

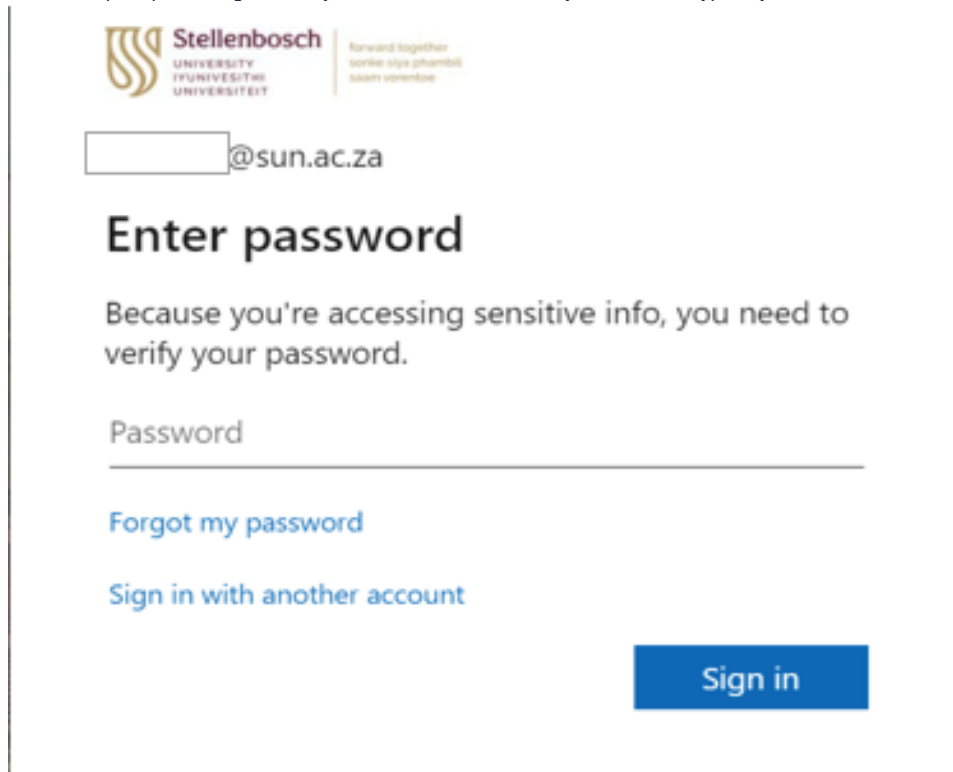
MFA via Call Back

IMPORTANT: If you are using Secure VPN, you are already enrolled for MFA and you do not have to follow the below steps.

We recommend that you follow the below steps on your desktop or laptop and use your cell phone to receive the verification sms.

1. On your computer, open your browser and type the following address portal.office.com.

You will be prompted to sign in with your Stellenbosch University credentials. Type in your email address and click on **Next**.

The image shows a login page for Stellenbosch University. At the top left is the university's logo, which consists of a stylized 'S' and the text 'Stellenbosch UNIVERSITY / UNIVERSITEIT'. To the right of the logo is a tagline in English and Afrikaans: 'forward together / voorwaarts saam'. Below the logo is a text input field containing '@sun.ac.za'. Underneath the input field is the heading 'Enter password'. Below this heading is a message: 'Because you're accessing sensitive info, you need to verify your password.' Below the message is a password input field with the label 'Password'. At the bottom left of the form are two links: 'Forgot my password' and 'Sign in with another account'. At the bottom right is a blue button with the text 'Sign in'.

Enter your password and click **Sign in**

2. You will be asked to enable additional security on your account. Please do not select **Skip for now**. Click on **Next** to proceed.



