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Multi-Factor Authentication

User guide

December 2025



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021 8084367



Stellenbosch
UNIVERSITY
IYUNIVESITHI
UNIVERSITEIT

forward together
sonke siya phambili
saam vorentoe

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What is Multi-Factor Authentication (MFA)?

When you sign into your account, (a process we call "authentication") you're proving to the service e.g. SUNFin or SUNStudent, that you are who you say you are.

Traditionally that's been done with a username and a password. Unfortunately, that's not a very good way to do it and that is why Microsoft 365 has added a way for your account to be more secure called Multifactor Authentication.

When you sign into your account you will need a second factor to prove who you are. A factor in authentication is a way of confirming your identity when you try to sign in. The three most common factors are:

Something you know – like a password.

Something you have – like a smartphone and authenticator application or a secure USB key (hardware token).

Something you are – like a fingerprint or facial recognition.

Multifactor Authentication therefore gives you access to applications, services or products and secure you and the University against username and password theft.



1. Connect to the Wi-Fi or to mobile data on your mobile device
2. Have a Smart Mobile device where you can download the Authenticator application
3. Your Smart Mobile device should have the following minimum requirements:
 - a. **Microsoft Authenticator:**
 - Android: v8
 - iOS/iPadOS: v15
 - b. **Google Authenticator:**
 - Android: v5
 - iOS/iPadOS: v15 (*iPhone 6S and later*)
4. A mobile number belonging to you and is not shared with anybody
5. Select an authentication method:
 - a. **An Authenticator Application (*preferred method*)**
 - b. **Hardware Token**
 - Requires motivation from your Departmental Head
 - You will have to purchase the hardware token

NB: You only need to register once to use MFA for SU services requiring MFA



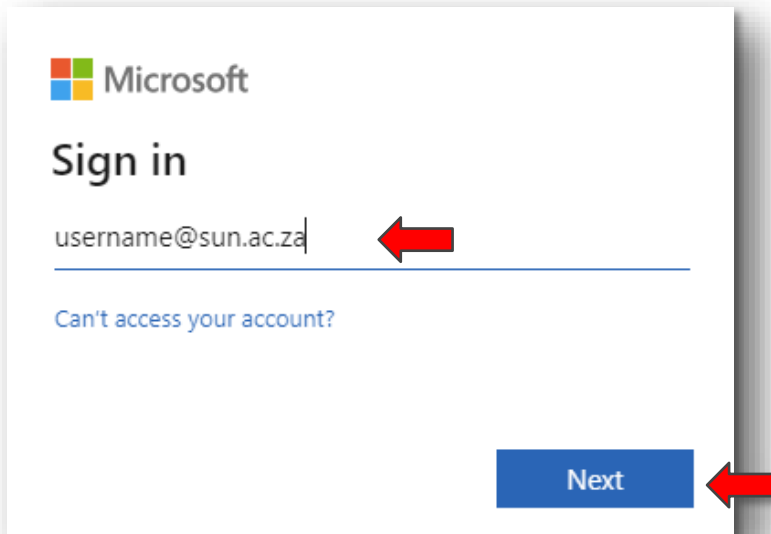
Microsoft Authenticator Application

1/15

30 Easy steps

IMPORTANT: Some of the Huawei mobile devices are incompatible with the Microsoft Authenticator Application. If the Microsoft Authentication application is not available on the Huawei App Gallery, you will have to use the Google Authenticator Application as your method of authentication.

1. On your computer, open **MFA Setup**. You will be prompted to sign in with your Stellenbosch University credentials. First type in your **SU email address** and click **Next**.

A screenshot of the Microsoft Sign in page. The Microsoft logo is at the top left. Below it, the text "Sign in" is displayed. A text input field contains "username@sun.ac.za" with a red arrow pointing to it. Below the input field is a blue button labeled "Next" with a red arrow pointing to it. A link "Can't access your account?" is visible below the input field.

2. Enter your **SU password** and click **Sign in**.

A screenshot of the Stellenbosch University login page. The Stellenbosch University logo is at the top left. Below it, the text "Enter password" is displayed. A text input field contains "....." with a red arrow pointing to it. Below the input field is a blue button labeled "Sign in" with a red arrow pointing to it. A link "Forgot my password" is visible below the input field. At the bottom, there is a footer text: "To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/password".

Microsoft Authenticator Application

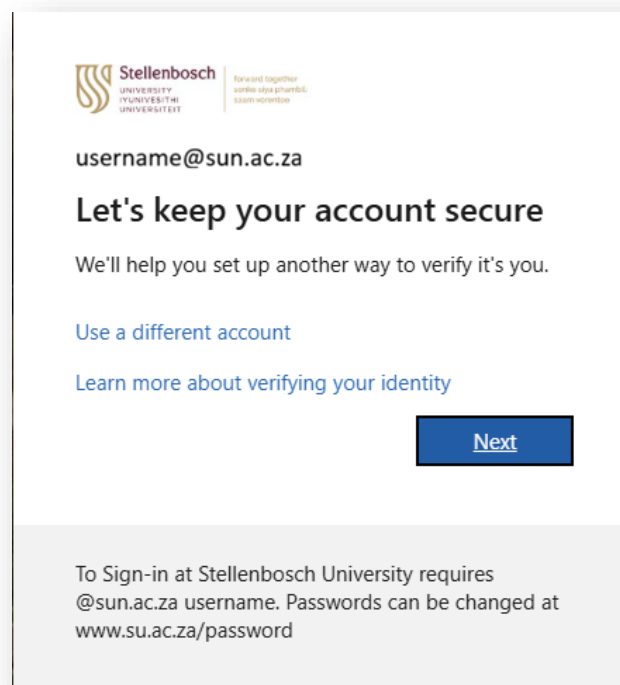
2/15

30 Easy steps

3.

You will be requested to enable additional security on your account. Click **Next** to proceed.

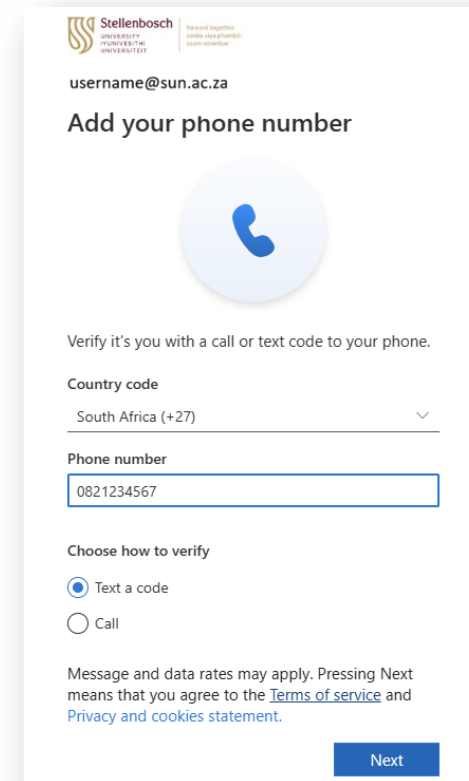
If you don't see the screen below, you are already registered for MFA and don't need to do anything further.



4.

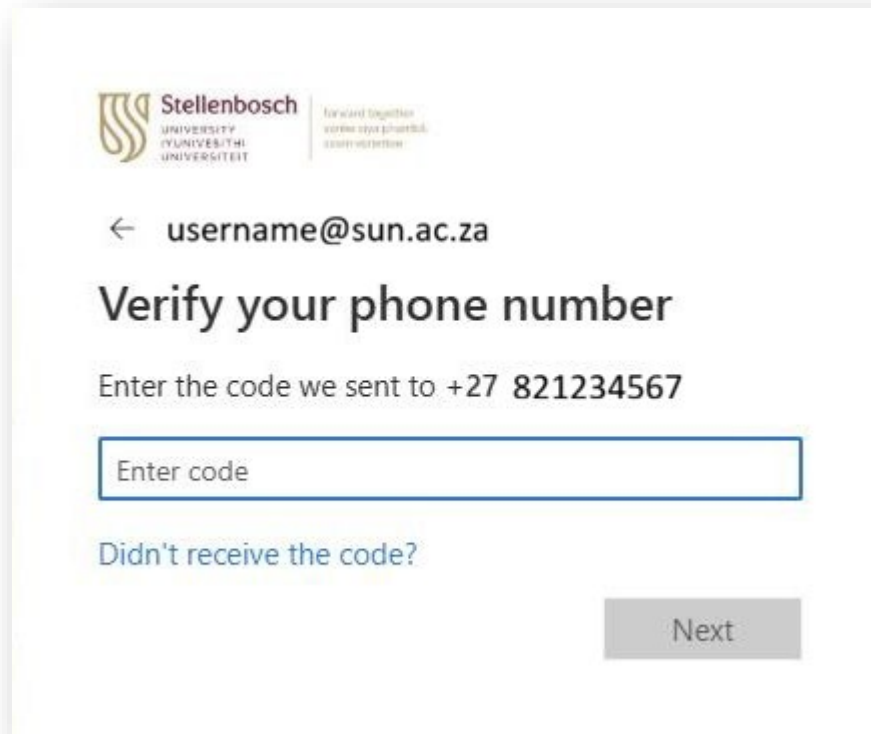
Select the correct country and type in the cell phone number of the mobile device you will be using for MFA authentication and click on **NEXT**.

An SMS with a Code will be sent to the cellphone number you have indicated in the below image.



5.

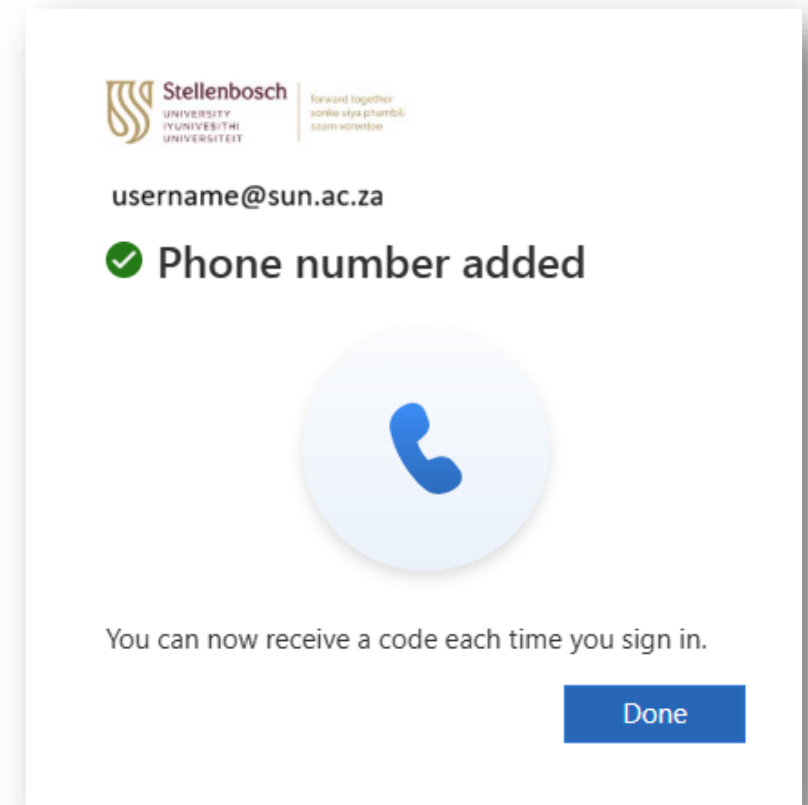
Enter the code that was received via SMS in the space provided and click on **Next**.



The screenshot shows the Microsoft Authenticator app interface for Stellenbosch University. At the top is the university's logo and name in English and Afrikaans. Below this, the email address 'username@sun.ac.za' is displayed with a back arrow. The main heading is 'Verify your phone number'. Below the heading, it says 'Enter the code we sent to +27 821234567'. There is a text input field with the placeholder 'Enter code'. Below the input field is a link that says 'Didn't receive the code?'. At the bottom right is a grey button labeled 'Next'.

6.

The verification of your mobile device is completed. Click on **Done**.




The screenshot shows the completion screen of the Microsoft Authenticator app for Stellenbosch University. It features the university's logo and name at the top. The email address 'username@sun.ac.za' is shown. A green checkmark icon is followed by the text 'Phone number added'. In the center is a large blue circular icon with a white telephone handset. Below this, it says 'You can now receive a code each time you sign in.' At the bottom right is a blue button labeled 'Done'. A red arrow points to this button from the right side of the slide.



7.

Select **Yes**, only if you are using your own device.



forward together
samiya phambili
samiya phambili

username@sun.ac.za

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No Yes

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.su.ac.za/password

8.

On the left side menu, select Security Info and you should get to the screen shown below.

You will now have an option to click on **Add sign-in method** to add the Microsoft Authenticator Application as a method.

Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.
Sign-in method when most advisable is unavailable: Phone - text +27 [Change](#)

+ Add sign-in method		
Phone	+27	Change Delete
Password	Last updated: a day ago	Change

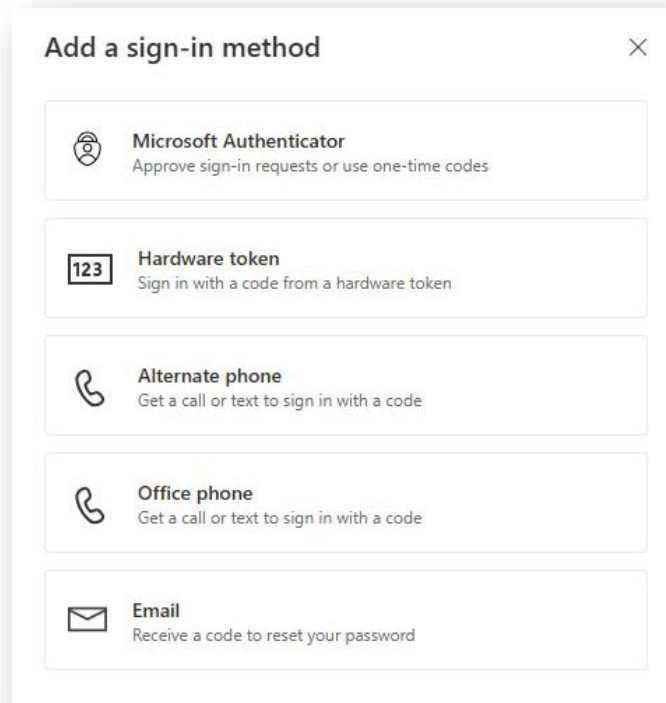


Microsoft Authenticator Application

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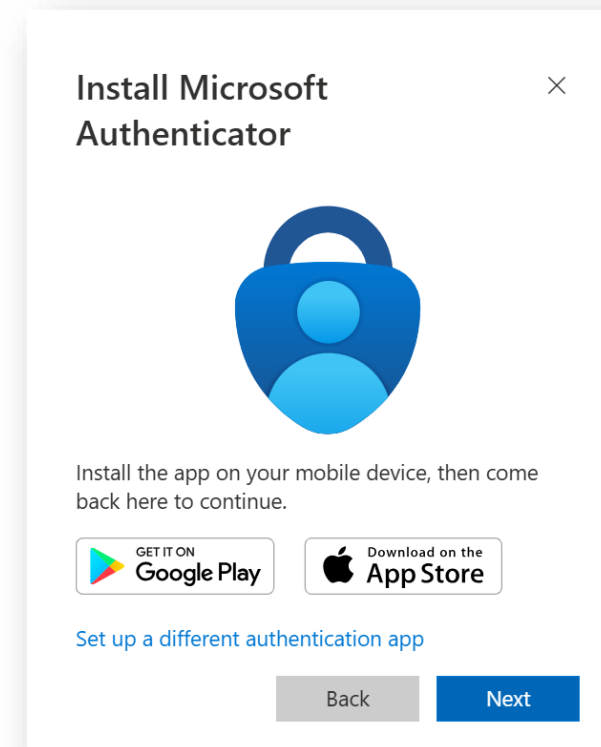
30 Easy steps

9. Select the Authenticator app method and click on **Add**.



10. You are now requested to download and install the Microsoft Authenticator application on your cellphone.

Follow the installation steps on the next slides.



