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1. Select the topic (on the left).
2. Complete the steps as required.

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What is Multi-Factor Authentication?



Multi-factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to a resource such as an application (e.g., SUNFin and SUNStudent), an online account, or a VPN. MFA is a core component of a strong identity and access management (IAM) policy.

SU has implemented the Google Authenticator App method to authenticate with your Huawei mobile device or any other mobile device that does not have the Microsoft Authentication app available in their app store.

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Why do I need MFA?



1. Access SU applications, services or products.
2. Secure myself and SU against username and password theft.

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What do I need to register?



1. A **smart mobile device** that can download a smart app.
2. Be connected to the **Wi-Fi or mobile data** on your mobile device.
3. An **active Gmail email address (google account)**. Follow the link to [create a new Gmail account](#) if you do not have an existing account.
4. Have the **GBox app already installed** on your smart mobile device. [GBox](#) can be downloaded from your app store on your mobile device.
5. Setup the [Google Authenticator App](#)

NB: As a User you need to register once to use SU's services that require MFA. For example, if you have registered for SUNStudent then you do not need to register again for SUNFin.

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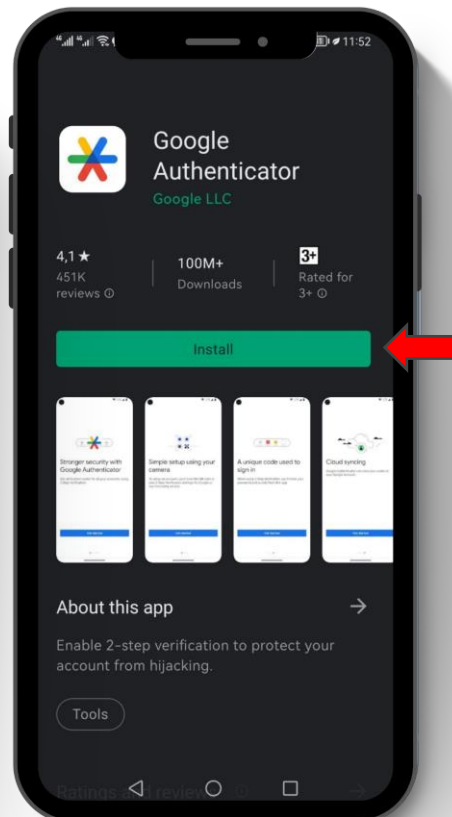
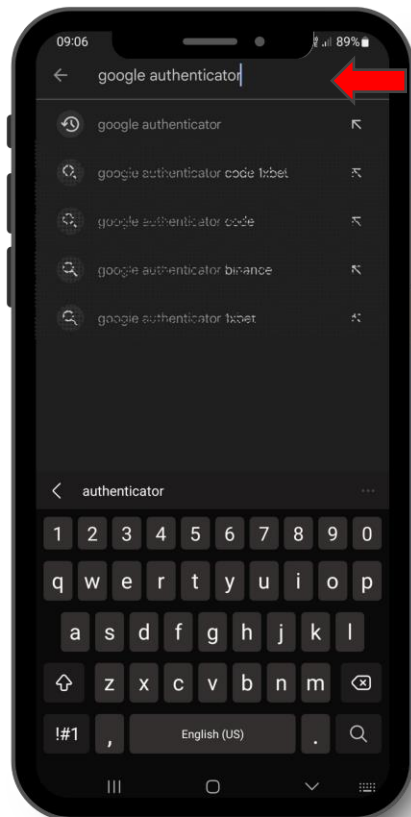
App registration process 1/8

16 Easy steps

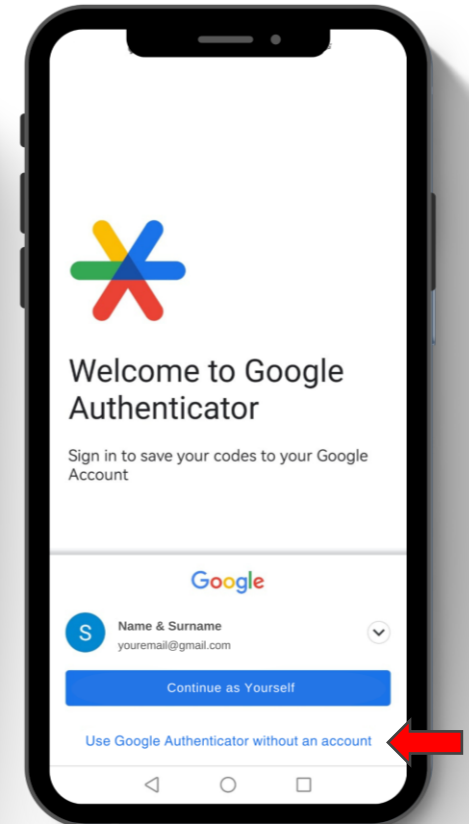
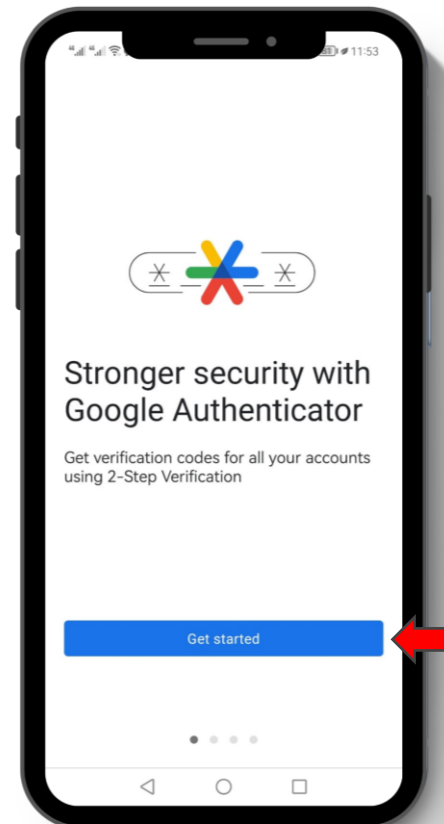


Google Authenticator app can be found in the app store on the relevant phone. Click on install.

1. (If you cannot find Google authenticator on the app store, install [GBox](#) first.)



