

# How do I enable multi-factor authentication (MFA)?

This guide is for the staff of Metropolia University of Applied Sciences. You can follow this guide regardless of whether you have an iOS or Android phone.

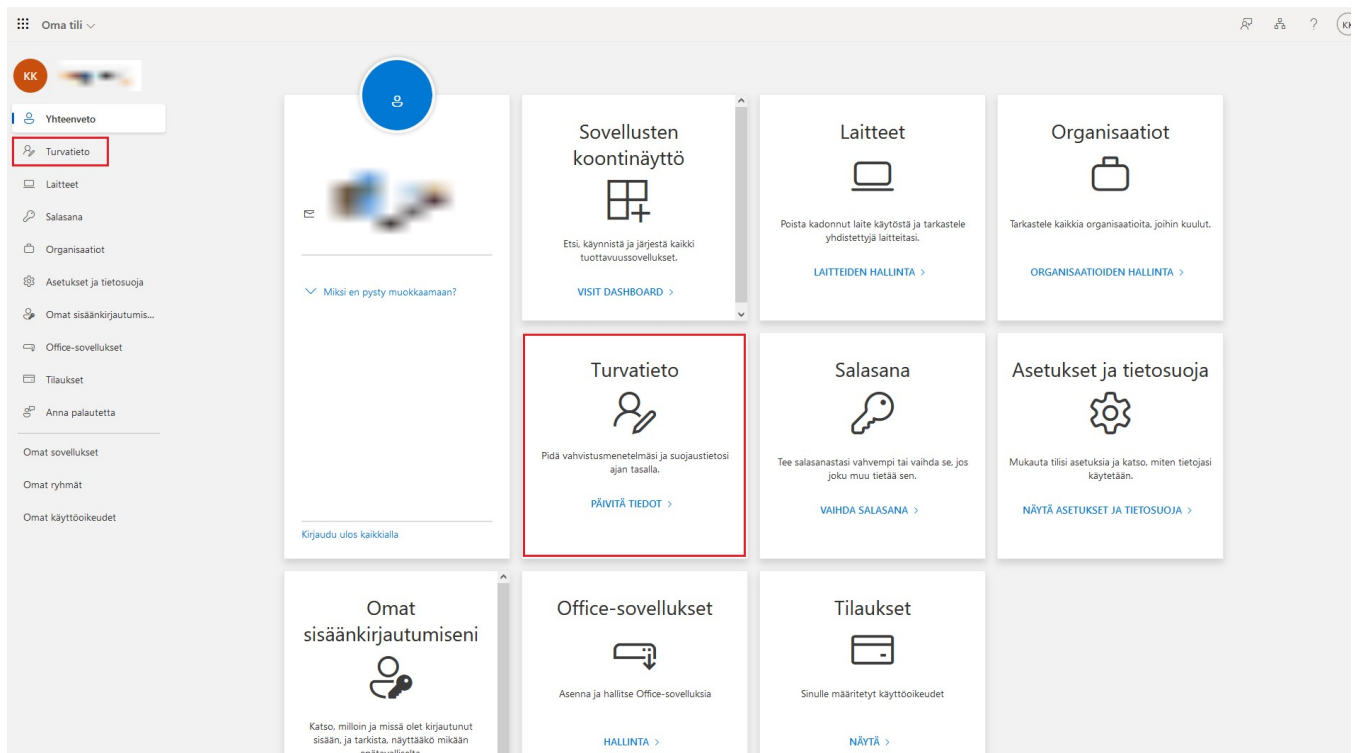


- Complete all three steps to avoid login issues!
- Do not use devices that are not in your possession for authentication!

- Step 1: Enable text message authentication
  - What to do if you've signed out after enabling text message verification?
- Step 2: Enable the Microsoft Authenticator app
- Step 3: Enable Alternative Authentication Methods (recommended extra step)
- Did you encounter a problem?

## Step 1: Enable text message authentication

1. Go to the website **myaccount.microsoft.com** using your web browser.
2. Sign in with your Metropolia credentials in the format **yourusername@metropolia.fi**.
3. On the **Summary** page, select **Security info**.