Microsoft Authenticator Application

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30 Easy steps

11.

Open the relevant Application store on your mobile device and search for the Microsoft Authenticator Application.

Huawei devices are incompatible with the Microsoft Authenticator but can use the Google Authenticator Application.

Android Phone

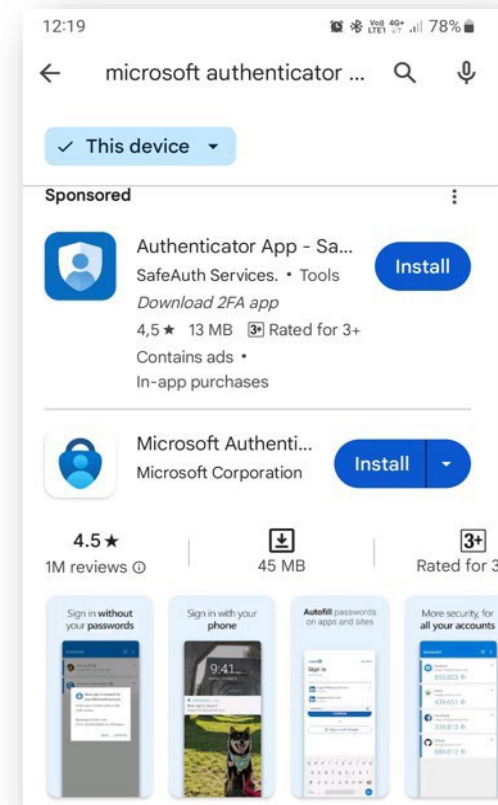


iPhone



12.

Please make sure that you select the correct application: Microsoft Authenticator Application. Tap on **Install**.



NOT THIS ONE

THIS IS THE
APP TO
INSTALL



[ICT Partner portal](#)



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10

For next steps click here

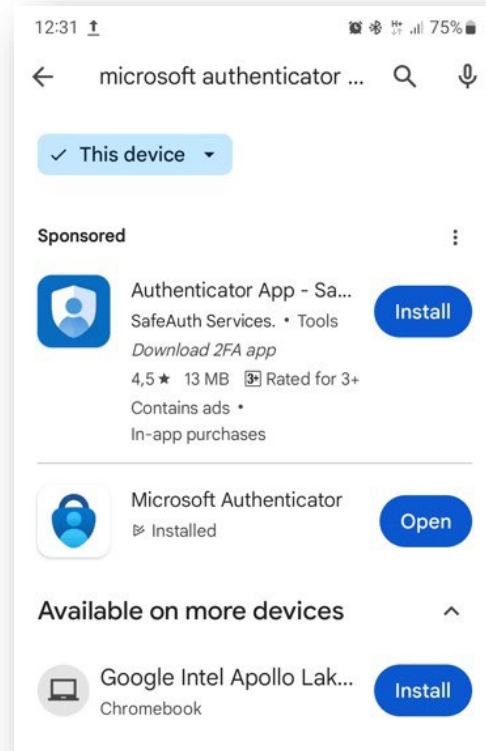


Microsoft Authenticator Application

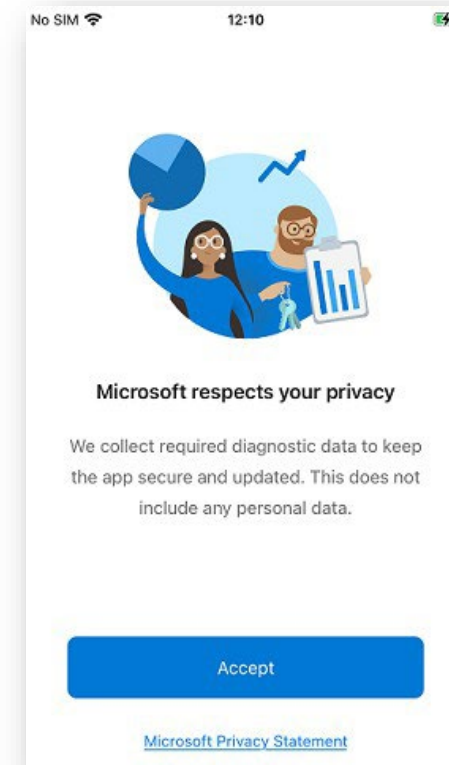
7/15

30 Easy steps

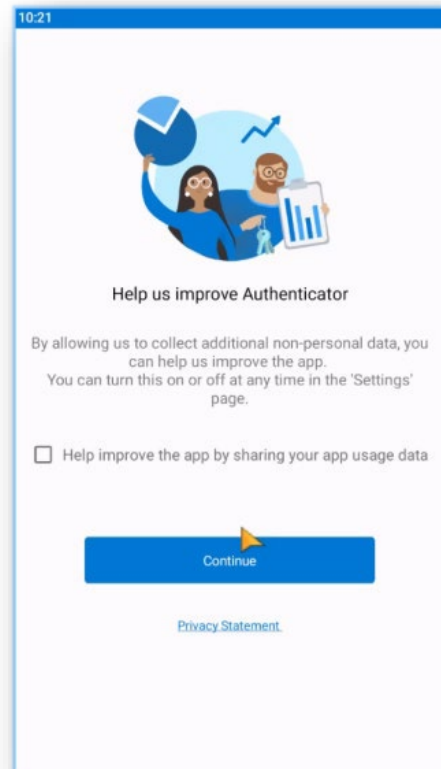
13. Once the application installation is completed, tap on **Open**.



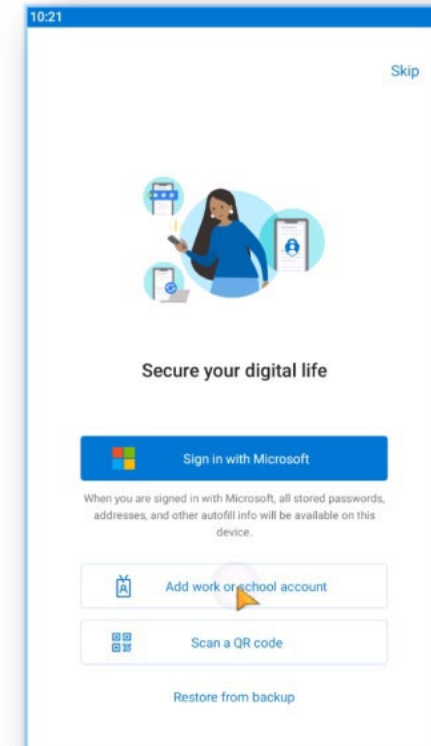
14. Allow the app to send notifications and click on **Accept** at the Privacy statement.



15. Click on **Continue**.

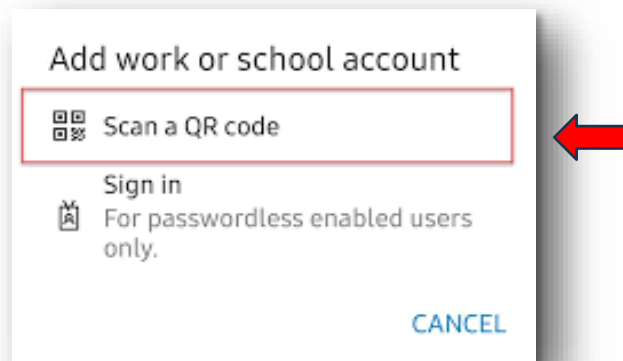


16. Click on **Add work or school account**.



17.

Select **Scan a QR code**.



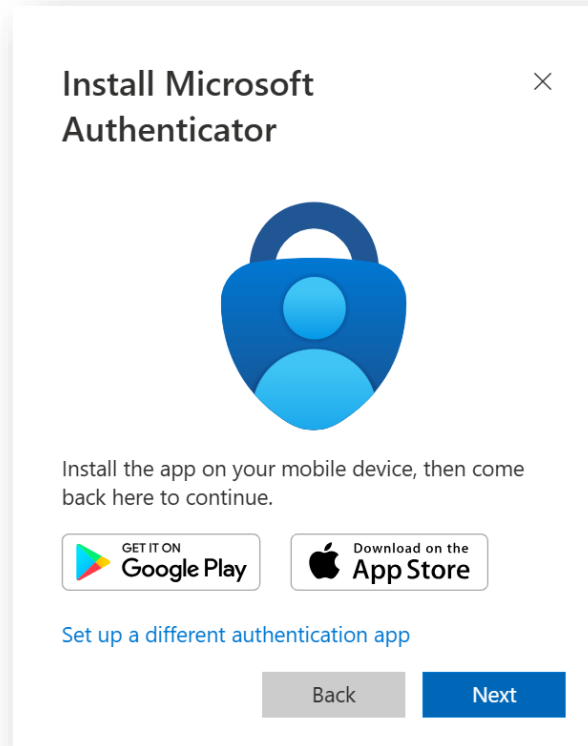
18.

Click on **While using this app**. Your mobile device is now ready to scan the QR code.

Now go back to your browser on your computer.

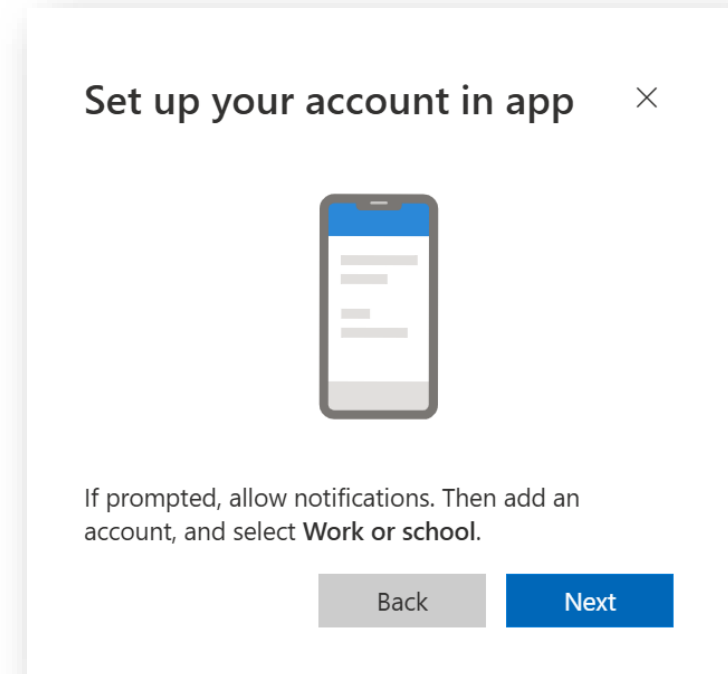


19. Once you are back in the browser, click on **Next** (on your mobile device).

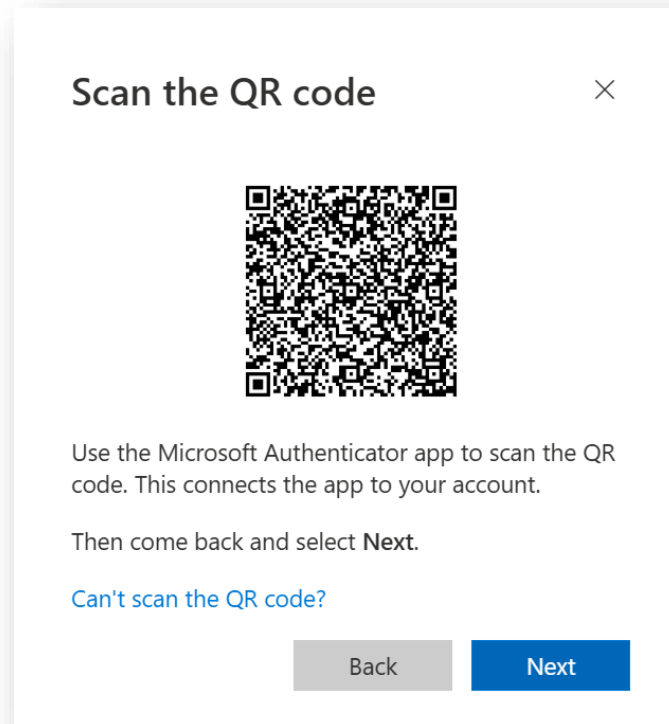


20.

Click on **Next** to setup your account.

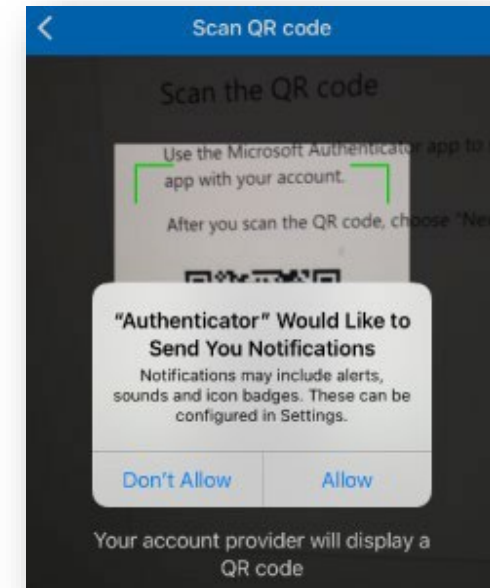


21. A QR code will display on your computer.
DO NOT click on Next yet.

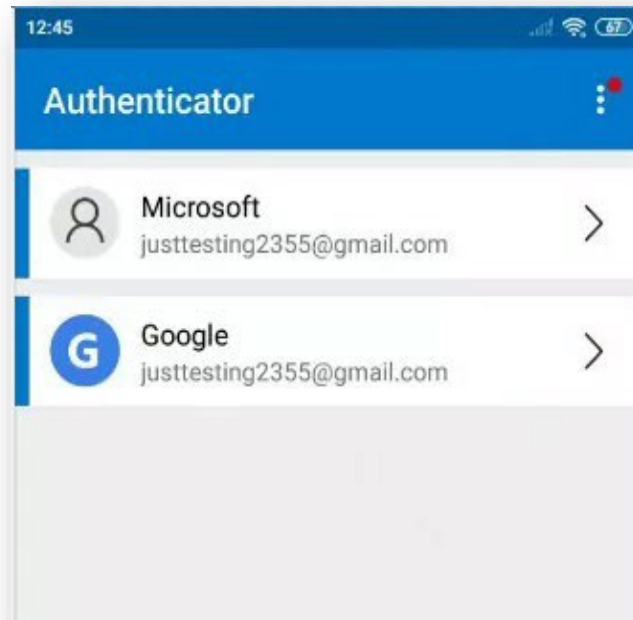


22. Position the camera of your mobile device over the QR code displaying **on your desktop**.

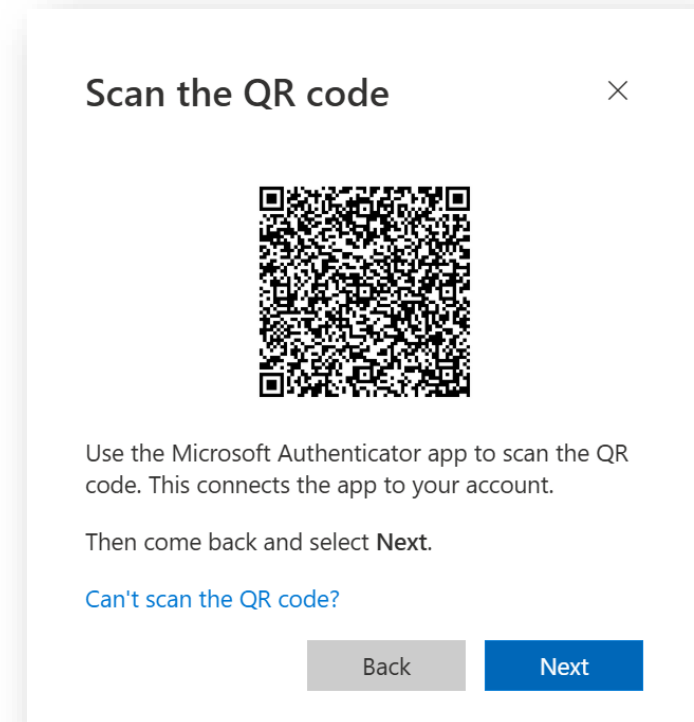
Click on **Allow** to be able to receive the next notifications.



