

SETTING UP, VERIFYING OR CHANGING MULTI-FACTOR AUTHENTICATION

ON YOUR COLLEGE LOGIN ACCOUNT

SECTION 1:

Introduction

MFA provides added security when you:

- login to College systems
- need to reset your password,

by prompting you to verify your account, using one of the verification methods you have set up.

You are required to setup MFA the first time you access any College system.

You can choose from three different methods of MFA:

1. Passkey
2. Authenticator App (Microsoft or other)
3. Mobile

“Passkey” is College’s recommended method of verification. This is the most secure way to protect your account and data.

NOTE: You can only set up Passkey after setting up the Authenticator app.

SECTION 2:

Setting up Multi-factor Authentication

When you log into the Learning Portal you will be prompted to set up a verification method. Simply follow the on-screen instructions to complete the setup. It is best to do this using your laptop or computer as you will be required to scan an on-screen QR code with your phone. Alternative options are provided below if you need to set it up using your mobile device only.

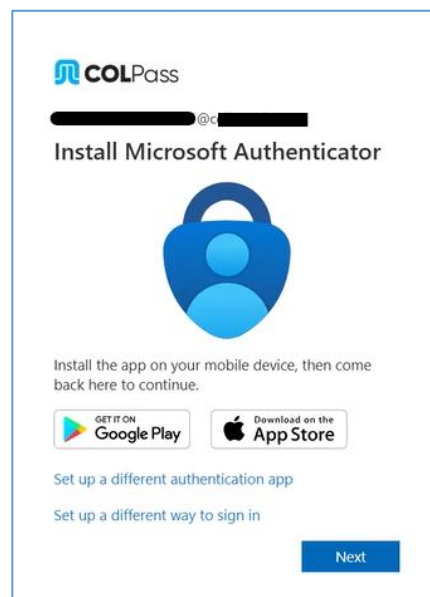
How to setup MFA

1. Log in to the Learning Portal with your COLPass details.

2. You will see the “More information required” screen. Click “Next”



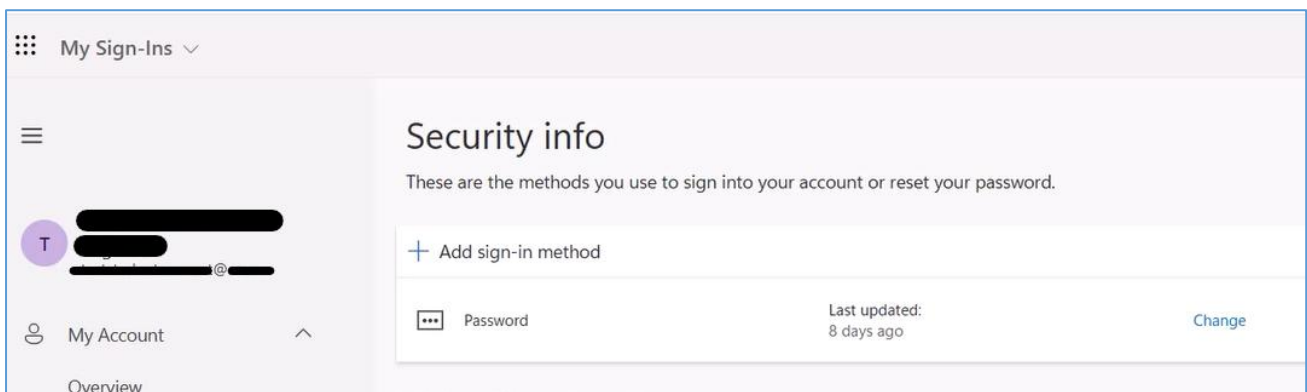
3. The default option shown on screen will be Microsoft Authenticator app. You can choose from a range of authentication methods. See the range of authentication methods in **Section 4**.



SECTION 3:

Verify and update your authentication method

1. Visit URL <https://mysignins.microsoft.com/security-info> and login using your college email id and password to verify and update your authentication method.
2. You will see the screen below after login. The “Security info” tab will show the authentication method you have, if any.



