What is MFA?
- MFA stands for Multi-factor authentication and means that you will need to use an additional authentication method when logging in to your Oxford Single Sign-On (SSO) account, such as a text message or Authenticator app on your phone.

What do I need to do before my MFA deployment date?
- Double check which day MFA will be enabled on your account [link requires SSO login]
- Read the how to prepare page and the guides on our website
- We recommend that you set up at least two authentication methods in advance of your MFA date
- Check your countdown email which has more detailed instructions for how to do this

What options do I have?
You can verify your account using any of the following methods:
- Using the Microsoft authenticator app on your mobile phone
- Receiving an SMS on your mobile phone
- Requesting a phone call on a landline or mobile phone
- Using the Authy authenticator app on a mobile or desktop
- Using a hardware token, which you plug into your computer (check with your local IT support about purchasing this)

Have a look at the Pros and cons list of all authentication methods

Why do I need MFA?
We all need to have MFA on our accounts to prevent cyber attacks on personal and University data.
Find out more about the increasing risk of cyber attack against the University.

Tips for choosing your authentication methods
1. If possible, select two methods that don't rely on the same device, for example a mobile app and a landline
2. If you don't want to use your mobile for MFA, there are several other options you can choose from, including using a landline, the Authy authenticator app on your desktop and a hardware token
3. All MFA methods require access to a phone (mobile or landline) for the initial set-up but there are options that will work without a phone or Internet access once they have been set up
4. When choosing between MFA methods, the ones that take a little more time to set up, such as the app or hardware tokens, tend to be the ones that give the smoothest day to day experience

help.it.ox.ac.uk/mfa
What do I need to do on my MFA deployment date?

- MFA will be deployed on your SSO account by 6am.
- When you first log in, you will be prompted to set up your MFA methods if you haven’t done so already, or you will be prompted for an additional factor if it’s already set up.
- If you have several devices or email clients, you may need to allow more time to set these up.
- If you have an iPhone or use a Mac, you may find setting up MFA a bit more complicated, especially if you are not using the latest version of iOS, MacOS, and your email client. Please see our Help and guidance page for detailed instructions and check the MFA compatibility list to see if you will need to upgrade anything.

What if I don’t have my mobile with me?

- If possible, set up more than one method of authentication in advance, and make sure one of these doesn’t involve using your mobile.
- If you need to authenticate your account and don’t have your mobile with you and also haven’t set up another method of authentication, you may need to contact your local IT support to reset your MFA for you.

What if I don’t have any WiFi or mobile data connection?

- If you are setting up multi-factor authentication without a signal, you should select the option on the mobile app that generates a one-time passcode.
- If you need to authenticate later without a signal, you can use the one-time passcode generator in the mobile app.

It’s not working, what can I do?

- Contact your local IT support. If you have this, otherwise call the IT Services helpdesk on 01865 612345.
- If you get stuck halfway through the MFA process, double check if you’ve missed clicking a “next” button.
- If you are having problems getting MFA to work on a particular device or email client, try a different one in the meantime, such as the email web client.
- If you are using an old device or email client, MFA might not work – please check the MFA compatibility list – you might need an app password instead.

REMEMBER
Enter your username as follows: abcd1234@OX.AC.UK
where abcd1234 is your SSO username. Do not use your email address.

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