

## User Guide – MFA.welearn365.com

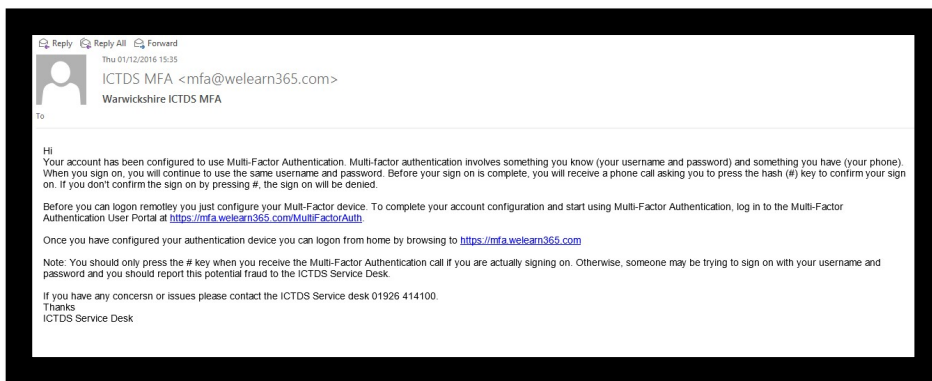
This user guide will explain how to setup and logon to mfa.welearn365.com to access school resources from home.

Multi-factor authentication involves something you know (your username and password) and something you have (your phone). When you sign on, you will continue to use the same username and password. Before your sign on is complete, you will be prompted to confirm who you are using your phone, this could be a phone call or a mobile notification.

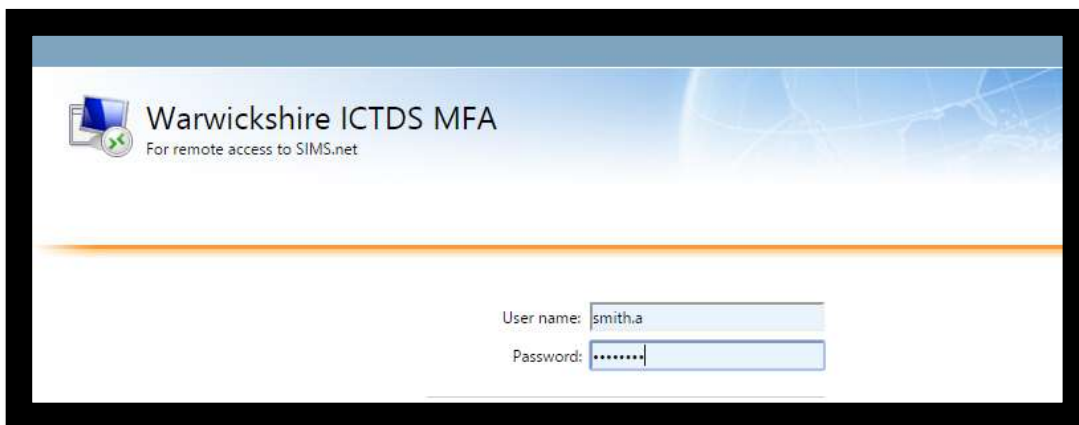
### First Time Setup

**Must be completed in school.**

1. When your account is first configured, you will receive an email that contains important links and instructions. You should **keep this email for future reference**. If you have not received this email, please contact the ICTDS Service Desk. An example of this email is below.



