

Multi-Factor Authentication – Frequently Asked Questions (FAQs) - for users based in China

The University of Canterbury (UC) has implemented Multi-Factor Authentication for all Microsoft 365 applications (e.g., Outlook, Word, Excel, OneDrive, PowerPoint, Teams).

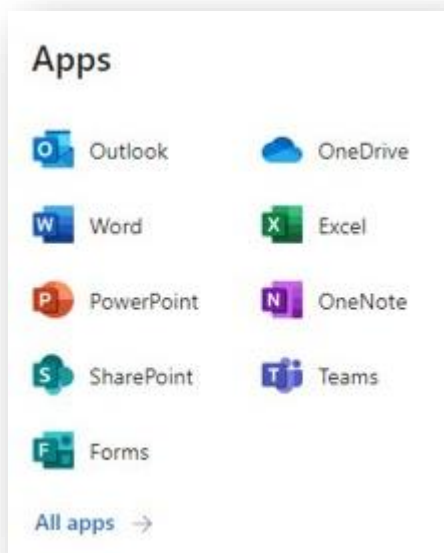
Why are we doing this?

Every week, numerous threat actors attempt to compromise University of Canterbury accounts through methods such as phishing emails and password-spray attacks.

MFA establishes a second line of defence, ensuring Cybercriminals will require more than just an email and password to access your account. While it is a mild inconvenience to use MFA, it is much better than having accounts compromised.

What applications require MFA?

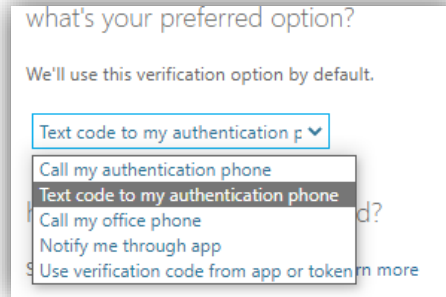
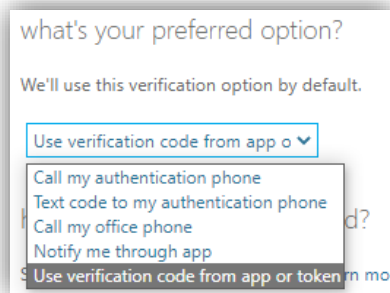
All University of Canterbury Microsoft 365 services will require MFA, such as Outlook, Teams, OneDrive, Word, Excel, and PowerPoint.



What are my authentication options from China?

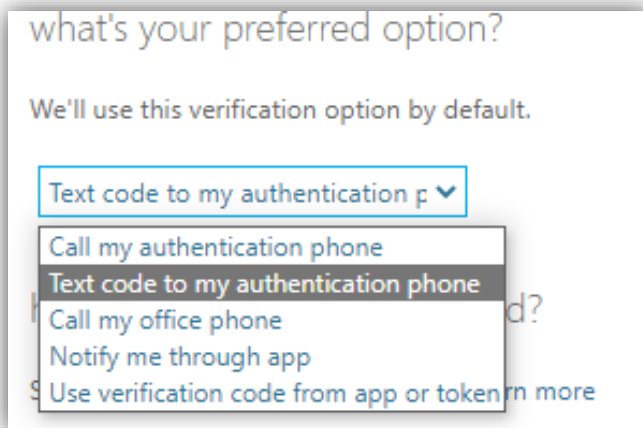
Due to some restrictions in China on the push notification and the phone call option, you can choose from these two methods:

- Verification code from an Authenticator app
- Text code to your phone



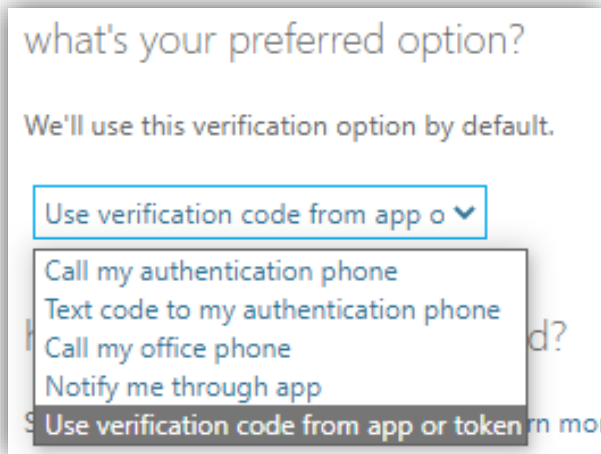
How do I set up MFA from China using a text message?

If you chose **text message**, sign up by selecting 'text code to my authentication phone', using the form: <https://aka.ms/MFASetup>



How do I set up MFA from China using an authenticator application?

1. First download an authenticator application according to your phone's operating system. You can find guides on our webpage.
 - **For Android device**
 - **For Apple device (iOS)**
2. Use the guide to set up MFA with the 'use verification code from app or token' option.



What information do I need to register for MFA?

You will need your UC live email address e.g., abc012@uclive.ac.nz and your password. This will allow you to set up for MFA.

Do I have to pay for the MFA service?

There is no charge for the verification code generated within the Microsoft Authenticator app or the Text Message option.

If we are logging into MFA on multiple devices, do we need to download the app on each device?

You will only need to download the application on one single device to be able to authenticate using the Microsoft Authenticator app.

What if my app store doesn't have an MFA app available?

If your device app store doesn't have an MFA app available, please choose "Text code to my phone" as your preferred authentication method.

How does this work with traveling abroad?

There should be no impact when you travel. You might notice you may have to MFA upon arrival to a new location. We recommend using the authenticator app with the verification code method, as when you travel overseas your cell phone provider may incur charges for SMS.

Please remember to access your UC Microsoft 365 applications you will also need to have access to Wi-Fi/data.

What if I don't have a smartphone or have an accessibility need?

Any student that feels they don't have the technology to successfully enrol or has concerns about how the process will work for them should contact the UC IT Service Desk or alternatively log an Assyst ticket [here](#). An IT professional will work directly with each student to find a solution that works best for them.

How does this impact my privacy?

Please refer to our FAQs document on privacy considerations on our webpage.

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