3. If it shows only “Password” method (like above screen) then there is no authentication method set yet.


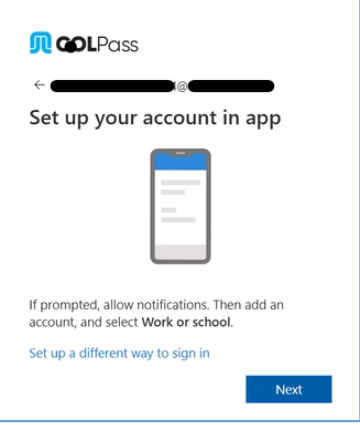
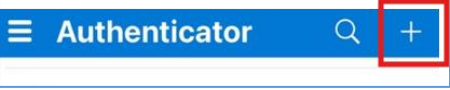
Click on “+ Add sign-in method” and follow the instructions to add a new authentication method as explained in **Section 4**.

SECTION 4:

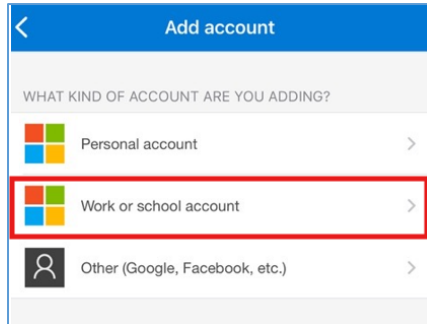
Authentication Methods

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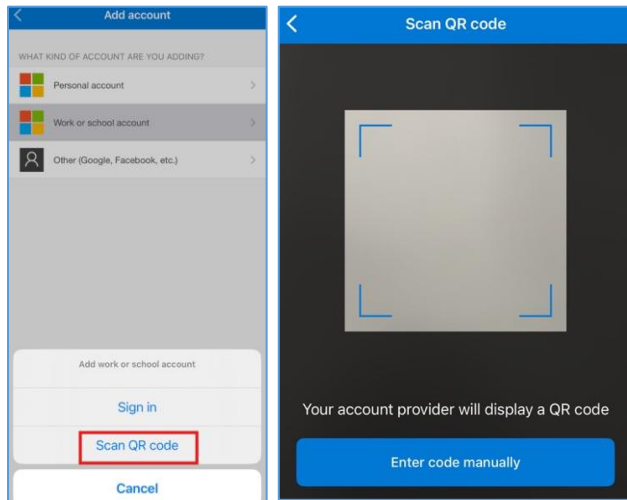
1. Setting Microsoft Authenticator App Method

<p>1. To use Microsoft Authenticator app, download the app from the App Store or Google Play onto your phone.</p>	
<p>2. Go back to the College login page (step C above) and click “Next”. You are now required to Set up your account in app.</p>	
<p>3. On your mobile device, Open the app you have just installed and click on + sign from top right corner.</p>	