4. Choose **Add a sign-in method**.

☰ Omat sisäänkirjautumiseni ▾

- Yleiskatsaus
- Turvatieto**
- Laitteet
- Salasana
- Organisaatiot
- Asetukset ja tietosuoja
- Viimeaikainen toiminta

## Turvatieto

Nämä ovat menetelmät, joilla kirjaudut sisään tiliisi tai nollaat salasanasasi.

+

Lisää kirjautumismenetelmä

...

Salasana

Viimeisin päivitys:  
kaksi kuukautta sitten

Muuta

Kadotitko laitteesi? [Kirjaudu ulos kaikkialla](#)

5. From the dropdown menu, select **Phone** and choose **Add**.

Lisää menetelmä

×

Minkä menetelmän haluat lisätä?

Puhelin

▾

Peruuta

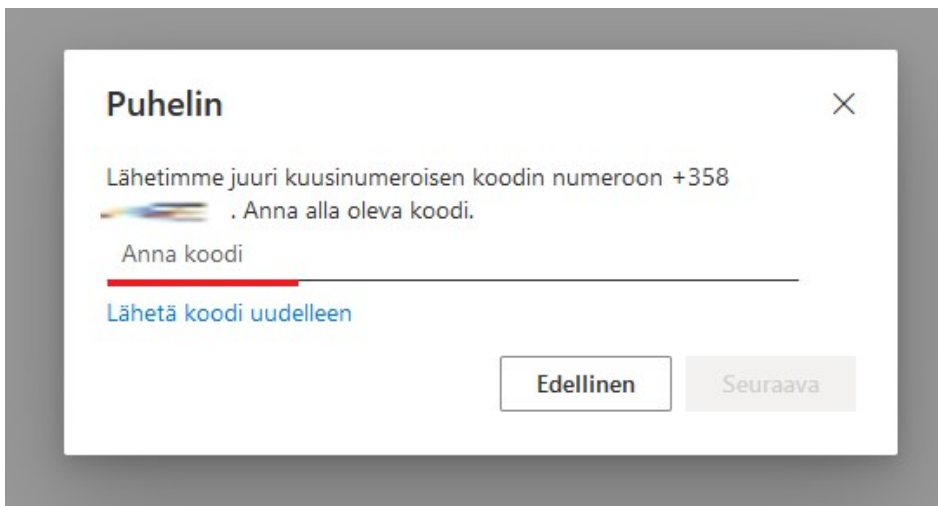
Lisää

6. Select **Finland (+358)** from the country code dropdown menu and enter your phone number.

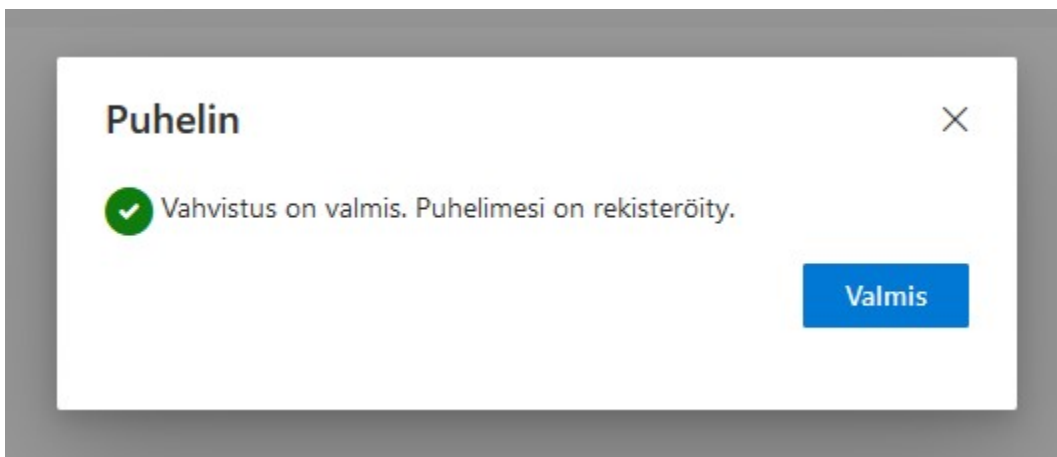


Ensure that "Receive code" is selected.