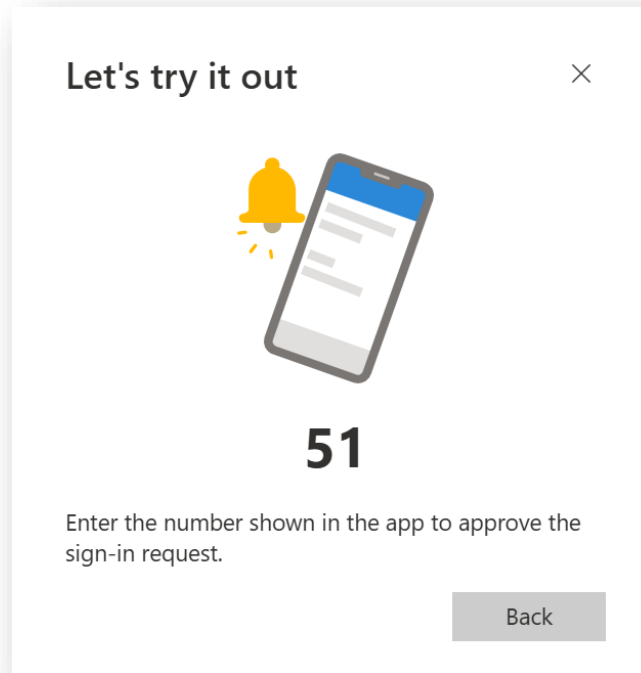
23. Your account will now show in the Microsoft Authenticator Application *(on your mobile device)*.



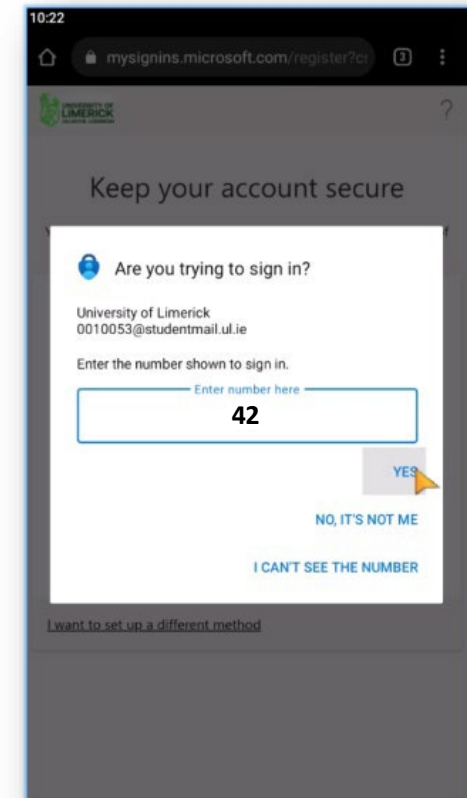
24. Go back to your browser on your computer and click on **Next**.



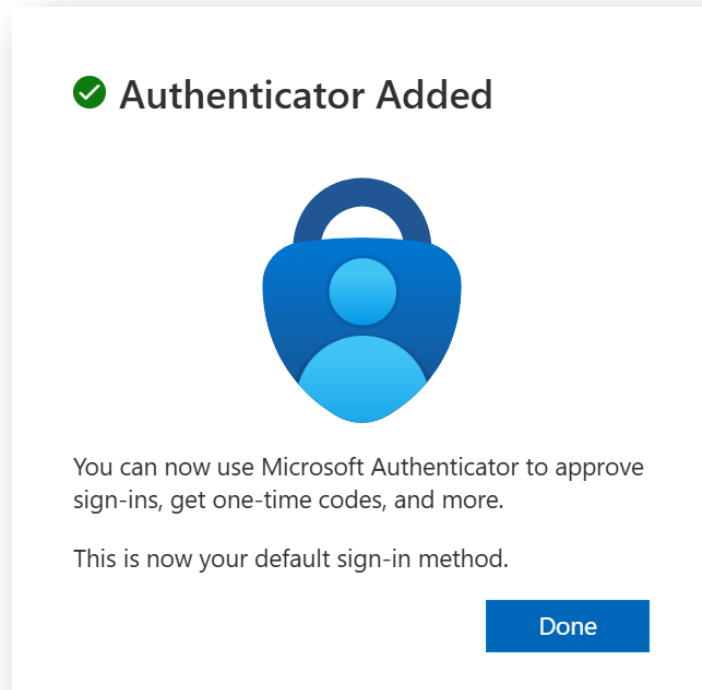
25. A notification is sent to your mobile device.



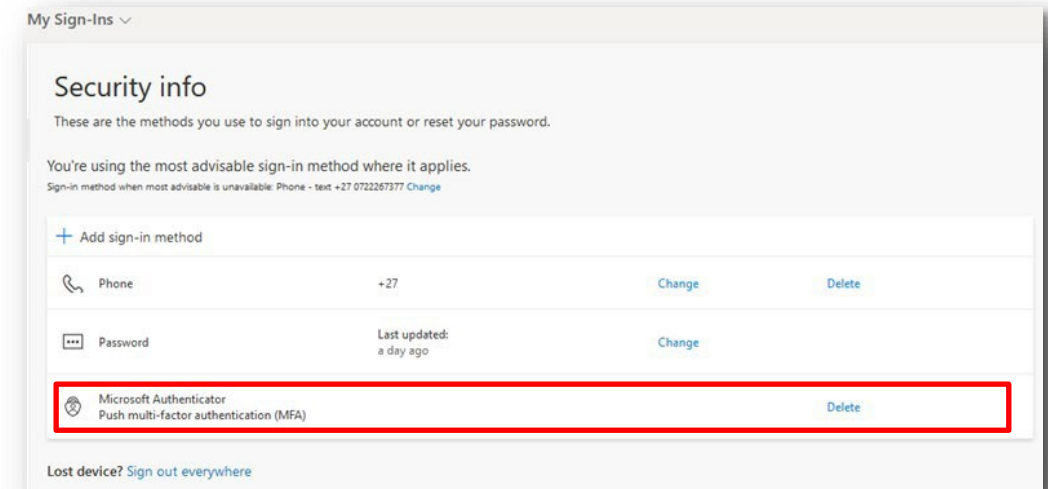
26. Enter the number on your mobile device that was sent from the browser and click on **Yes** to sign in.



27. The notification was approved, click on **Done**.

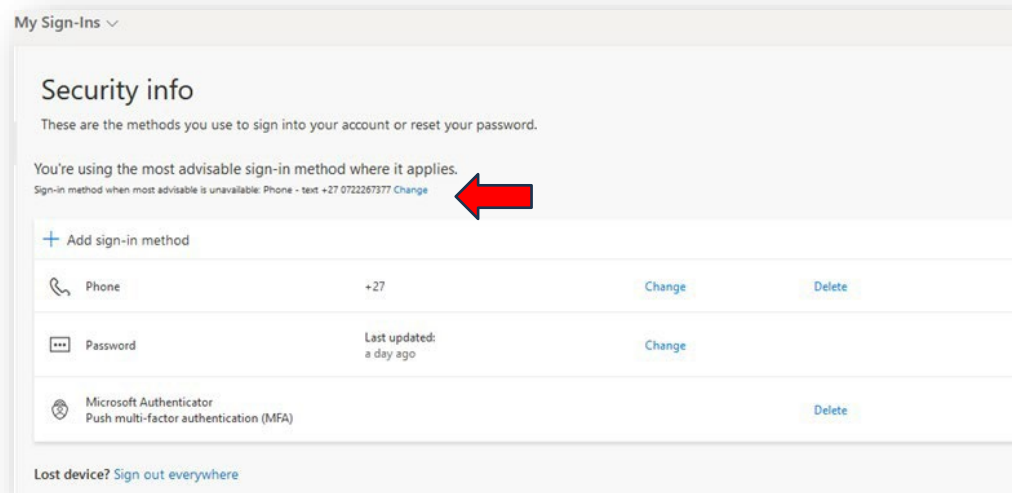


28. The Microsoft Authenticator Application is now added as a method as shown in your browser.



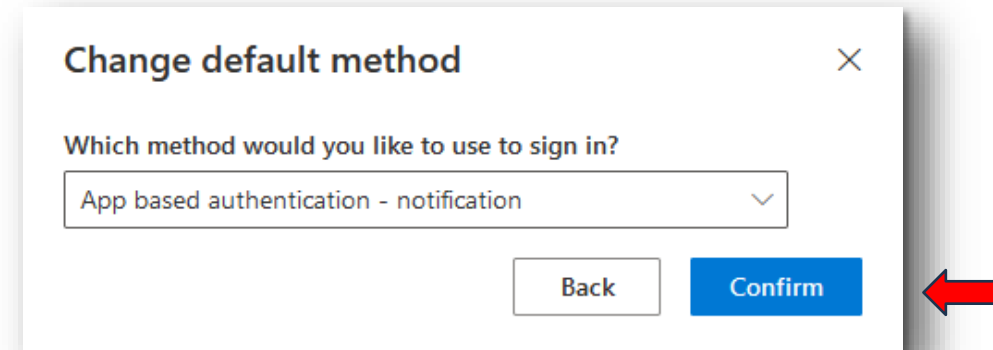
29. The last step is to make the Microsoft Authenticator Application your default method of authentication.

In your browser where your methods shows, Click on **Change**.



30. Select the **App based authentication – notification**, click on **Confirm** close the browser.

You are now ready to authenticate with the Microsoft Authenticator Application when requested.



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Prerequisites to the Google Authenticator Application

1. An active Gmail address (Google Account). Follow the link to [create a new Google Account](#).
2. Have the GBox application already downloaded from the app store and installed on your smart mobile device.



[ICT Partner portal](#)



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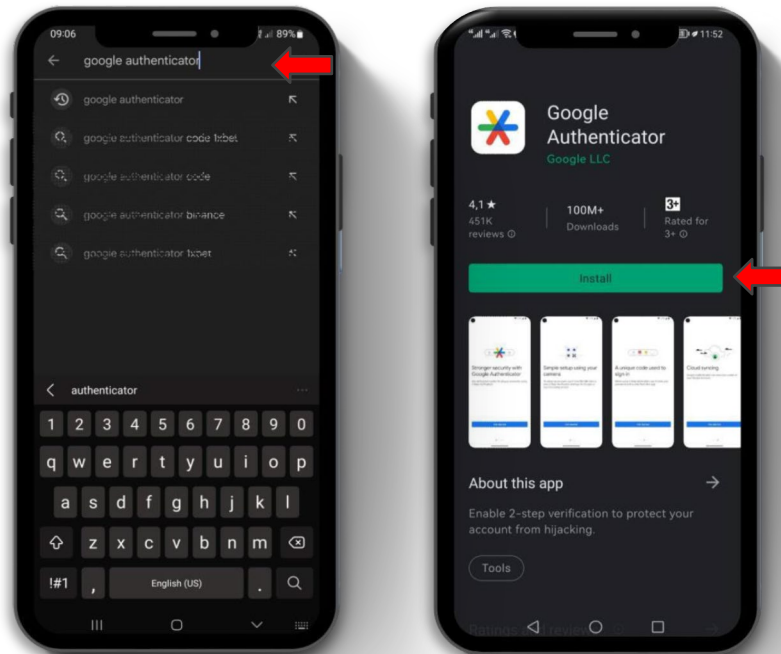
Google Authenticator Application

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16 Easy steps

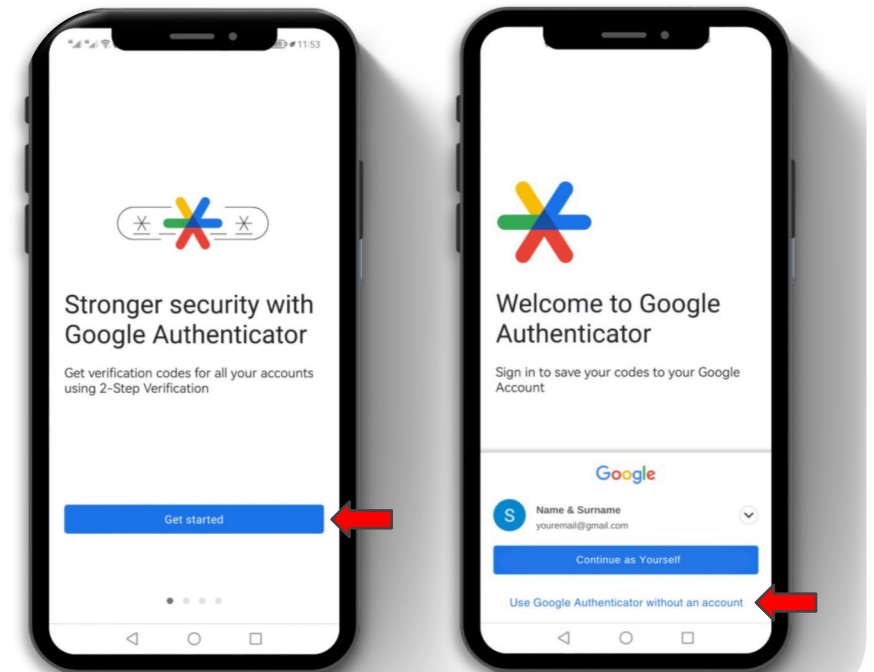
1.

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

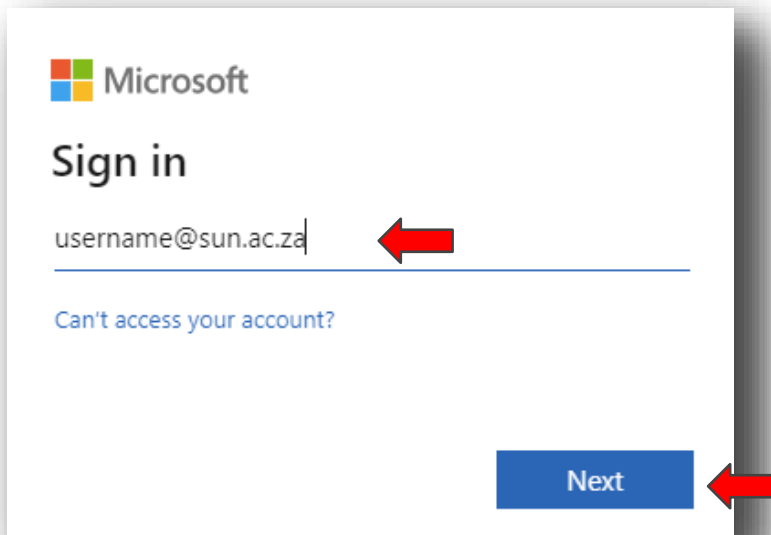


Your app is not complete, verify via your old method of authentication.

