



# Multifactor Authentication (MFA) Guide 2025

Your online identity is your digital reputation, made up of your accounts, personal info, and what you share online. Protecting it means keeping your passwords and private details safe to stop others from stealing your stuff or pretending to be you. Staying smart about privacy helps you avoid identity theft and online scams.

## Why use MFA?

Using Multifactor Authentication helps protect your online accounts by adding an extra layer of security. Instead of just needing your password to sign in, you'll also use a second method, like a code sent to your phone or approval through an app. This makes it much harder for someone to hack into your accounts, even if they know your password. It's a simple way to keep your personal information safe and secure.

## You will need:

- Your mobile device that can be Apple or Android
- App store username and password.
- A computer
- A good Internet connection
- Your Toi-Ohomai student email address and password

If you do not have a phone, please contact the Information Centre ([info@toiohomai.ac.nz](mailto:info@toiohomai.ac.nz)) or Library ([libraryhelp@toiohomai.ac.nz](mailto:libraryhelp@toiohomai.ac.nz)) or call us on 0800 86 46 46.

If you are studying a course online and you are off shore please contact the Information Centre ([info@toiohomai.ac.nz](mailto:info@toiohomai.ac.nz)) or Library ([libraryhelp@toiohomai.ac.nz](mailto:libraryhelp@toiohomai.ac.nz)).

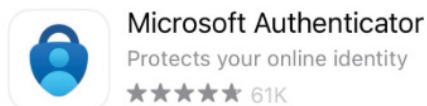
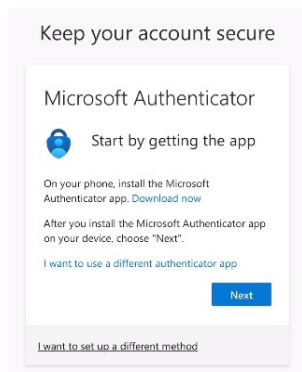
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## Setting up the Authentication App

When you log into a Toi Ohomai site, such as <https://hub.toiohomai.ac.nz/>, using your personal mobile device, you will be prompted to set up Multi-Factor Authentication (MFA).

1. **Sign in to a Toi Ohomai site**, such as <https://hub.toiohomai.ac.nz/>, using your Toi Ohomai student email (e.g., [7654321@student.toiohomai.ac.nz](mailto:7654321@student.toiohomai.ac.nz)) and password.
2. **To get the Authenticator app**  
Go to the Google Play or Apple App Store.

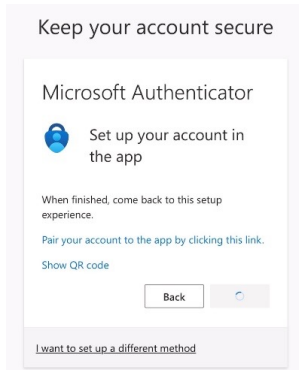
*You will be presented with the following screen. Proceed to step 3. After downloading Authenticator app.*



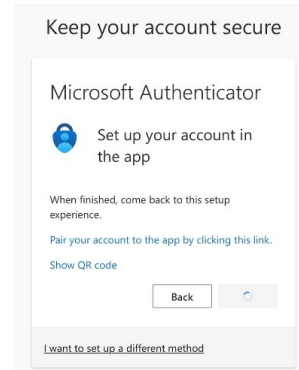
### Download the app:

- a) Type 'Authenticator application' in the search bar or your app store.
- b) Choose your authenticator application, such as Microsoft Authenticator.
- c) Click Install

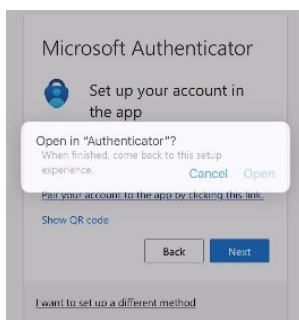
3. Click Next on the sign in screen.



4. Click on "Pair your account to the app by clicking this link."



5. Select "Open Authenticator" to continue.



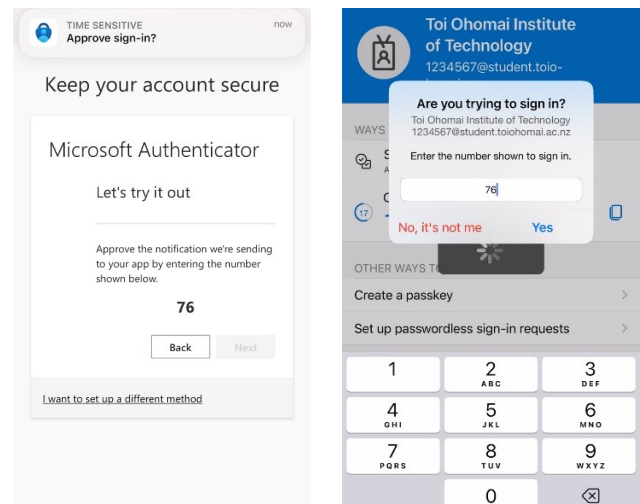
6. In the authenticator app, you will see the Toi Ohomai Institute of Technology listed along with your student email address.



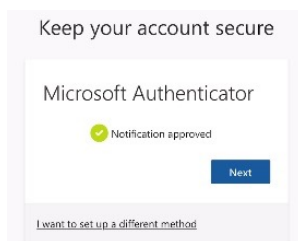
7. Click "Next" on the login screen to proceed.



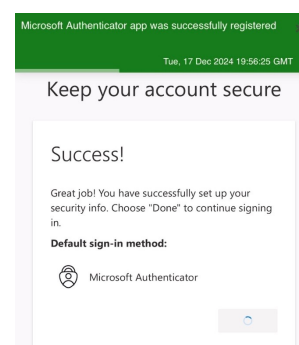
8. Now it's time to test your MFA. Please take note of the 2-digit code displayed, then open your Authenticator app to complete the process.



9. Click "Next" on the Notification Approved screen to proceed.



10. A success screen will appear, confirming that you have successfully completed your MFA registration.



If you are an existing student, you're all set!

### **New Students:**

You will be directed to the "Change Password" screen.

#### **Tips:**

You will be prompted to create a new password. Your password must be at least 12 characters long and complex—think of it as a "passphrase." It must include characters from three of the following categories:

- Uppercase letters
- Lowercase letters
- Numbers
- Special characters

### **Alternative MFA method.**

If your phone is unable to support the Authentication App MFA method, you can sign in to <https://mysignins.microsoft.com/security-info> and select the "Text me a code" option.

#### **Set Up Two-Step Verification:**

1. Under the "Security Info" section, click on the option that says "Add sign-in method."
2. Select "Phone" from the available options.

#### **Enter Your Phone Number:**

3. You will be prompted to enter a phone number where Microsoft can send verification codes.
4. Enter your phone number and click "Next."

#### **Verify Your Phone Number:**

5. Microsoft will send a text message with a verification code.
6. Enter the code you received into the provided field on the webpage and click "Verify."

#### **Complete Setup:**

7. Once your phone number is verified, you'll see a confirmation message: "Verification complete. Your phone has been registered."

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For IT assistance please contact the IT Team, if you have an error please attach a screenshot.  
[ITHelp.student@toiohomai.ac.nz](mailto:ITHelp.student@toiohomai.ac.nz)