7. Enter the code you received via text message into the "Enter code" field.

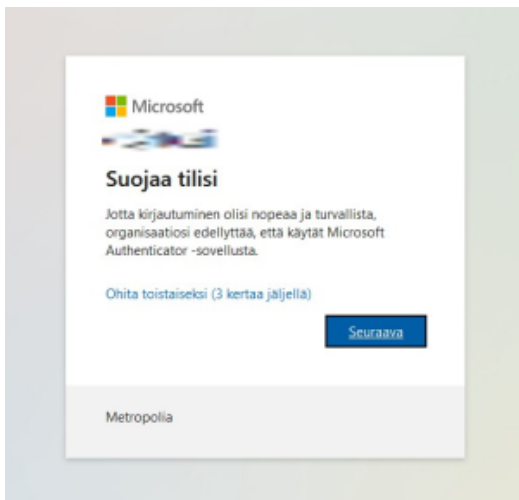


8. Registering your phone is successful when you see a notification like this.



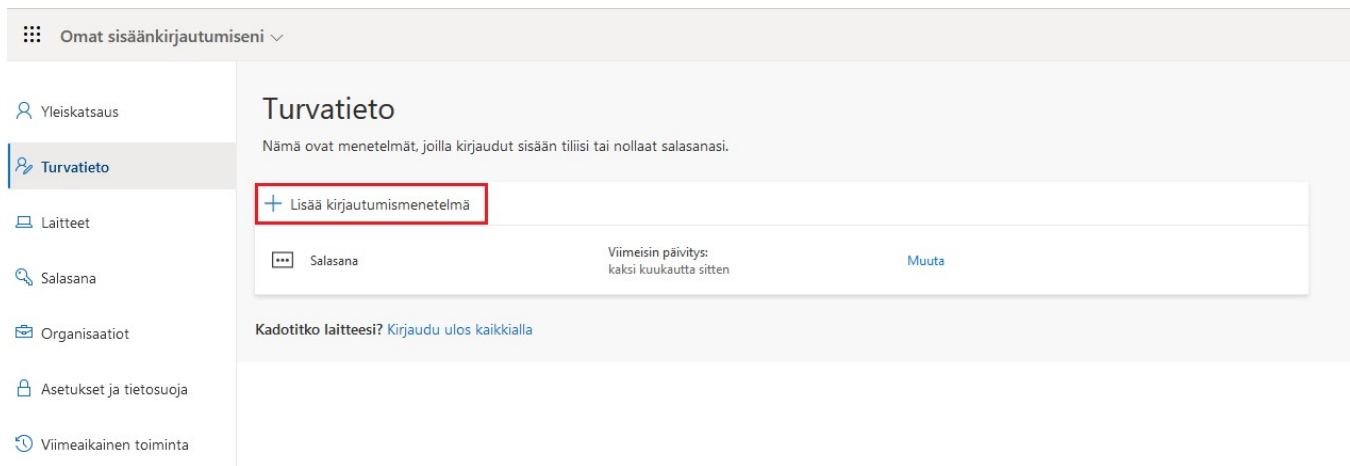
### What to do if you've signed out after enabling text message verification?

When you log back in, you'll need to use text message verification. You may see a notification on your screen like this. Proceed directly to step 2 (Enable Microsoft Authenticator app) by selecting **Next** in step 3. Alternatively, you can choose **Skip** and start step 2 from the beginning (from step 1).