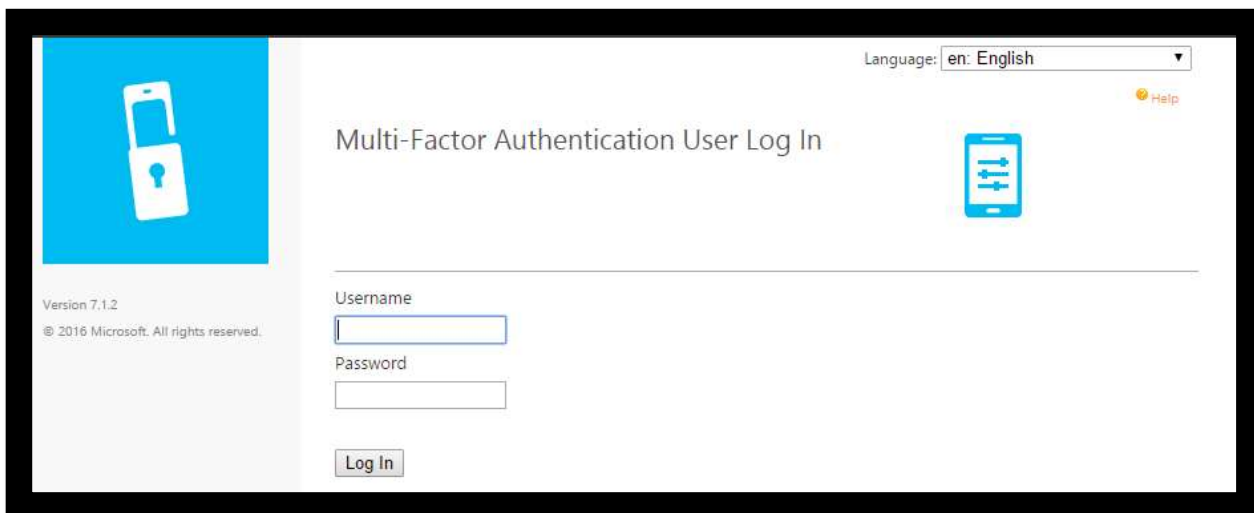
2. To start the first time setup please **logon to <https://mfa.welearn365.com>** using your school user account.



3. After you logon you will be presented with a shortcut to access your school server, however you must configure your MFA device before logging in, please select **“Manage MFA”** from the menu on the top right.

