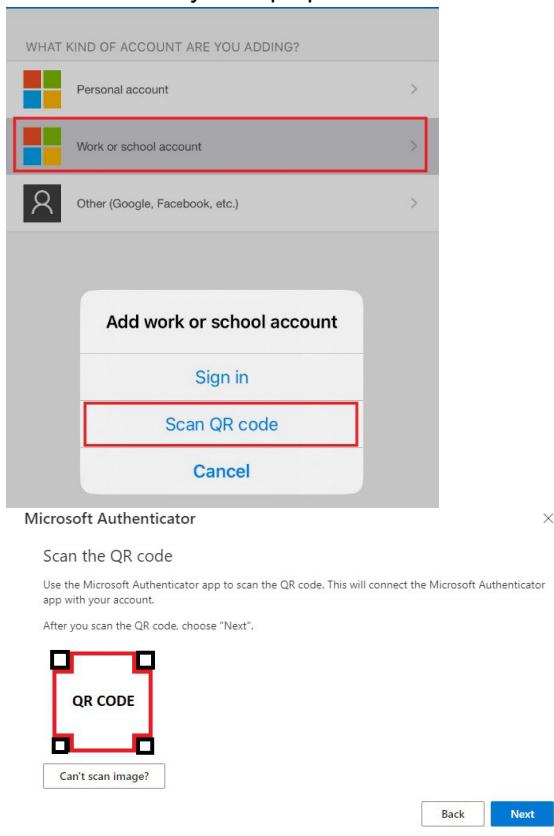
2. You will be prompted to install the Microsoft Authenticator app on your mobile device. If you have not done so, please refer to the installation steps above. Once done, on your laptop, click the **Next** button.



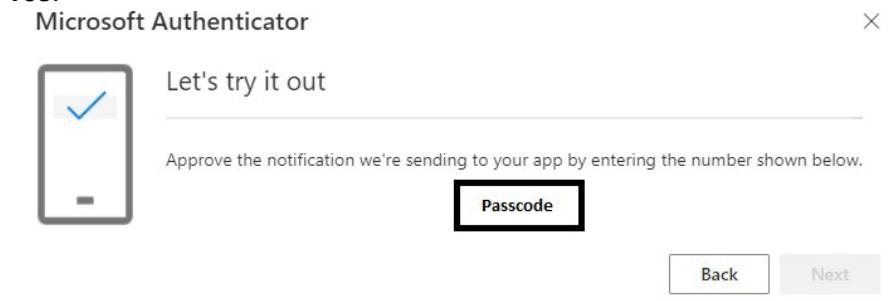
3. Click the **Next** button to generate a QR code.



4. Go to your mobile phone and select "**Work or school account**", select "**Scan QR Code**", and then scan the QR code displayed on your laptop screen with your mobile phone. Click the **Next** button on your laptop.



5. Key in the passcode (e.g., 89) shown on the laptop screen into your mobile phone, then click **Yes**.



6. Once done, click the **Next** button on your laptop.

Microsoft Authenticator

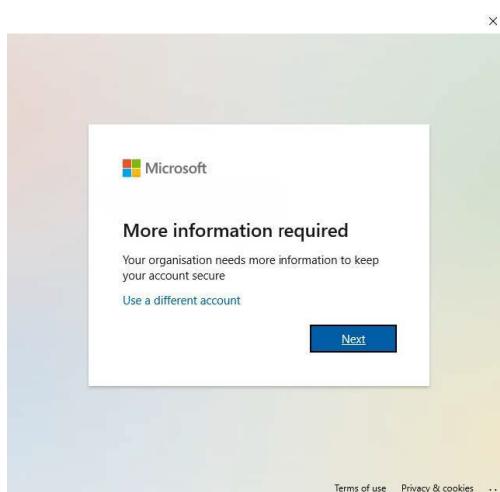
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7. On your mobile phone, click **OK** (or approve notification).

