



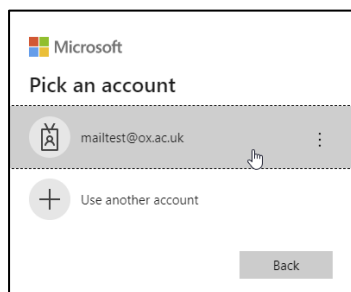
Setting up multi-factor authentication on a new phone

If multi-factor authentication is already enabled on an existing phone but you would like to configure it on a new phone, please follow the instructions below.

Note: Please ensure you have successfully set up an alternative method of authentication such as landline, SMS or another mobile. Alternatively, do not delete the authenticator app off your old phone as that can still be used as a method of authentication.

If your phone has been lost or stolen you will need to sign in using one of your alternative authentication methods, which you have set up. If you don't have an alternative method enabled, you must contact the IT Service Desk for assistance.

1. Go to [My Sign ins](#). If prompted select your account.



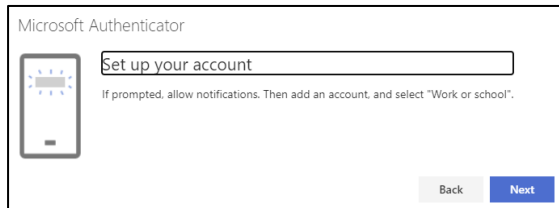
2. Enter your password and click **Sign in**



3. Click **+ Add method**
4. From the drop-down options select your required method and click **Add**
5. Download your chosen authenticator app on your new phone. The app can be downloaded from the usual app stores e.g. Apple App Store or Google Play
6. Open the App, click **Add account**, then click **Work or school Account**
7. Select the option to **Scan a QR code**
You may get a prompt asking you to give the authenticator app permission to access the Camera. Please allow access to the camera.

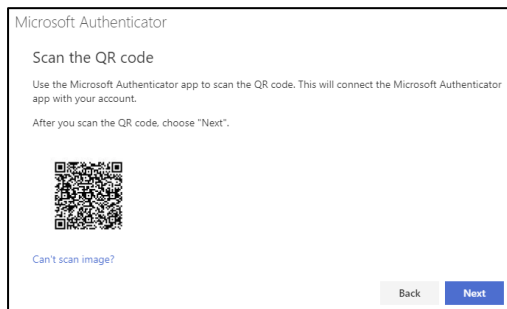


8. In the Nexus365 security verification screen, click **Next**

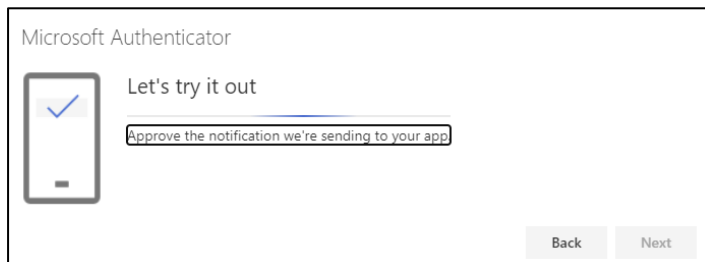


9. Scan the QR code

10. Click **Next** on the **Scan the QR code** screen



11. The system will send a notification to the app



12. Click **Approve** in the mobile app

13. The Nexus365 security verification page will show that the notification has been approved



14. Click **Next**

15. The app set-up is complete, and your multi-factor authentication method has been set-up

16. Delete the existing authentication methods linked to the old phone

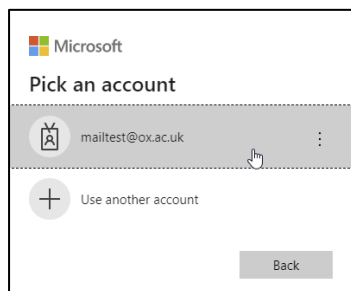


Setting up multi-factor authentication if your phone is lost or stolen

If your phone has been lost or stolen, you will need to sign in using one of the alternative authentication methods, which you have set up such as landline, hardware token or another mobile. Please follow the instructions below to sign in on via your PC/Laptop.