2. Click on **Get started** and select **Use Authenticator without an account.**



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App registration process cont. 2/8

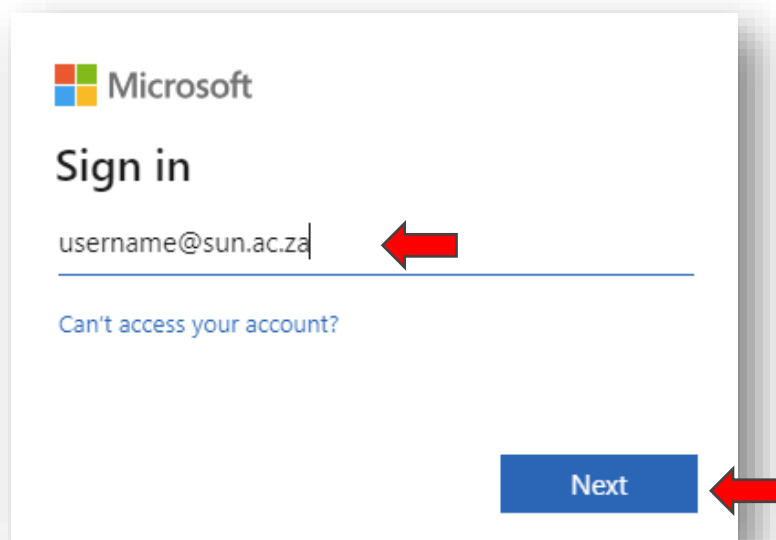
16 Easy steps



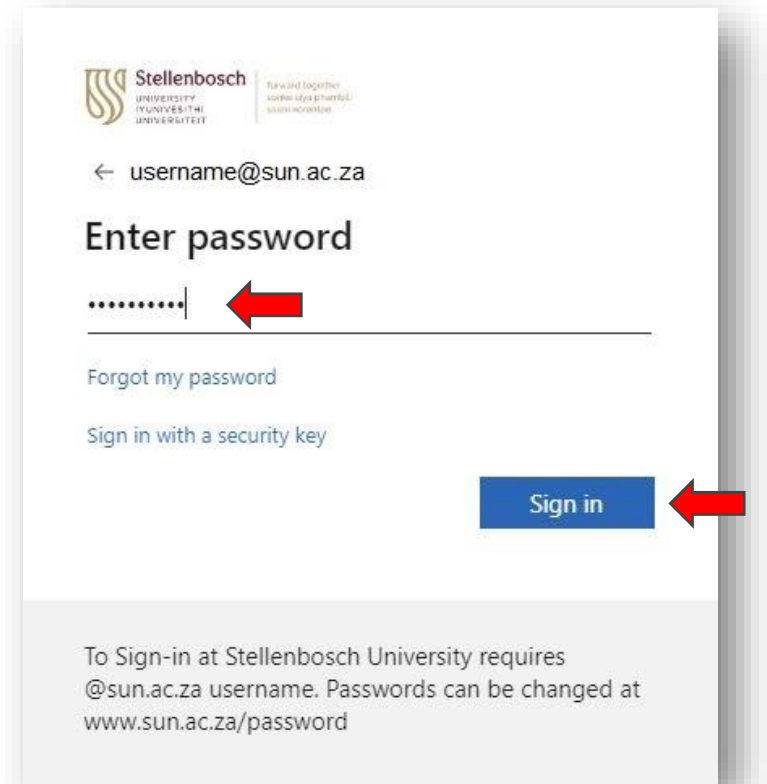
Your app is not complete, verify via your old method of authentication.

3. On your computer, open the browser and go to <https://mysignins.microsoft.com>

You will be prompted to Sign in with your Stellenbosch University credentials. First **type** in your **email address** and click on **Next**.



4. You will then be prompted to **enter your password** and click on **Sign in**.



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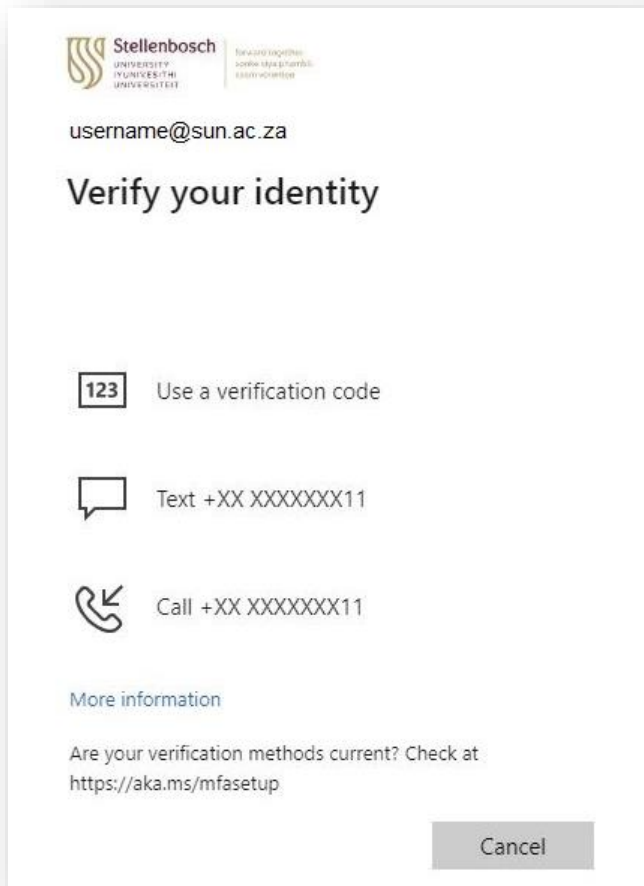


App registration process cont. 3/8

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5. You will now be requested to verify your identity via Text or Call. Use your current method.



6. Below is the result if you either choose the Text or Call method.



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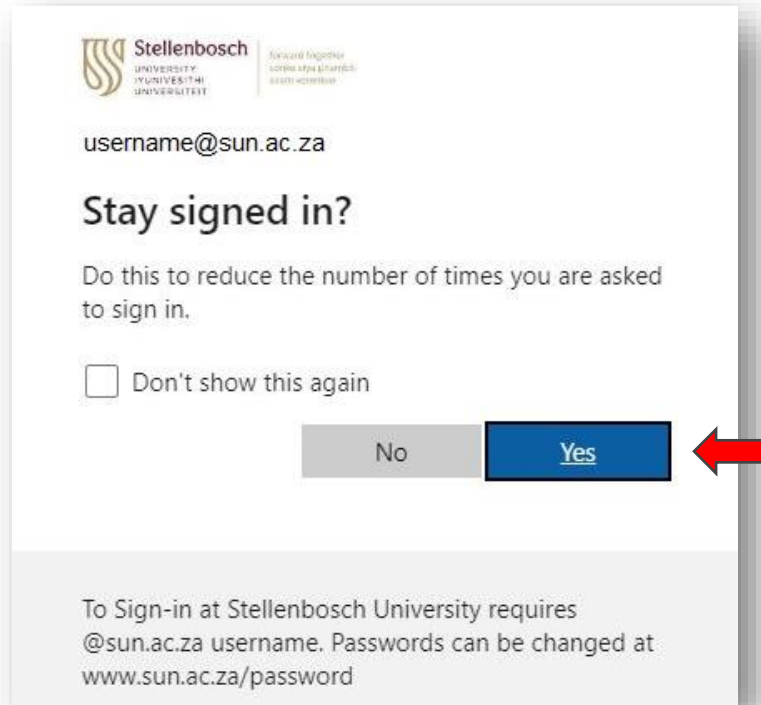