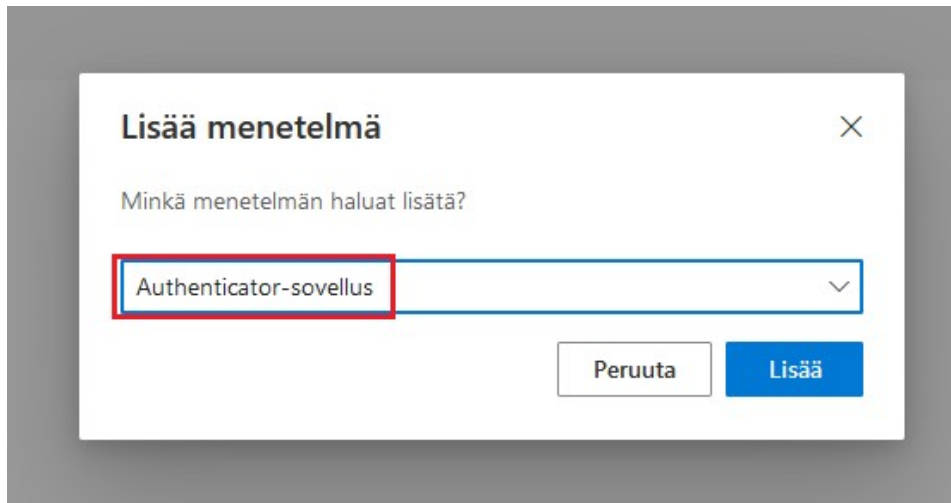


## Step 2: Enable the Microsoft Authenticator app

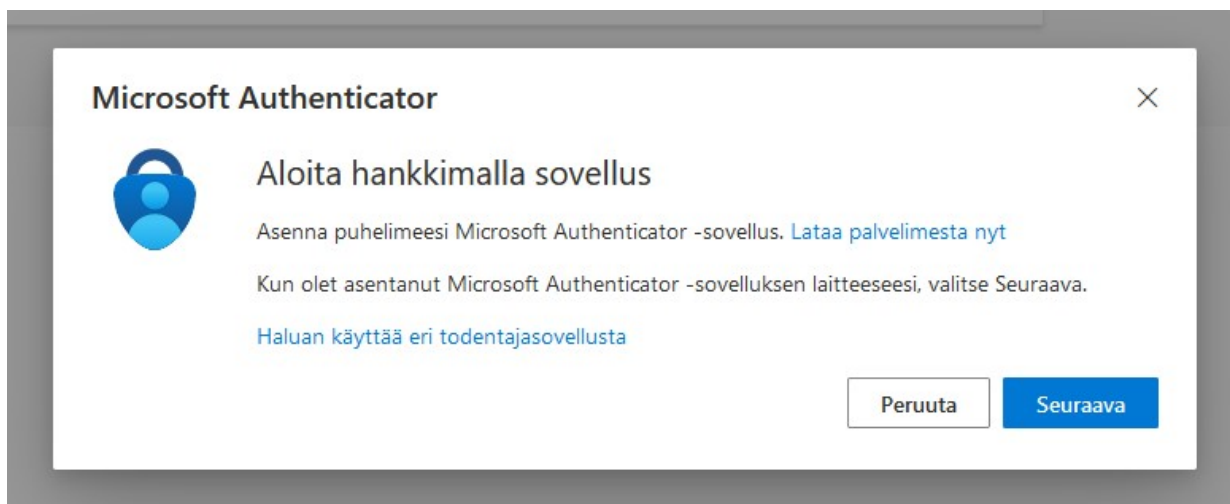
1. From the **Security info** tab, once again select **Add a sign-in method**.



2. From the dropdown menu, choose **Authenticator app** and select **Add**.



3. Install the Microsoft Authenticator app on your phone. You can find it by searching for "**Microsoft Authenticator**". Make sure you select the app with the **exact name** "Microsoft Authenticator".



On your phone, the app should appear like this:

# Microsoft Authenticator

Microsoft Corporation

4,6★  
1,48 milj. arvostelua

100 milj.+  
Lataukset

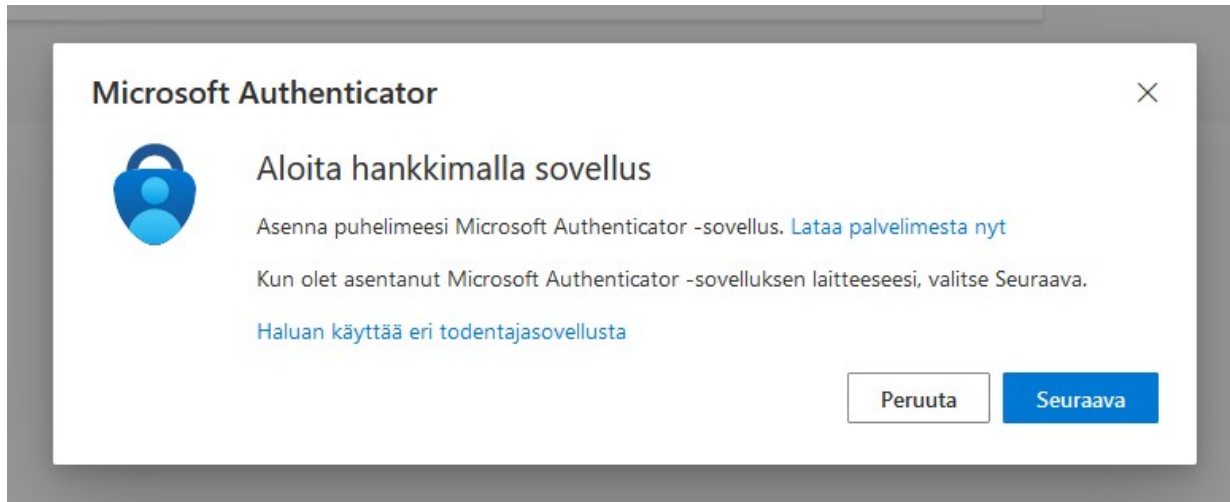
Kaikki

Asenna muille laitteille

Jaa



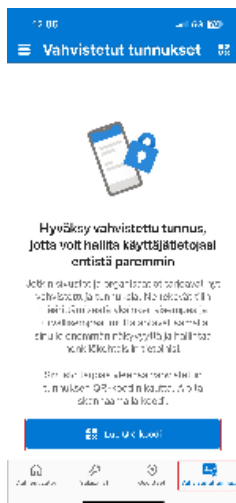
4. Once you have installed the Microsoft Authenticator app on your phone, select **Next** on your computer screen.



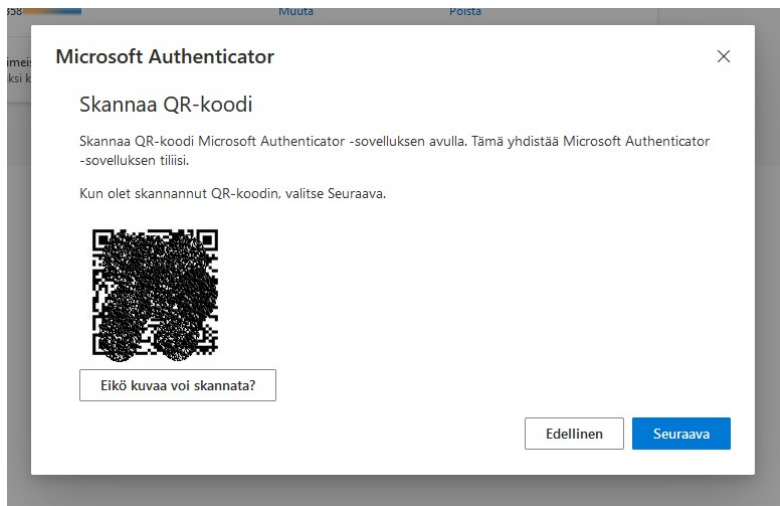
5. Launch the **Microsoft Authenticator** app on your phone.