Option B: Phone

1. When accessing Office 365 services, you will see the prompt for MFA setup. Click the **Next** button.



2. Instead of clicking Next again, select "**I want to set up a different method**".

Microsoft Authenticator



3. In the "Add a method" pop-up dialog box, choose "**Phone**" and then click the **Add** button.

Add a method

×

Which method would you like to add?

Phone

Cancel Add

4. Select your country code (e.g., Singapore +65, China +86) and key in your mobile number, then click the **Next** button.

Phone X

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

What phone number would you like to use?

Singapore (+65)	▼	98765432
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Receive a code

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

Cancel Next

5. Key in the six-digit passcode sent via SMS to your mobile number and then click the **Next** button.

Phone X

We just sent a 6 digit code to +65

Enter the code below.

[Resend code](#)

Back Next

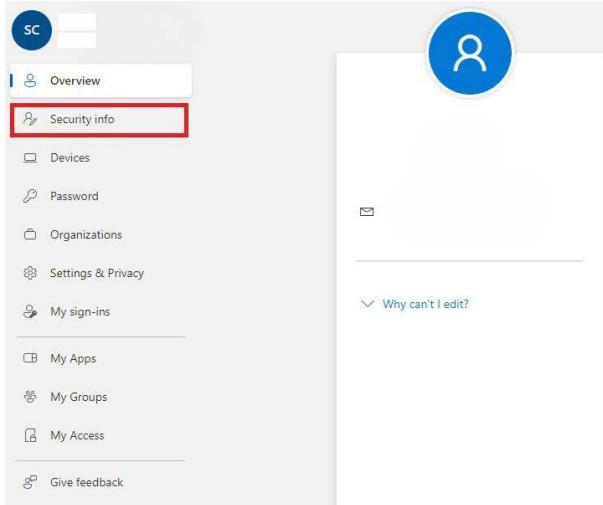
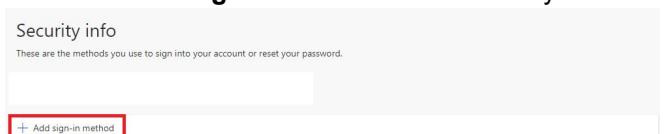
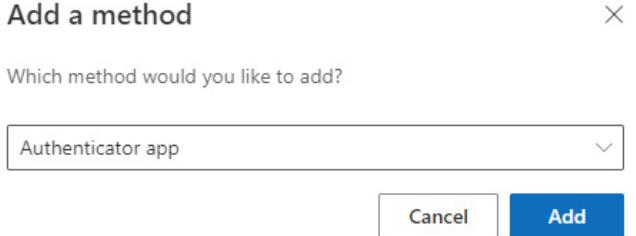
6. Your verification is successful. Click the **Done** button.