If you do not have an alternative method already enabled, you must contact the IT Service Desk for further assistance.

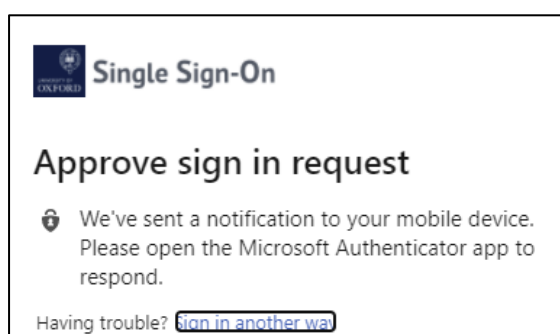
1. Go to [My Sign ins](#). If prompted select your account.



2. Enter your password and click **Sign in**

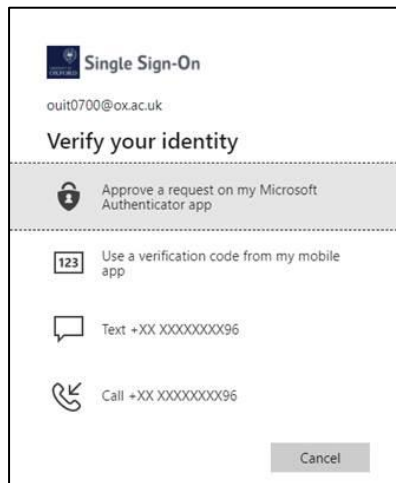


3. At the Approve sign in request screen, click **Sign in another way**





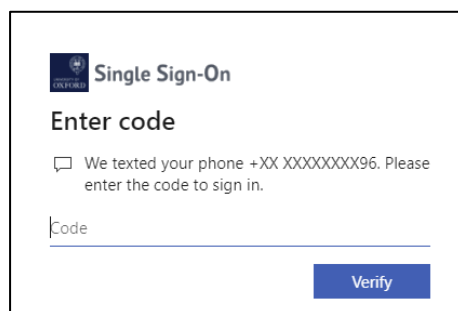
- The Verify your identity screen will list all the alternative authentication methods you have set up. Select your preferred method and follow the on-screen prompts.



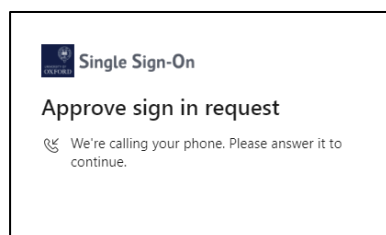
- The on-screen prompts will be dictated by the authentication option you chose in the previous step. For example, if you chose “Text” then you will see an on-screen message advising:

- We texted your phone + XX XXXX XXX X01. Please enter the code to sign in. Please note that your registered number will not be fully visible due to security reasons.

Type in the verification code sent to you via text message and click **Verify** to complete the process.



- If you chose “Call”, then you will see an on-screen message advising that you must Approve the sign in request. We’re calling your phone. Please answer it to continue.



Answer the call, listen to the automated message and press the # key to verify your identity and complete the process.



- If you chose “**Use a verification code from my mobile app**”, then you will see an on-screen message requesting you to: Please type in the code displayed in your authenticator app from your device.

Note: You must be able to access the app from a device other than your lost/stolen one.

Once you have typed in the code, click **Verify** to complete the process.

A screenshot of a web-based verification screen. At the top left is the University of Oxford logo and the text 'Single Sign-On'. Below this is the heading 'Enter code'. A message reads: 'Please type in the code displayed on your authenticator app from your device'. There is a text input field with the placeholder text 'Code'. A blue button labeled 'Verify' is positioned at the bottom right of the form.

6. This will login you into the My Signs-Ins page.

Please delete any existing authentication methods linked to the old phone, or ones which are no longer required.