4. App will show below screen, click on “Work or school account”.

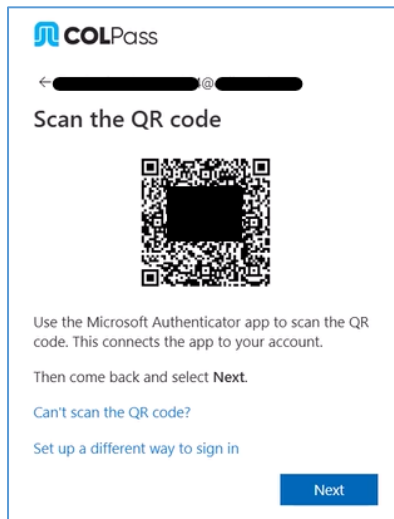


5. App will show new options at the bottom of the screen, select “Scan QR code”

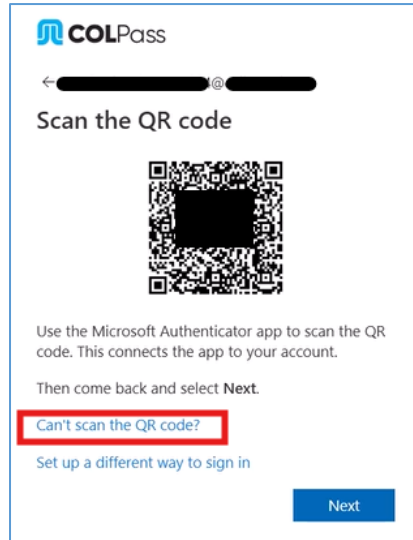


6. Go back to College’s login page (step 2 above) and click “Next”. You will now see the page with barcode.

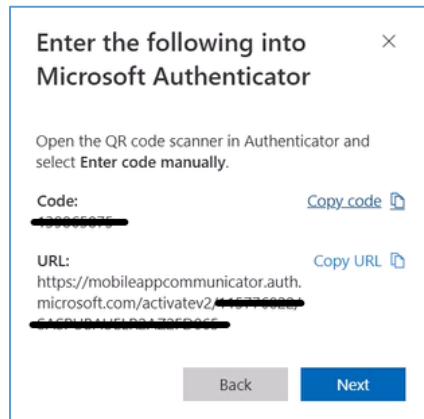
Using “Scan QR code” option from Microsoft Authenticator app from your mobile (step 5 above), scan this barcode.



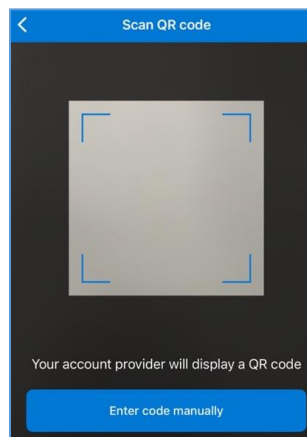
7. NOTE: This step is applicable only if you are not on your computer and setting this up directly on your **mobile device**.

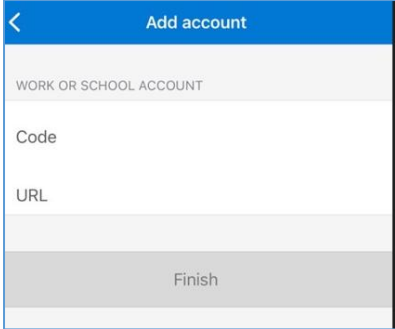
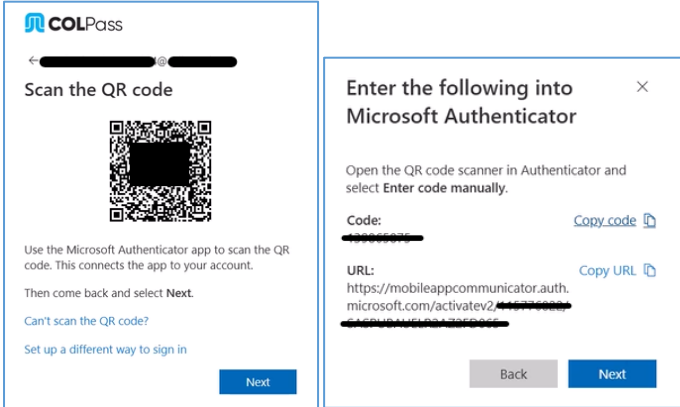
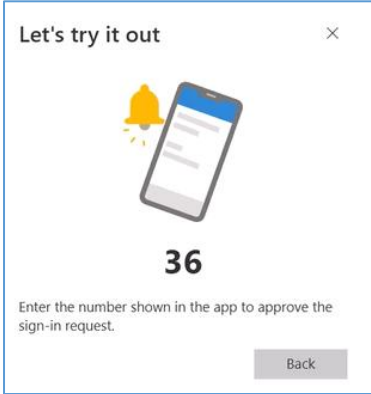
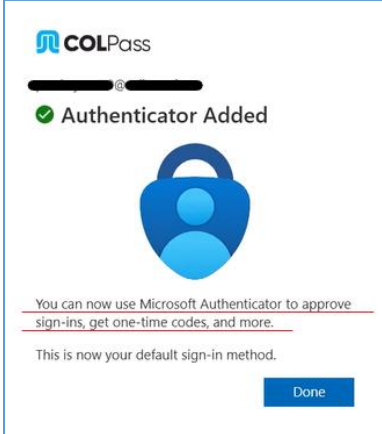


You will see new screen with the Code and URL.