App registration process cont. 4/8

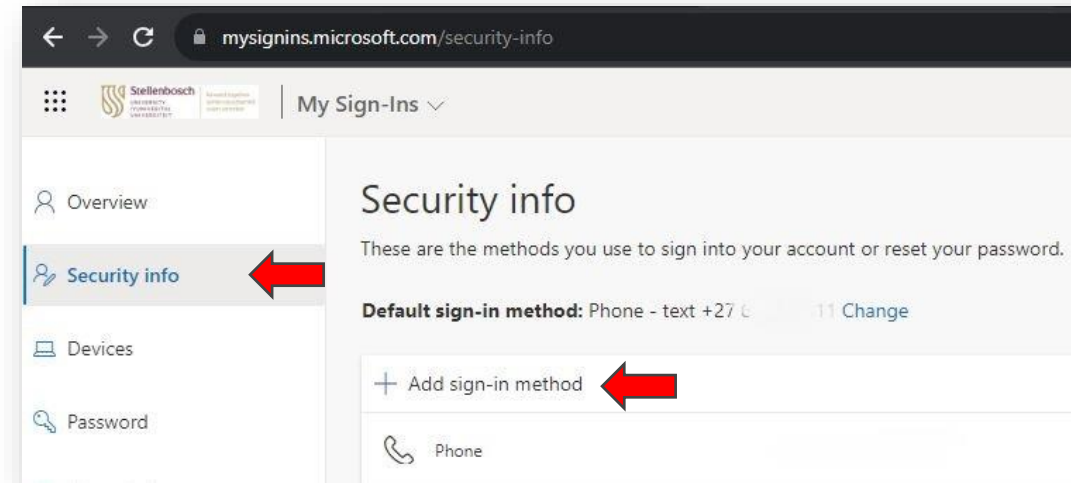
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7. Select **Yes** if it is your OWN device .



8. In the left menu, select **Security info**.
Click on **+ Add sign-in method**



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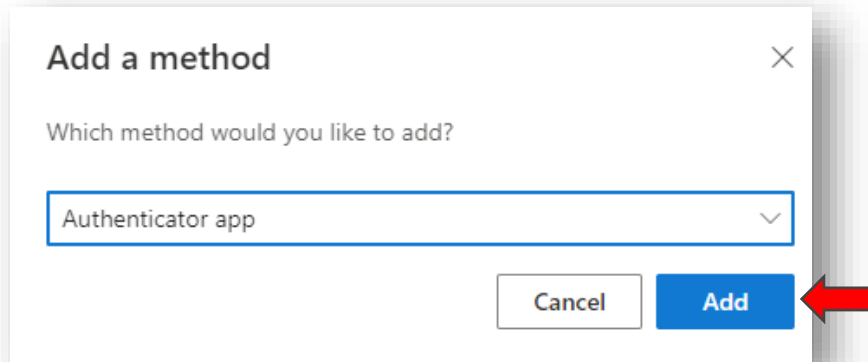


App registration process cont. 5/8

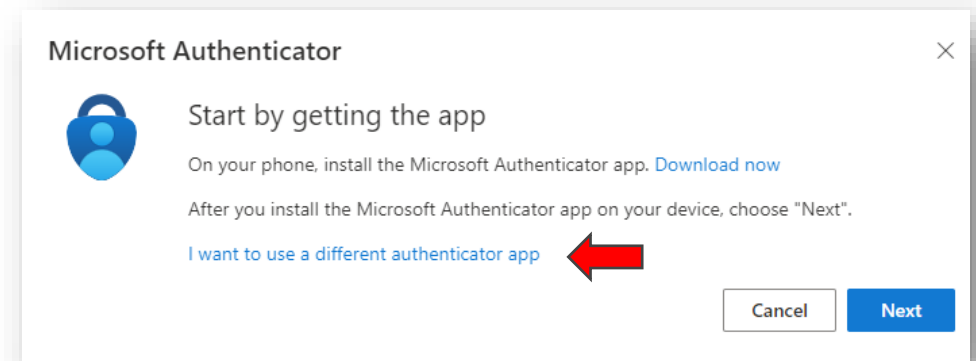
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9. Choose Authenticator app then Add.



10. Click on I want to use a different authenticator app.



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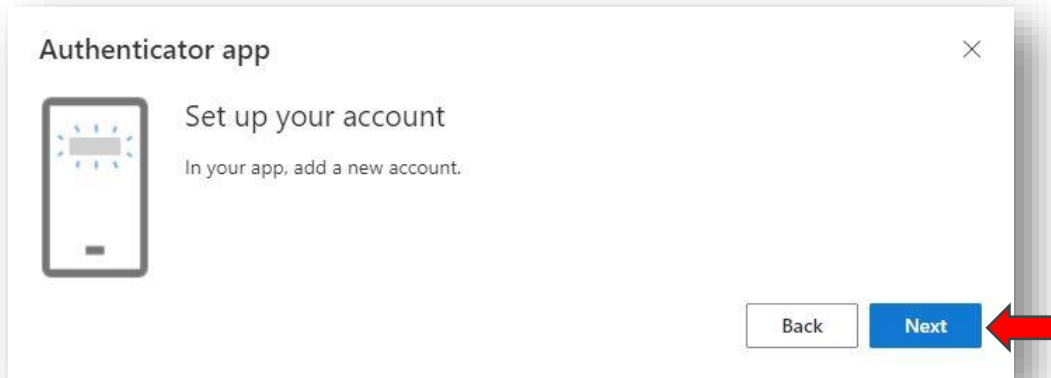


