Multifactor Authentication (MFA) Guide 2027

TOI-OHOMAI
Institute of Technology



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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 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 phone (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 Knowledge and Information team. You can visit them at our on-campus libraries, email loginsupport@toiohomai.ac.nz or phone 0800 86 46 46.

If you are studying online, or you are off shore, please contact the Knowledge and Information team via loginsupport@toiohomai.ac.nz.

Setting up the Authentication App

When you log into a Toi Ohomai site, such as https://hub.toiohomai.ac.nz/, on your phone or a computer, you will be prompted to set up MultiFactor 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) and password.

2. **To get the Authenticator app**
   Go to the Google Play or Apple App Store



3. **Download the app:**

a) Search for 'Microsoft Authenticator' in your app store.

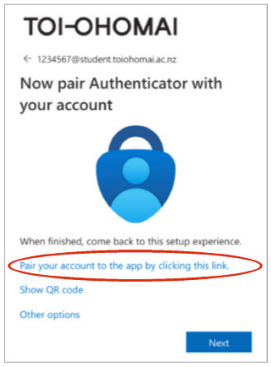
b) Choose Microsoft Authenticator.

c) Tap Install

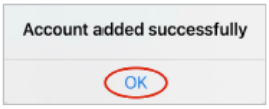
Once the app has downloaded, go to **page 3** if you're setting up on your phone, or **page 4** if you're on a computer.

Setting up on your phone

4. **Pair your account.** Once you've signed in with your student email and password, you'll see the "Now pair Authenticator with your account" screen. Tap **"Pair your account to the app by clicking this link."**



5. **Account added.** The Authenticator app will open and show **"Account added successfully".** Tap **OK.**



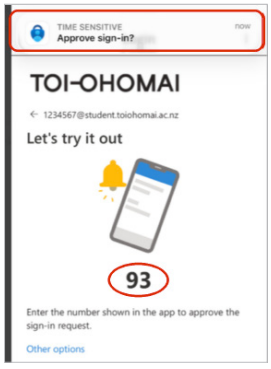
6. **Test your sign-in.** Go back to your browser and tap **Next.** A number will appear on the screen. Take note of this number. A notification saying **"Approve sign-in?"** will usually drop down at the top of your screen. Tap it to open Authenticator. If it doesn't appear, open the app yourself.



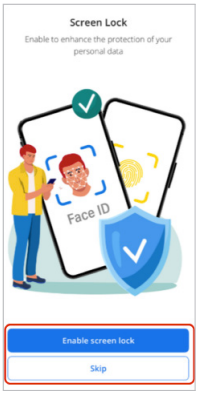
7. **Approve the sign-in.** In the Authenticator app, type the number shown in your browser, then tap **Yes.** Only ever approve a sign-in you started yourself. If this pops up when you're not signing in, tap **"No, it's not me".**



8. **You're done.** In your browser you'll see **"Authenticator Added".** Tap **Done.**

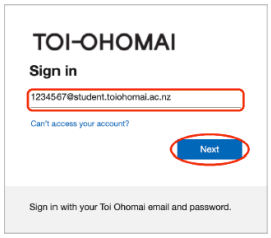


9. **Screen lock (optional).** You'll be asked if you want to turn on a screen lock. Tap **Enable screen lock** for extra protection, or **Skip.**

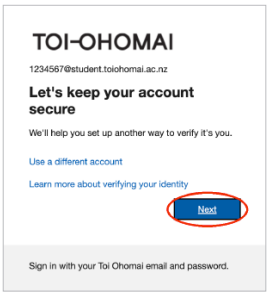


Setting up on a computer

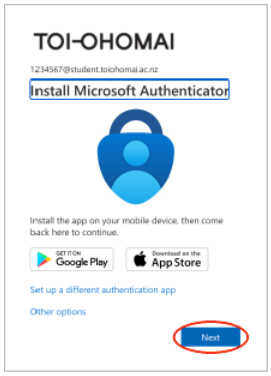
1. **Sign-in.** On your computer, go to a Toi Ohomai site such as hub.toiohomai.ac.nz. Enter your student email and click **Next**, then enter your password and click **Sign-in.**



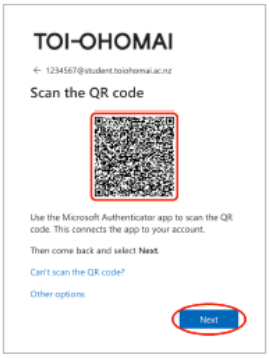
2. **Start setup.** You'll see **"Let's keep your account secure".** Click **Next.**



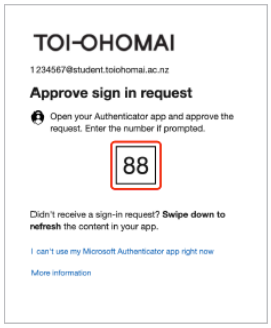
3. **Install the app.** If you haven't already, install Microsoft Authenticator on your phone (see page 2). Then click **Next** on your computer.



4. **Scan the QR code. On your phone, open** Authenticator, tap + (Add account), choose **Work or school account**, then **Scan QR code**. Scan the code on your computer, then click **Next** on your computer.



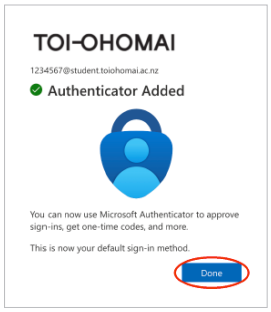
5. **Note the number.** Your computer will show a number. Tap the Authenticator notification on your phone to open the app. If nothing appears, open the app and swipe down.



6. **Approve the sign-in.** On your phone you'll see **"Are you trying to sign-in?".** Type the number shown on your computer and tap **Yes.**



7. **You're done.** On your computer you'll see **"Authenticator Added"**. Click **Done.**





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.

Please see the Knowledge and Information team located at our on-campus libraries. Or email them at loginsupport@toiohomai.ac.nz

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For assistance, please contact the Knowledge and Information team via loginsupport@toiohomai.ac.nz.
If you have an error, please attach a screenshot.

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