6. Select **"Skip"** at the top of the screen.

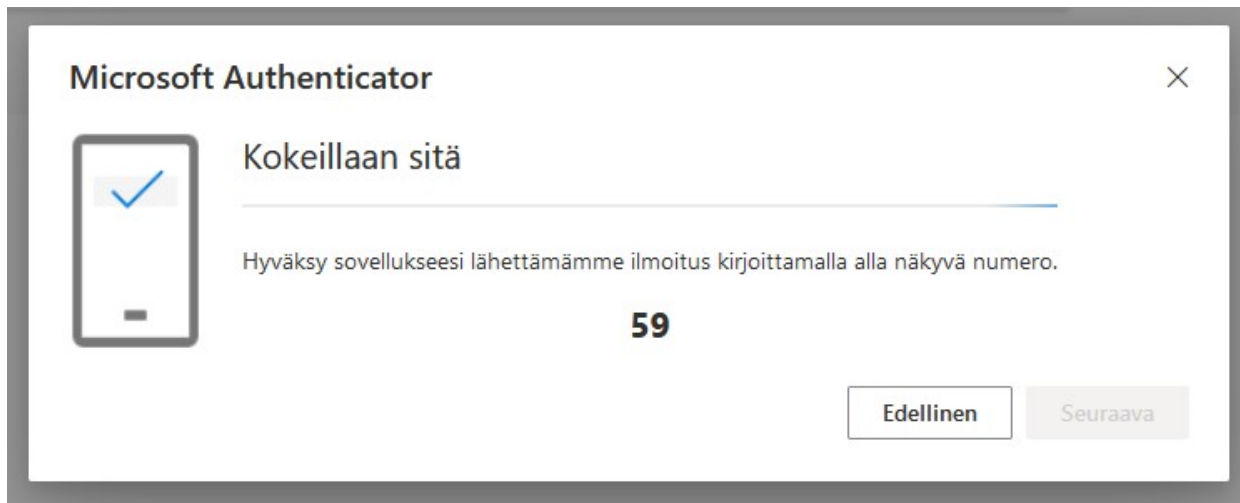
6. Choose **Verified accounts** found in the bottom-right corner of the Microsoft Authenticator app.



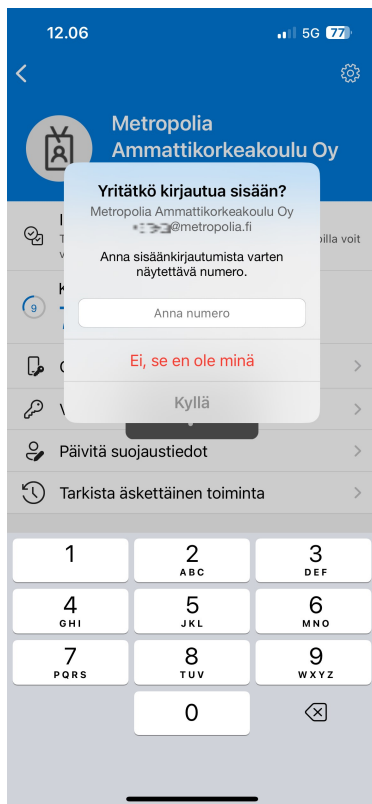
7. Scan the QR code on your **computer screen** using your phone (the example below shows the QR code that appears on your computer screen).



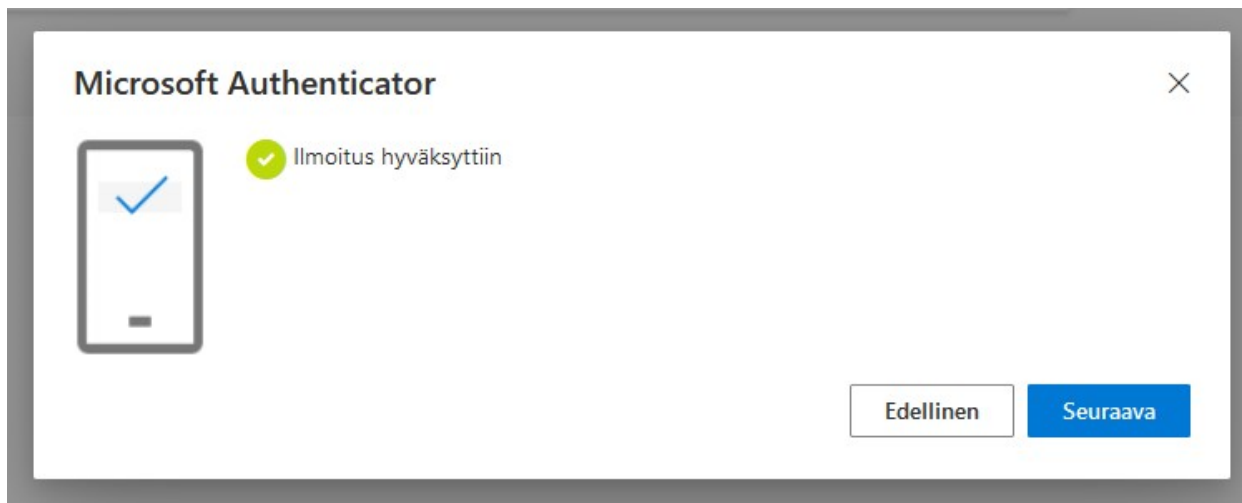
8. Select **Next** on your computer, after which a number will appear on your computer screen.