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**.

A screenshot of the Microsoft Sign in page. The Microsoft logo is at the top left. Below it, the text "Sign in" is displayed. Underneath, there is a text input field containing "username@sun.ac.za". A red arrow points to this field. Below the input field is a link that says "Can't access your account?". At the bottom right of the form is a blue button labeled "Next". A red arrow points to this button.

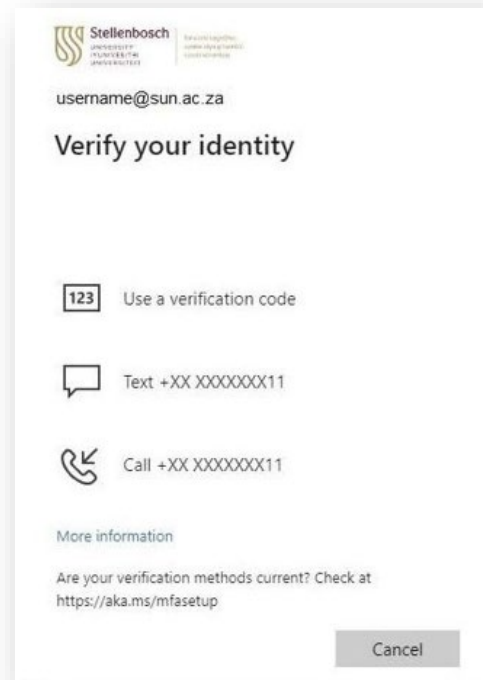
4.

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

A screenshot of the Stellenbosch University login page. At the top is the Stellenbosch University logo and tagline. Below that, the email address "username@sun.ac.za" is displayed with a back arrow. The main heading is "Enter password". Below this is a password input field with dots and a red arrow pointing to it. Underneath the password field are links for "Forgot my password" and "Sign in with a security key". At the bottom right is a blue button labeled "Sign in" with a red arrow pointing to it. At the very bottom, there is a footer note: "To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/password".

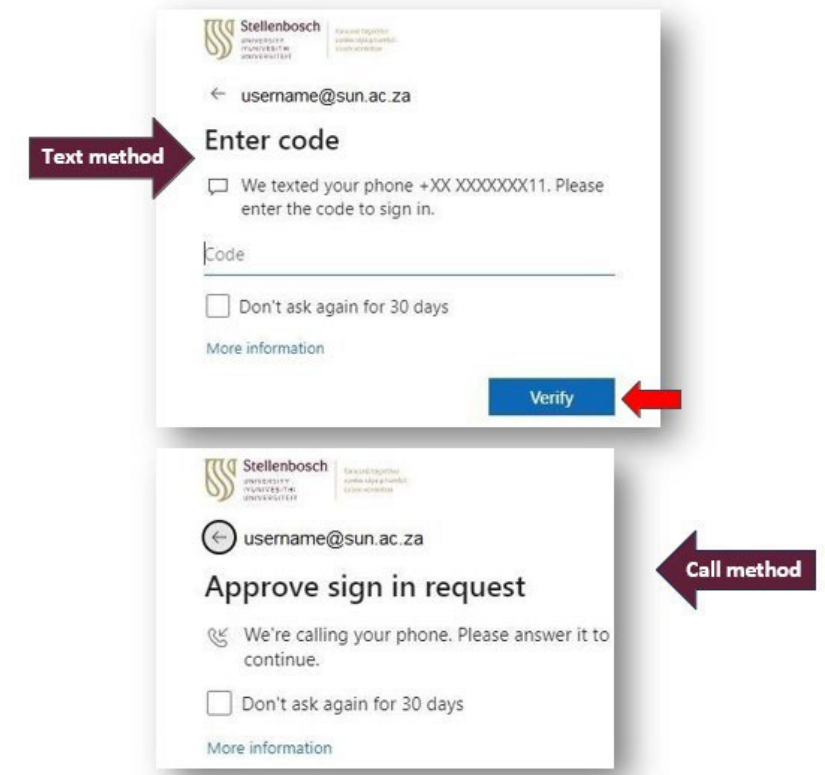
5.

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.

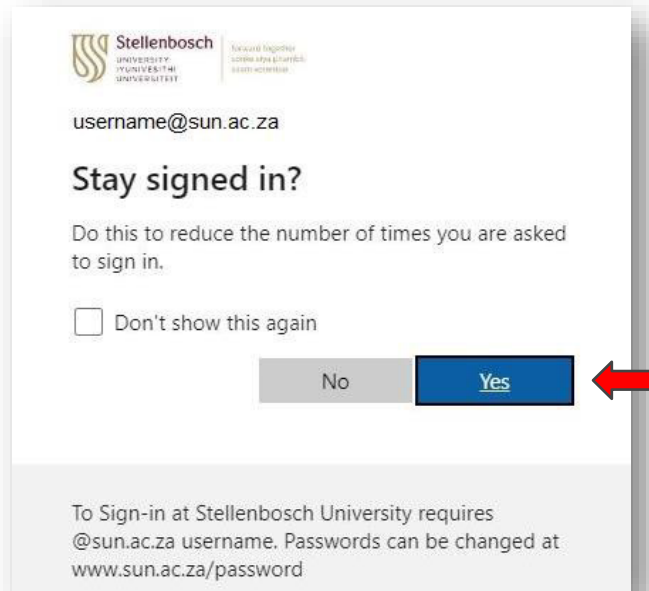


Google Authenticator Application

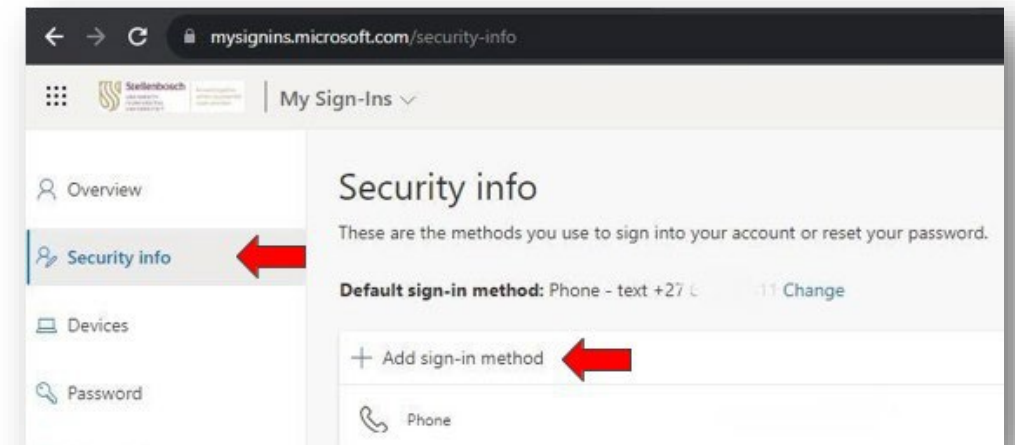
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16 Easy steps

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



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



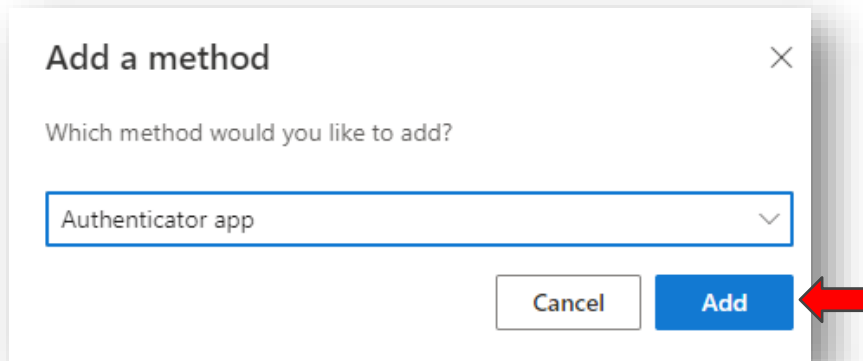
Google Authenticator Application

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16 Easy steps

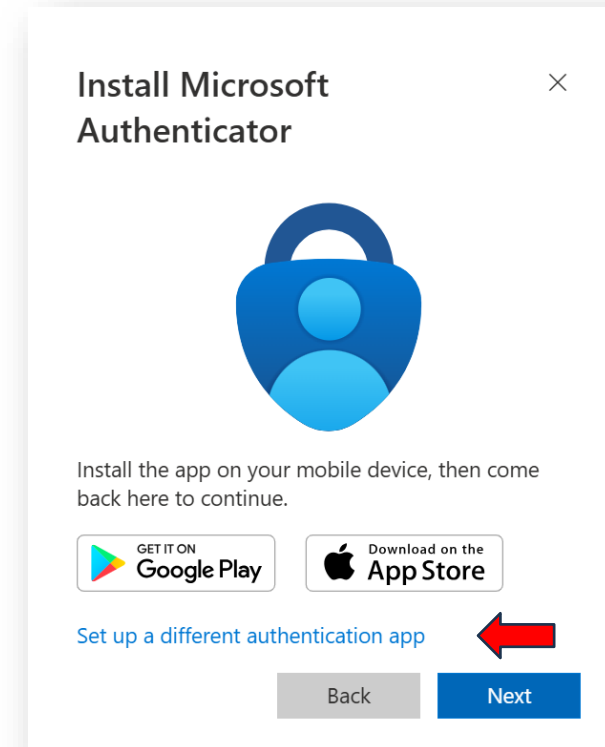
9.

Choose Authenticator app and click on **Add**.

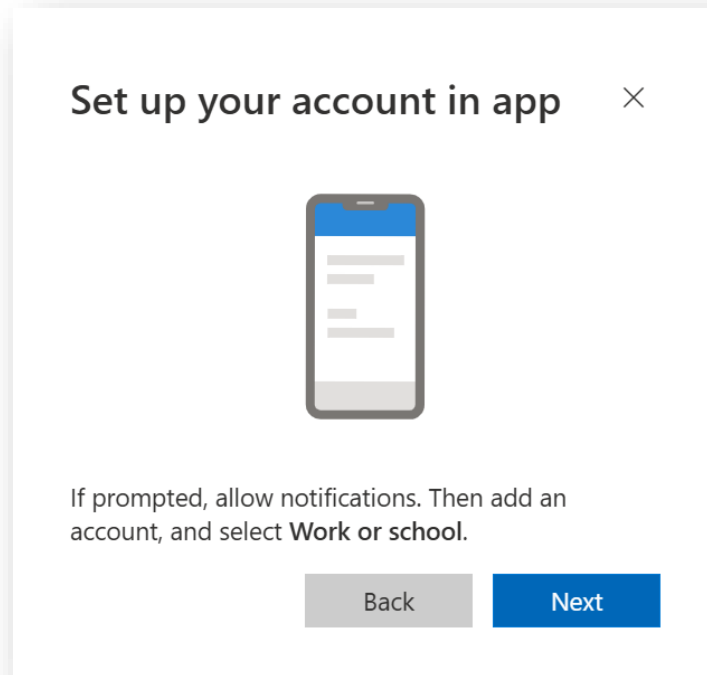


10.

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



11.

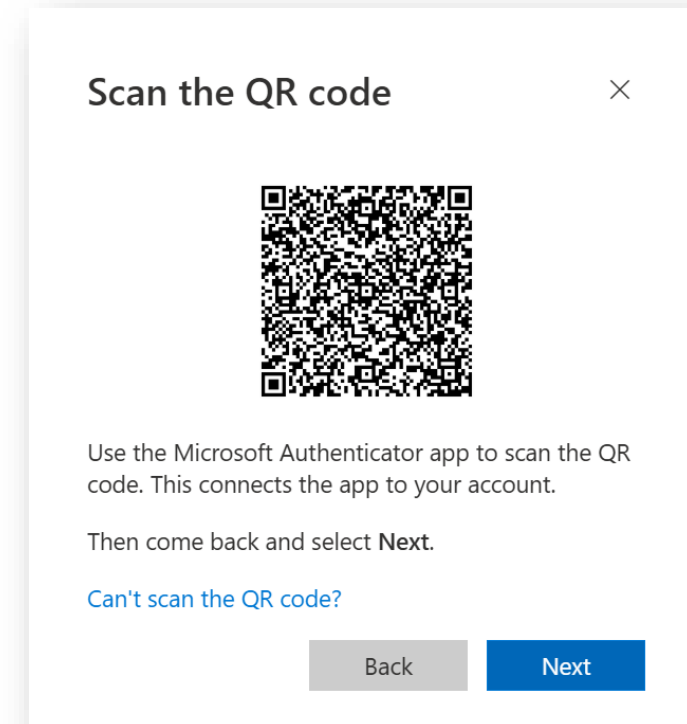
Select **Next**.

12.

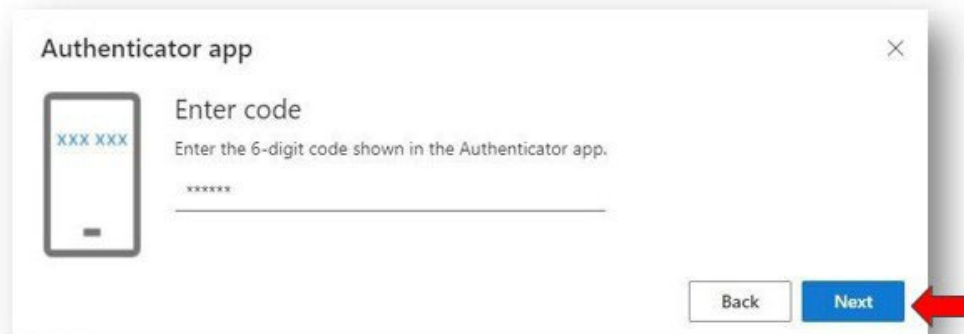
Open the Google Authenticator app on your phone and use your phone to scan the QR code shown on your computer.

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

Select **Next** on your computer.



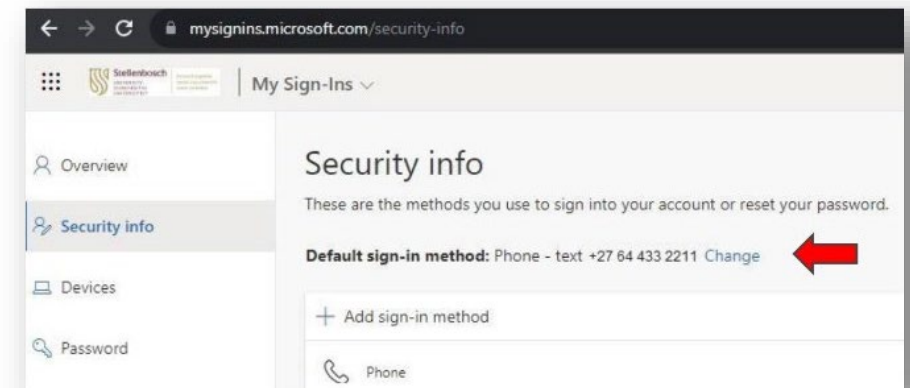
13. Enter the 6-digit code from the Google Authenticator app and click **Next**.



14. *Although you added the authentication method, you still must change the default sign-in method.*

Go back to the Security Information on the <https://mysignins.microsoft.com> page to change your sign in method.