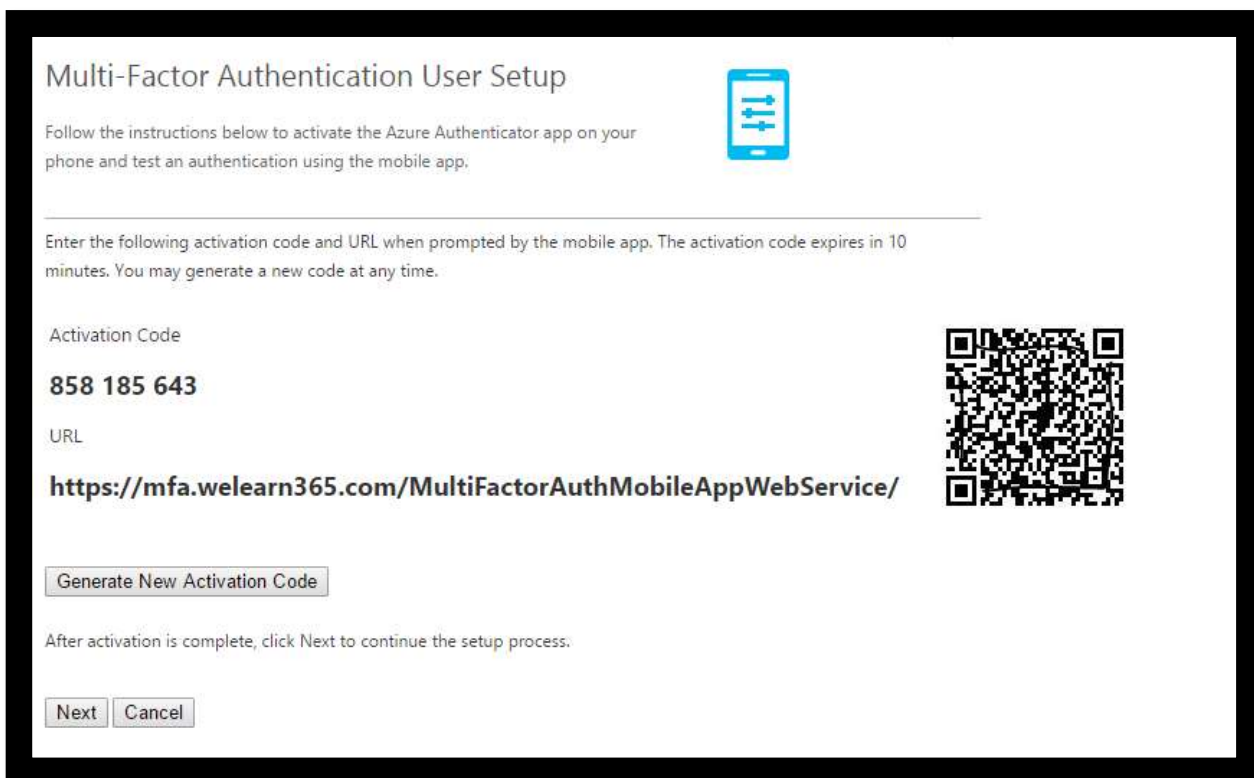


4. A new page will open, **login again** using your school user account. This is where you can update your details if you lose your phone or need to change your number.



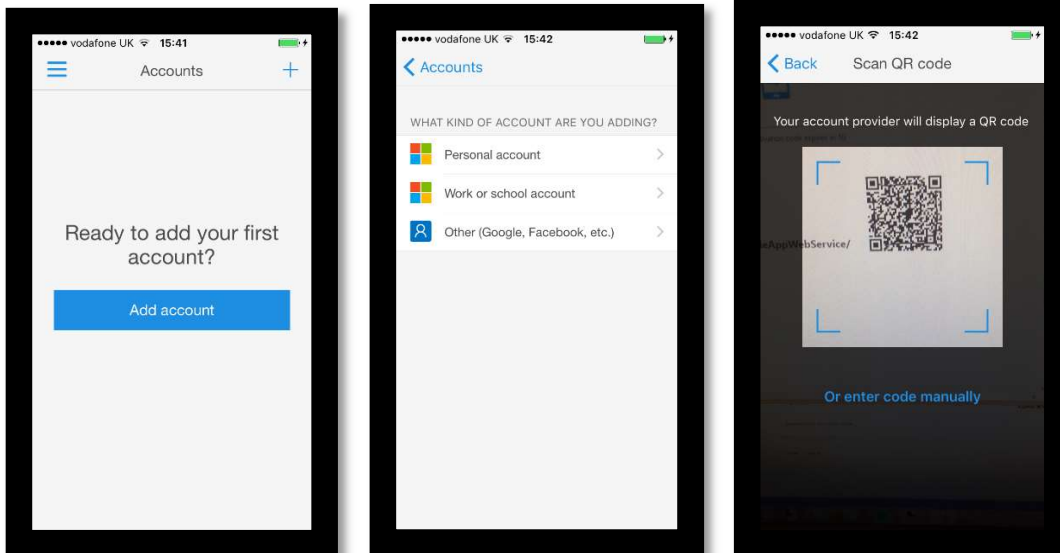
The screenshot shows the 'Multi-Factor Authentication User Log In' page. On the left, there is a blue square icon of a smartphone with a lock symbol. Below it, the text reads 'Version 7.1.2' and '© 2016 Microsoft. All rights reserved.'. On the right, there is a language dropdown menu set to 'en: English' and a 'Help' link. The main heading is 'Multi-Factor Authentication User Log In'. Below the heading, there are two input fields: 'Username' and 'Password'. A 'Log In' button is located at the bottom of the form. A small blue smartphone icon is also visible on the right side of the page.

5. On first logon you will be prompted to setup your mobile device, the default option is to use the "Azure Authenticator" App, if you would rather use a phone call for authentication please go to step 9 else continue with step 6.
6. **Install the "Microsoft Authenticator" app** on your smartphone or tablet, when you are ready click **"Generate Activation Code"** and you will be presented with a QR code to scan.