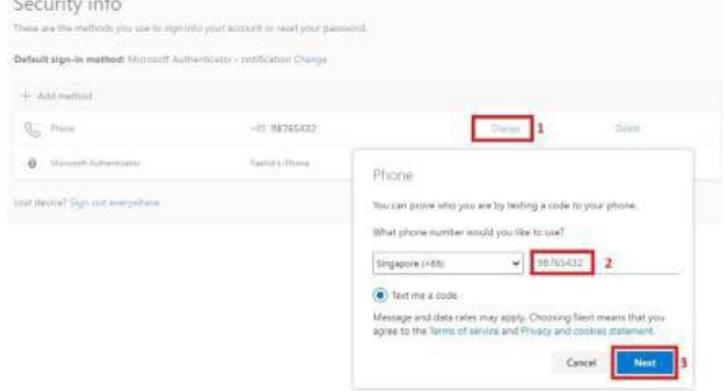
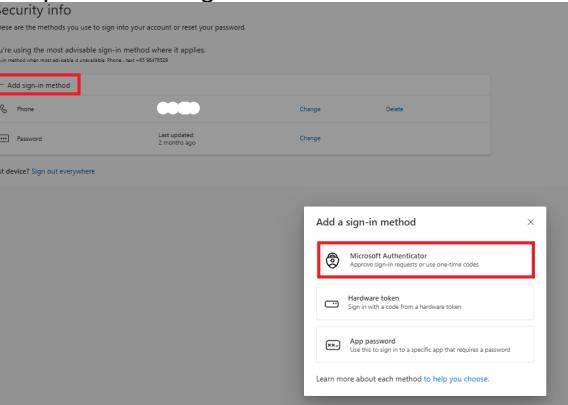
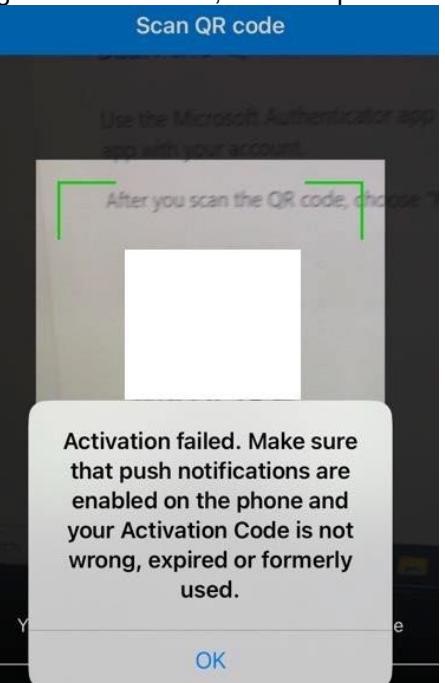
Phone X

Verification complete. Your phone has been registered.

Done

Section 4: Frequently Asked Questions (FAQ)

No.	Question	Answer
1	What happens if I lose my handphone?	We can temporarily disable MFA for you. Please contact itsd_simge@sim.edu.sg
2	I have previously selected the Phone option, and I wish to add the Microsoft Authenticator app as an alternative method (or vice versa).	<p>Go to https://myprofile.microsoft.com. Click on Security Info on the left menu bar.</p>  <p>Click on + Add sign-in method in the Security info section.</p>  <p>In the pop-up, choose "Authenticator app" (or your desired method) and follow the instructions.</p> 
3	I am prompted to setup Microsoft Authenticator, despite setting Phone as the option.	<p>Follow Section 2 (for installation of Microsoft Authenticator) and Section 3 (setup MFA) on how to set up the Authenticator for your phone</p> <p>Protect your account</p> <p>For a faster and safer way to sign in, your organization requires you to use Microsoft Authenticator.</p> <p>Skip for now (3 times left)</p> <p>Next</p> <p>As an added security measure, please clear your cache after each session. By clicking on the Sign in button, you agree to be bound by the terms specified in the Terms and Conditions. This Service is for Authorized Users Only.</p>

4	I have previously selected the Phone option, and I changed my new mobile number. How do I update my new mobile number for MFA?	<p>Go to https://myprofile.microsoft.com. Select Security Info > Change. Remove the old number and key in the new number, then click Next.</p> 
5	I have previously selected the Authenticator option, and I changed my phone. How do I update my new device for MFA?	<p>Go to https://myprofile.microsoft.com. Select Security Info > Add-Sign In Method. Select Microsoft Authenticator and proceed to register the new device.</p> 
5	<p>I can't seem to scan the QR code, it gives me this error, how do I proceed?</p> 	<p>Please enable notifications on your device. Activation may fail if push notifications are disabled or the code is expired. If you are still facing issues, please contact itsd_simge@sim.edu.sg.</p>

6	I followed the steps but encountered an error ("Verify your identity")	Please contact itsd_simge@sim.edu.sg to reset your MFA.
	<p>Verify your identity</p> <p>Sorry, we're having trouble verifying your account. Please try again. View details</p> <p> Approve a request on my Microsoft Authenticator app</p>	
7	I am unable to receive my verification code via SMS, what should I do?	Please contact itsd_simge@sim.edu.sg to reset your MFA.
8	I am unable to receive notification from my Microsoft Authenticator to input the passcode, what should I do?	Please contact itsd_simge@sim.edu.sg to reset your MFA.