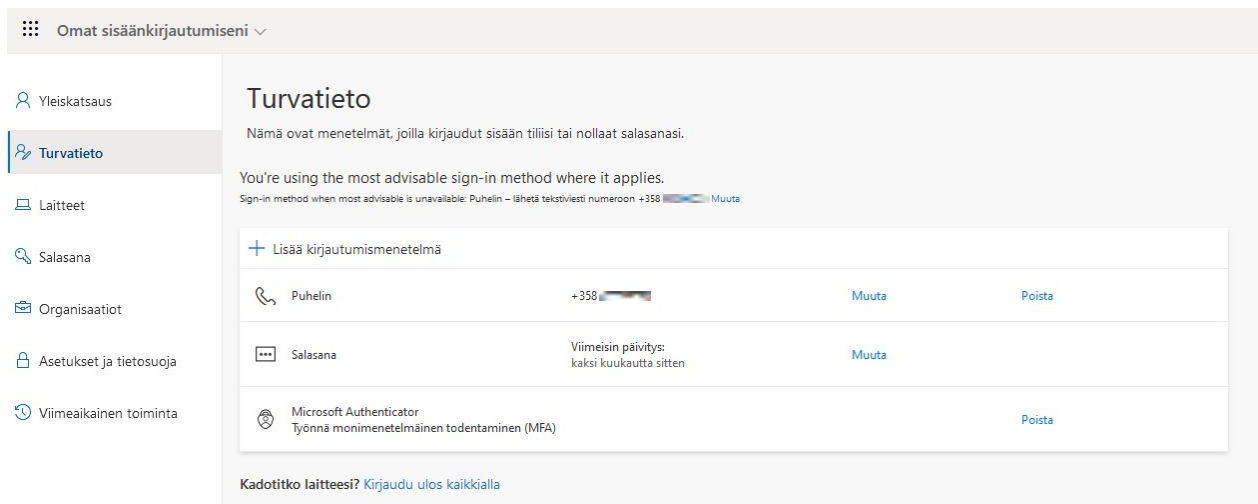
9. After scanning the QR code, your phone will prompt you for a **number**. Enter the code displayed on your computer screen into the "**Enter code**" field on your phone and select **Yes**.



10. The setup of Microsoft Authenticator is now complete.



The information about enabling the Authenticator app has been updated in your account security settings.



### Step 3: Enable Alternative Authentication Methods (recommended extra step)

Repeat the same instructions, but instead of the presented Authenticator app and text message authentication,

- enable as many alternative authentication methods as possible that are not linked to your primary device.
- For example, you can install a completely different Authenticator app, such as Google Authenticator, on your personal phone or backup phone.
- It's essential to have a plan in case your primary device is lost or damaged. This way, you can avoid login issues and continue your work regardless of the availability of your primary phone.

Learn more about preparing for and resolving login issues:

### Did you encounter a problem?

1. Restart your computer and the device where the issue is occurring. Try the function again.
2. If the function you are attempting is happening in a web browser, try the function again in an incognito or private window and in a different browser.
3. Try searching for a solution on the site of the IT Services by using the following search methods:
  - a. navigation menu of the site (on the left)
  - b. search machine of the wiki (right upper corner)
  - c. a general search engine, for instance [Google Search](#)
  - d. [alphabetical index](#)
  - e. [FAQ](#)

If the problem is not resolved, please contact the helpdesk according to [best practices](#). Always include **a full screen screenshot** of the issue in your service request.

Contact method	Contact information
Form	<a href="https://hd.metropolia.fi">https://hd.metropolia.fi</a>
Email	<a href="mailto:helpdesk@metropolia.fi">helpdesk@metropolia.fi</a>
Phone service	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

[Miten otan käyttöön monivaiheisen tunnistautumisen? \(MFA\)](#)