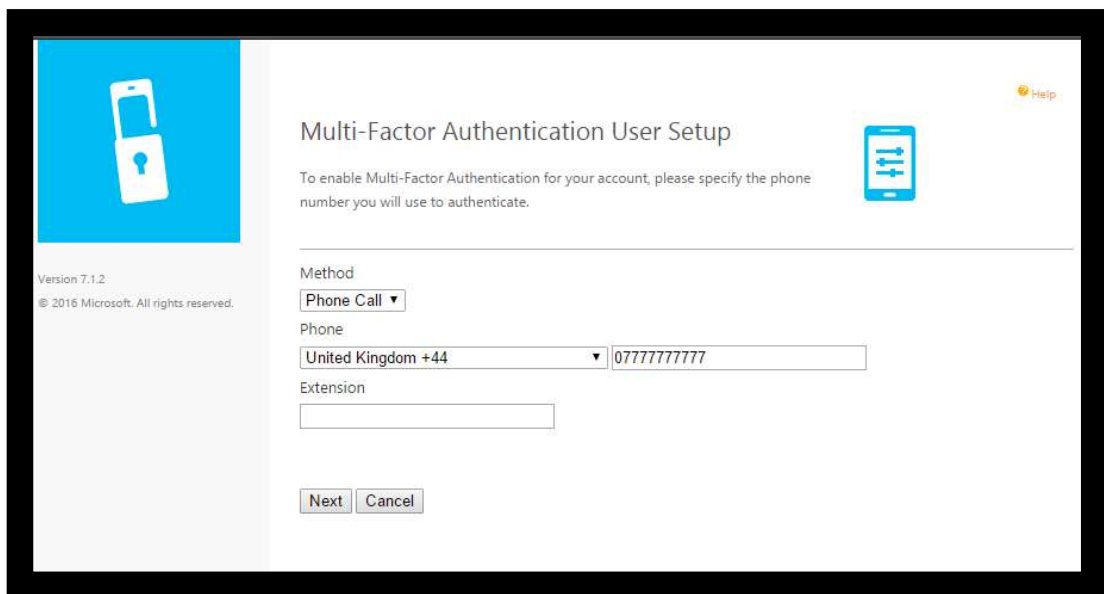


The screenshot shows the 'Multi-Factor Authentication User Setup' page. The heading is 'Multi-Factor Authentication User Setup'. Below the heading, there is a blue smartphone icon and the text: 'Follow the instructions below to activate the Azure Authenticator app on your phone and test an authentication using the mobile app.' Below this, there is a horizontal line and the text: 'Enter the following activation code and URL when prompted by the mobile app. The activation code expires in 10 minutes. You may generate a new code at any time.' Below this, there are two fields: 'Activation Code' with the value '858 185 643' and 'URL' with the value 'https://mfa.welearn365.com/MultiFactorAuthMobileAppWebService/'. To the right of the URL field is a QR code. Below the QR code, there is a 'Generate New Activation Code' button. At the bottom, there is the text: 'After activation is complete, click Next to continue the setup process.' and two buttons: 'Next' and 'Cancel'.

- Open the authenticator App and select **“Add Account”** followed by **“Work or School Account”** and then **scan the QR code** from your computer screen. This completes your device setup.