App registration process cont. 6/8

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11. Select Next

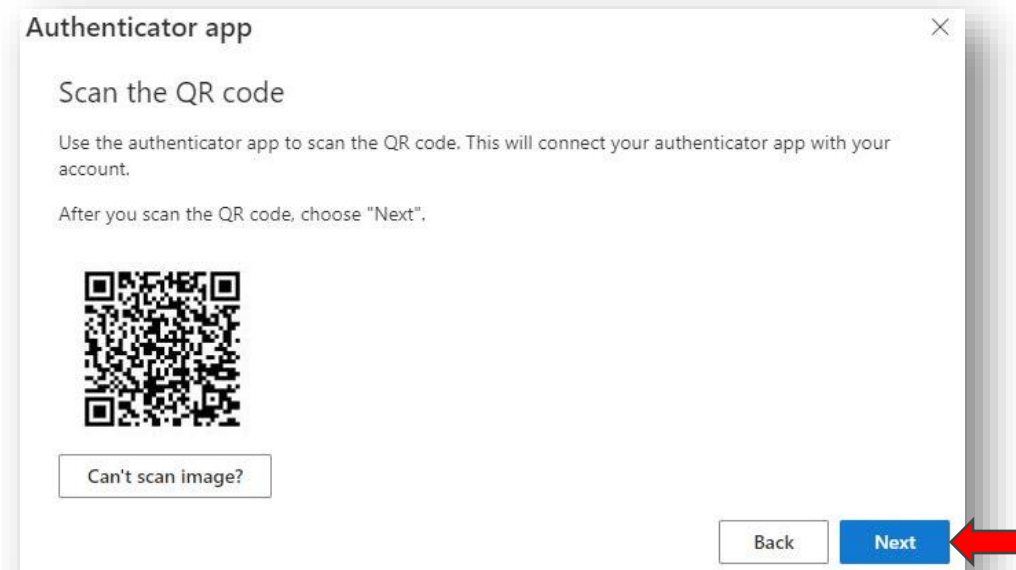


12.

Open the Google Authenticator app on your phone and use your phone to scan the QR code shown on your computer.

On your mobile device, click on + to add an account and scan the QR code with Google Authenticator.

Select **Next** on your computer.



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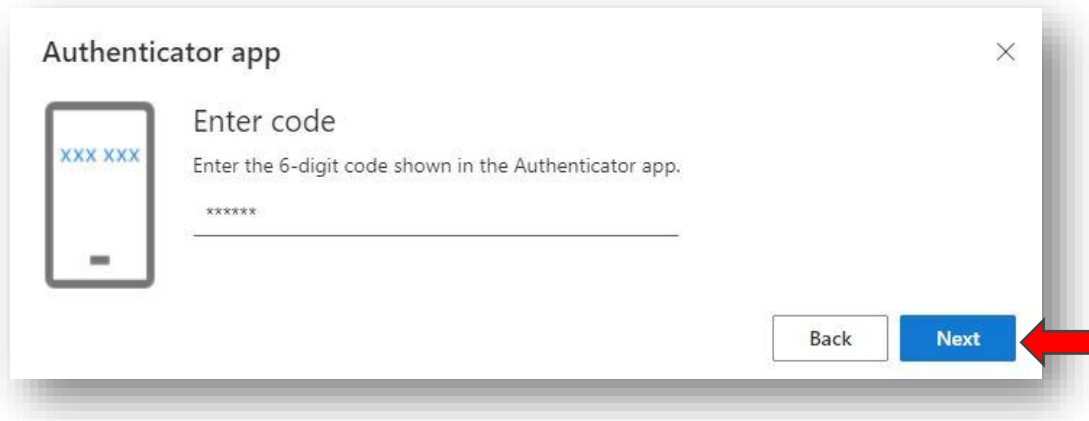


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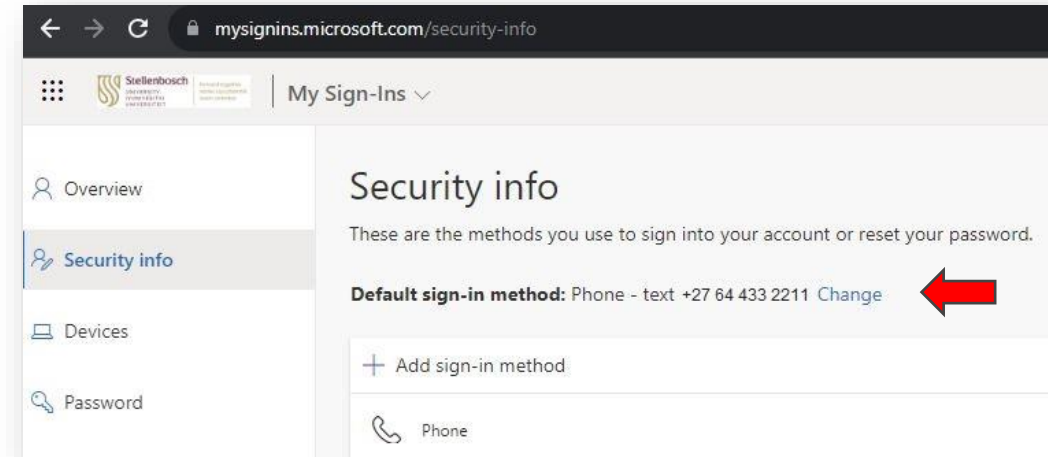


13. Enter the 6 digit code from the Google Authenticator app and click **Next**.



14. Go back to **Security info** or <https://mysignins.microsoft.com> page to change your sign in method.

Next to **Default sign-in method**, click on **Change**.



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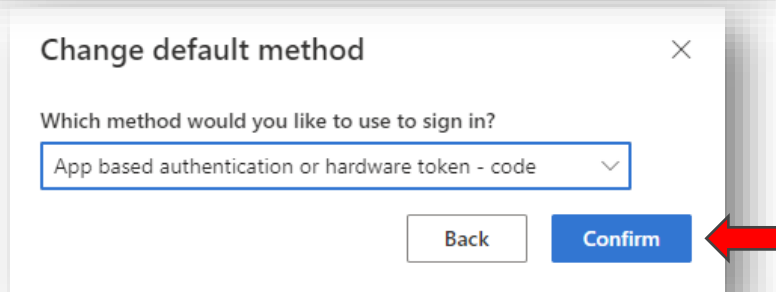
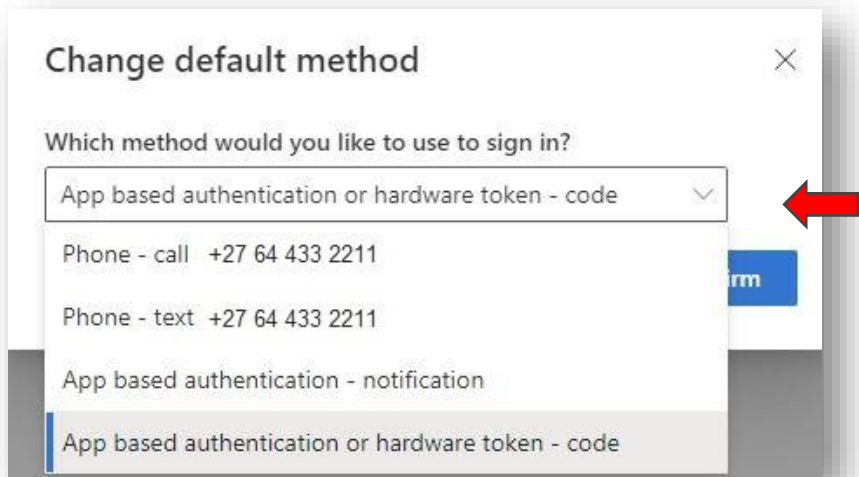