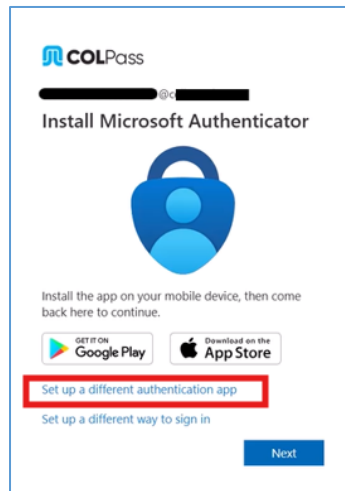
On below screen in your mobile Microsoft Authenticator app, click on "Enter Code Manually"



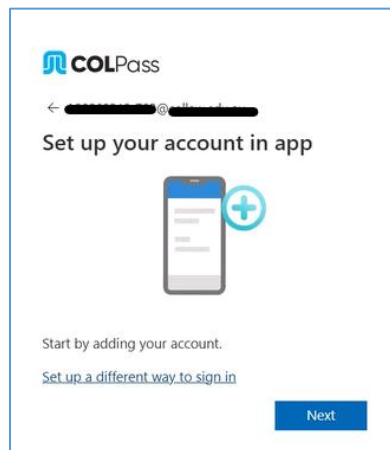
<p>Copy Code and URL, one by one from login and enter in below screen and click “Finish”</p>	
<p>8. Once step 7 is completed, click “Next” on one of the below screens you are on.</p>	
<p>9. Enter the code on screen into the prompt you have received on your mobile in Microsoft Authenticator app to verify the setup.</p>	
<p>10. Congratulations, you have setup the Microsoft Authenticator App successfully.</p>	

2. Setting Another Authentication App Method

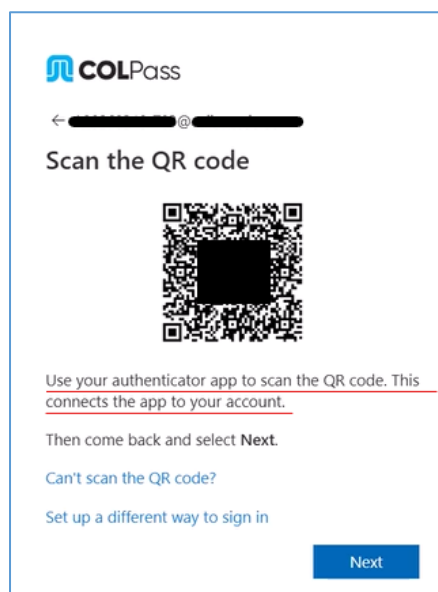
1. Click on “Set up different authentication app”,



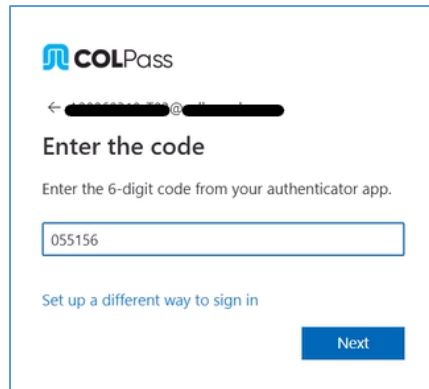
2. Click on “Next”



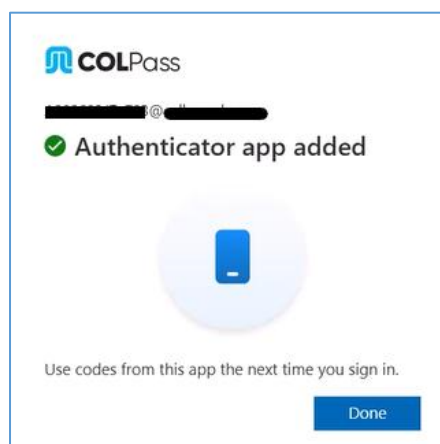
3. Follow instructions on screen to install the alternative app. Once complete, click “Next”.