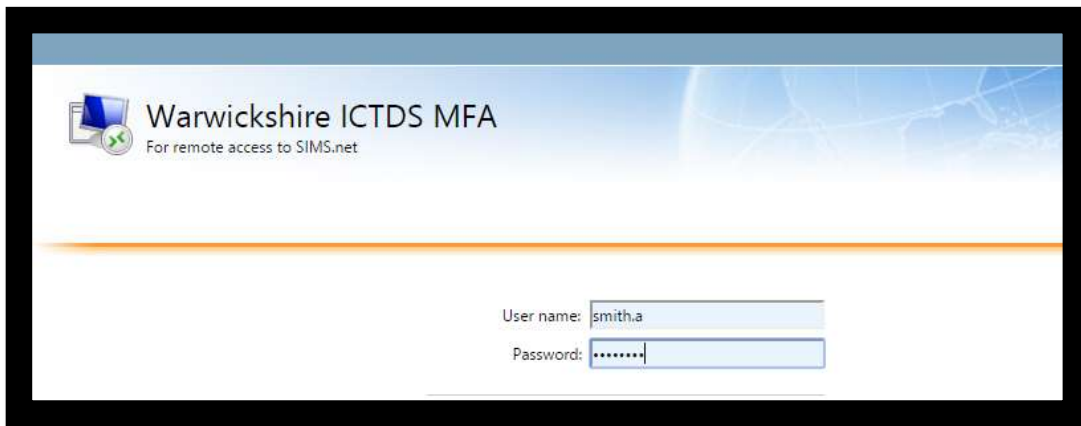
- On the **“Multi-Factor Authentication User Setup”** click **“Next”** to complete the setup. You can now close this page and your setup is complete.
- If you would rather receive a phone call than use the Azure Authenticator App follow the steps below:
  - After logging in change the **“Method”** to **“Phone Call”**, enter the desired number, and change the country code to UK.



- Press next to complete the setup.

## Logging In

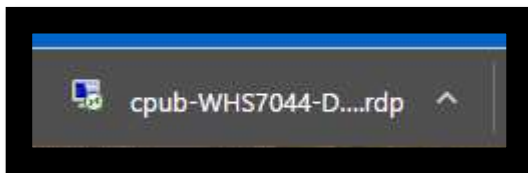
1. Logon to <https://mfa.welearn365.com> using your school user account.



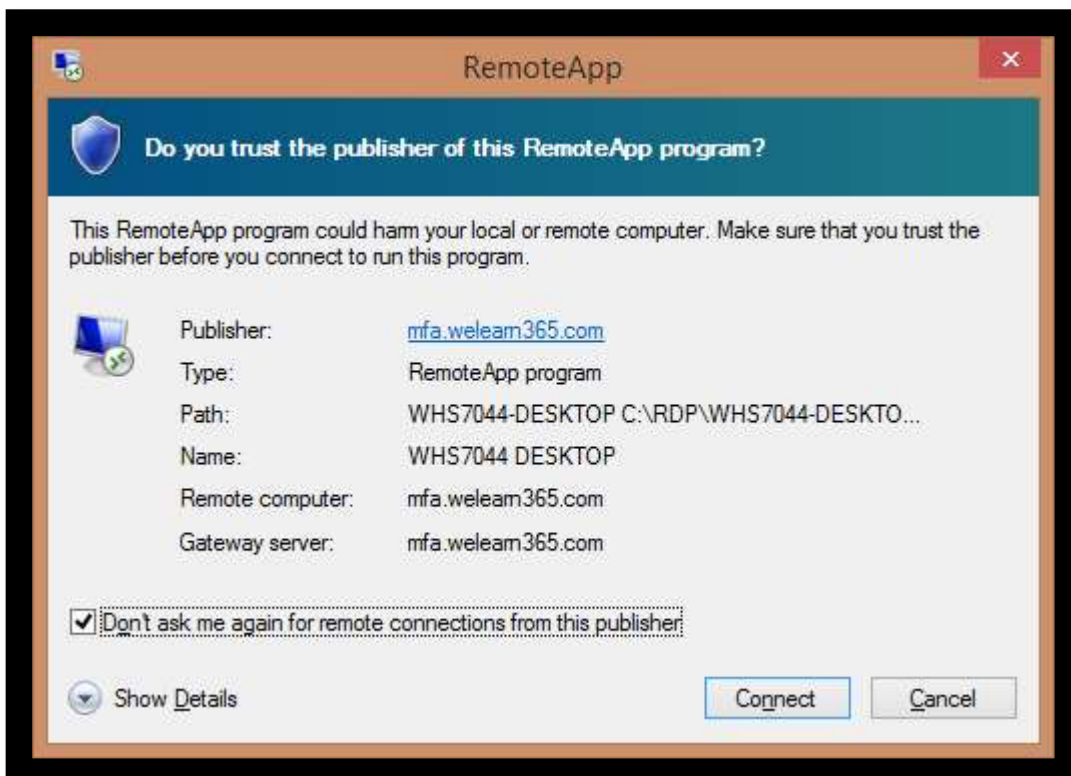
2. Open the folder for your school and then **launch the "DESKTOP" shortcut** presented



