





## What happens when I sign in using MFA?

Your experience will differ depending on what you choose to use as your MFA method; please see below for a synopsis of each method available.

First, you'll need to sign into your UC Microsoft 365 using your username and password.

- ◀ an authentication app number matching/push notification
  1. A number will appear on the device screen, please enter the number shown. You will also see the IP location from the sign-in
  2. A push notification with a message such as: 'approve/deny' appears on your smartphone
  3. Tap '

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### Why is the Authenticator app more secure? |

The primary reason is that it is easier for a hacker to gain physical access to your mobile phone. It is very easy to perform SIM swapping (stealing your phone number) and intercept any incoming SMS text messages, or phone calls received for authentication.

With the Authenticator App, the codes are generated and stored temporarily on your phone (or another device) and expire within a specific timeframe.

### What should I do if I receive a verification request, such as an SMS or phone call, but I am not trying to sign in?

This may be an unauthorised access attempt, and we recommend that you decline the request and [contact the service desk](#)

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### What if I travel frequently or am regularly on field trips? What should I do if I don't have mobile data or good cellular service?

We recommend setting up the Microsoft Authenticator app and using the push notification or

You can