4. Enter that code that appears on screen from your authenticator app and click "Next".

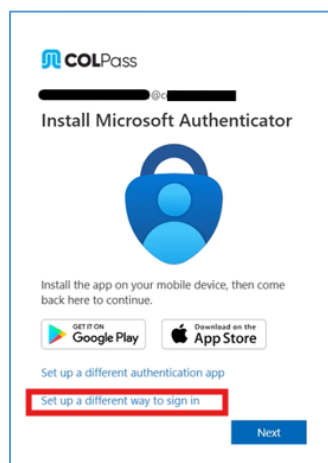


5. Success! Your authenticator app has been installed.

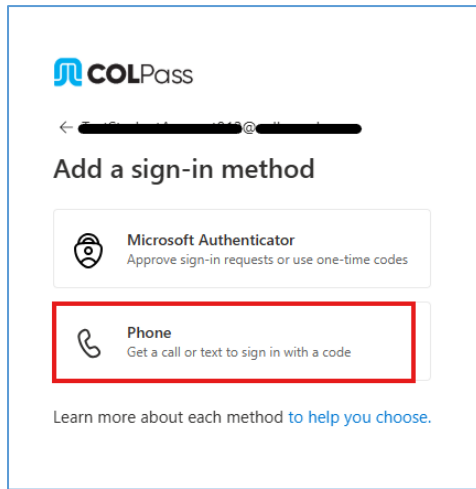


3. Setting Mobile Phone Method

1. Click on "Set up different way to sign in".





2. Select "Phone" method from the available options.



COLPass

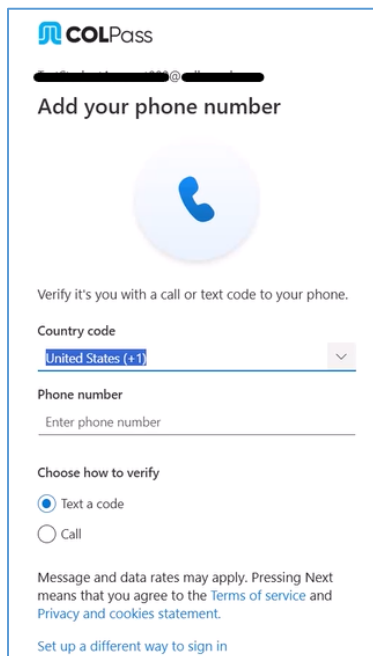
← [Redacted Email]

Add a sign-in method

- 
Microsoft Authenticator
 Approve sign-in requests or use one-time codes
- 
Phone
 Get a call or text to sign in with a code

Learn more about each method [to help you choose.](#)


3. Enter your mobile number and select "Text" or "Call" method based on your preference, and click "Next".



COLPass

← [Redacted Email]

Add your phone number



Verify it's you with a call or text code to your phone.

Country code

Phone number

Choose how to verify

Text a code
 Call

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

[Set up a different way to sign in](#)

4. You will receive a code via SMS or Call (based on the method you have chosen in the earlier step). Enter the Code on the screen and click "Next".



COLPass

← [Redacted Email]

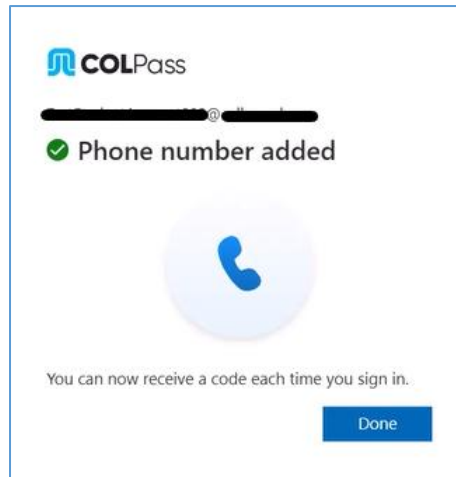
Verify your phone number

Enter the code we sent to +61 413561365.

