

FAQ & Guide: How to Enable Multi-Factor Authentication (MFA) for Microsoft 365

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What is MFA?

Multi-Factor Authentication (MFA) requires you to provide two or more verification methods to access your account, adding extra security beyond just your password.

Why is MFA important?

MFA helps protect your account from unauthorized access, even if your password is compromised.

When will MFA be enforced?

Starting **28 January 2026** MFA will be mandatory for all IIUM Microsoft 365 @live users.

How to set up MFA on your Microsoft 365 account:

Step 1: Install Google Authenticator

1. Open the Google Play Store (Android) or Apple App Store (iOS) on your mobile device.
2. Search for "Google Authenticator".
3. Select Google Authenticator by Google LLC.
4. Tap Install and wait for the installation to complete.
5. Once installed, open the app to begin the MFA setup process.

Video Guide:

For a step-by-step video on installing Google Authenticator, please refer to:

<https://youtu.be/Aoe1HvtWCKs?si=xjubS-wN1HJnrpky>

Step 2: Sign in to your Microsoft 365 account

- Go to <https://mysignins.microsoft.com/security-info>

- Enter your IIUM @live email and password.

Step 3: Begin MFA registration

- You will be prompted to start the MFA setup process.

Step 4: Choose Your Preferred Verification Method

You can select from the following options:

Google Authenticator App (Recommended)

- Open the app and tap “+”.
- On the Microsoft 365 setup screen, click “Set up a different authentication app.”
- Select “Scan a QR code.”
- Scan the QR code displayed on the screen.
- Enter the 6-digit code shown in the app to complete the setup.

Email Verification

- **Use your IIUM email address for verification:**

- Staff: @iium.edu.my
- Students: @student.iium.edu.my

Phone Number (Text or Call)

- Enter your mobile phone number and choose to receive a verification code via SMS or phone call.

Step 5: Complete the setup

- Follow the on-screen instructions to verify your chosen method.
- Confirm setup by approving a test notification or entering a code.

Step 6: You're done!

- Your account is now protected with MFA.
- You will be prompted for the second verification each time you log in from a new device or browser.

Tips and reminders:

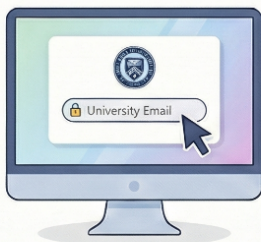
- The **Authenticator app** provides the best security and ease of use.
- Keep your phone accessible when signing in.

- Update your phone number or authentication method anytime via <https://mysignins.microsoft.com/security-info>
- Contact ITD Support if you lose access to your authentication method.
- Also don't forget to update your password regularly to further enhance account security

How to Enable MFA on Your Microsoft 365 Account

This guide walks you through the mandatory process of adding a second layer of security, known as **Multi-Factor Authentication (MFA)**, to your university **Microsoft 365** account. This protects your account even if your password is compromised.

1. Sign In to Your Security Page



Go to mysignins.microsoft.com/security-info and log in with your university email.

2. Choose Your Verification Method

You will be prompted to select your preferred method for the second security check.

RECOMMENDED

Authenticator App (Recommended)



Scan a QR code with the app to get a 6-digit code.

Email Verification



A verification code is sent to your official university email.

Phone (Text or Call)



Receive a verification code via an SMS text message or a phone call.

3. Verify and Complete



Follow the on-screen instructions to confirm your chosen method and finish setup.

4. You're All Set!



Your account is now protected. You'll be prompted for MFA on new devices.

Quick Tips



Update Your Method Anytime

Visit the security info page again to change your phone number or method.



Lost Access?

Contact ITD Support immediately if you lose your authentication device.



Don't Forget Your Password

Update your password regularly to further enhance account security.

NotebookLM

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