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



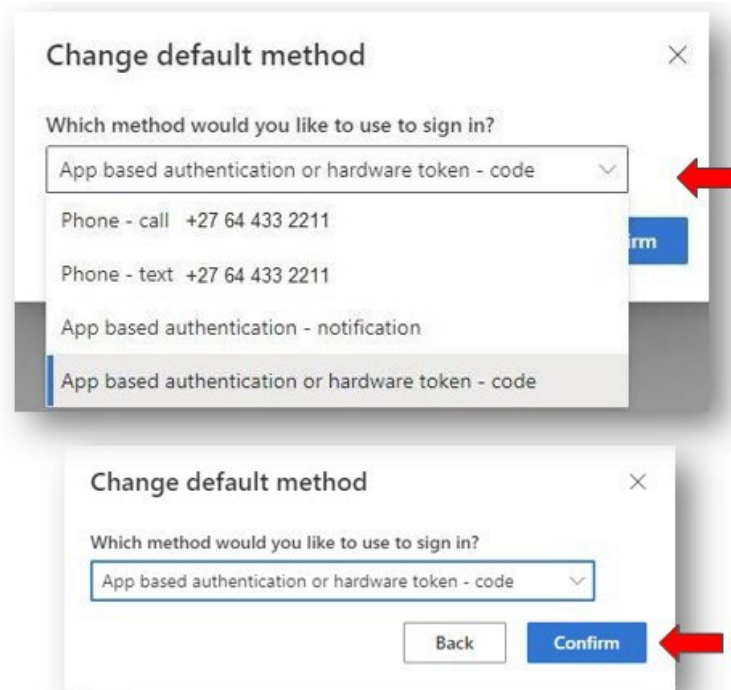
Google Authenticator Application

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16 Easy steps

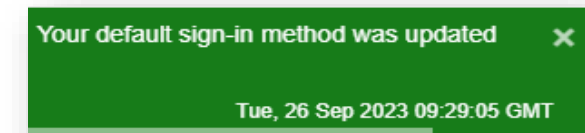
15.

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.



The default sign-in method has changed to the Authenticator application or hardware token - code



Your MFA should now be successfully setup using the Authenticator application.



Hardware Token

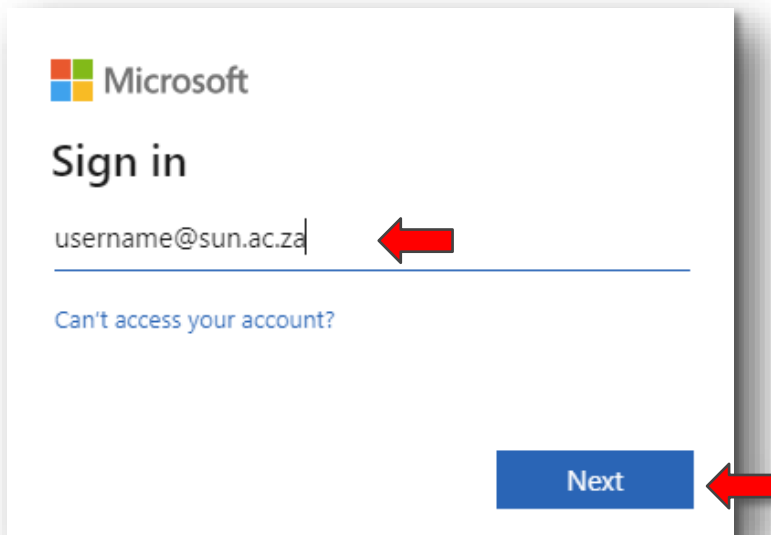
1/12

24 Easy steps

IMPORTANT: You must be enabled to use a FIDO key with your university credentials. Log a request on the [ICT Partner Portal](#) to be enabled.

1.

On your computer, open the [MFA Setup](#). You will be prompted to sign in with your Stellenbosch University email address and click on **Next**.

A screenshot of the Microsoft Sign in page. The Microsoft logo is at the top left. Below it, the text "Sign in" is displayed. Underneath, the email address "username@sun.ac.za" is entered into a text field. A red arrow points to the end of the text field. Below the text field is a blue button labeled "Next". A red arrow points to the "Next" button. At the bottom left, there is a link that says "Can't access your account?".

2.

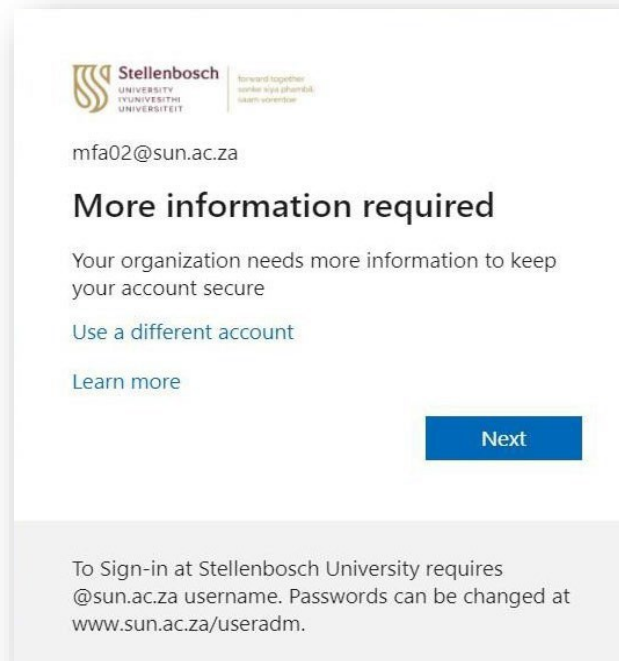
Enter your password and click **Sign in**.

A screenshot of the Stellenbosch University "Enter password" screen. At the top left is the Stellenbosch University logo. Below it, the email address "username@sun.ac.za" is displayed with a back arrow to its left. The main heading is "Enter password". Below this is a password input field with dots and a red arrow pointing to it. Underneath the password field are two links: "Forgot my password" and "Sign in with a security key". At the bottom right is a blue button labeled "Sign in" with a red arrow pointing to it. At the very bottom, there is a footer text: "To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/password".

3.

You will be asked to enable additional security on your account. Click **Next** to proceed to step 4.

If you do not see the below screen, you are already registered for MFA and do not need to do any further steps.



Stellenbosch UNIVERSITY
UNIVERSITEIT STELLENBOSCH

mfa02@sun.ac.za

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

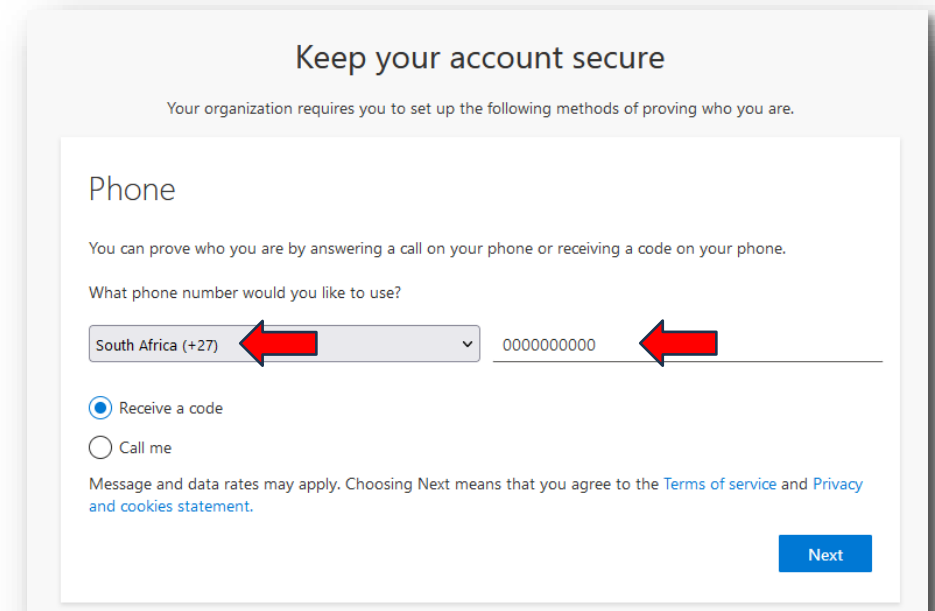
[Learn more](#)

Next

To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/useradm.

4.

Enter your mobile number and click **Next**.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or receiving a code on your phone.

What phone number would you like to use?

South Africa (+27) 0000000000

☒ Receive a code

☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next



Hardware Token

3/12

24 Easy steps

5.


A verification code will be sent to your mobile device. Enter the code and select **Next**.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

We just sent a 6 digit code to +27 0722267377. Enter the code below.



[Resend code](#)

Back

Next


6.

Click **Next** when the code has been verified.


Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

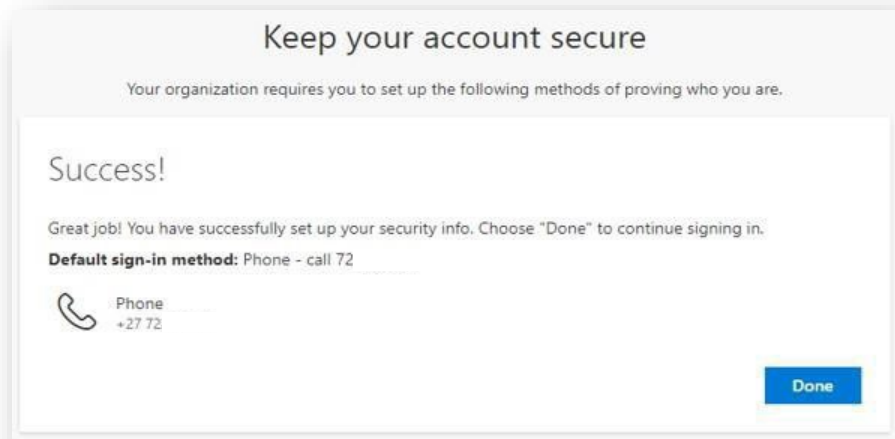
 Verification complete. Your phone has been registered.

Next

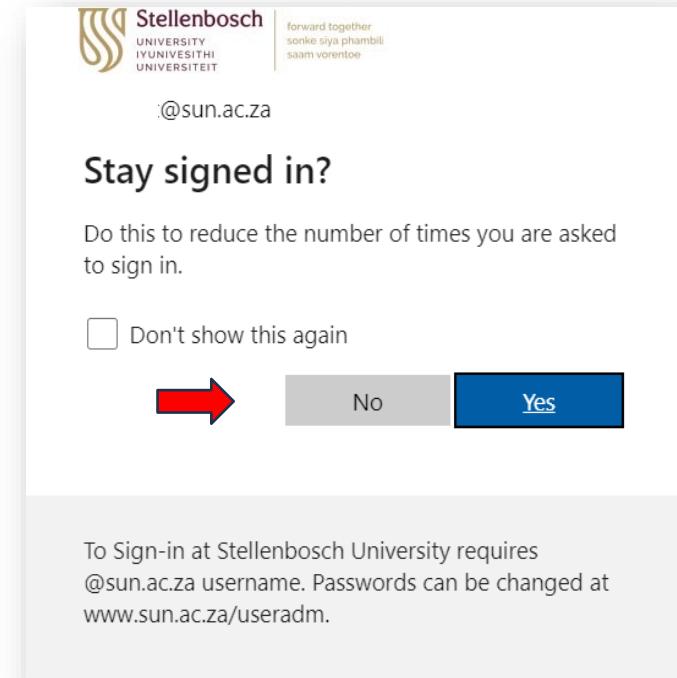




7. Your mobile number has been successfully added as an authentication method. Click **Done**.

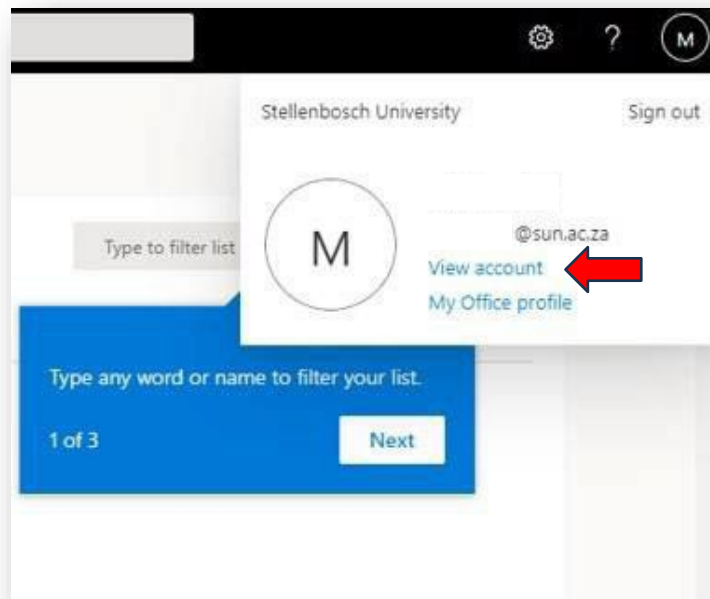


8. When asked if you want to stay signed in, click **No**.



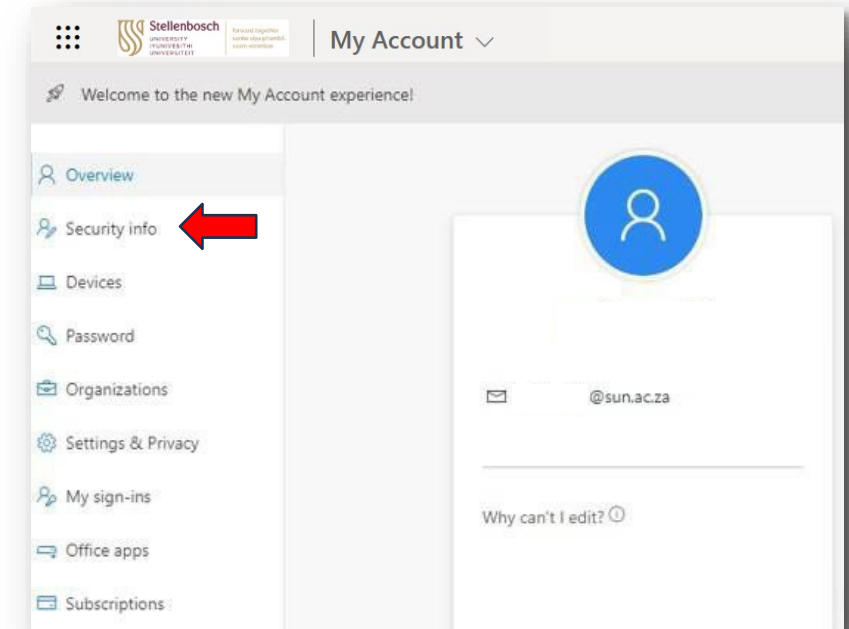
9.

Once signed into your Stellenbosch University account, Select the icon in top right-hand corner and select **View account**.



10.

You will be directed to <https://myaccount.microsoft.com>. Select **Security Info**.



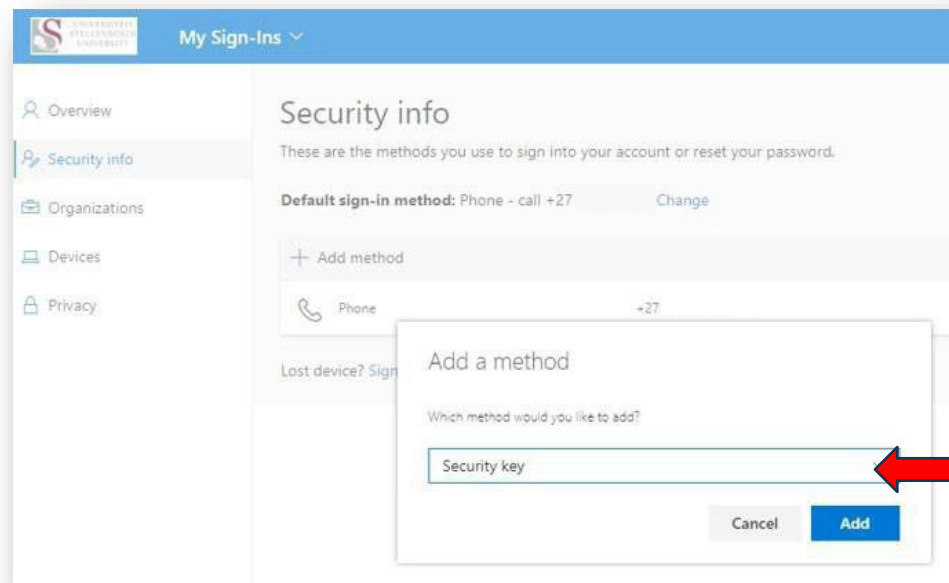
Hardware Token

6/12

24 Easy steps

11.

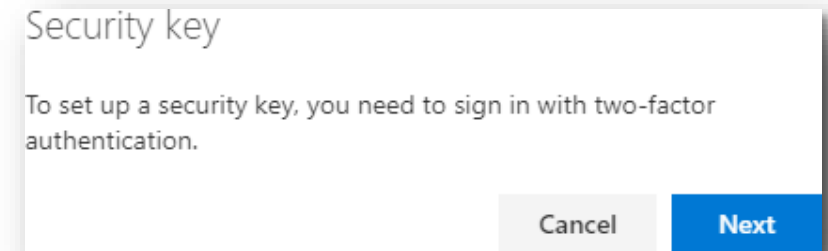
Select **Add a Method** and select **Security Key** from the drop- down menu. Click **Add**.



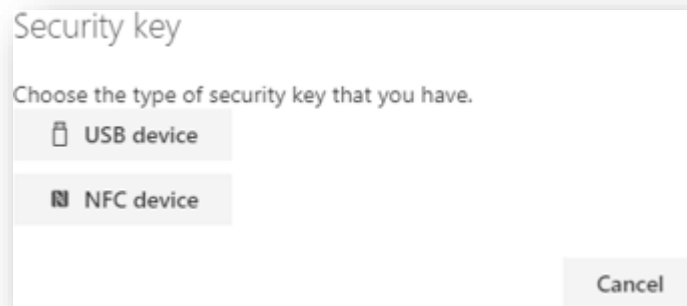
12.

You will be prompted again to authenticate. Depending on your method, you will either receive a phone call or a SMS.

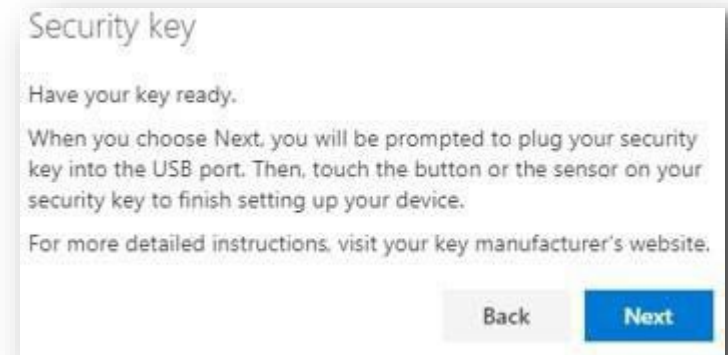
Follow the prompts.



13. Select your type of security key.
In this example we will use a USB device option.



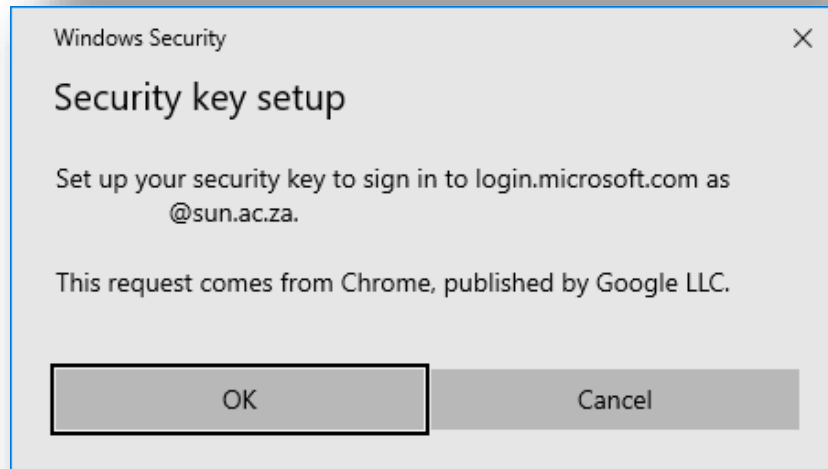
14. Have your key ready and click **Next**.



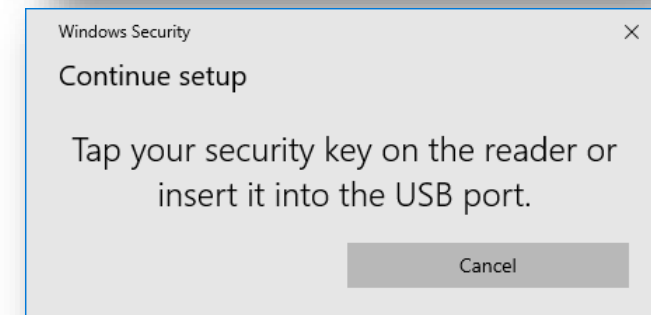
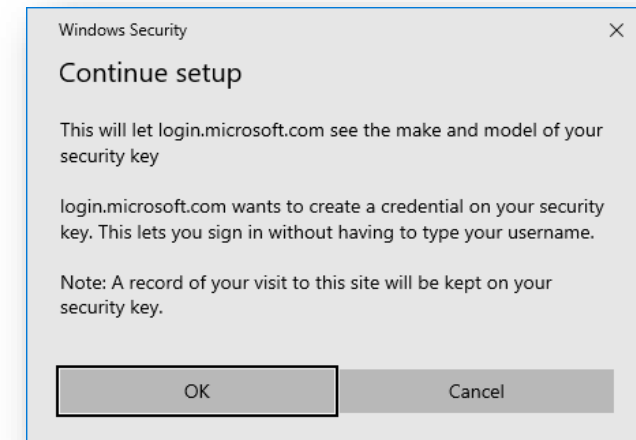
15. Follow the prompts and click **OK** when prompted.

Security key

Your PC will redirect you to a new window to finish setup.

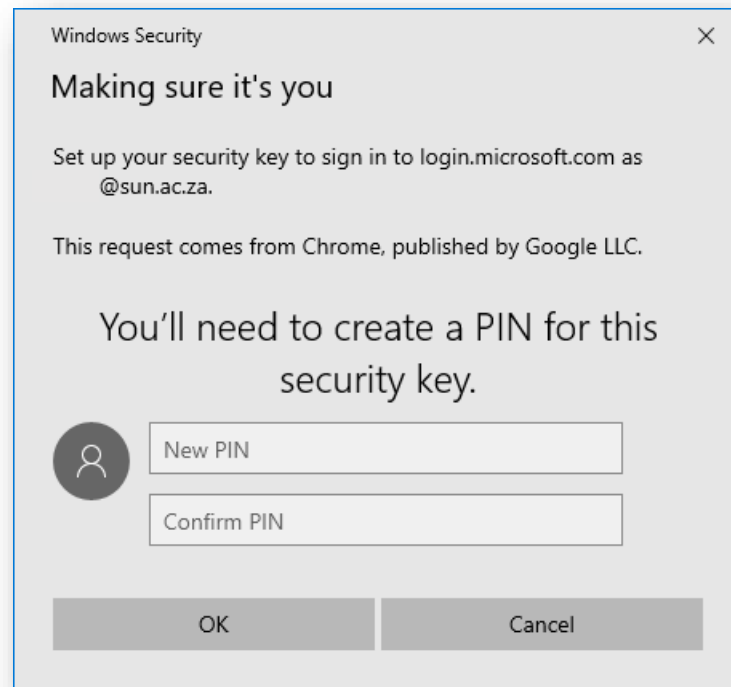


16. You will need to create a PIN for the security key. Enter one and click **OK**.



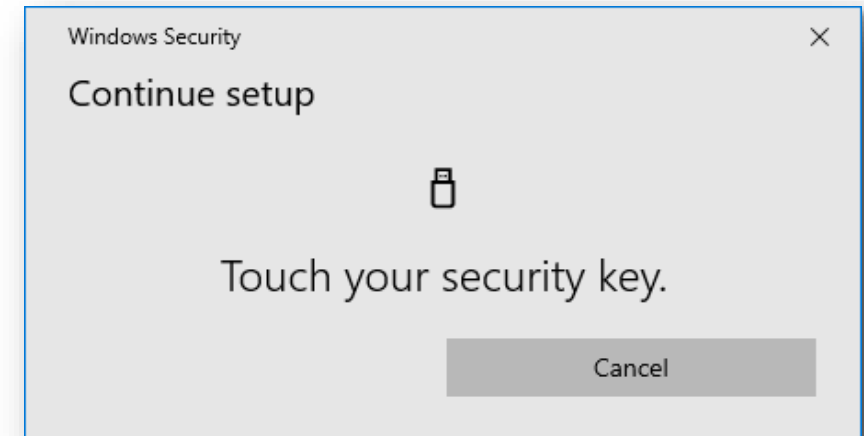
17.

You will need to create a PIN for the security key. Enter one and click **OK**.



18.

You will be requested to touch the security key.



19. Once the device has been verified, you will be prompted to give your key a name.

Security key

Name your security key. This will help distinguish it from other keys.

Yubikey

Cancel

Next



20. You're all set. Click **Done**.

Security key

You're all set!

You can use your security key instead of a username and password the next time you sign in.

Be sure to follow your security key manufacturer's guidance to perform any additional setup tasks such as registering your fingerprint.

Done

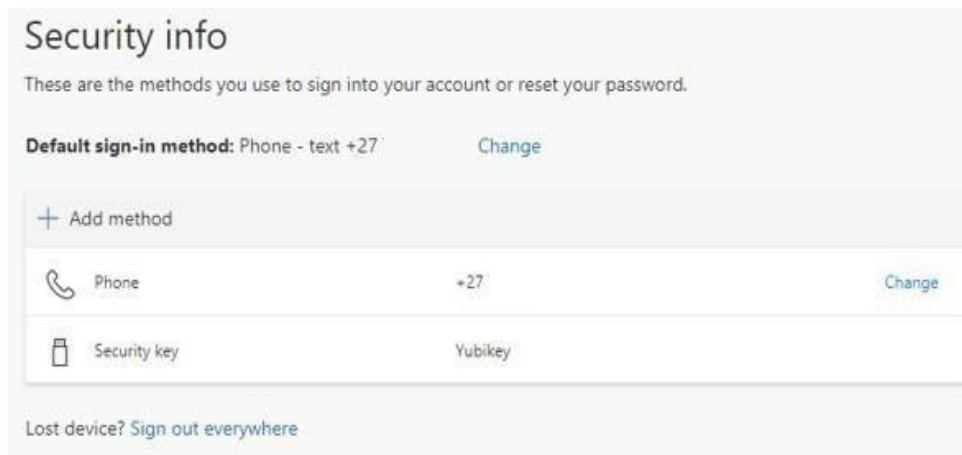


Hardware Token

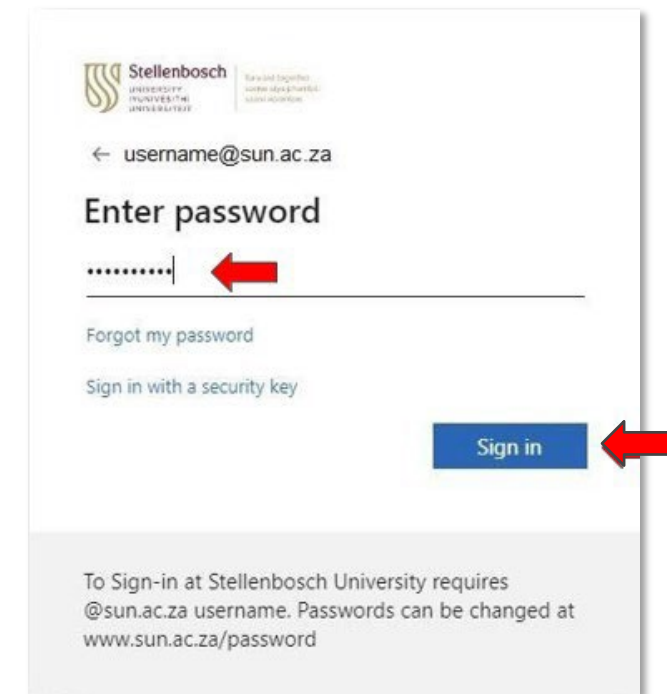
11/12

24 Easy steps

21. The newly added security key will be listed among your allowed sign-in methods.

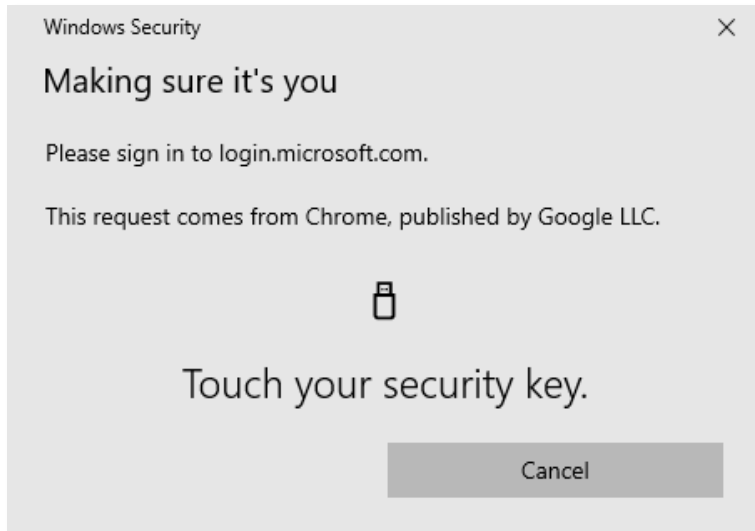


22. When you are prompted to enter the password, you can simply insert the hardware token (security key) in the USB port and click on **Sign in**.



23.

Touch the key on the allocated spot as before.



24.

All set, you are now signed in using a security key!



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Frequently Asked Questions

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2. How do I change my default sign-in authentication method?
3. How do I install GBox?

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[What is MFA?](#)

[What must I do?](#)

[Microsoft Authenticator Application](#)

[Google Authenticator Application](#)

[Hardware Token](#)

[FAQ](#)



[ICT Partner portal](#)



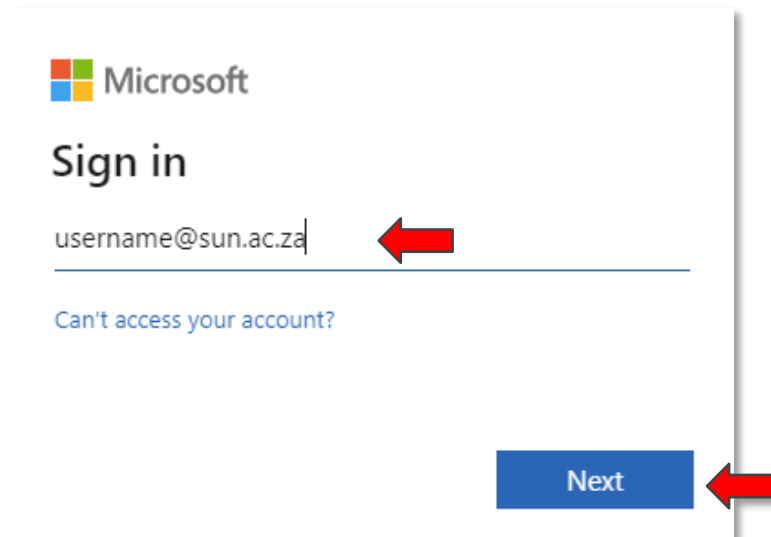
021 8084367

How do I add a second authentication method?

1.

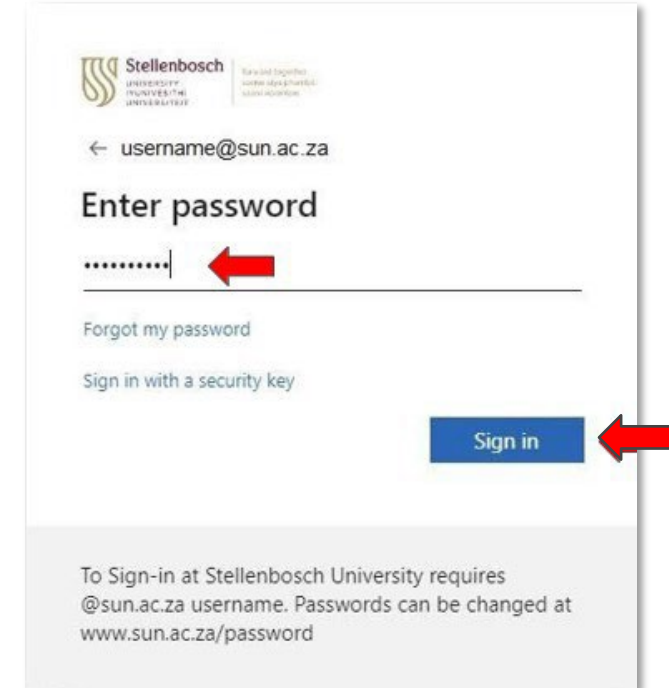
On your desktop, open your browser and type the following address: <https://mysignins.microsoft.com>.

You will be prompted to sign in with your Stellenbosch University email address. Click **Next**.

A screenshot of the Microsoft Sign in page. The Microsoft logo is at the top left. Below it, the text "Sign in" is displayed. Underneath, the email address "username@sun.ac.za" is entered into a text field. A red arrow points to the end of the text field. Below the text field, there is a link that says "Can't access your account?". At the bottom right of the sign-in area, there is a blue button labeled "Next". A red arrow points to this button.

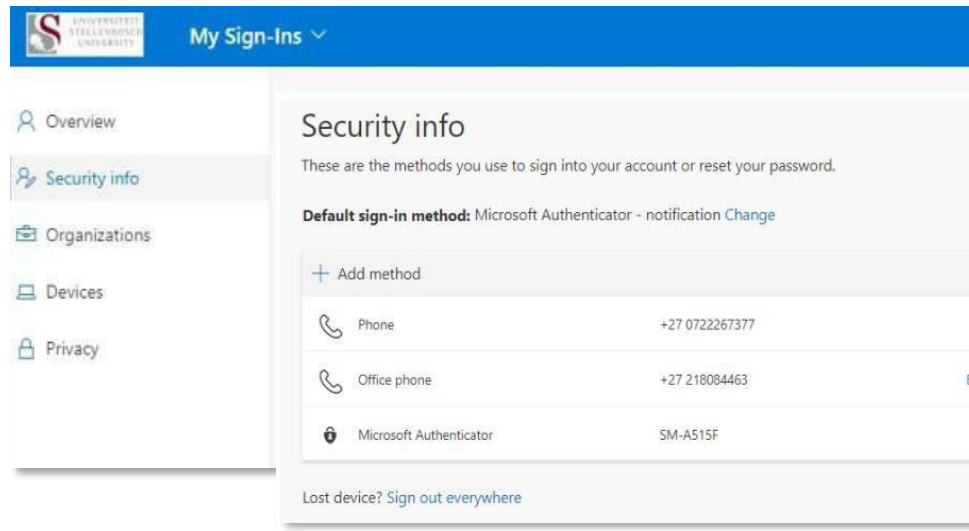
2.

Enter your password and click **Sign in**.

A screenshot of the Stellenbosch University password entry page. At the top left is the Stellenbosch University logo. Below it, the email address "username@sun.ac.za" is displayed with a back arrow to its left. The main heading is "Enter password". Below this is a password input field with dots and a red arrow pointing to it. Underneath the password field are two links: "Forgot my password" and "Sign in with a security key". At the bottom right, there is a blue button labeled "Sign in" with a red arrow pointing to it. At the very bottom, there is a footer text: "To Sign-in at Stellenbosch University requires @sun.ac.za username. Passwords can be changed at www.sun.ac.za/password".

3.

Once signed in, your Security Info will display with all the authentication methods you have registered. Left click on **Add method**.

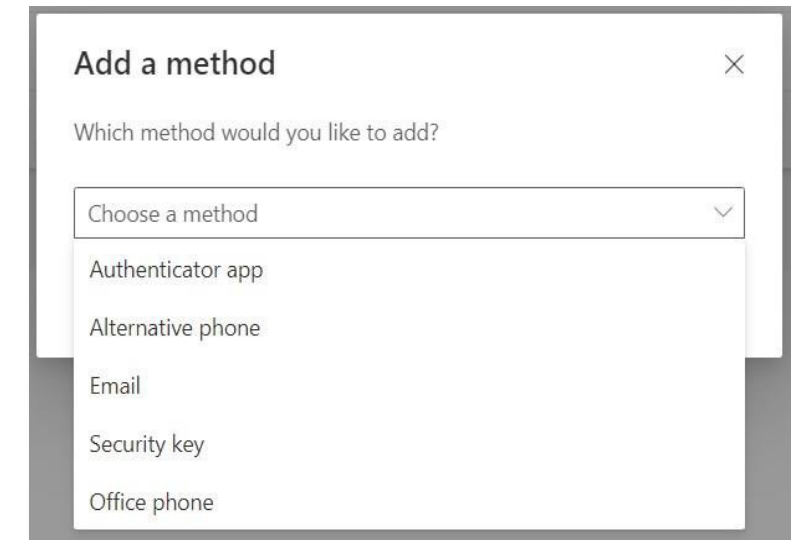


4.

Left click on the drop-down menu, select the method you want to add and click on **Add**.

We recommend the **Microsoft Authenticator** Application as a method.

Follow the steps for the chosen method as indicated in the steps provided in this document.

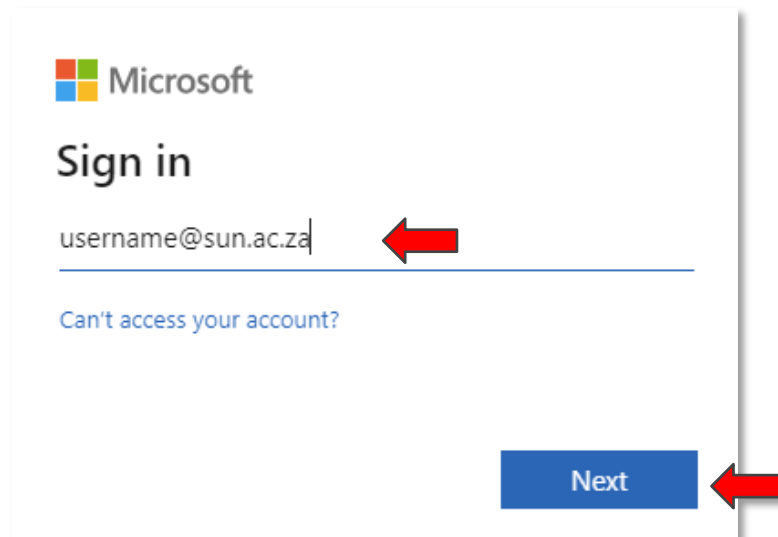


How do I change my default authentication method?

1.

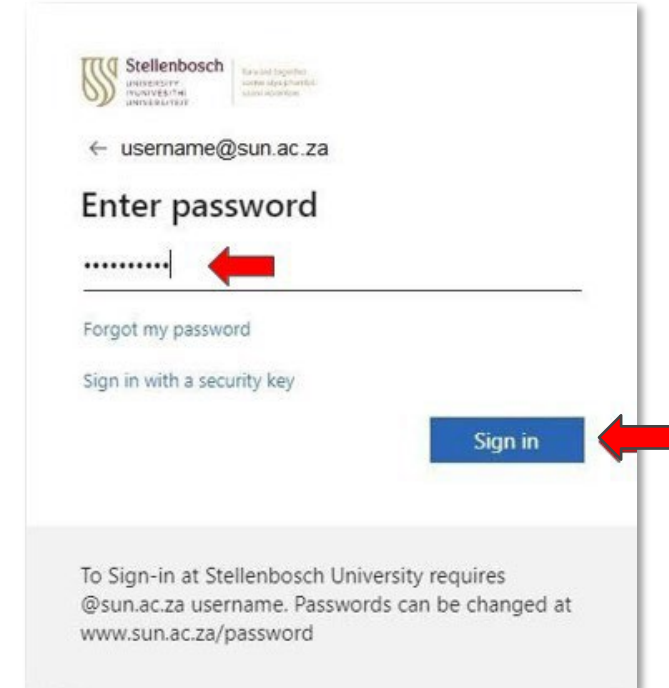
On your desktop, open your browser and type the following address: <https://mysignins.microsoft.com>.

You will be prompted to sign in with your Stellenbosch University email address. Click **Next**.

A screenshot of the Microsoft Sign in page. At the top is the Microsoft logo. Below it, the text "Sign in" is displayed. Underneath, there is a text input field containing "username@sun.ac.za". A red arrow points to this field. Below the input field is a link that says "Can't access your account?". At the bottom right of the sign-in area is a blue button labeled "Next". A red arrow points to this button.

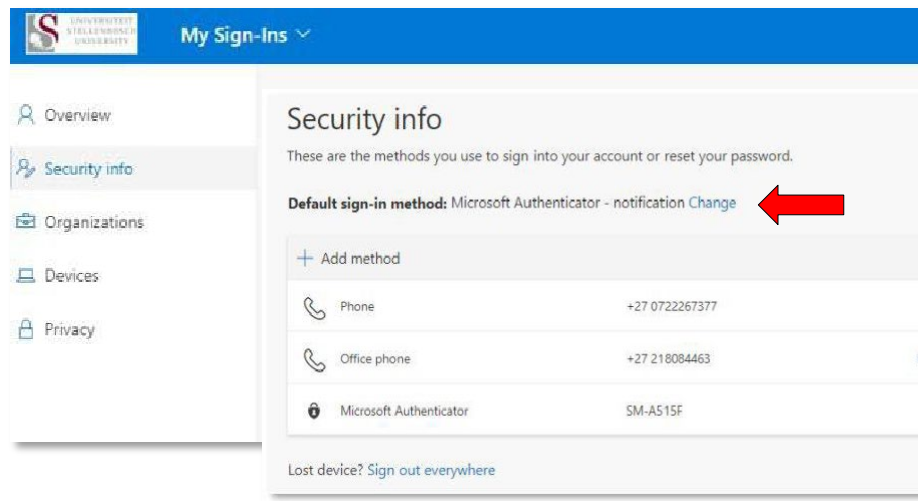
2.

Enter your password and click **Sign in**.

A screenshot of the Stellenbosch University password entry screen. At the top is the Stellenbosch University logo and tagline "For a world together, we are unstoppable". Below this, the email address "username@sun.ac.za" is displayed with a back arrow to its left. The main heading is "Enter password". Below this is a password input field with masked characters ".....". A red arrow points to this field. Underneath the password field are two links: "Forgot my password" and "Sign in with a security key". At the bottom right is a blue button labeled "Sign in". A red arrow points to this button. At the very bottom, 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".

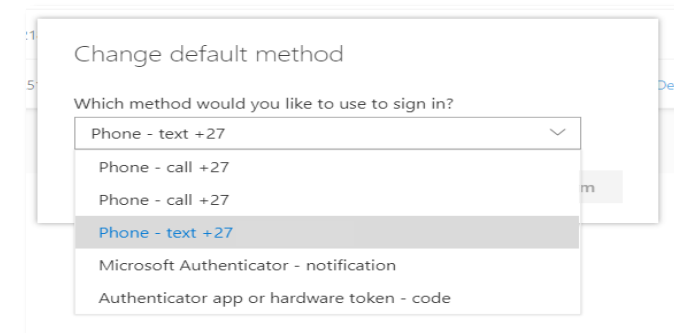
3.

Once signed in, your Security Info will display with all the authentication methods you have registered. Left click on **Change**.

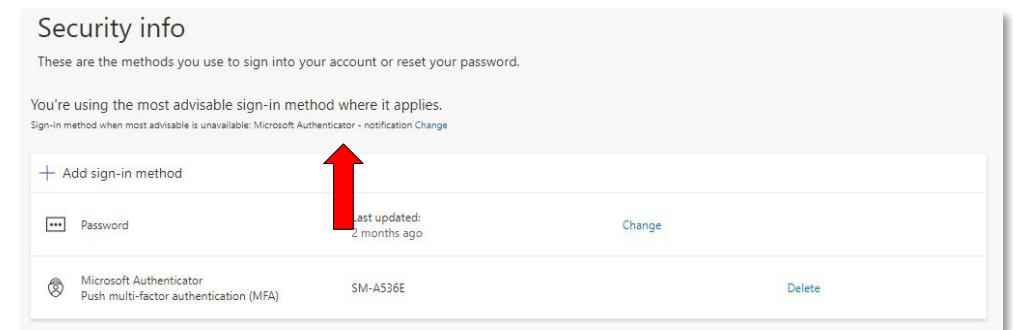


4.

Left click on the drop-down menu and see all the available methods. Select the method of your choice and click **Confirm**.



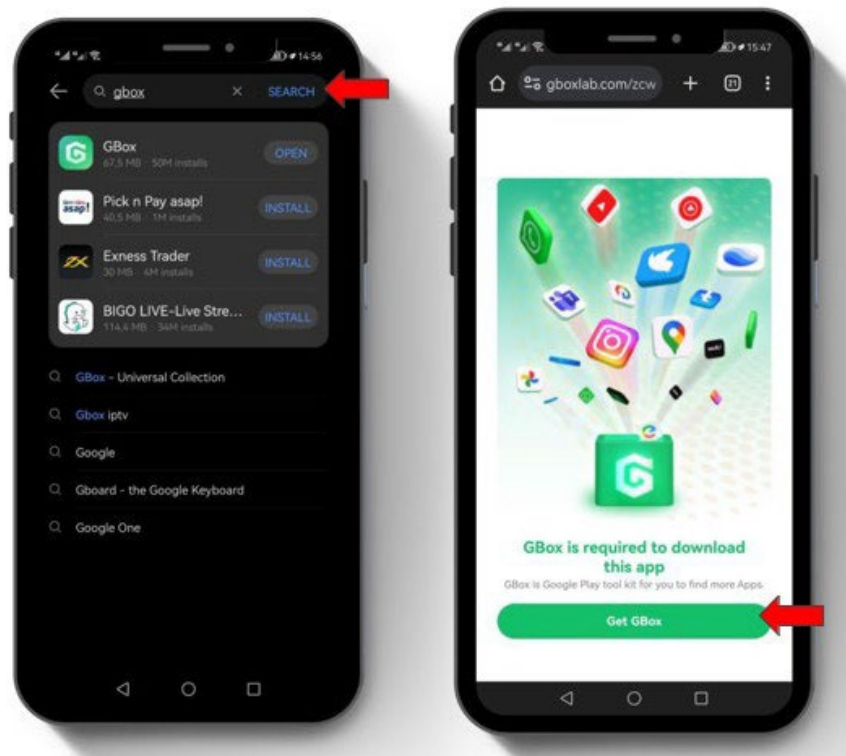
Your new default method will display here:



How do I install GBox?

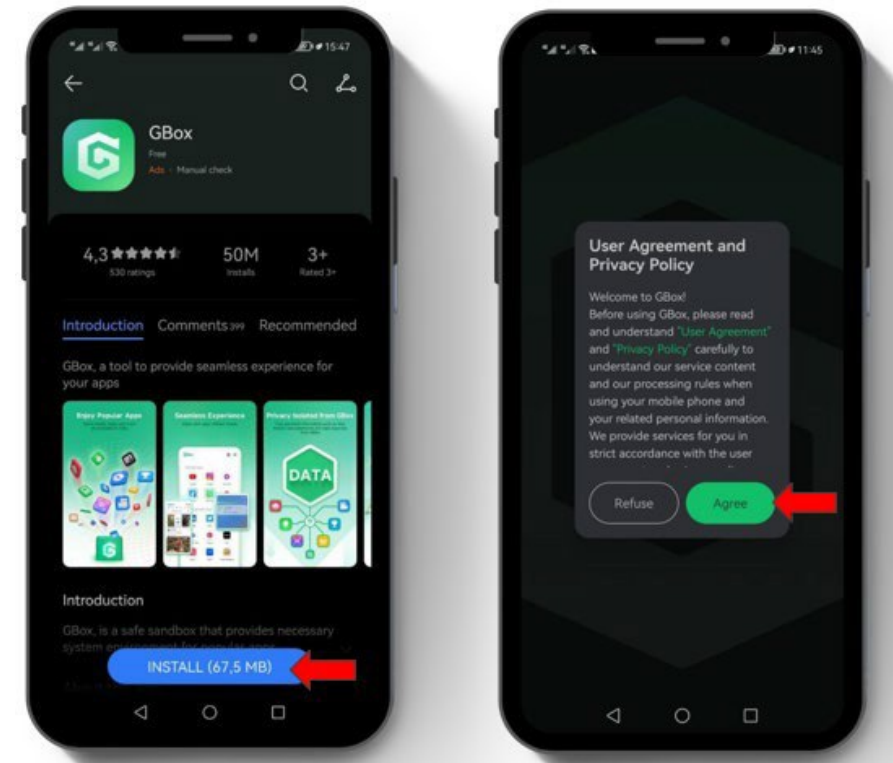
1.

In your app store, search for Gbox and click on **Get Gbox**.



2.

Select **Install** and click on **Agree**



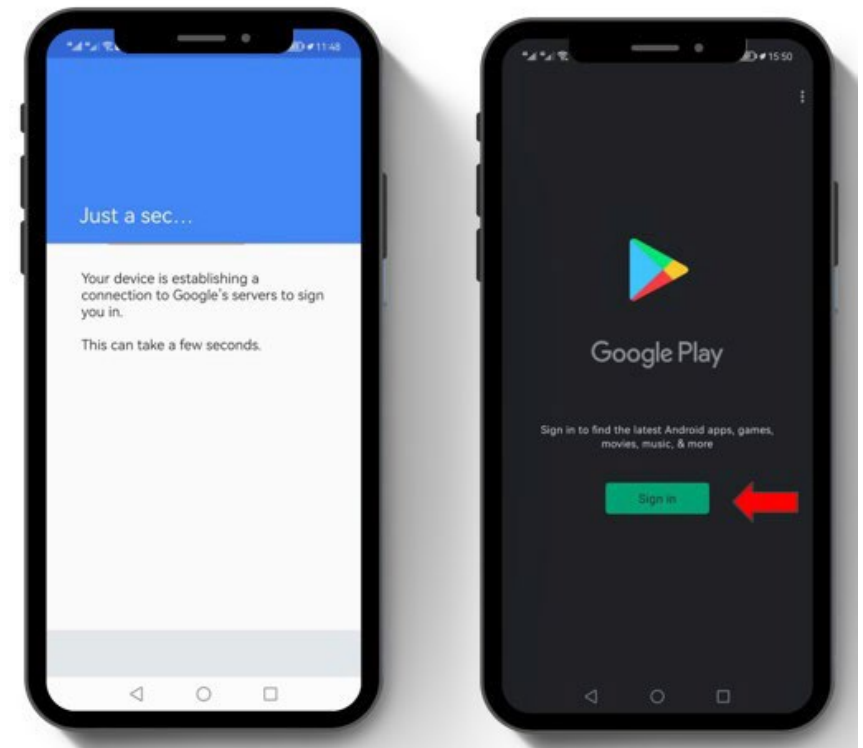
3.

Go to the magnifying glass icon and search google authenticator.



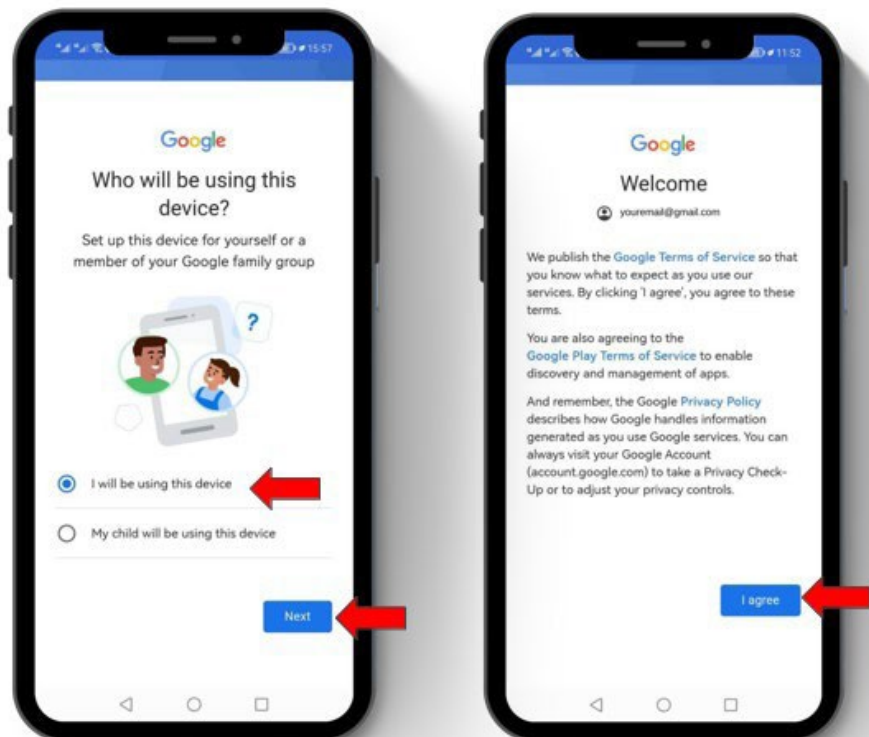
4.

Click on **Sign in**.



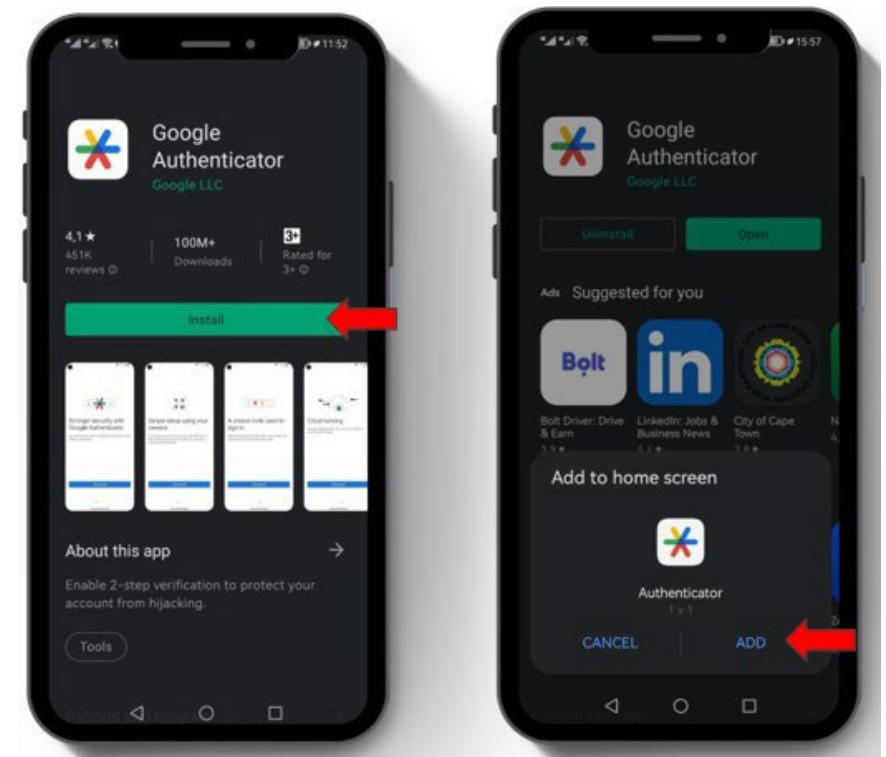
5.

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

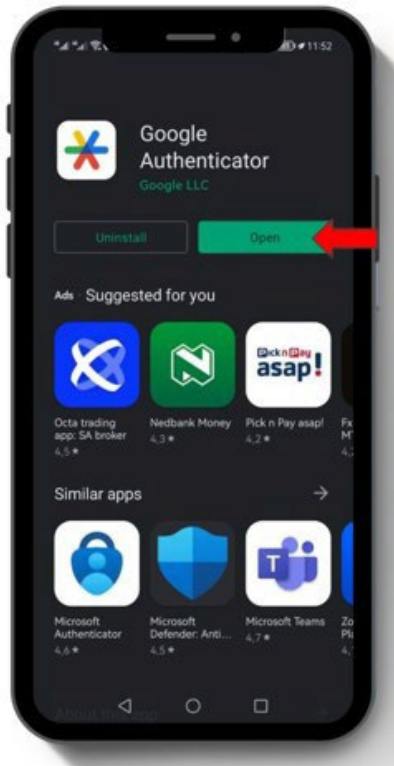


6.

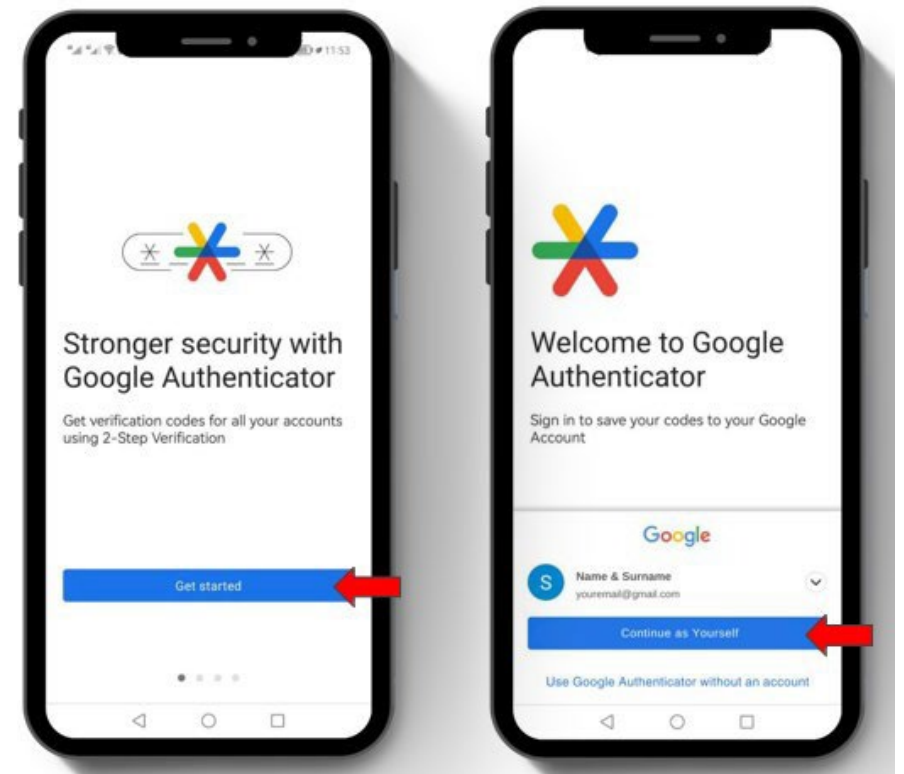
Click on Install and select **ADD**, to add the Authenticator app to your home screen.



7.

Select **Open**.

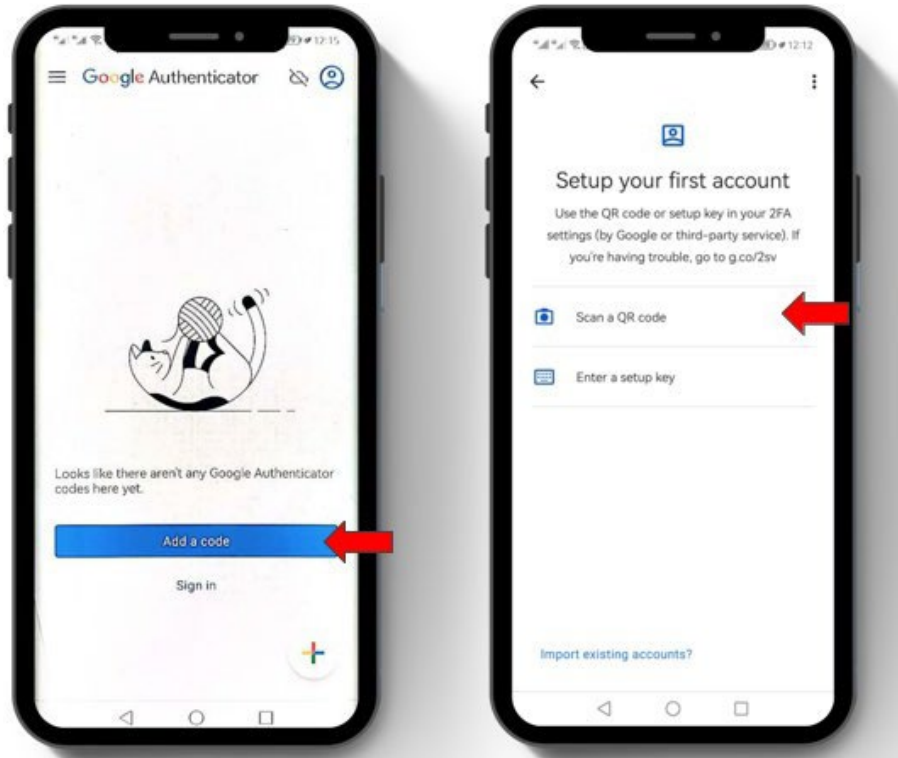
8.

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

NB! Every time you want to authenticate you need to open GBox

9.

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



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.