App registration process cont. 8/8

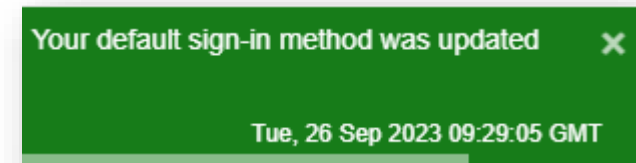
16 Easy steps



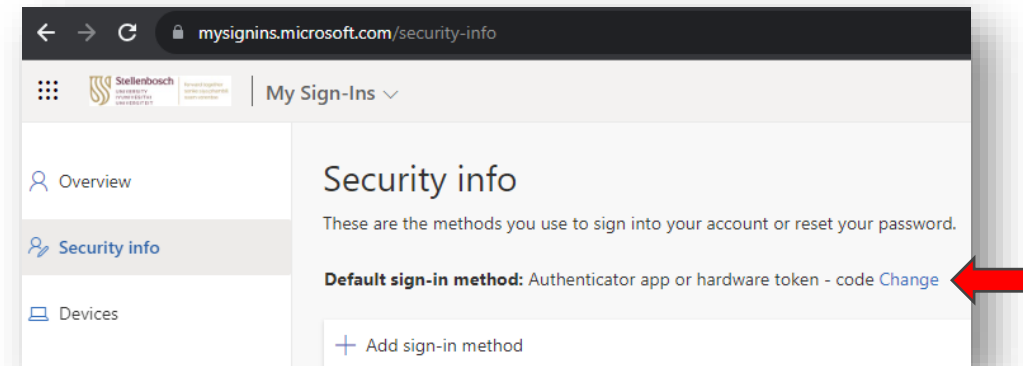
15. Left click on the drop-down menu and see all the available methods. Select **App based authentication or hardware token - code** and click **Confirm**.



16. You will see a notification in the top right corner of your computer screen to confirm the change of the default sign-in method.



You will also see that the default sign-in method has changed to **Authenticator app or hardware token - code**.



Your MFA should now successfully be set up using the Authenticator app.

For help:



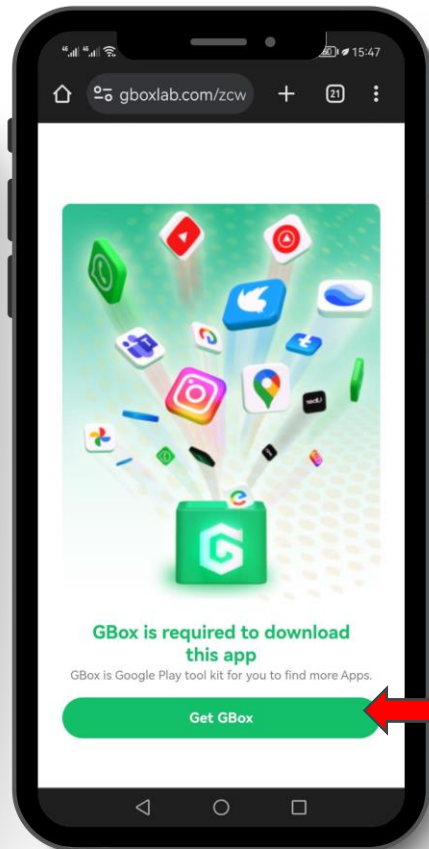
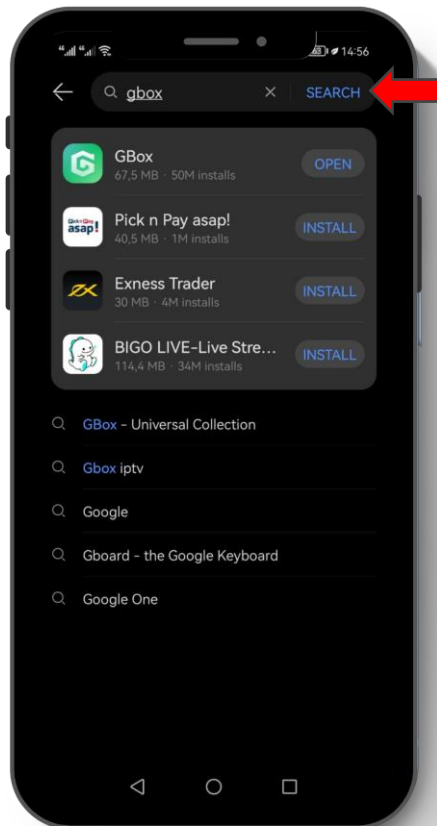
FAQ: How to install GBox

10 Easy steps

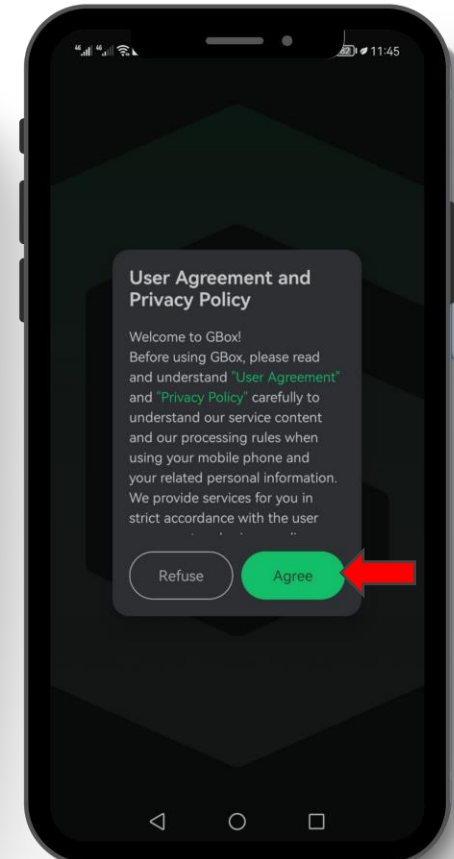
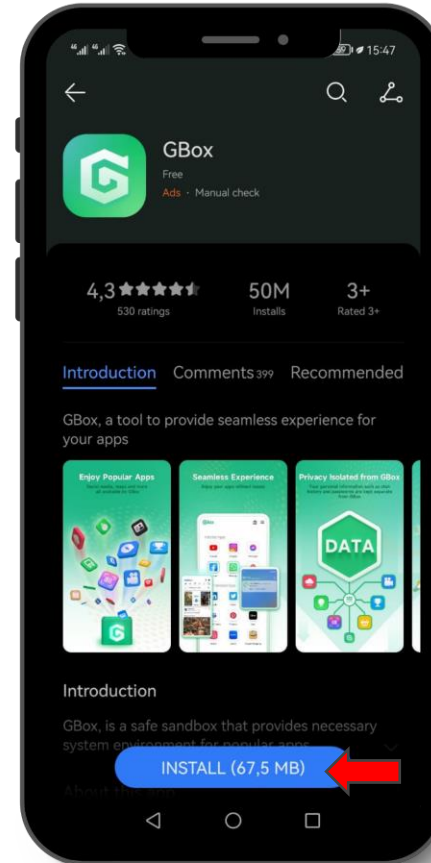


