

# Staff and Faculty MFA Enrolment

## Introduction

### 1. Add Method

You may choose one or both of the options (1A, 1B) below:

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## Introduction

Multi-factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to a resource such as banks, credit cards and to log into government services (like CRA website) all around the world.

Royal Roads University is adopting Microsoft 365 MFA to secure our digital assets, information and user identities. This protects your credentials from unauthorized use and makes passwords far less important.

### Why do I need to use my personal device for Work?

There has been some concern expressed that we are forcing employees to use their personal cell phone and cell phone plans for RRU work related activities. Please note that as a requirement for the [Blended Work Arrangements BWA](#) and Work At Home (WAH) it was stated that you might be required to have additional equipment in order to properly work from home.

*"For all BWA arrangements, the employee is responsible for an appropriate and healthy working environment in their remote location including all office arrangements, proper internet connectivity and additional equipment if required."*

The data used by the Authenticator app is minimal, however you may also choose to receive a phone call if you wish. In that case, you could use your personal phone land line as the number, but please note that this would cause difficulties if you were wanting to log in from a different location other than home.

Just as you might be required to use your personal cellphone to authorize access to your bank, this is a security solution that has been created to protect you and your account.

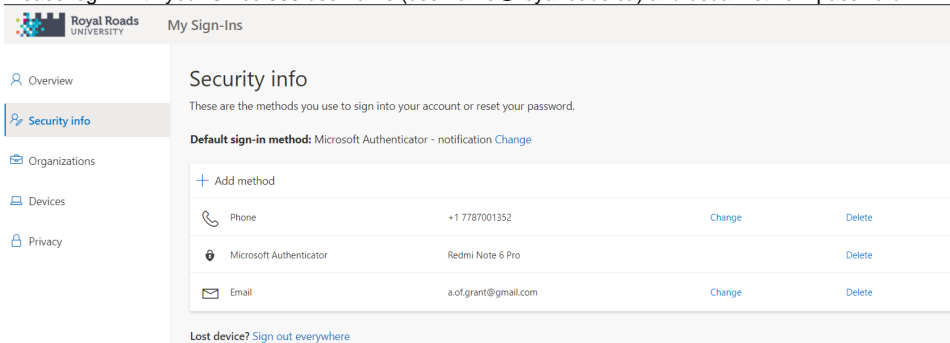
Thank you for your understanding.

## 1. Add Method

It is very important that you follow these instructions closely as most of the calls we are getting regarding difficulties connecting are related to a configuration error in this step. (Please note when setting up the MFA you **must setup "call" as the default method NOT "text"**)

Please go to <https://mysignins.microsoft.com/security-info>

- Please log in with your Office 365 username (username@royalroads.ca) and usual network password



Royal Roads UNIVERSITY My Sign-Ins

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	+1 7787001352	Change	Delete
Microsoft Authenticator	Redmi Note 6 Pro		Delete
Email	a.of.grant@gmail.com	Change	Delete

Lost device? Sign out everywhere

You may choose one or both of the options (1A, 1B) below:

## 1A. Phone or Alternate Phone

### What happens when I use this method?

When you choose "phone call" for authentication, you will get a call on the number you have selected whenever you attempt to log into any system that requires two factor authentication.

When you answer the call, a recording will greet you and tell you to press the # key to authenticate. Once you do that, the recording will confirm you have been authenticated and automatically hang up. Your computer should now continue to log in.

Tip - You do not need to wait till prompted. As soon as you hear the recording, you can press the # key.

When using this method **you must setup "call" as the default method not "text"**

1. In <https://mysignins.microsoft.com/security-info> click **Add Method** followed by **Phone** or **Alternate Phone** and click **Add**

**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?

Canada (+1) ▼

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](#).

2. Set the country as **Canada (+1)**, **type your number** and set **Call me**
3. After you click **Next**, your **phone will ring** a few minutes later. **Answer the call and Press # when asked to push pound**
4. If this works, you'll see **Call answered. Your phone was registered successfully.**
5.  At the top of this page it should now say "**Default sign-in method: Phone - call +1 ###-###-#### - Change**"
  - a. **If the default method is not "call"** click the **Change** button and select "**call**" from the drop down list
  - b. Click **Confirm**

## 1B. Authenticator App

### What happens when I use this method?

When you choose "Authenticator" for authentication, you will get a prompt on your mobile device whenever you attempt to log into any system that requires two factor authentication.

When you see the prompt, tap on the message to open the Microsoft Authenticator app. Depending on the device, you might be prompted to enter you mobile lock code to unlock or "authenticate". Once you do that, the app will confirm you have been authenticated. Your computer should now continue to log in. You can close the app.

Tip - if you phone is locked when you see the prompt, still tap on the notification. This will then prompt you to unlock the phone, but will take you directly to the app.


Tip - We recommend that you add a second authentication like phone call

For most other connections you can use the authenticator app if you want. When using this method **you must setup "Microsoft Authenticator - Notification" as the default method. Don't leave the default method blank.**

1. In <https://mysignins.microsoft.com/security-info> click **Add Method**
2. From the drop down list, select **Authenticator App** and then click **Add**

You will be shown a message about the Microsoft Authenticator

  - a. If you have not downloaded the app, click the **Download Now link**
  - b. Click **Install the App**
  - c. Use your mobile phone camera to scan the appropriate QR code and click the link to open
  - d. Install the application
  - e. If (once) the application is installed click **Next** on your computer Screen
4. Open the app and if prompted, **allow notifications**
5. Now click **add an account (+ sign)** and select **Work or school**
6. Use your phone to **scan the barcode** on screen, then click **Next**

7. Microsoft will test a MFA prompt on your phone. **Click Accept**
8.  At the top of this page it should now say "**Default sign-in method:** "Microsoft Authenticator - Notification"
  - a. **If the default method is not** "Notification" click the **Change** button and select "**Microsoft Authenticator**" from the drop down list
  - b. Click **Confirm**

## 2. Connecting to Remote.royalroads.ca

When you are ready to connect to Remote Desktop, please contact the Computer Services Department for detailed instructions for your operating system.

## Additional Information

### Setting your preferred (default) way to MFA

This allows you to choose which way Microsoft 365 will ask first when you authenticate.



remote.royalroads.ca requires "call" as the default

Please remember that the default method **must remain "Call" or "Authenticator" if you want to log into the new [remote.royalroads.ca](https://remote.royalroads.ca) server**

1. Log into <https://mysignins.microsoft.com/security-info>
2. Click **Change** next to Default sign-in method

### 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](#)

3. **Select** from the **available methods**. Note the following work best at Royal Roads:
  - a. Phone - call (**Recommended**)
  - b. Microsoft Authenticator - notification
4. Click **Confirm**

### Deleting an unwanted MFA method

Removing an unwanted MFA method is easy. Look for the way you want to delete and click **delete**.

### Security info

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

[Set default sign-in method](#)

+ Add method



Phone

+1 7787001352

[Change](#)

[Delete](#)



Microsoft Authenticator

[Delete](#)

### Secure your account after losing your phone

This is a useful feature if you've lost your phone and need to sign out from everywhere you're logged in.

To secure access to your your account, click **Sign Out Everywhere** and click **Ok**

## Sign out everywhere?



Are you sure? This will sign your account out of all sessions and all devices, including your current session. There may be a delay of up to an hour before you are signed out everywhere. If you have multiple accounts on the lost device, please sign out of all accounts.

Ok

Cancel