

# **MFA & Password Reset Self-Service Portal - FAQ**

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<https://me.rave.ac.uk> does not work

Take the **s** out of https - use <http://me.rave.ac.uk>

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## **Is the Microsoft Authenticator App free?**

Yes, it is free and easily available on Google Play Store and Apple App Store, though you will need an account to access the stores.

Please make sure it is the **MICROSOFT** Authenticator app you are installing

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## **What happens to my work laptop password after I change my password?**

### **Windows:**

Your laptop will continue to use your old password until you are on campus or connected to VPN at which point Windows will prompt you to lock and unlock your laptop which will then update to your new password.

We would also suggest that all apps are closed and then opened again to pick up the new password. If there are still problems with applications please try restarting your device.

### **Mac:**

The password will not automatically update on your Mac, please go to **System Preferences > Users & Groups > Change Password** and update the password

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## **My Teams App is not working after changing my password**

Sign out of the Teams App and close the application. Re-open Teams which will then authenticate with your new password. Alternatively restart your laptop.

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## Have I setup the App correctly?

Check that you have the correct app by Microsoft Corporation, it has the Blue Icon with a White Padlock within it. The app is called Microsoft Authenticator.

Once you have enrolled onto MFA, you will see an entry within the app with your email address (i.e. [j.smith@rave.ac.uk](mailto:j.smith@rave.ac.uk) or [9xxxxxxx@rave.ac.uk](mailto:9xxxxxxx@rave.ac.uk)) with a 6-digit code under it changing every 30 seconds.

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## Will I need to use the App every time I log in?

Yes you will, depending on how you have configured your authentication type (App Notification, Code, SMS or Call) you will need to respond to verify your identity.

If your chosen authentication method is App Notification or Code then you will need to open the App and Approve the notification or enter the current 6 digits displayed on the screen. Bear in mind the code changes every 30secs so give yourself time to type in the code before the timer runs out, it might be best to wait for the next code to give yourself the full 30secs to enter the code.

If your chosen authentication is SMS or Call then you will need to follow the on-screen instructions and respond by typing in the SMS code or answer the call.

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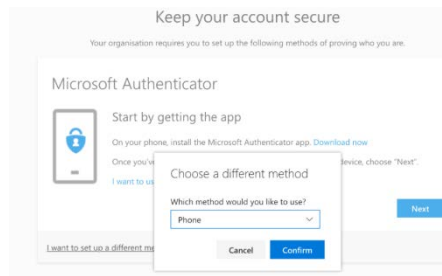
## Can I setup MFA without a smartphone?

Yes you can, with a standard mobile phone (non-smartphone)

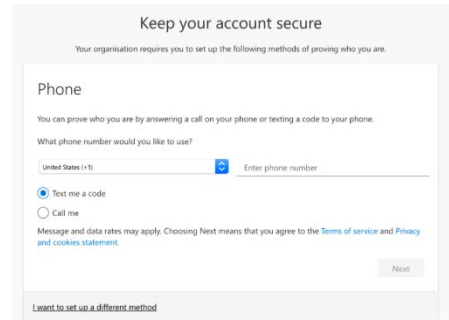
- If you are enrolling MFA for the first time, press the '*I want to set up a different method*',



- Select "Phone" from the drop-down box



- and then either "Text me a code" or Call.



- Follow the instructions on your phone. At the end you will be greeted by the following success screen confirming your details.



**Please note:** we strongly recommend using a smartphone and the Microsoft Authentication App for better security and ease of authentication.

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## Can I change my MFA authentication method?

Yes you can If you have already enrolled onto MFA with the Microsoft Authenticator App, and wish to change your authentication method, then logon to <http://me.rave.ac.uk> and select the third link titled 'If you need to amend your password recovery or security information', this will present several alternative methods to authenticate, including Authenticator App (notification or code), Phone (SMS or call) and Email.

**Please note:** we strongly recommend using a smartphone and the Microsoft Authentication App for better security and ease of authentication.

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## How do I launch Private Browsing sessions?

You can open private browsing sessions on device, depending on which browser you use. The instructions are as follow:

### Incognito (Chrome)

1. On your computer, open Chrome.
2. At the top right, click **More** icon then click **New Incognito Window**.
3. A new window appears. In the top corner, check for the Incognito icon .

Alternatively, you can use a keyboard shortcut to open an Incognito window:

- Windows, Linux, or Chrome OS: Press **Ctrl + Shift + n**.
- Mac: Press **⌘ + Shift + n**.

### Private Browsing (Firefox)

1. On your computer, open Firefox.
2. Click on the **Firefox Menu** in the upper-right-hand corner of the browser
3. Select **New Private Window**.

Alternatively, you can use a keyboard shortcut to open an InPrivate window:

- Windows, Linux, or Chrome OS: Press **Ctrl + Shift + p**.
- Mac: Press **⌘ + Shift + p**.

### Private Window (Safari)

1. On your computer, open Safari.
2. Go up to the **File Menu**
3. Select **New Private Window**.

Alternatively, you can use a keyboard shortcut to open a Private window:

- Windows: Press **Ctrl + Shift + n**.
- Mac: Press **⌘ + Shift + n**.

## In Private (Edge)

1. On your computer, open Edge.
2. Open the **Edge Menu** in the upper-right-hand corner of the browser window
3. Select **New InPrivate window**.

Alternatively, you can use a keyboard shortcut to open an InPrivate window:

- Windows, Linux, or Chrome OS: Press **Ctrl + Shift + n**.
- Mac: Press **⌘ + Shift + n**.