In your app store, search gbox.

1. Click on **Get GBox**.



2. Select **Install** and click on **Agree**.



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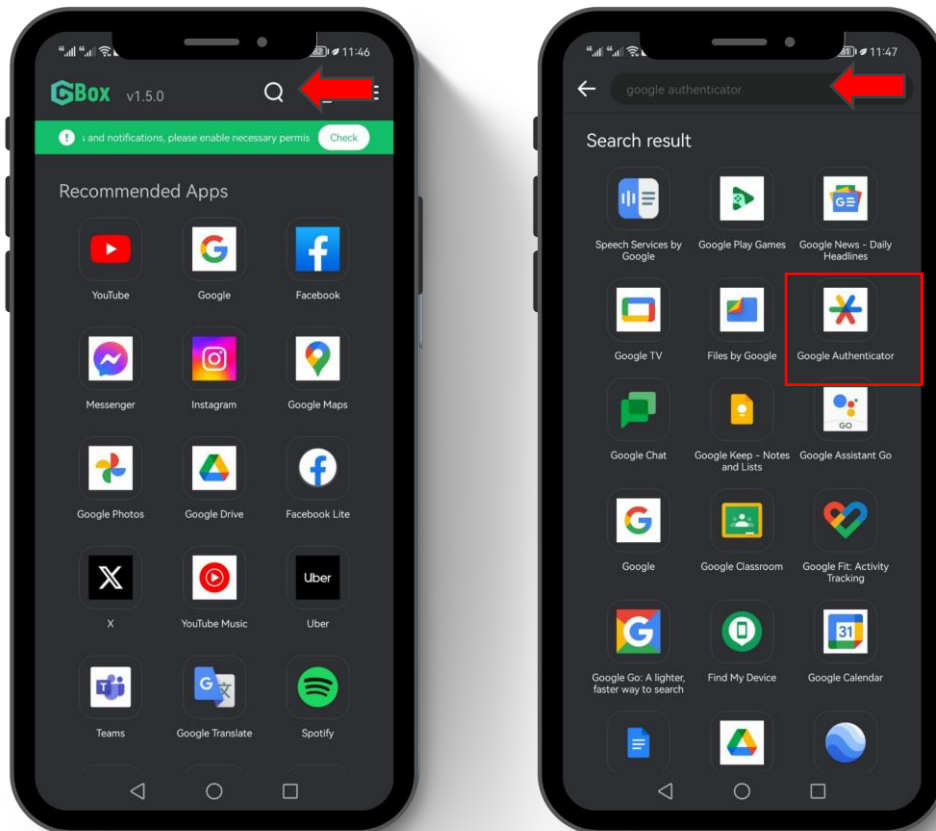


FAQ: How to install GBox

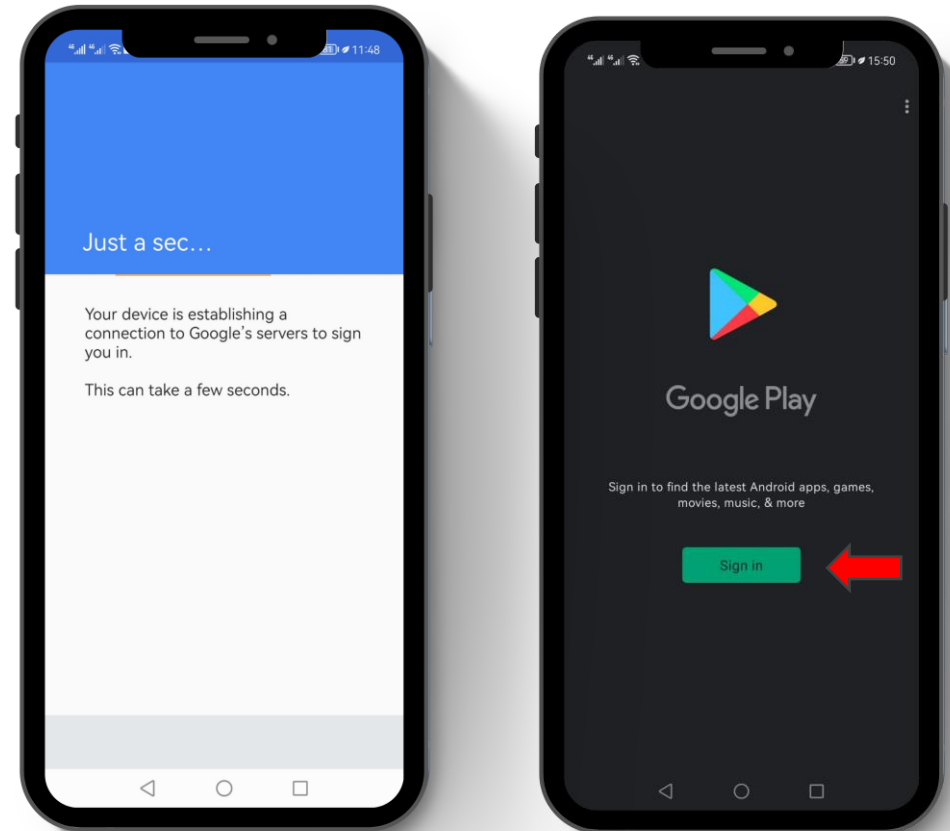
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3. Go to the magnifying glass icon and search **google authenticator**.



