



Dundalk Institute of Technology Multifactor Authentication (MFA) FAQ Guide

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What is Multifactor Authentication (MFA)?

Multifactor Authentication (MFA) provides increased security because instead of only using a password, or a code through text, a separate app on your phone is used to verify access. MFA makes it difficult for unauthorised users to sign into your account. With MFA staff and students in Dundalk Institute of Technology can use the Microsoft Authenticator app to securely sign into Microsoft 365 on their devices. [Back to top](#)

What is MFA used for?

The Authenticator App is installed on your Mobile device (Android or Apple) and is used to authenticate that you are the person attempting to log on to your account. When a login attempt is made using your computer login details, MFA will send a notification to your phone via this app.

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How does MFA work?

You log into your account with your username and password. You will then get a notification via the mobile app verification to verify it is you logging into your account. [Back to top](#)

How do I add the Authenticator App onto my mobile?

Using the Android or Apple store, search for the Microsoft Authenticator App and install onto your phone. [Back to top](#)

How often will I be prompted for MFA?

Initially you will be prompted on all devices for each Microsoft Office application. Sometimes you can select “don’t ask again for 14 days” or until you change your password. [Back to top](#)

Do I need a smart phone for MFA?

Yes, you will need to install the Microsoft Authenticator app on your smartphone to use MFA. [Back to top](#)

What applications will require me to use MFA?

MFA will be required for all applications that currently use Microsoft 365 to log on to. This includes the MS Office applications (Outlook, Word, PowerPoint, Excel) as well as Microsoft 365 applications (OneDrive, Teams, SharePoint). **Back to top**

What happens if I don't have network coverage on my phone?

The Microsoft Authenticator App does not need coverage/data to generate the code used to sign in.

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Is there a charge for the Microsoft Authenticator app and/or using the app?

There is no cost associated with authenticating with your phone. **Back to top**

What do I do if I don't have my mobile phone with me and I need to sign in?

You will have to contact the help desk and have them help you get back into your account. **Back to top**

How do I contact the help desk?

Contact the help desk at helpdesk@dkit.ie or call +353 42 9370 300 **Back to top**

What happens if I delete the Microsoft Authenticator App on my phone?

You will not be able to access your account until your MFA registration has been reset and set up again. **Back to top**

What happens if I lose my phone?

If you use the "Microsoft Authenticator App" and you no longer have access to the old phone, then you can use the following link to reconfigure your MFA options: <https://aka.ms/MFASetup>

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Can I have multiple accounts setup on the app?

Yes, you can. You will need to add each account into the application. [Back to top](#)

Why would I receive a login approval request or security code when I am not trying to login?

An unsolicited request to approve a login that you have not initiated usually means that someone else knows your username and password and are trying to use it. Do not approve these requests, change your password immediately. [Back to top](#)

How do I change my password?

1. Go to <https://www.office.com/signin> and sign in to your Microsoft 365 account.
2. Click your profile icon in the upper right corner of the screen.
3. Select View account from the dropdown menu.
4. On the My Account page, click Change Password in the Password section.
5. Enter your current password, choose a new password and confirm the new password. Be sure to use a strong, unique password that includes a mix of uppercase and lowercase letters, numbers, and special characters.
6. Click Save to confirm the password change. [Back to top](#)

Can I use Apple Watch or Android wearable devices for Microsoft Authenticator?

No, Apple Watch and Android wearable devices (such as Samsung Galaxy Watch) are currently incompatible with Authenticator's security features, but you can mirror Authenticator notifications from your phone to your wearable device. [Back to top](#)