



Multifactor Authentication (MFA) Activation

Purpose

Keeping your account secure is essential in protecting access to your data at the University. The use of MFA makes it a lot more difficult for hackers to gain access to your account through password cracking tools.

This guide will explain how the service works and what you will need to do to activate it.

Please do not do this before 5:00pm Thursday 13th May 2021
as the new process will not work before then

What you will need

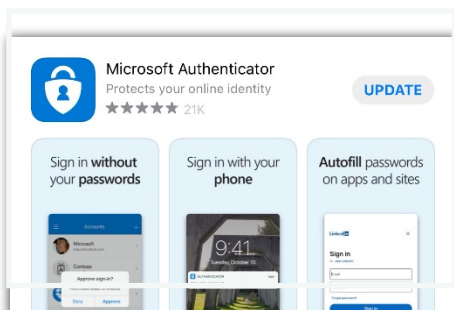
- An Android or Apple iPhone smartphone
- A computer connected to the Internet (eg desktop / laptop / tablet etc)

Please note, if you already have MFA enabled on your Ravensbourne account (ie you receive texts/callbacks/authenticator requests when you logon to a new email session), then you are already using an acceptable security solution & can disregard the rest of this document

What you need to do

1. Install Microsoft Authenticator app on your Phone

Depending on your smartphone please use either:



Google Play store ([link](https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en_GB&gl=US))
(https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en_GB&gl=US)

or

Apple App Store ([link](https://apps.apple.com/gb/app/microsoft-authenticator/id983156458))
(<https://apps.apple.com/gb/app/microsoft-authenticator/id983156458>)

on your device to install the 'Microsoft Authenticator' app

This app is free of charge to install & use.

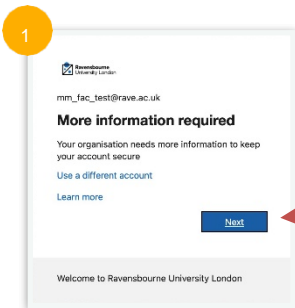
2. Sign-In to Gmail

- Using your preferred browser (Chrome / Firefox / Safari / Edge etc), Close down any currently open tabs where your mail client is already open.
- Open a private browsing session on your browser. Eg:

Incognito (Chrome)	Private Browsing (Firefox)	Private Window (Safari)	In Private (Edge)
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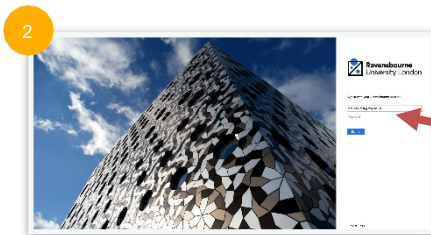
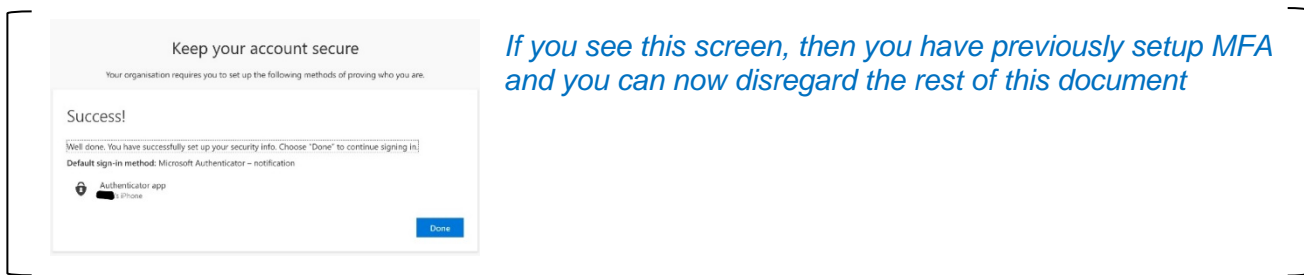
For further details on how to run a private browsing session on your browser, please visit our [MFA & Password Reset Self-Service Portal - FAQ](#)

- Sign in to Gmail by going to <https://mail.google.com> on your PC / Laptop / Tablet / or Smartphone



You will be presented with the following screen

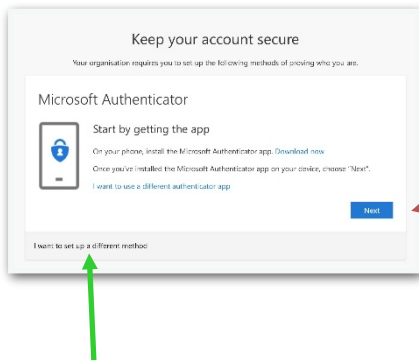
- click **Next**



You will be asked to login with your current email address and password.

- Please enter your university email and password

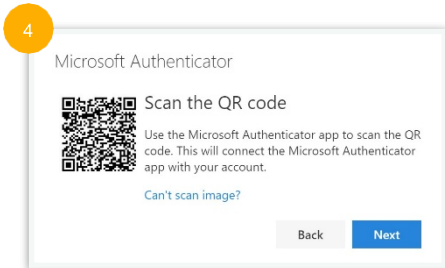
You will be presented with the following screen



To use the Microsoft Authenticator app

- click **Next**

[If you want to use a different method (eg text or call back), please refer to the [MFA & Password Reset Self-Service Portal - FAQ](#)]

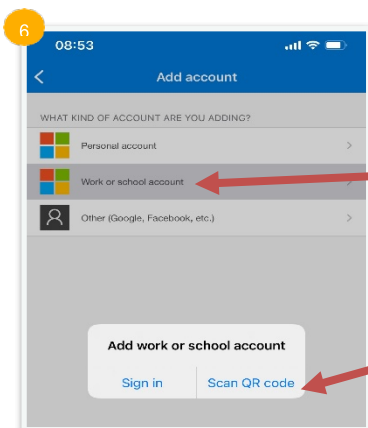


You will be presented with the following screen, **don't click on next**

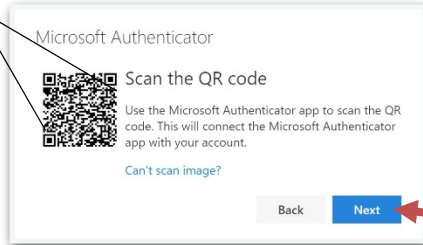


Go to your newly installed Microsoft Authenticator app on your smartphone

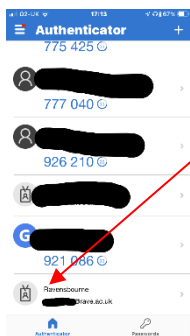
- Open the app.
- **click the + icon** on the right



- Select **Work or School Account**, a pop up box will appear
- Select **Scan QR code**.

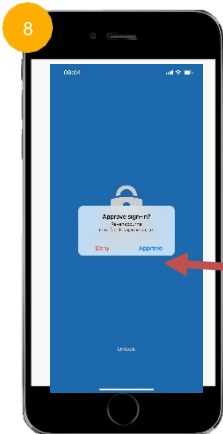


- Use your phone camera by placing it in front of the device screen showing the QR code to scan the image.
- click **Next**



You will now see the Ravensbourne identity has been added to your authenticator app

You can go back to your browser with the waiting Gmail prompt



Each time you start a **new mail session** you will be prompted to **Approve** the login from your phone.

- Click **Approve** on your phone and your browser will automatically open

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