Didn't receive the code?
[Set up a different way to sign in](#)

Next

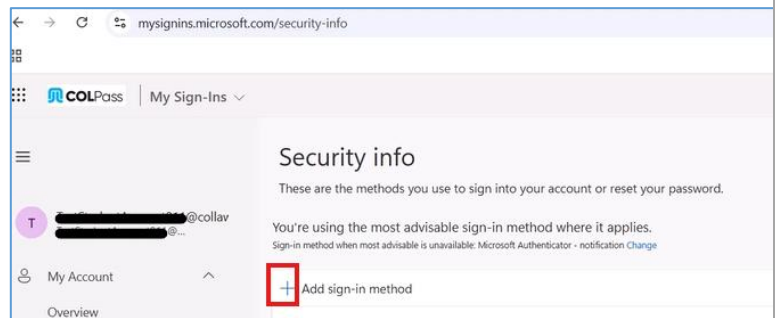
5. Success! – your phone has been set up.



4. Setting the Passkey Method

Note: You need to setup MS Authenticator app (check the steps above) first to be able to use the Passkey method.

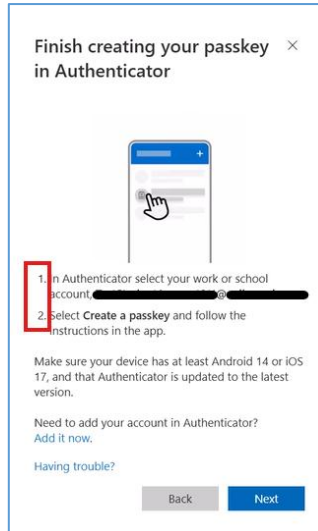
1. Visit URL - <https://mysignins.microsoft.com/security-info> and login into your College account.
2. This URL and login will take you to the screen below. Click on + sign.



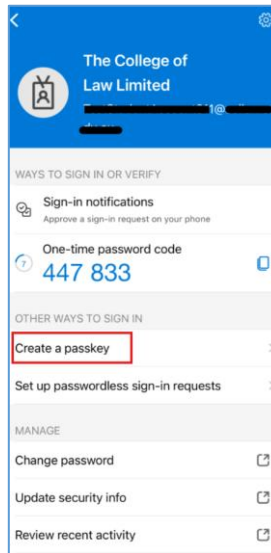
3. Select "Passkey in Microsoft Authenticator" option. Please ensure your mobile device meets the minimum requirements highlighted on screen. If all okay then click on "Next".



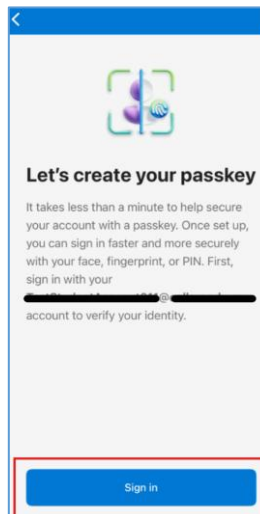
4. Follow the instructions mentioned on next screen. Do not click “Next” until you finish setting up Passkey on your mobile device.



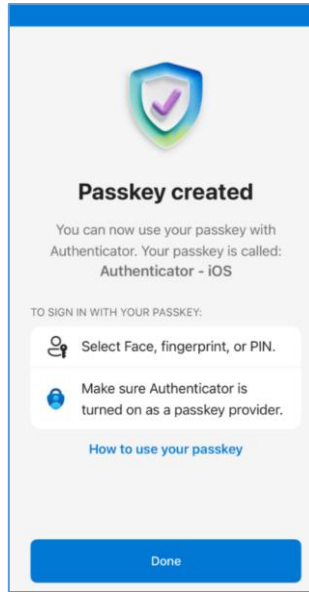
5. On your mobile device, in MS Authenticator app, click on your College account which will open the screen on mobile. Click on “Create a passkey”.