4. Click on **Sign in**.



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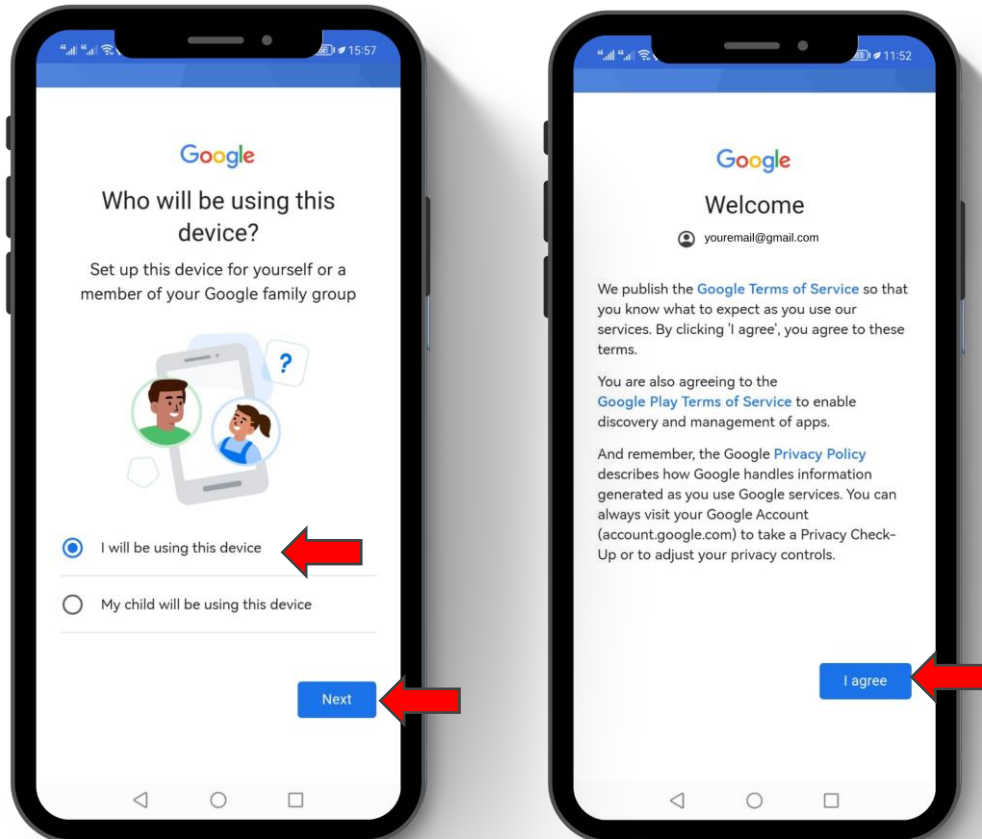
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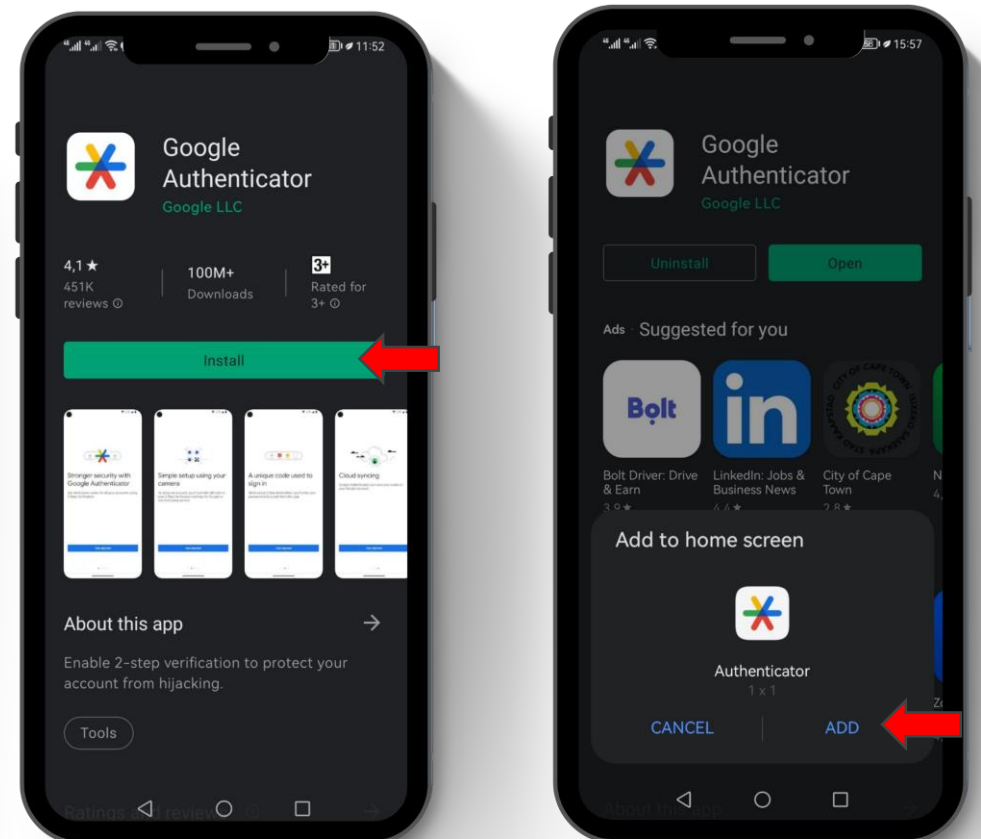


Select **I will be using this device** (if you are using your OWN device) and click **Next**.

5. Then select **I agree**.



6. Click on **Install** and select **ADD**, to add the Authenticator app to your home screen.



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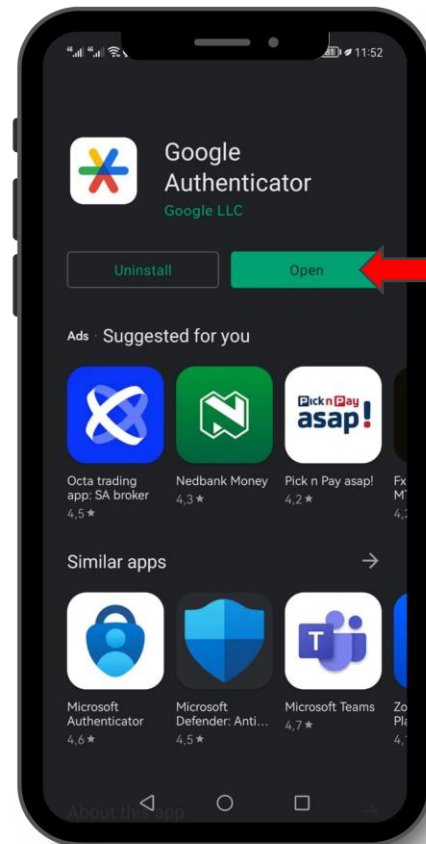


