

# Multi-Factor Authentication

To help keep your University of Lincoln account secure, ICT Services are upgrading all user accounts to use Multi-Factor Authentication.

Multi-Factor Authentication is a system which requires you to prove your identity through a second verification method. This could include a code sent to your mobile, a mobile app, or a call to your office phone.

When you attempt to access any application through the University login screen (such as Blackboard, Library or Office 365) you will be presented with a screen asking you for additional security verification (see below).

## First-Time Setup for MFA Verification

1. The default verification method is the **Microsoft Authenticator App**. We strongly recommend using this as one of your verification methods.
2. Follow the “Download now” link to set it up on your mobile device, then click “Next”.
3. Follow the instructions that appear on-screen.

## Setting up more Verification Methods

We recommend setting up at least two different verification methods. Once you have set up the Microsoft Authenticator App, log in to Office 365 via [365.lincoln.ac.uk](https://365.lincoln.ac.uk) and select “My Account” by clicking on your profile in the top-right corner.

From here, you will be able to check existing verification methods and add more by selecting the “Security Info” tab on the left, followed by the “Security info” box, then “+ Add method”.

**Please Note: Your email address and security questions will only be used for Self-Service Password Resets - not Multi-Factor Authentication.**

Please remember to keep your verification methods and other security info up-to-date to ensure you don't lose access or the ability to use our Self-Service Password Reset system.

If you would like further information about this or have any questions, please contact the ICT Service Desk on 01522 88 6500 or e-mail us at [ICT@lincoln.ac.uk](mailto:ICT@lincoln.ac.uk)