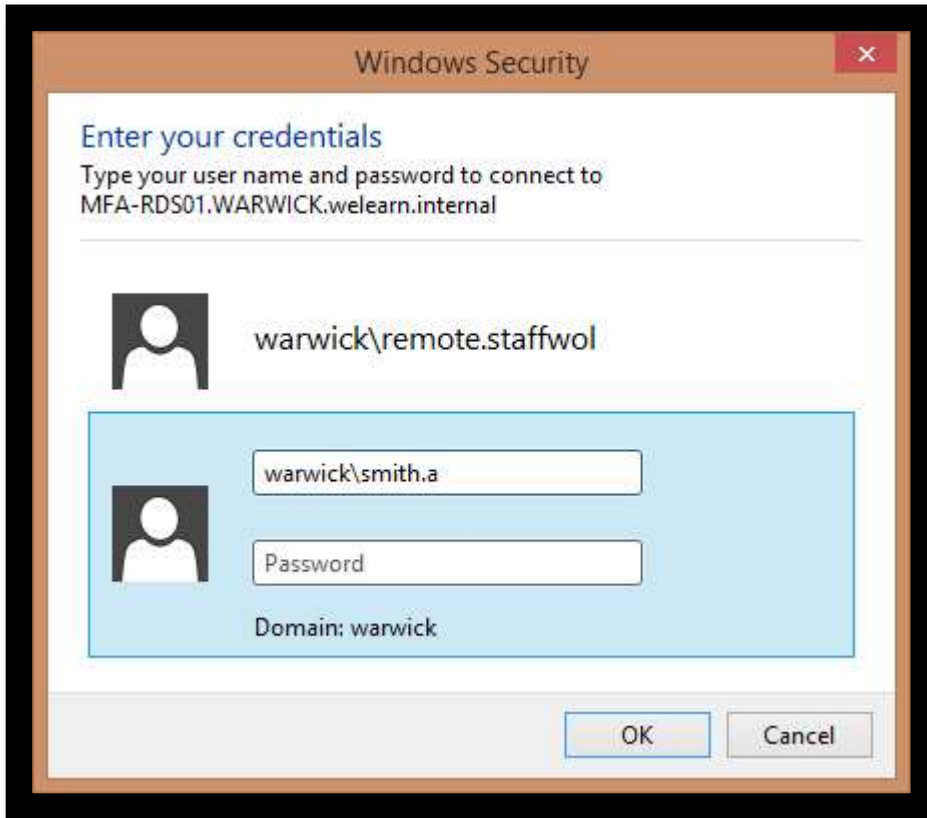
3. This will automatically launch the connection, if a file downloads launch this file, it will look similar to the file shown below.



4. If you are presented with this security warning choose "Do not ask me again" and then **"Connect"**



5. When prompted **logon to the connection using your school user account**, if your username does not appear in the format “WARWICK\Username” please choose “Use Another Account” and type the account username manually.



6. At this point, **your MFA device will be contacted to confirm your authentication**.  
**IMPORTANT:** If you ever receive a request that you did not initiate, deny the connection and contact the ICTDS service desk as soon as possible.
- If you are using the mobile app you will receive a notification of the logon and you must approve the connection within 30 seconds.
  - If you are using a phone call for authentication, you will receive a call instructing you to press “#” to confirm the authentication
7. You will then be automatically connected to your school server where you can access school network resources and SIMS.net

### Using a Mac to access MFA

If you wish to use a Mac computer to logon to MFA there is an additional step to complete before logging in.

On your Mac computer access the AppStore and install the “Microsoft Remote Desktop” app, after this follow the instructions and the downloaded file will launch in this app.