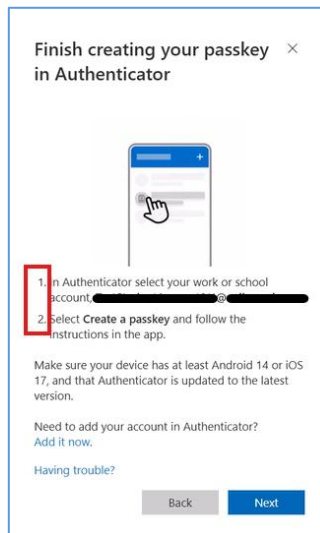
6. Click on “Sign in” on your mobile. This will trigger the sign-in process for your College account on mobile to authenticate.



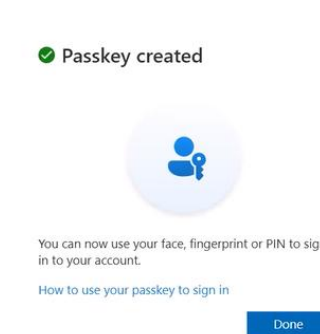
7. Follow the prompts on your mobile to complete login process. Once your login is completed, you will see the confirmation message below. Click on “Done”.



8. Go back on your computer (Step 4) and click on “Next” on below screen.

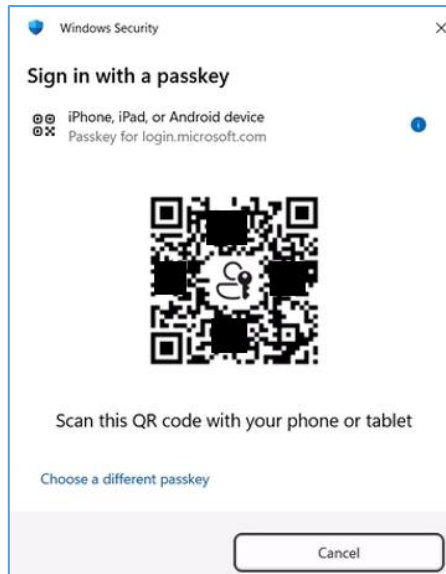


4. This will verify Passkey setup and will show the message confirming that Passkey has been successfully setup.

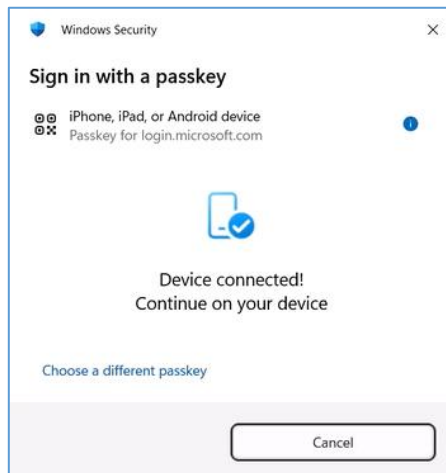


9. Next time when you login in your College account, you will see below screen and instructions. Make sure Bluetooth is ON, both on computer and mobile before proceeding.

When you scan below barcode using mobile phone camera, mobile phone will prompt you to complete passkey verification process.



Once Passkey verification is completed on mobile, you will see below message on your computer, confirming that your Passkey verification was successful, and you will be logged into College account.



SECTION 5:

Support

Out of date email or phone number

If you are trying to login or change your Learning Portal password, you may be prompted to verify your account. If your verification method is out-of-date (an old email address or mobile number) or incorrect, you may not receive the Authentication code that is sent.

If this happens contact **IT Support** who will reset the MFA for you.

Other questions?

If you need more support, please contact IT Support:

Portal: https://collawedu.service-now.com/esc	
Phone AU: +612 9965 7071 1300 856 112	Email AU: itsupport@collaw.edu.au
Phone NZ: 0800 447 457	Email NZ: itsupport@collaw.ac.nz
Phone UK: 020 7760 7486	Email UK: itsupportuk@collegalpractice.com