@sun.ac.za

More information required

Your organization needs more information to keep your account secure

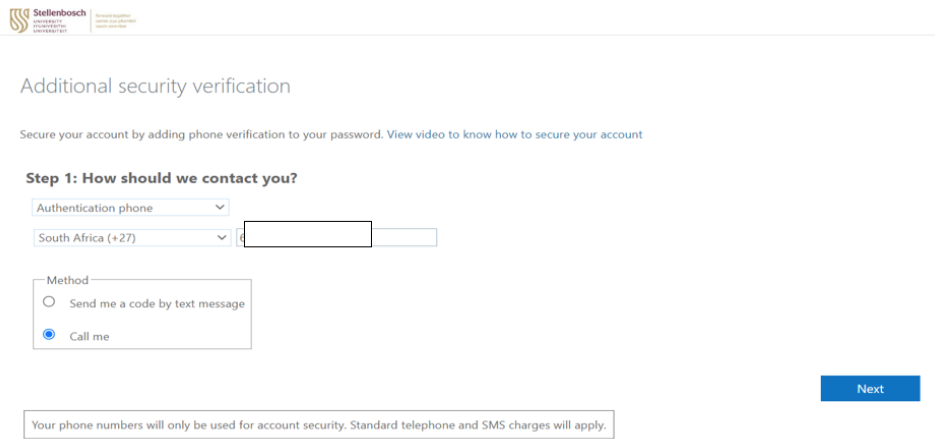
[Use a different account](#)

[Learn more](#)

Next

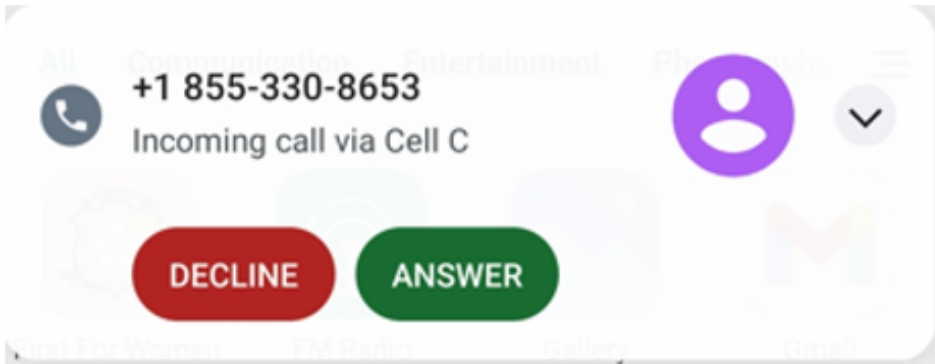
3. When requested how you should be contacted, please select the following
 - a. Authentication phone
 - b. South Africa
 - c. Enter your cell phone number

- d. Method: **"Call me"** and then click on **Next**.



The screenshot shows the 'Additional security verification' page for a Stellenbosch University account. At the top is the university logo and tagline. The main heading is 'Additional security verification'. Below it, a sub-header reads: 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The section is titled 'Step 1: How should we contact you?'. It contains a form with a dropdown for 'Authentication phone' set to 'South Africa (+27)', an empty input field for the number, and a 'Method' section with two radio buttons: 'Send me a code by text message' (unselected) and 'Call me' (selected). A blue 'Next' button is on the right. At the bottom, a small box states: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

4. You will receive a call with an instructions to press on the # key to confirm the authentication.



5. When you are requested to stay signed in, click **No**.



The screenshot shows a sign-in prompt from Stellenbosch University. At the top is the university logo and tagline. Below it, a text box contains the email address '@sun.ac.za'. The main heading is 'Stay signed in?'. Below this, a sub-header reads: 'Do this to reduce the number of times you are asked to sign in.' There is a checkbox labeled 'Don't show this again' which is currently unchecked. At the bottom, there are two buttons: a grey 'No' button and a blue 'Yes' button. Below the buttons, a grey box contains the text: 'To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/password'.

Related articles

- [SafeCom Printer setup for MacOS Sonoma](#)
- [How to reset your password](#)
- [ICT Charges \(ICT Student services\)](#)
- [Graduation Checklist](#)
- [FAQs Register & Connecting to Eduroam](#)