FAQ: How to install GBox

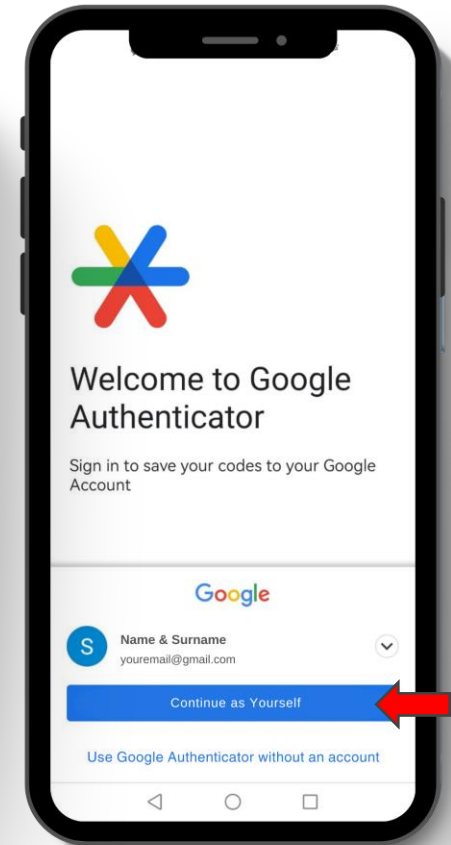
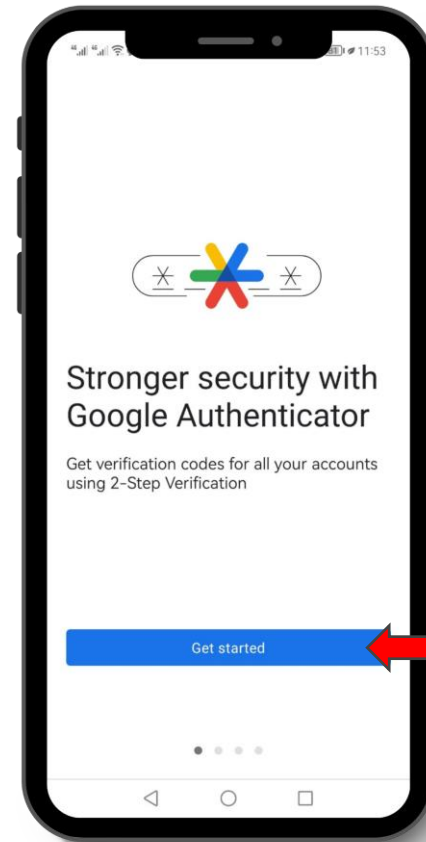
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7. Select Open.



8. Click on **Get Started** and choose **Continue as...**



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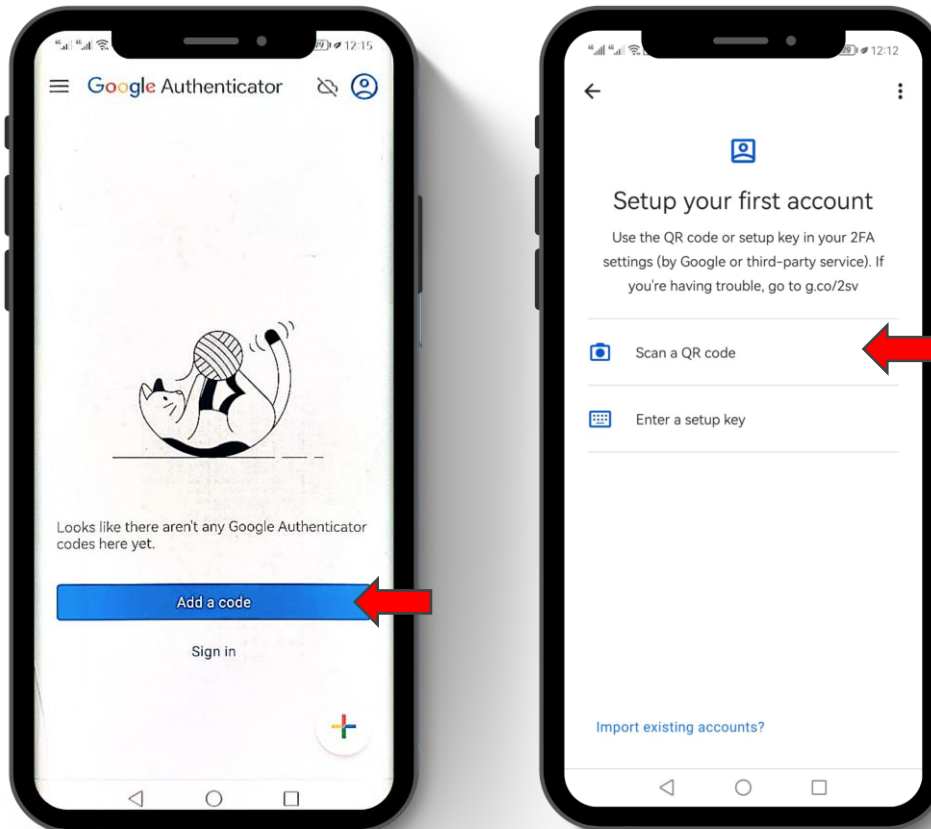


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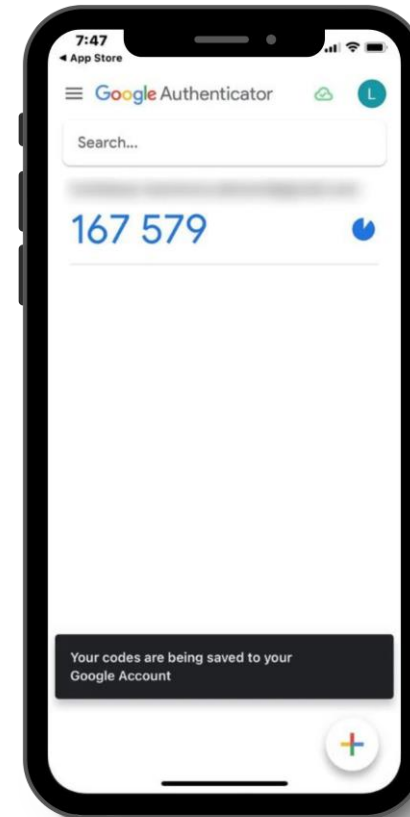


9. Click on **Add a code**, then select **Scan a QR code**.



NB! Every time you want to authenticate you need to open Gbox.

10. A code will now appear that you can use to authenticate with when signing onto a Microsoft product or service. This code changes every few seconds.



For help:

