

Setting up MFA using the Microsoft Authenticator app

For this method you will need a smartphone on which you can download an app.

We are upgrading our systems to improve the way we work with each other, while increasing our security to meet Cyber Essentials Plus. This will be the first steps to a more modern desktop environment and single sign on.

Below are the steps to guide you through setting up Multi-Factor Authentication (MFA) and Self Service Password Reset (SSPR) using the Microsoft Authenticator App.

Your new email account

In order to standardise our systems, we will be changing all wea.org.uk email accounts to wea.ac.uk. However, these will keep the same format, for example:-

sgoulden@wea.org.uk will change to sgoulden@wea.ac.uk

s.wilcox@wea.org.uk will change to s.wilcox@wea.ac.uk

Joe.Bloggs@wea.org.uk will change to Joe.Bloggs@wea.ac.uk

Your existing emails and contacts will be copied from your wea.org.uk account to your new wea.ac.uk account, so you will not lose any of your current information.

When your account is activated, you will receive an email to your current wea.org.uk account. This will include your new account details and password. When you first log in you will need to set up Multi-Factor Authentication (MFA) and reset your password. Below are the steps you will need to take.

Multi Factor Authentication (MFA)

Multi-factor authentication is a layered approach to securing data in which a system requires a user to present a combination of two or more credentials to verify their identity.

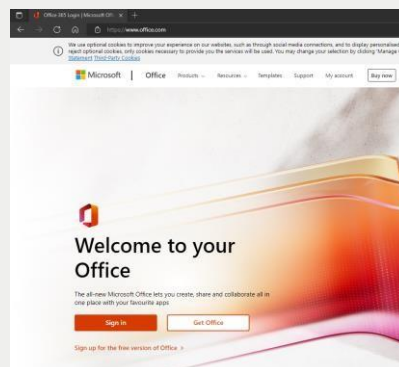
[Click here to find out more.](#)

MFA Authenticator App

The WEA is a charity registered in England and Wales (no. 1112775) and in Scotland (no. SC039239). The Workers' Educational Association is a company limited by guarantee registered in England and Wales (Company Number 2806910). Registered Office address is 4 Luke Street, London, EC2A 4XW.

For this method, you will need your phone and access to a web browser. We recommend using a laptop to access the web for ease, but this could be done on your phone. You will also need to download the Authenticator App, this is included in the steps below.

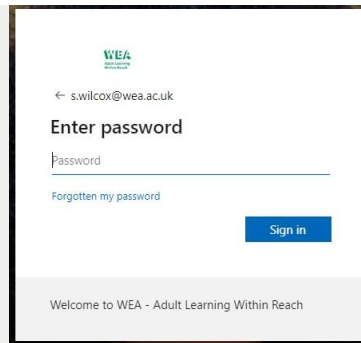
1. On your web browser visit www.office.com. If you are signed into an Office account already, then please sign out.
2. Sign into your new wea.ac.uk email account, using the account information that will have been sent to your wea.org.uk email address from the ICT team. The steps to login can be found below:



Click on the sign in button.

A screenshot of the Microsoft sign-in page. It shows the Microsoft logo and the text 'Sign in'. There is a text input field for 'Email address, phone number or Skype'. Below the input field, there are links for 'No account? Create one!' and 'Can't access your account?'. At the bottom, there are 'Back' and 'Next' buttons. A 'Sign-in options' link is also visible at the bottom.

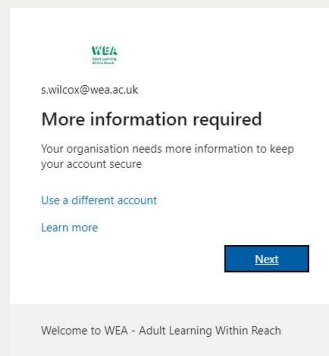
Enter your new wea.ac.uk email address.



Enter the password for your wea.ac.uk account that you have been given in the same email sent by the ICT team, which includes your login details. (Please note that you will be asked to change this later as part of the process)

Click on the sign in button.

3. You will then be prompted for more information.



Click on the next button.



4. You will now need to download the Microsoft Authenticator app, this is free and can be found on the Play Store for Android phones or the App Store for Apple phones.

Alternatively, if your phone camera can pick up QR codes, you can scan the code in the image below. This will automatically take you to download page for your device. A new tab will open up where you can scan the QR code to download the app.



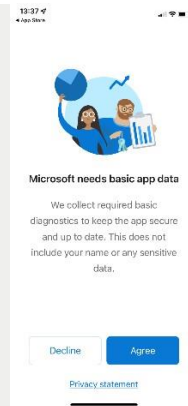
Hit the download option.



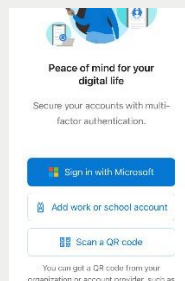
5. Once the download has been completed and the app is installed, open the app on your phone and follow the steps below.



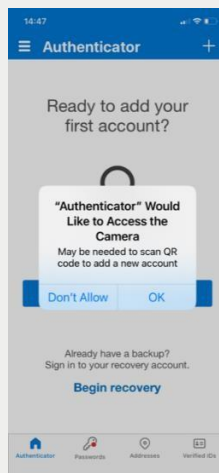
Click agree.



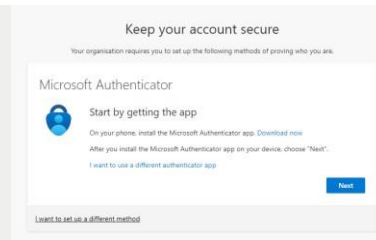
Click on the Scan a QR code button.



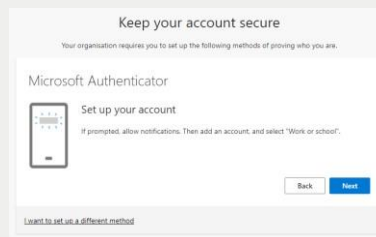
A message will pop up on your phone saying Authenticator would like to access your camera, please click ok.



6. Back on your computer, select the open tab to get back to the screen below and click on the next button.



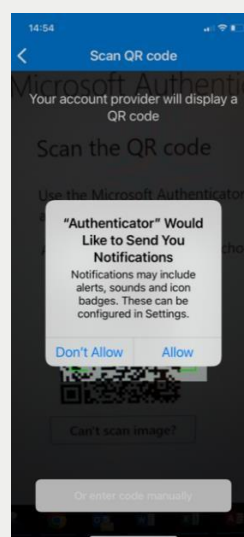
Click next to set up your account.



You will now see a screen like the one below, use you authenticator app to scan the QR code.



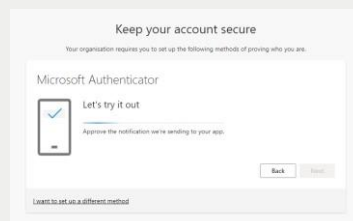
7. Your phone will pop up with another message saying Authenticator would like to send you notifications, please click allow.



8. Back on your computer, click the next button.



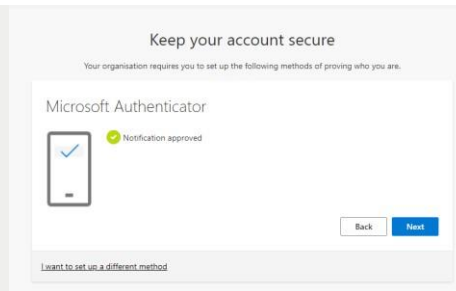
9. Then click next again.



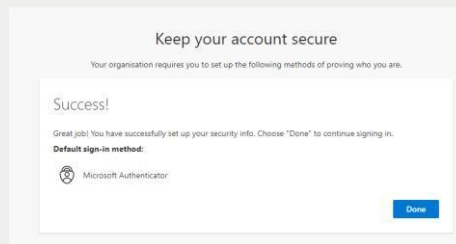
10. Microsoft Authenticator will now ask you approve on your phone. On your phone click on the approve button.



11. You will now see on your web browser a screen that says notification approved with a green tick. Click on the next button



12. You have now set up you MFA. Click on the done button.



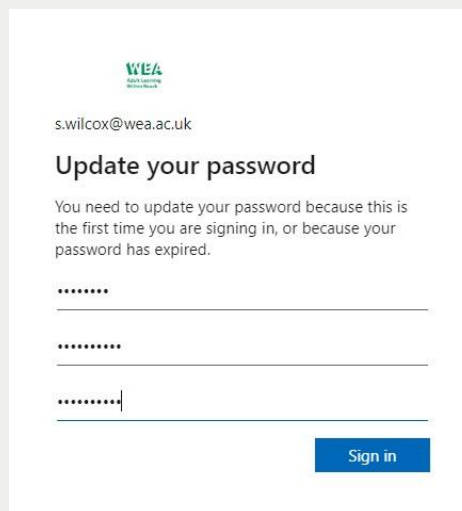
13. You will now be asked to reset your password.

13a. Enter you current password (this is the one sent to you alongside your wea.ac.uk email address by the ICT team).

13b. Then select and type in your new password.

13c. Then confirm your new password.

A screenshot of a web page titled "Update your password". At the top left is the WEA logo. Below it is the email address "s.wilcox@wea.ac.uk". The main heading is "Update your password". Below the heading, it says "You need to update your password because this is the first time you are signing in, or because your password has expired." There are three input fields: "Current password", "New password", and "Confirm password". At the bottom right, there is a "Sign in" button. At the bottom of the page, it says "Welcome to WEA - Adult Learning Within Reach".



WEA
Adult Learning Within Reach

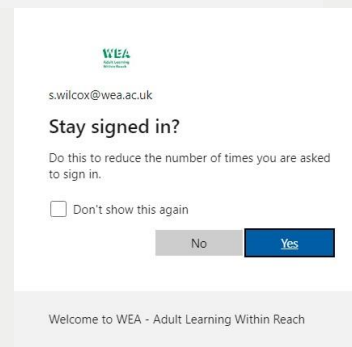
s.wilcox@wea.ac.uk

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

[Sign in](#)

Welcome to WEA - Adult Learning Within Reach



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s.wilcox@wea.ac.uk

Stay signed in?

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

Don't show this again

[No](#) [Yes](#)

Welcome to WEA - Adult Learning Within Reach



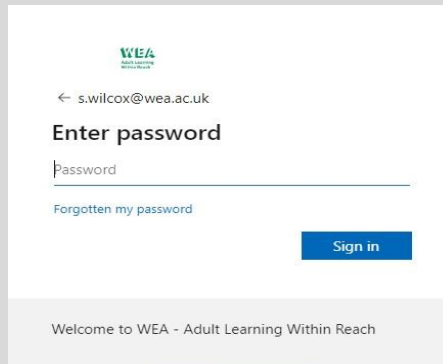
14. Success! You have completed the process. You may see some welcome messages for Microsoft, you can read or skip through these.

15. You can now sign out of your ac.uk account and return to your wea.org.uk account.

Self Service Password Reset (SSPR)

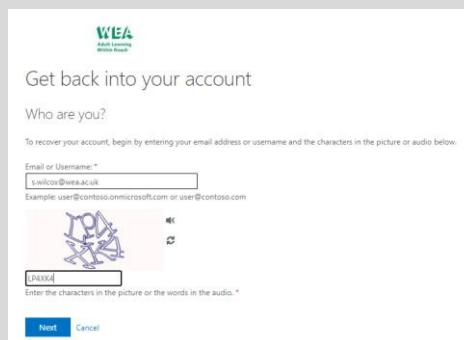
Now that you have set up MFA, you will be able to reset your password whenever you like – without having to phone Bluecube. All you need to do is follow the steps below:

1. Go onto your browser and visit www.office.com and when you click on the sign in link, click on the 'forgotten password' option.



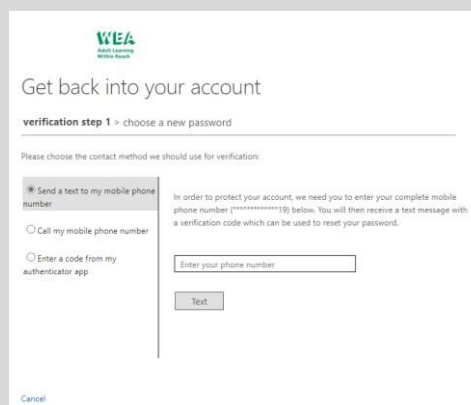
The screenshot shows the WEA sign-in page. At the top is the WEA logo. Below it is the email address 's.wilcox@wea.ac.uk'. The main heading is 'Enter password'. There is a password input field with a masked password 'password'. Below the field is a link for 'Forgotten my password'. A blue 'Sign in' button is positioned to the right. At the bottom, it says 'Welcome to WEA - Adult Learning Within Reach'.

2. Enter your email address into the 'Email' or 'Username' box and then enter the characters in the picture. You can also click on the speaker to have the characters spoken out loud.



The screenshot shows the 'Get back into your account' page. It asks 'Who are you?' and provides instructions to recover the account. There is an input field for 'Email or Username' with the example 's.wilcox@wea.ac.uk'. Below this is a CAPTCHA image showing the letters 'P', 'A', 'M', 'X' in a stylized font. There is a speaker icon and a text input field for the CAPTCHA characters. A blue 'Next' button and a 'Cancel' link are at the bottom.

3. Click the next button

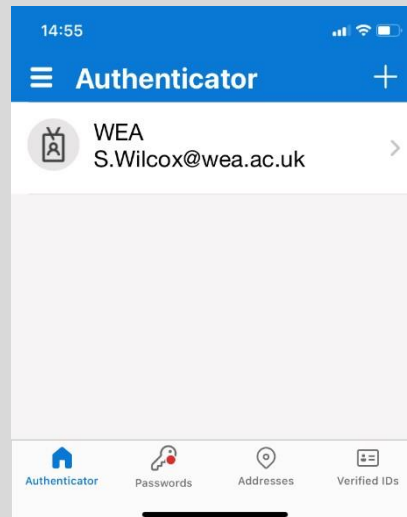


The screenshot shows the 'Get back into your account' page at the 'verification step 1' to choose a new password. It asks to choose a contact method for verification. There are three radio button options: 'Send a text to my mobile phone number' (selected), 'Call my mobile phone number', and 'Enter a code from my authenticator app'. To the right, there is a text input field for the phone number and a 'Text' button. A 'Cancel' link is at the bottom left.

4. Choose the contact method for verification

5. If you have chosen sent a text or call my mobile phone you will receive a text or voice message with the code, which you can use to verify your account.

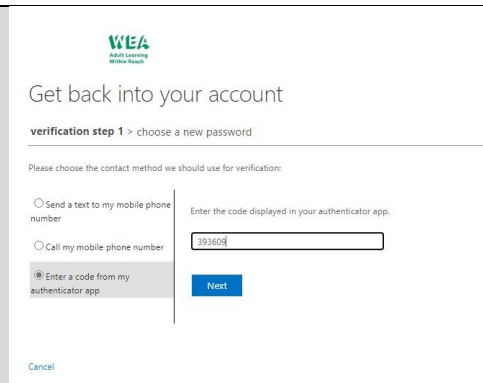
6. If you have chosen the Authenticator app.
Open up your Microsoft Authenticator app on your phone.



7. Click on your wea.ac.uk account.



8. Enter the one time password code.



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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Send a text to my mobile phone number

Call my mobile phone number

Enter a code from my authenticator app

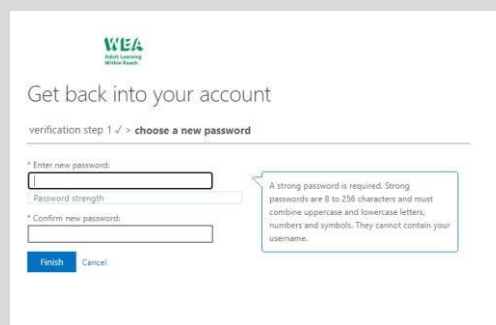
Enter the code displayed in your authenticator app.

393609

Next

Cancel

9. Click next.



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Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

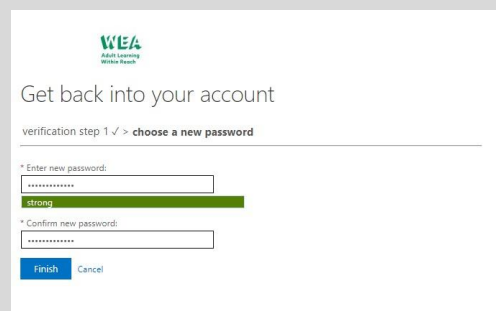
Password strength

* Confirm new password:

Finish Cancel

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers and symbols. They cannot contain your username.

10. Enter your new password making sure it meets the requirements, then click finish.



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Get back into your account

verification step 1 ✓ > choose a new password

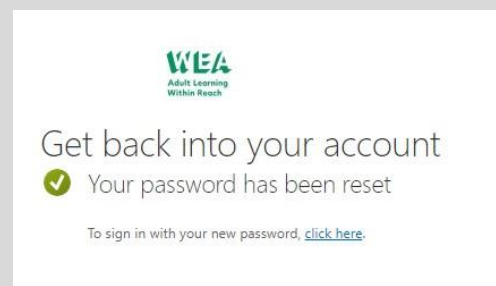
* Enter new password:

Strong

* Confirm new password:

Finish Cancel

11. Your password has now been reset and you will be able to sign back into your account. Remember when you reset your password it will also change the password for your RDS login.



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Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

